ANNUAL   REPORT

CONFERENCE OF DIRECTORS OF NATIONAL LIBRARIES (CDNL) 2014 / 2015

Title	:	**ANNUAL REPORT TO CDNL 2014 / 2015**
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1.   NATIONAL LIBRARY OF MALAYSIA

National Library of Malaysia (NLM) is a MS ISO 9001 : 2008 certified federal government library under   the Ministry of Tourism and Culture Malaysia and is headed by Ms. Nafisah Ahmad, the   Director General   who is also the National Librarian. She has the responsibilty to oversees the development of libraries, library profession and library education in the country. The objectives of the establishment of NLM are to make available for the use of present and future generation a national collection of library resources;   to facilitate nation-wide access to library resources available within the country and aboard; and to provide leadership on matters pertaining to libraries. To carry out these objectives, NLM acts as the national centre for the lending and exchange of library resources in order to promote national and universal availabilty of publications. NLM also facilitate national and international cooperation and resource sharing among libraries.

National Library of Malaysia (NLM) Strategic Plan for 2014 - 2018 was drawn up in line with Malaysia's Vision 2020 to develop a knowledge society where Malaysia hopes to achieve the status of a developed nation by the year 2020. NLM's vision statement is "The National Library of Malaysia as a world class leader in library development, services and leadership by the year 2020" whereas NLM's mission statement is "To enhance the delivery of quality information resources through library services in order to build a knowledge society".

2. RELATIONSHIP TO GOVERNMENT

2.1 Ministry of Tourism and Culture Malaysia

NLM is a federal government agency under the Ministry of Tourism and Culture Malaysia since May 2013. NLM is under the Culture Sector of the Ministry and supports all the programmes of the Ministry. Malaysia's tourism sector is one of the twelve (12) National Key Economic Areas (NKEAs), and NLM hope to contribute to the tourism industry through knowledge tourism and making NLM as one of its tourist attraction in Malaysia.

2.2 National Library Act 1972 (Act 80) (Incorporating all amendments as at 1st January 2006)(www.pnm.gov.my)

The National Library of Malaysia (NLM) is empowered with two acts, that is the *National Library Act 1972* (Act 80) (Incorporating all amendments as of 1January 2006) and the *Deposit of Library Material Act 1986* (Act 331). The National Librray of Malaysia was established under the *National Library Act 1972* (Act 80) and the act relate to the executive power, roles of the Director General and the establishment of NLM whereas the function of the *Deposit of of Library Material Act* is to collect, document and preserve local publications for national intellectual heritage. NLM is also the National Centre for Malay Manuscripts for the acquisition, documentation and use of the Malay manuscripts and has the largest collection of original Malay manuscripts in the world.

2.3 **Deposit of Library Material Act 1986 (Act 331)**

Under the *Deposit of Library Material Act 1986*, the National Library of Malaysia is the National Depository which shall have the following objectives, that is, to provide for the conservation and use of library material published in Malaysia; to create standard bibliographic record of library material published in Malaysia; and to maintain statistical records of library materials published in Malaysia. Under this Act, publishers in Malaysia are required to deposit five (5) copies of printed materials and two (2) copies of non printed materials to NLM as the national intellectual heritage. These materials are catalogued and published online in the Malaysian National Bibliography and can be access online via PNM Online Public Access Catalogue (OPAC) (http://opac.pnm.gov.my) as well as via the Union Catalogue of Malaysia (http://kik.pnm.my). Materials acquired under this act stands at 283,806 titles or 2.29 million items as of December 2014.

2.4 **Malaysia Public Service Department 's Transformation Plan**

Malaysia Public Service Department's Public Service Transformation Framework specifically supports the government's agenda to restructure the public sector to ensure that it is more effective in its service delivery while at the same time ensuring that the transformation programmes contributes to better fiscal expenditure and management of the public sector. It is also in line with the aspirations and strategies outlined in the 10th Malaysia Plan: 2011-2015 on 'Transforming Government to Transform Malaysia'. Public Service Transformation Framework focused on five strategic thrusts that is, talent development; organisational development; citizen centric service deliver; inclusivity and ownership and enculturation of shared values of patriotism, ethos and integrity. The government has prioritised the strategic thrust on public service delivery, citizen centricity to be the core thrust to meet the needs of the citizens. In this context, NLM has also drawn up the National Library of

Malaysia's Transformation Plan in line with the Public Service Transformation Framework based on the five strategic thrusts above. Among the strategic initiatives that will have a high impact on services provided for the citizen are digital library services, smart networking with strategic partners and rebranding of rural libraries.

2.5   National Blue Ocean Strategy (NBOS)

As Malaysia continues its ambitious journey towards becoming an advance nation by 2020, the government has adopted Blue Ocean Strategy to deliver programmes and services to the public that are high-impact, low cost, and rapidly executed. Through National Blue Ocean Strategy (NBOS), ministries and government agencies are collaborating to formulate and execute creative blue ocean strategy initiatives that are transforming the country. In this context, NLM has adopted the blue ocean strategy's Eliminate-Reduce-Raise-Create framework in order to serve the citizens. NLM has collaborated with several corporations such as Samsung Malaysia Electronics (SME) Sdn. Bhd. (Samsung Smart Library), Exxon Mobil (Children Hypermedia Center), and Malayan Banking Berhad (e-books on finance and banking) to provide high impact library services to the people.

3.   GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

3.1   Samsung SMART Library

National Library of Malaysia (NLM) unveiled Malaysia's first Samsung SMART Library at its premise in June 2014 making this first of its kind digital-book reading zone ensued from an unprecedented public-private partnership between NLM and Samsung Malaysia Electronics (SME) Sdn. Bhd. The Samsung SMART Library at NLM is poised to provide a new and interactive reading experience for Malaysians, especially children and youth, within an enhanced technology-enabled library environment. NLM has been tasked to make information available to all and encourage the cultivation of reading

habit amongst Malaysians. The SMART Library has been designed to enhance knowledge accessibility and learning through the use of the latest technology for all. In line with the Malaysian Vision to become a developed country in 2020, the Samsung SMART Library is an initial effort built to support the Government's transformation of Malaysia into a knowledge-based society that is powered by ICT know-how by the year 2020. The users of Samsung SMART Library have the opportunities to explore Samsung's technology and use this facility for leisure readings and researches.

Samsung Smart Library is designed and built as an inviting space with e-Books. The 1,300 square feet area has four specific concepts – Kids, Interactive, Reading and Work. There are over 60 Samsung devices for users comprising different models of tablets and large format displays. The Samsung SMART Library offers an enhanced reading experience through our latest product offerings that makes learning enjoyable, interactive and more engaging with rich media content and interactive websites can be accessed at the Interactive Zone. Over 2,500 e-Book titles of various genres in English, Malay Language and Chinese are available at the Reading Zone. Supplementary content such as e-Magazines, e-Newspapers and interactive websites can be accessed at the Interactive Zone. The Work Zone also offers Office Suite and e-Book publishing for budding writers. Furthermore, software suitable for children is offered at Kids Zone. Overall, this SMART Library is set to benefit more than 400,000 yearly visitors to the National Library of Malaysia.

3.2 Rebranding Malaysia Rural Libraries

In line with the NLM's transformation Plan, NLM is in the process of rebranding the rural libraries into Community Knowledge Center in order to bridge the knowledge and digital divide among the rural communities. The components involved in the transformation of rural libraries include governance, administration, infrastructure and human

resource. NLM has identify four rural libraries in different states in Malaysia to be rebranded as its pilot project in 2015. NLM is also coming out with a guideline on the management of rural libraries. In 2015, library development in Malaysia continued to progress rapidly with an additional six (6) new 1Malaysia rural libraries being approved to be built. In 2014, six (6) new 1Malaysia rural libraries were built bringing the total number of rural libraries in Malaysia to 1,124 units. The five new rural libraries are well equipped with reading materials such as books, magazines, newspapers and facilities such as computers and free WiFi. The rural librraies are also a repository of information for small businessmen to obtain ideas to do business as well as to market their existing product and services through the internet. NLM managed 509 rural libraries whereas 615 rural libraries are managed by the respective state government. The government show their commitment in enhancing the quality of life of the rural areas by allocating an operating budget of Ringgit Malaysia (RM) 43.8 million (USD 12 million) annually for the 509 rural libraries to strenghten the library infrastructure and facilities. To date, the total cumulative library collection in the rural libraries is 9,420,444 copies.

3.3 Upgrading of Children's Library

NLM's Children Library which was opned in 1992 was given a facelift in 2014 with the generous donation of Exxon Mobil in order to provide state of the art children library services and a more condusive library to the users. Among the new services provided include the PNM i-Play Toy Corner which help to develop the mind of the children and inculcate reading habit at a young age. The Children Theater Club was formed to instill love for culture and heritage. 5,892 children registered as member in 2014 making the cumulative children's library membership to 169,258 members. In 2014, 244,713 books were borrowed from the children's library.

3.4   Community Libraries

NLM added its latest community library in the Mini Urban Transformation Center (UTC) Keramat Mall, Kuala Lumpur in December 2014 making the total number of community library under NLM to four libraries. The other three community library are in Makhota Cheras AEON Shopping Mall and Setiawangsa AEON Shopping Mall which was opened in 2012 and Bukit Damansara Residential Area in 2014. All these community libraries are located in Kuala Lumpur and are corporate social responsiblity projects where the library building or shoplot in shopping mall are provided by the private sectors and NLM provide the staff and the collection. The cumulative membership of all the community libraries stands at 12,222, cummulative users 205, 566 and cummulative loans 153,362. Among the facilities provided include loans, free Internet access and reading materials.

4. NLM's KEY FACTS AND FIGURES (www.pnm.my/index.php?id=50)

PARAMETER	2014	CUMMULATIVE
Libraries in Malaysia:	**13,283**	
National Library of Malaysia	1	
State /Public /Municipal Libraries	331	
Rural Libraries	1,125	**13,283**
Government Special Libraries	521	
Private Special Libraries	140	
Government University Libraries	20	
Private Universities /Colleges	444	
School Libraries	10,701	
NLM Collection:	**264,460**	
Deposit of Library Materials Act 1986	194,744	
Purchase	66,469	**4,547,491**
Gift And Exchange	3,247	
Digitized Materials	594	
NLM Membership:	**58,491**	
Children	5,892	**1,186,594**
Adult	52,599	
NLM Visitors:	**415,216**	
Children	65,284	
Adult	349,513	
Overseas (20 countries)	419	
NLM Library Staff :	**473**	
Professional	127	
Support Staff	346	
NLM Materials Loan:	**868,531**	
Central Loan	783,958	
Bulk Loan	84,041	
Interlibrary Loan	532	
NLM Online Usage	**6,448,358**	
NLM Digital	3,346,180	
Malaysia Union Catalogue	783,848	
Online Public Access Catalogue	1,601,672	
Others	716,658	

5.   NEW DEVELOPMENTS IN CREATING AND MANAGING COLLECTIONS

5.1   American Shelf for NLM

The United States of America Embassy in Malaysia presented 300 titles to the National Library of Malaysia an "American Shelf", a collection of materials from great American Writers and Thinkers on the 22 July 2014. The books include classics of American Literature as well as materials on education, culture, social science, English language, teaching and learning, the environment, science and technology, the arts, geography, history and biography. The American Shelf concept was derived from the widely successful Lincoln Corners, a partnership between the US Embassy and public libraries across Malaysia. NLM is the first library in Malaysia to receive an "American Shelf " and the collection are for loan to the public.

5.2   E-Books

Malayan Banking Berhad, a leading and premier bank in Malaysia is helping Malaysians gain greater accessibility to books through its contribution of 500 e-books to the National Library of Malaysia, the first such collaboration between the national library and a corporation in Malaysia. The e-books will boost NLM's digital collection which currently contains over 1,000 titles. These e-books can be conveniently accessed online by members at anywhere and anytime as well as downloaded into personal computers or mobile devices from a dedicated page in the NLM's Portal.

5.3   NLM's Intellectual Collection

NLM has the second largest intellectual collection in Southeast Asia with 4,547,491 million materials in various subjects and languages comprising of 4,288,376 units or 95% of printed materials, 98,384 units or 2.5% of non printed materials, 155,841 units or 2.4% digital materials and 4,890 units or 0.1% malay manuscripts. In 2014, 66,354 units were acquired through purchase (86,985 units or 29.0%), *Deposit of Library Material Act* 1986 (194,744 units or 70.1%)

and gift and exchange (3,247 units or 0.9%). These materials are documented and their bibliographic records are made available online via NLM's Online Public Access Catalogue (OPAC) (http://opac.pnm.gov.my) and Union Catalogue of Malaysia (www.kik.pnm.my)

5.4   Deposit of Library Material Act 1986 (Act 331)

All publishers in Malaysia are required to deposit five (5) copies of printed materials and two (2) copies of non printed materials to NLM under the *Deposit of Library Material Act 1986* as the national intellectual heritage. In 2014, 17,969 titles or 194,476 units of materials were deposited with NLM under the Act. The composition of materials received according to language were Malay Language (9,965 units), English Language (5,001 units), Chinese Language (2,645 units), Tamil (149 units), Arab (158 units) and others (51 units). The top five (5) subjects deposited under the Act are language, literature (fiction), religion, education and mathematics. These materials are catalogued and published online in the Malaysian National Bibliography and can be access online via PNM Online Public Access Catalogue (OPAC)(http://opac.pnm.gov.my) as well as via the Union Catalogue of Malaysia (http://kik.pnm.my).

5.5   International Exhibition and Conference on Malay Manuscripts (http://www.pnm.gov.my/manuskrip/)

NLM is the National Centre for Malay Manuscripts for the acquisition, documentation and use of the Malay manuscripts as stipulated in the *National Library Act 1972 (Act 80)*. NLM has the largest collection of 4,890 copies of Malay manuscripts in the world. In 2014, 229 researchers refer to 716 titles of Malay manuscripts in the original format and 57 titles in microfilm format. To date, NLM has digitized 30% of the Malay manuscripts in its collection and some of the digitised collection (1st 10 pages) can be viewed via the NLM Online Public Access Catalogue http://opac.pnm.gov.my/(OPAC Tag 856). In

2014, the Malay Manuscripts Centre published "*Jurnal Filologi Melayu*", vol.21; "*Puloka Satu : Warisan Sejarah Awal Pensuratan Melayu Pinang*" and Travelog Pulau Buton.

In conjunction with Visit Malaysia Year 2014, NLM organized the International Conference on Malay Manuscripts from the 6 to 7 May 2014 in Kuala Lumpur. Among the objectives of the conference are to encourage the public to appreciate Malay Manuscripts as a manifestation of local wisdom and heritage; to promote the Malay Manuscript as a credible and primary source of information as well as to promote NLM's Malay Manuscript Center as a knowledge tourism attraction. Nine (9) countries participated in this conference involving 10 paper presenters and 12 foreign participants which include lecturers, curators, historians, researchers, librarians and filologist. A total of 300 participants including foreign participants from Brunei Darussalam, Indonesia, Singapore, Thailand, United Kingdom, France, Germany, Russia and Saudi Arabia attended the conference.

5.6   <u>**NLM Publications**</u>

NLM published twelve (12) publications in 2014 namely Malaysia RDA Guidelines; *Tajuk Perkara Malaysia : Perluasan Library of Congress Subject Heading; Nama Perseorangan : Standard Entri Pengkatalogan Kebangsaan; IFLA/UNESCO Garis Panduan Pembangunan Perkhidmatan Perpustakaan Awam; IFLA Trend Report (Translation into Malay Language); Jurnal Filologi Melayu vol.21, 2014; Pulo Ka Satu : Warisan Sejarah Awal Pensuratan Melayu Pulau Pinang; Travelog Pulau Buton and Kaedah Pembelajaran Jawi.* Two (2) online NLM Bulletin, entitled *Pustaka: Buletin vol. 3/2013* and *Sari Pustaka* vol. 1/2014, 2/2014, 3/2014; are accessible full text via PNM portal (<u>www.pnm.gov.my</u>). These publications were distributed to all the libraries in Malaysia.

5.7   NLM's Library Policies

NLM revised three (3) library policies in 2014, that is, Weeding of Library Materials Policy; Documentation of Library Materials Policy and NLM Malay Manuscripts Policy to further enhance NLM role to provide leadership in the management of library materials in Malaysia. These policies are used as guidelines for libraries in Malaysia and can be access via PNM Portal (www.pnm.gov.my).

5.8   NLM's Research and Development (R & D)

NLM conducted two (2) surveys pertaining to library services and development in 2014 to further enhance the quality of library services and collection in Malaysia.   NLM future directions and Strategic Plan will be based on the findings of these studies and surveys.   The two studies carried out in 2014 were "A Survey on the Effectiveness of the Digital Services provided by NLM" and "An Interim Survey on the Reading Profile of Malaysians 2014". In 2015, NLM will be conducting a National Survey on the Reading Profile of Malaysians to assess the impact of the reading programmes carried out by NLM during the last five years.

6.   NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

6.1   Malaysia Ubiquitous Library (www.u-pustaka.gov.my)

Ubiquitous Library or more popularly known as u-Pustaka celebrated its 3rd anniversary since it was launched on 31st March 2012 with a u-Pustaka anniversary stamp and a limited edition "Touch n Go" card. U-Pustaka provide free membership registration, borrowing books online, accessing digital contents, delivery of books by courier postal services, returning of books via book drop at any of the eight consortium libraries in Malaysia. The key objectives of u-Puataka are Making Information Accessible to All; Building a Cooperative Library Network System and Creating and Sharing and Exchanging Knowledge in a Knowledge Society. The key milestones for phase 2 of u–Pustaka (2014-2015) include widening and sharing of resources

through coordination and collaboration; development of u-Pustaka mobile Apps; shifting of u-Pustaka main system to Public Service Data Center (PSDA);   Resource Description and Access (RDA), strengthen u-Pustaka management and governance; enrich digital content; increase awareness and membership and strengthen the Subject Matter Experts group. To date, the cumulative u-Pustaka membership   stands at 338,744 with 5,495 new members   in 2014. 108,437 hits/ page view   and 1,084 books were loan out under u-Pustaka.   u-Pustaka will be roll out to other public libraries in Malaysia under the 11th Malaysia Plan (2016-2020) in an effort to transform Malaysia into an inclusive knowledge society.

6.2   WorldCat Local (http://nationallibofmalaysia.worldcat.org)

NLM has subscribed to OCLC WorldCat Local in 2011 to provide access and resource sharing of library materials and local content   in Malaysia on the web through one single search. Through OCLC WorldCat Local, NLM hopes to make accessible all its electronic, digital and physical library materials to the world as users will be able to quickly link to online resources, place holds or request items, and borrow materials from other libraries. To date, NLM has successfully sent to OCLC a total of 700,000 NLM's bibliographic records to be uploaded into the WorldCat Local. OCLC has also provided an interface '*instance*' to NLM which provides many benefits, where with a single search, NLM users can get all the necessary information, including information in databases subscribed and Google looks. NLM will continue to send more bibliographic records to OCLC to be uploaded in order for our content   and local publications to be accessible globally NLM has also subscribed to WorldCat.org

6.3   WorldCat Connexion

NLM has subscribed to WorldCat Connexion which is a tool that allow librarians to perform original and copy cataloguing with the world. Connexion lets you create and edit high-quality bibliographic and

authority records and to share them with the entire OCLC cooperative, which benefits libraries around the world. NLM will also be able to Increase cataloguing efficiency through cooperation and by using the latest cataloguing tools and technology. Connexion also create and maintain copies of NLM's records which may contain additional cataloguing data, such as local call numbers, holdings locations within the institution, or local or copy-specific notes. These accurate holdings information which NLM maintain with Connexion will helps Internet searchers everywhere find NLM and the materials NLM own through WorldCat.org. WorldCat holdings also help libraries to analyze their collection and compare it to others, using the WorldCat Collection Analysis service and help thousands of libraries to keep materials moving through the WorldCat Resource Sharing system. In this context, NLM has conducted workshop to 304 academic and public libraries in Malaysia on copy cataloguing in WorldCat Connexion.

6.4 Resource Description and Access (RDA)

NLM is the eighth country in the world to implement the Resource and Description Access (RDA) in March 2014. NLM published *a Guidebook on RDA Implementation in Malaysia* which was launched on 3rd April 2014 and was distributed to all the libraries in Malaysia. NLM is the coordinator and also the leading agency in the implementation of RDA in Malaysia.   NLM has conducted numerous workshops on RDA for librarians from government special libraries, academic libraries and public libraries in Malaysia. The objectives of these workshops are to give exposure and understanding to librarians on how to use the new international cataloguing standards and rules (RDA) to document library materials in various formats and in using the *RDA Toolkit* in preparation for the implementation of RDA in their respective libraries. To date, NLM and two (2) other libraries in Malaysia have implemented RDA.

6.5 **NLM Electronic Resources Portal** (www.pnmdigital.gov.my)

This is a single sign on portal to all the electronic resources in the library and provided free to all Malaysians. This portal can be accessed through personal computer, tablet computer, laptop, smart phone and other electronic gadgets by registering as an online member through this portal www.pnmdigital.gov.my or NLM portal http://www.pnm.gov.my. The services provided in this portal include borrowing and downloading of e-books and e-magazines. Since it was launched in 2009 until December 2014, **22,645** people have registered as online members and 3,346,180 people have visited the portal. NLM subscribed to 22 online commercial databases and five million e-books. Among the online databases available in this portal include Library Press Display,BLIS, iG Library, Emerald Management Xtra, Encyclopedia Britiannica Online Library Edition, World E-Book Library, Overdrive e-book, e-Brary, EBSCO Host and Zinio e-magazine.

6.6 **New Media**

In 2014, 12,814 visitors from 79 countries visited NLM's blog (blogpnm.pnm.gov.my). NLM's official facebook (https://www.facebook.com/PerpustakaanNegaraMalaysia) has 7,414 *LIKE* and is now link to the CDNLAO website. Flickr (http://www.twitter.com/PNM_sosial) has 806 Followers. These new media help to disseminate information and for the public to interact with NLM.

6.7 **Online Public Access Catalogue (OPAC)(** http://opac.pnm.gov.my)

The library collection of NLM which comprises books, magazines, manuscripts and multimedia resources are now made more accessible to the public via the newly introduced Online Public Access Catalogue (OPAC). The new OPAC offers users a more interactive search experience as well as making information searches easier and faster. Personalized searches and search results are also

the hallmarks of the OPAC. NLM users can add personal comments using reviews, ratings, and social tagging. RSS Feeds inform patrons of newly added materials. OPAC also allow users to interact with the library and each other by allowing them to share what they have found on Facebook, Twitter and other social media sites. NLM's OPAC can be access via links at NLM portal http://www.pnm.gov.my/ or http://opac.pnm.gov.my. 1,601,672 hits was recorded in 2014.

6.8   **Digitization of Library Materials (www.pnm.my/index.php?id=50)**

Most of the digitization projects carried out by NLM are ongoing projects and priority is given to Malaysiana resources. Among the collection that are digitised include Rare Book Collection, Personal Collection, Malay Manuscripts (Jurnal Filologi Melayu), Newspaper Articles and inhouse publications(NLM's Annual Report, NLM's Bulletin, Sari Pustaka, Sekitar Perpustakaan).   594 titles or 131,071 pages were digitised in 2014 bringing the cumulative   total of library materials digitized at 55,057 titles or 1,354,681 pages. The digitised collection are stored in the National Digital Repository using an open source software D'Space.

6.9   **Union Catalogue of Malaysia** (www.kik.pnm.my)

The Union Catalogue of Malaysia is a collaborative project among 128 libraries in Malaysia.   It is a web based database consisting of 5,688,235 million bibliographic records from 128 libraries and is being updated regularly. The Union Catalogue of Malaysia is used for copy cataloguing and interlibrary loan by consortium members. 2,128,766 hits were recorded in 2014 making up 21.9% usage of NLM online services provided to the public.

6.10   **Local Content Portal** (**www.pnm.my/index.php?id=102**)

NLM also embarks on the development of portals on local contents and currently there are 6 portals and web sites on local content in various subjects accessible via the NLM's portal. The hit rate for the

local content portals for the year 2014 was 4,991 hits with a cumulative hits of 907,397. Among the portals are the Malaysian Cultural Heritage (http://www.pnm.my/sirihpinang); Glorious Legacy of Malay Manuscripts(http://www.pnm.my/manuskrip/default.htm); BirdFlu (avianflu.pnm.gov); Yang Pertama (www.pnm.gov.my); Tsunami (tsunami.pnm.gov); Denggi (denggi.pnm.my)

6.11 Lending, Interlibrary Loan and Bulk Loan

Effective 2015, the number of books that can be borrowed by users has increased from 3 books to 6 books and the loan period has been extended from 3 weeks to 4 weeks. For the bulk loan service, the number of books that can be loan by institution or library has been increased from 300 units to 400 units for a period of 3 months. The total number of materials loan by 67,901 NLM's users in 2014 were 870,455 units. comprising of 869,391 units for physical loans and 1,064 for online loans via u-Pustaka. The physical loans include Central Loan (783,958), Interlibrary Loan (532) and Bulk Loan (84,041). 625,742 (71.9%) loans were from the adult collection whereas 244,713 (28.1%) loans were from the children's collection. The most popular genre loaned by users is novel / fiction (57.6%), followed by language and religion. The Interlibrary Loan request can now be made online through the Union Catalogue of Malaysia Portal (http://www.kik.gov.my). For the convenience of library users, 'Book Drop' are provided at the NLM's premise and community libraries.

7. Examples of collaboration between the reporting library and other national collecting institutions (libraries, archives and museums)

7.1 Malaysia Reading Festival 2015

In conjunction with Malaysia Year of Festivals 2015, NLM will be organising four (4) events under Malaysia Reading Festival 2015 or MyREAD 2015 with the theme "Non-Stop Reading". The four programmes are Let's Read Together for 10 minutes (23 April 2015) in collaboration with all the libraries in Malaysia; Youth@Read

Carnival (22 to 24 May 2014) in collaboration with the Ministry of Youth Malaysia; Kids@Read (30 October to 01 November 2015) in collaboration with Malaysia Book Development Council and Malaysia Book Village Fest (MBVFest) (12 to 20 September 2015) in collaboration with Malaysia Agriculture Development Authority, Association of National Writers and Kedah State Public Library. For the MBVFest, writers from ASEAN Member States will be invited to attend the workshop which will be held in September 2015 in Langkawi, Malaysia.

7.2 **International Digital Library Conference : Towards Regional Cooperation   and Collaboration**

NLM with the cooperation of the Librarians Association of Malaysia, Petroleum Nasional Berhad (Petronas) and Malaysia Development Cooperation (MDec) hosted the *International Digital Library Conference: Towards Regional Cooperation and Collaboration* in Kuala Lumpur from the 8-10 April 2014. The theme of the conference was "Preserving, Linking, and Sharing through Cooperation and Collaboration among Libraries". A poster session on the digital initiatives of each ASEAN Member States was held in conjunction with the Conference. Experts on digitization of library materials from Netherlands, Korea, Australia, Taiwan, United States of America, New Zealand and Singapore were invited as speakers in this conference. About 400 local and foreign participants comprising of librarians, IT professionals, students and academicians attended the conference. Seven (7) resolutions and recommendations were passed in the conference and among the recommendations were digital content development, management, preservation and sharing of resources is important to increase the visibility role of library and librarians in highlighting national heritage. Digital resource sharing and cooperation development among ASEAN and regional countries should be further strengthened. The ASEAN Member States participants were funded by the ASEAN COCI Cultural Fund.

7.3   Conference of Directors of National Libraries (CDNL) 2014

The Librarians Association of Malaysia (PPM) organised a package for Malaysians to attend the WLIC IFLA 2014. NLM was represented by two librarians at the WLIC IFLA 2014.

7.4   22ⁿᵈ Conference of Directors of National Libraries in Asia Oceania (CDNLAO) 2015

Ms. Nafisah Ahmad, NLM Director General and Ms Chin Loy Jyoon, Deputy Director attended the 23rd Meeting of Conference of Directors of National Libraries in Asia and Oceania (CDNLAO) on the 10ᵗʰ June 2015 at Grande Centre Point Hotel Terminal 21, Bangkok, Thailand. The theme of the meeting was" National Libraries for Sustainable Advancement".

7.5   Executive Board Meeting Congress of Southeast Asian Librarians (CONSAL) Bangkok, Thailand

Malaysia was represented by Ms. Nafisah Ahmad, Dr. Nor Ezan Che Nasir and Ms. Ratnawati Mohamad Amin at the 3ʳᵈ Executive Board Meeting of the 16ᵗʰ Congress of Southeast Asian Librarians (CONSAL XVI) on 10 June 2015 in Bangkok, Thailand.

7. 6   Pre-CONSAL Convening on "ASEAN Integration : Cross Border Mobility of Librarians"

NLM participated in the Pre-CONSAL Convening on "ASEAN Integration: Cross Border Mobility of Librarians" which was held on the 9ᵗʰ June 2015 at Viva Garden Serviced Residence, Bangkok, Thailand. NLM was represented by Ms Chin Loy Jyoon, Deputy Director who was one of the invited speaker at the Pre-CONSAL Convening.

7.7 **16ᵗʰ Congress of Southeast Asian Librarians : General Conference**

Malaysia participated in the General Conference of the 16ᵗʰ Congress of Southeast Asian Librarians from the 10 -13 June 2015 at the Bangkok International Trade and Exhibition Centre (BITEC), Bangkok, Thailand. Six librarians from Malaysia presented papers at the conference.

7.8 **Online Computer Library Center (OCLC) Asia Pacific Regional Council Membership 2014 Conference**

NLM was invited as a speaker in the OCLC Asia Pacific Regional Council Membership 2014 Conference which was held in Jeju Island, Korea in November, 2014. The title of the paper presented was "Sharing Digital Resources through Collaboration for Life Long Learning", which is basically an insight on Malaysian libraries initiatives in sharing their resources locally and globally.

7.9 **Collaboration with National Central Library, Taiwan**

NLM and the National Central Library, Taiwan signed a Memorandum of Understanding in April 2014 to foster closer cooperation in resource sharing and human resource development. The areas of cooperation includes publication exchange of general or specialized books, periodicals, and related materials; collaborative acquisition of publications; sharing of bibliographic information for new publications in Malaysia and Taiwan; personnel exchange visits and organization of exhibitions / international conferences. Madam Nafisah Ahmad, NLM Director General was invited as a speaker by the National Central Library, Taiwan in the Pacific Neighbourhood Conference (PNC) 2014 Annual Conference and Joint Meetings held at the National Palace Museum in Taipei from October 21-23, 2014. She also visited several libraries in Taiwan which includes Beitou Branch of the Taipei Public Library, National Central Library, National Ching-hua University Library and National Taiwan University.

7.10 National Reading Programme

Throughout 2014, NLM as the National Reading Promotion Secretariat under the National Blue Ocean Strategy (NBOS) has collaborated with various government agencies, Government Link Companies (GLC), private company and Non Governmental Organizations (NGOs) to carry out its reading promotion programmes throughout the country in order to inculcate reading habits among Malaysians. For the first time, NLM in collaboration with all the libraries in Malaysia hosted "Let's Read Together for 10 Minutes" programme in conjunction with World Copyright Day 2015. NLM also have smart partnership with relevant organizations such as Government hospitals through its "Lets Read My Love" Programme and the Prison Department "You Are Still In My Heart" Programme. All the programmes and activities carried out are based on the "1Malaysia Concept" which form the basis of unity in this multi racial country. NLM also conducted reading promotion activities, book launch, information and media literacy workshops in order to inculcate reading habits among the communities with cooperation from the State Public Libraries and rural libraries. A total of 1,975,291 people comprising of senior citizens, adults, teenagers and children participated in the 19,459 reading promotion programmes held throughout the year.

The National Reading Icon is an award initiated by NLM since 2009 to encourage reading habit among Malaysians, especially the young. In 2014, Tan Sri Dr. Ali Hamsa, Chief Secretary to the Government of Malaysia was appointed as the National Reading Icon to inculcate reading habits among civil servants. NLM has also appointed Dato' Dr. Sheikh Muszaphar Shukor Al-Masrie (Malaysian First Astronout), Datuk Michelle Yeoh (Malaysian International actress), Tun Dr. Mahathir Mohamad (Former Prime Minister of Malaysia), Norhashimah Hashim (a blind teacher at a special education school and a writer) as the National Reading Icon.

7.11   Lets Read 1Malaysia For The Hearing Impaired

NLM with the cooperation of the Malaysian Association For The Hearing Impaired through the 1Malaysia Reading Programme gave recognition to Mr Tan Chin Guan who introduced the KIU speech (sign language) for the Malaysians. The objective of this programme is to create awareness among the hearing impaired the importance of reading and lifelong learning. The programme was also to inspire the hearing impaired to succeed and as an important human capital in the development of the country.

7.12   IFLA Trend Report

NLM translated the IFLA Trend Report into the Malay Language in order to facilitate discussions on the IFLA Trend Report in professional meetings, library conferences and seminars held in Malaysia to get views on what information trends are most relevant in Malaysia and the region at large. The IFLA Trend Report in the Malay Language version entitled *Menyahut Cabaran atau Terperangkap dalam Arus Pembangunan? Mengemudi Persekitaran Maklumat yang sentiasa Berubah-ubah : Inti Pati Laporan Trend IFLA Report* was distributed to all the academic, public and special libraries for their reference.

Prepared by:

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