

DISCOVER@SHDL

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"Siti Hasmah Digital Library Quarterly Bulletin"



Volume 1, Issue 3

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FROM THE
CHIEF LIBRARIAN



LIBRARY DEVELOPMENT

Our new 24 hour Learning Point has been opened to student starting 13 March 2013. Despite a 3 months delay, the new space has bring something wonderful to the MMU community especially the Melaka campus students. Apart from that, we are also in the midst to renovate our "24 hour Learning Point" at Sapura building. We will upgrade certain facilities especially air-condition and to add more plug points.

This year we also plan to move our Law Library to the new location at FOSEE building. We hope that we can materialize this in the 3rd Quarter of this year.

Also, starting from this new semester, we have introduced our new opening hours as stated in our library portal (<http://vlib.mmu.edu.my>). We strive

to provide a quality library service but in the same time we are looking to the needs and respond from our user. Based on the statistics collected over the year, demand are high on the certain time in the semester. We have suggested the new opening hours based on that criteria. During study and exam weeks, longer opening hour are maintained as usual.

"Some changes look negative on the surface but you will soon realize that space is being created in your life for something new to emerge." – Eckhart Tolle.

Mr. Kamal Sujak
Chief Librarian, SHDL

EDITORIAL
DISCOVER@SHDL

Your quarterly guide to news, services and programs at Siti Hasmah Digital Library.

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We Want to Hear From You

Siti Hasmah Digital Library welcomes suggestions and comments on the programs and services we provide. Contact us online through 'libdesk@mmu.edu.my' or phone 603 83125852 (Cyberjaya) & 606 2523493 (Melaka)

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Volume 1, Issue 3

FB Page: <http://www.facebook.com/pages/Siti-Hasmah-Digital-Library/99994568298>





“2013 SOUTHEAST ASIA AUTHOR WORKSHOP”

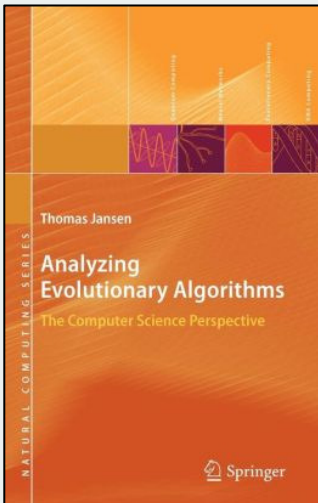
In collaboration with Springer and Edanz, Siti Hasmah Digital Library has conducted a workshop for authors entitled “2013 Southeast Asia Author Workshop” on 4th March 2013.

The authorship workshop is the first program conducted in Kuala Lumpur, as part of their 2013 roadshow according to Springer. The workshop was taking place at the E-theatre - Faculty of Creative Multimedia, Multimedia University Cyberjaya.

There were 4 speakers presented on that day and the topic covers Springer’s strategy in Asia, Malaysia - Creator and User of Scientific Information, Author Academy: Steps to Publication Success and Journal & Book Publishing.

On this day, SHDL was able to attract about 79 participant consists of academicians, postgraduate students and researchers. The program started at 9.30 am and finished at 12.30 in the afternoon. Siti Hasmah Digital Library would like to say thank you to all participants and those who involved, to make sure the event was successful.

We also hope that the input from the program will give benefits to the participants.



Author: Thomas Jansen
ISBN: 9783642173387
Call No.: QA76.618.J36 2013
Year: 2013

Review:

Evolutionary algorithms is a class of randomized heuristics inspired by natural evolution. They are applied in many different contexts, in particular in optimization, and analysis of such algorithms has seen tremendous advances in recent years. In this book the author provides an introduction to the methods used to analyze evolutionary algorithms and other randomized search heuristics. He starts with an algorithmic and modular perspective and gives guidelines for the design of evolutionary algorithms. He then places the approach in the broader research context with a chapter on theoretical perspectives.

-Amazon.com-



Author: Humayon A. Dar, Umar F. Moghul
ISBN: 9781899217090
Call No.: KBP940.2.C43 2009
Year: 2010

Review:

Unprecedented economic growth and wealth accumulation in predominately Muslim countries have prompted many financial institutions in the US and Europe to position their investment teams across the Middle East and Asia to be closer to the markets in which they invest, and to take advantage or asset-gathering opportunities. This growth has also encouraged an increasing number of western industrialized countries to adopt legislation that responds to the requirements of the Muslim investment community.

To be effective in these markets it is essential that professionals have an understanding of how Shari'a legal principles are applied in the financial sector. Failure to do so exposes them and their clients to potential financial, legal and reputational pitfalls.

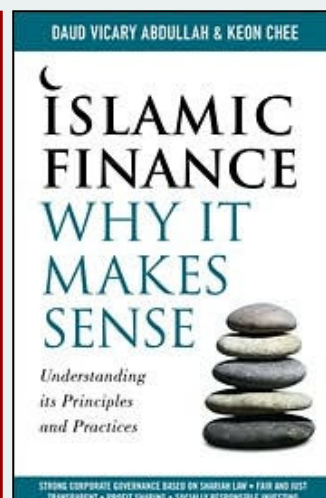
-Barnes & Noble-

NEW BOOKS@SHDL

Review:

Though small in comparison with conventional finance, Islamic finance is at the threshold of serious expansion, growing at between 15 20 per cent a year. Yet the wealth potential of Islamic finance is far from being its most attractive feature. What is most compelling about Islamic finance are its ethical principles and strong corporate governance based on Shariah law. This book explains how conventional financial products work from mortgages and leases to trade finance and insurance before delving into their Islamic versions.

-Google Books-

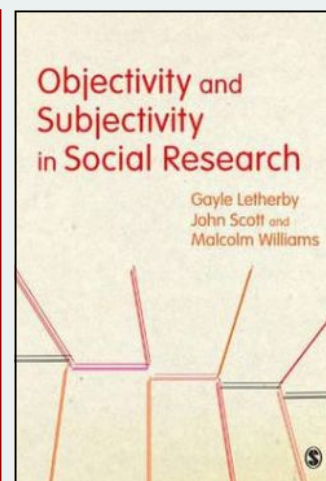


Author: Daud Vicary Abdullah, Keon Chee
ISBN: 9781118026434
Call No.: HG187.4.V53
2010
Year: 2010

Review:

This book, written by leading authors in the field, takes a completely new approach to objectivity and subjectivity, no longer treating them as opposed - as many existing texts do - but as logically and methodologically related in social research. The authors explain complex arguments with great clarity for social science students, while also providing the detail and comprehensiveness required to meet the needs of practicing researchers and scholars.

-Barnes & Noble-



Author: Gayle Letherby, John P. Scott, Malcolm Williams
ISBN: 9780857028419
Call No.: H62.L48
2013
Year: 2013

Name : YABhg TUN SITl HASMAH MOHD ALI

Organization : Former Chancellor of
Multimedia University

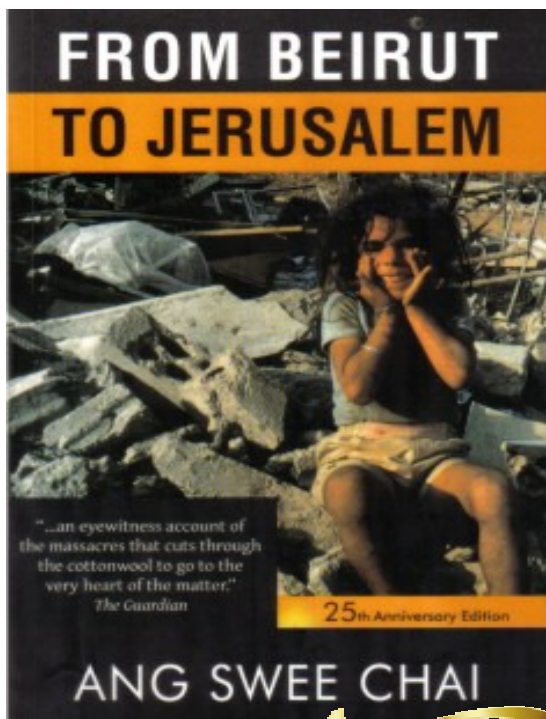
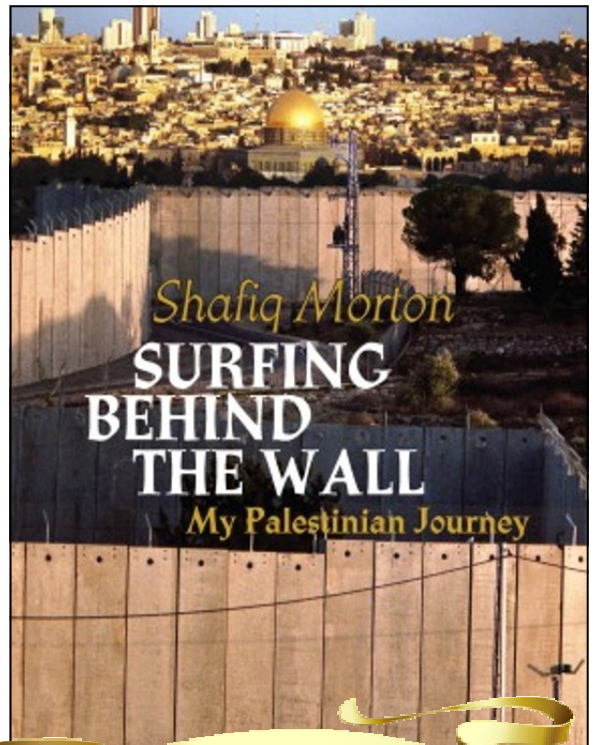
Title : Surfing behind the wall : my Palestinian
journey

Author : Morton, Shafiq

Publisher : Dome Publications

Where to find?

Open Collection / DS118.M67



Name : YABhg TUN SITl HASMAH MOHD ALI

Organization : Former Chancellor of
Multimedia University

Title : From Beirut to Jerusalem

Author : Ang Swee Chai

Publisher : The Other Press

Where to find?

Open Collection / DS599.51.A54 2002

Synopsis:

In this DVD, Paul Campion explains the essentials of texture painting with Adobe Photoshop®, discussing how observation and an understanding of the original object's surface qualities are the skills necessary to create photorealistic textures. Starting with reference captured using a standard flatbed scanner, he demonstrates how to create color, bump and specular maps for a prehistoric shark tooth, explaining how each type of map affects the surface qualities of the CG model, and how these three basic maps work together to create a photorealistic surface.

In addition, this DVD covers the human face, one of the most difficult areas of a human to texture. This demonstration shows some of the basic principles involved in texturing a human head, relying on the use of good reference and observation skills. Paul also demonstrates how Maya can be effectively used as a 3D paint package, using Perspective Camera Projection and texture baking to generate complex UV maps, which are then combined in Adobe Photoshop® to create detailed realistic head textures.

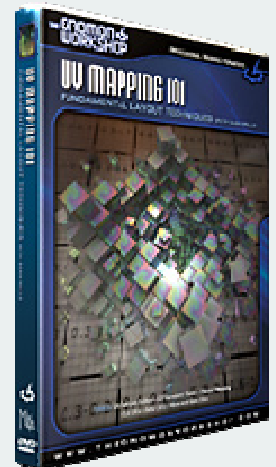
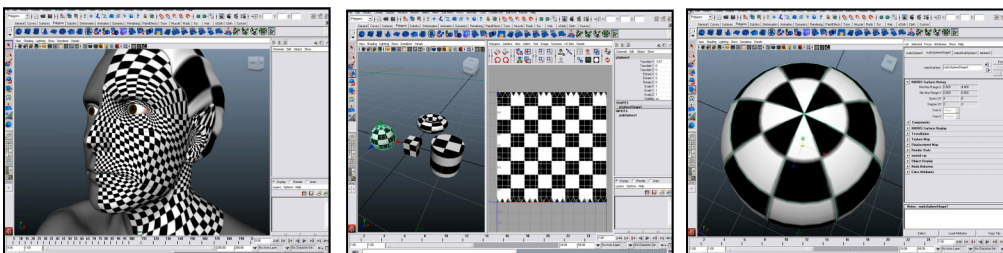


Call No: AV [DVD]
T385.C35
Pub.: The Gnomon Workshop
Location: Cyberjaya

Synopsis:

In this DVD, Kevin guides the beginning modeler through the concepts and complexities of the UV layout process in Maya. It is essential that UVs are laid out properly so that 3D models can smoothly proceed into the texturing process. Starting with the fundamentals, Kevin prepares the viewer to take on a project as complicated as laying out the UVs for a house. He covers editing the UVs in the UV Layout Window, projecting and editing on a stretched cube, cylindrical and spherical projections, and the principal of using "material splits" as a means of organizing different parts of a model. Intended as an introduction to production UV layout techniques, Kevin's many years of expertise inform this clear and precise lecture.

Snapshots:



Call No: AV [DVD]
T385.M55
Pub.: The Gnomon Workshop
Location: Cyberjaya





How to use AV viewing room (*For students and SHDL users*)

- User request to use single/group viewing room from the library counter along with item details (title, call number, barcode). Request are based on first come, first serve.

(Eg: [VT] PN1995.9.T75 D54 1993)

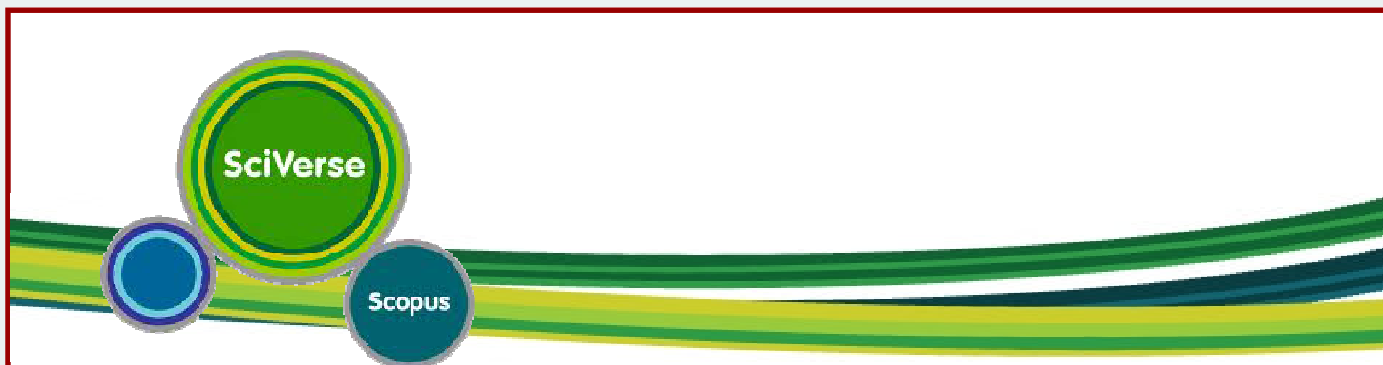
- User hands in ID card to staff at counter and fill-in the Single/Group Viewing Room form. User ID card is held in the counter, while user in the room.
- User waits inside the viewing room while staff collects AV item(s) from the AV room (Max. 3 items per user). Maximum usage period for viewing room is 2 hours for per user; renewal usage period must be done at counter by filling new form.
- Viewing room is for viewing of AV collections purpose ONLY.
- User needs to go to circulation counter with the borrowed AV collection(s) once finished to get back their ID card.
- User's ID card will be returned upon staff final checking.

How to borrow AV items (*For MMU staff*)

- User requests for AV material from the counter with the item call number.
- User waits for staff to collect the item from the AV collection room. (*Refer library policy for staff's loan privilege*).
- Check-out item at counter using user's library account.

Any questions about media collection, please forward to **Ms Noraini Alias @ 7319 or noraini.alias@mmu.edu.my**

Serials/Database Highlights



SciVerse Scopus is the largest abstract and citation database of peer-reviewed literature with bibliometric tools to track, analyze and visualize research. It contains over 18,500 journal titles from more than 5,000 publishers around the world, covering the fields of science, technology, medicine, social sciences as well as the arts and humanities. Scopus has 43 million records, 70% of these containing abstracts dating from 1996 and a wide selection of quality web sources and patent information.

You can search through various keyword or title or journal name for your research or education purpose, by which it provide only the peer-reviewed articles which high in quality. From the result you can save your time in searching for the best article or information resources that can fulfill your information needs by using the faceted search/limiter to minimized the subject scope of the searching.

Upon click to an article details what you can do is:

- ⇒ You can see a link to the full text of the article or publisher website to get the full text.
- ⇒ You can see the details of publication including the author profile, author evaluator and also able to communicate with the author via email.
- ⇒ You can see how many time the article have been cited and who cite the article
- ⇒ You can get link for the references used in the article

In addition, Scopus allow for journal analyzer function such H-index, SCImago Journal Rank (SJR), Source Normalized Impact Per Year (SNIP) and other related.

Flexible search options:

The screenshot shows the SciVerse Scopus search interface. At the top, there are links for Hub, ScienceDirect, Scopus, and Applications. Below this is a navigation bar with Search, Sources, Analytics, Alerts, My list, and Settings. A banner for updates made this weekend is visible. The main search area is titled 'Document search' and includes tabs for Author search, Affiliation search, and Advanced search. The search input field contains the example text 'E.g., "heart attack" AND stress'. To the right of the input field is a dropdown menu for 'in Article Title, Abstract, Keywords' and a 'Search tips' link. Below the search field are options to 'Add search field' and a 'Search' button. The 'Limit to:' section includes 'Date Range (inclusive)' with radio buttons for 'Published' (selected) and 'Added to Scopus in the last 7 days'. The 'Date Range' is set to 'All years' to 'Present'. The 'Document Type' is set to 'ALL'. The 'Subject Areas' section has four checkboxes, all of which are checked: 'Life Sciences (> 4,300 titles.)', 'Physical Sciences (> 7,200 titles.)', 'Health Sciences (> 6,800 titles. 100% Medline coverage)', and 'Social Sciences & Humanities (> 5,300 titles.)'. A 'Search' button is at the bottom right.



Knovel is a web-based application integrating technical information with analytical and search tools to drive innovation and deliver answers engineers can trust. **Knovel's** three key elements – validated content, optimized search, and data analysis tools – enable engineers to not only easily find relevant data, but also analyze, document and incorporate it into their everyday work.

Knovel's search functionality “understands” engineering language. Users can find data hidden in tables, graphs, and equations, and they can execute numeric range and multi-variable searches. Knovel's content includes more than 90,000 interactive tables, equation plotters, charts and graphs that can be manipulated and exported into other tools such as Excel or PTC's Mathcad.

Knovel offers more than 30 subject areas featuring guidance and best practice information on a wide range of topics including material selection and tolerances, environmental impacts, safety and compliance. However, library only subscribed selected subject area of **KNOVEL** that are:

- ⇒ Electrical & Power Engineering
- ⇒ Electronics & Semiconductors
- ⇒ General engineering & Project Administration
- ⇒ Mechanics & Mechanical Engineering
- ⇒ Promotional Package
- ⇒ Safety & Industrial Hygiene

With **KNOVEL**, users are not only restricted with information documented in PDF version but as well as in an interactive format. This allow interactivity between the user and the information which then would boost up the time taken to digest the relevant information as well as data manipulation. However, not all title has this interactive function. Each titles in each subject area subscribed will have an indicator for user to identify either the title is solely available in PDF format or it consist an interactive function such as interactive or live table and graph, which can be manipulated as well as other related function.

Please visit the library portal to experience the power of **KNOVEL**.

Serials/Database Highlights

Online Databases & Online Journal Packages (Science & Technology)

TITLE	SUBJECT COVERAGE	TYPE OF MATERIAL CONTENT	FORMAT	USAGE STATISTIC 2011			
				Fulltext	Record Request	Session	Search
ACM Digital Library (Association for Computing Machinery)	Computer, Engineering etc	Journal, Magazine, Transaction; Conference, proceeding; Newsletter	Full text/Abstract/Citation (pdf/html)	11,414	NA	6,446	9,374
IEEEExplore (IEEE)	Engineering	Journal, Magazine, Transaction; Conference, proceeding, seminar digest; Standard	Full text/Abstract/Citation (pdf/html)	76,238	17,873	36,030	47,814
Lecture Note in Computer Science (LNCS) (Springer)	Computer Science	Book series; Chapter of book; proceeding papers	Full text/Abstract/Citation (pdf/html)	6,116	NA	NA	NA
EBSCO Medical Package (EBSCO)	Medical, Life Science	Journal, Magazine;	Full text/Abstract/Citation (pdf/html); Image/video	2,152	1,666	75,187	158,511
InfoSci Online Journal Package (IGI Global)	Information Science	Journal	Full text (pdf/html)	1,619	NA	NA	NA
World Scientific Online Journal Package (World Scientific)	Computer Science	Journal	Full text (pdf/html)	3,420	NA	NA	NA
AIP & APS Online Journal Package (American Institute of Physics & American Physical Society)	Physics	Journal	Full text (pdf/html)	1,533	NA	NA	NA
ASME Online Journal Package (American Society of Mechanical Engineers)	Mechanical Engineering	Journal	Full text (pdf/html)	668	NA	NA	164
SIAM Online Journal Package (Society for Industrial and Applied Mathematics)	Mathematics	Journal	Full text (pdf/html)	1,064	NA	NA	NA
E-Combination Journal Package (Optical Society of America)	Engineering, Optics	Journal	Full text (pdf/html)	2,184	NA	NA	NA
SPIE Digital Library (International Society for Optics and Photonics)	Engineering, Optics & Photonics	Journal; Conference Proceeding	Full text/Abstract/Citation (pdf/html)	655	NA	150	442

Serials/Database Highlights

Online Databases & Online Journal Packages (Social Science, Art & Humanities)

TITLE	SUBJECT COVERAGE	TYPE OF MATERIAL CONTENT	FORMAT	USAGE STATISTIC 2011			
				Fulltext	Record Request	Session	Search
Emerald Management (Emerald)	Management	Journal; Chapter of book, Book review	Full text/Abstract/Citation (pdf/html)	99,892	11423	63,542	51,001
AACE Digital Library (Association for the Advancement of Computing in Education)	Education, Multimedia etc.	Journal; Conference, proceeding, talks; e-book	Full text/Abstract/Citation (pdf/html); Audio	464	614	801	1,096
PsycINFO (Ebsco)	Psychology	Journal, Magazine	Abstract/Citation (pdf/html)	NA	911	32,206	76,219
MIT Press Online Journal Package (MIT Press)	Arts & Humanities, Design, Multimedia	Journal	Full text (pdf/html)	1,006	NA	492	412



Serials/Database Highlights

Online Databases & Online Journal Packages (Multidiscipline)

TITLE	SUBJECT COV- ERAGE	TYPE OF MATERIAL CONTENT	FORMAT	USAGE STATISTIC 2011			
				Fulltext	Record Request	Session	Search
ProQuest Digital Dissertation Fulltext (PQDT) (ProQuest)	Multidiscipline	Theses & Dissertation	Full text/Abstract/ Citation (pdf/html)	10,818	1,179	NA	62,804
SpringerLINK (Springer)	Multidiscipline	Journal, Protocols, Books, Book series	Full text/Abstract/ Citation (pdf/html)	11,413	NA	NA	NA
ScienceDirect (with freedom collection) (Elsevier)	Multidiscipline	Journal, Book, Book review, conference, proceeding	Full text/Abstract/ Citation (pdf/html)	119,050	NA	28,700	41,999
EBSCO Premier Packages: Business Source Complete & Academic Search Premier (EBSCO)	Multidiscipline	Journal, Magazine; Newspaper; Report; Case report; Book review	Full text/Abstract/ Citation (pdf/html); Image/video	45,488	27,590	88,476	201,131
ProQuest Central (ProQuest)	Multidiscipline	Journal, Magazine; Newspaper; Report; Case report; Book review	Full text/Abstract/ Citation (pdf/html)	25,393	4,208	NA	61,187
Web of Science (Thomson Reuters)	Multidiscipline (Research tools)	Journal, book, chapter of book, proceeding paper, review, meeting, Indexing/Bibliographic record	Abstract/Citation/ Indexing/ Bibliographic record (pdf/html)	NA	23,181	3,172	18,827
Scopus* (Elsevier)	Multidiscipline (Research tools)	Journal, book, chapter of book, proceeding paper, review, meeting, Indexing/Bibliographic record	Abstract/Citation/ Indexing/ Bibliographic record (pdf/html)	NA	2,760	561	1,568

*Usage statistic provided only for 5 months from August 2012 to December 2012



THOMSON REUTERS



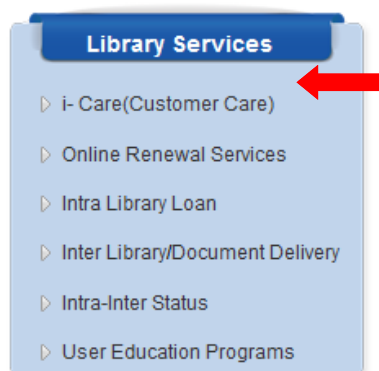
Springer

INTRODUCTION

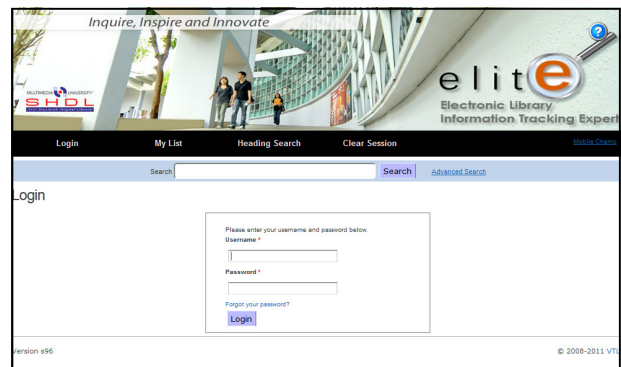
In this issue, library will give simple tutorial on how to check current fines and transaction history via library web OPAC/ELITE. To get started, user must login to the library web OPAC@ELITE at library portal, vlib.mmu.edu.my.

Outstanding/Fines:

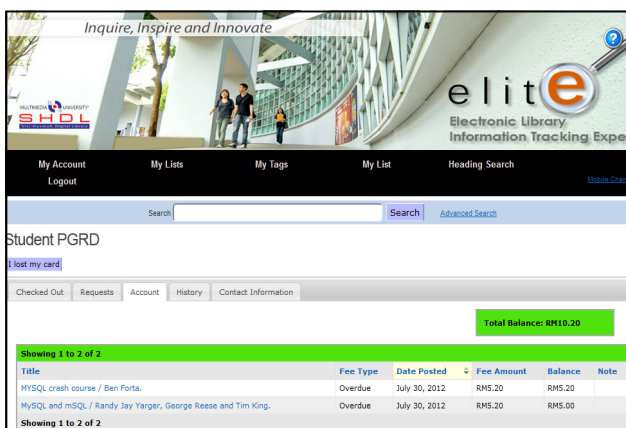
1 Click to Online Renewal Services



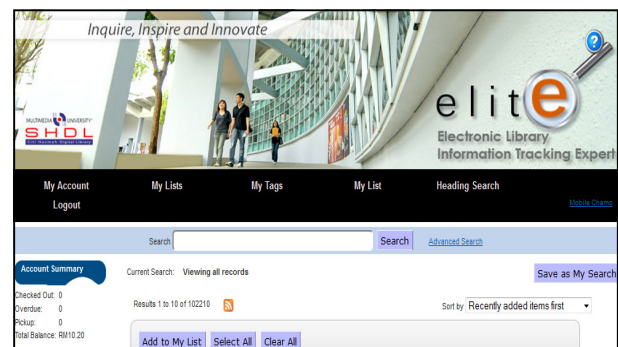
2 Login to your personal account



4 My Account



3 Click to My Account or check Account Summary



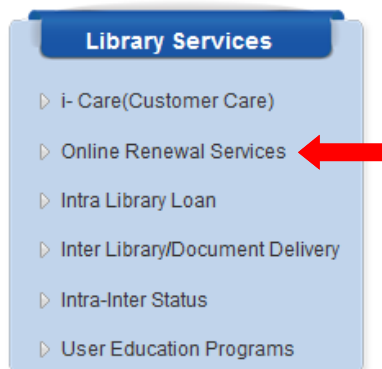
*you always can click to the my account, to view the outstanding/ fines detail. The system will provide you the details in the box. If you do not have any outstanding balance with library, the "No outstanding balances to display" message will be appear.

A Library HOW - TO: WEB OPAC (Fines, Transaction History)

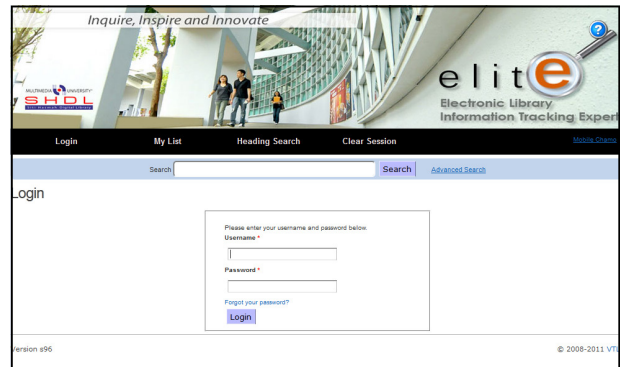
Transaction History:

Library web OPAC/ELITE personal account also give you capability to check your transaction history such as check out and check in done previously at circulation counter.

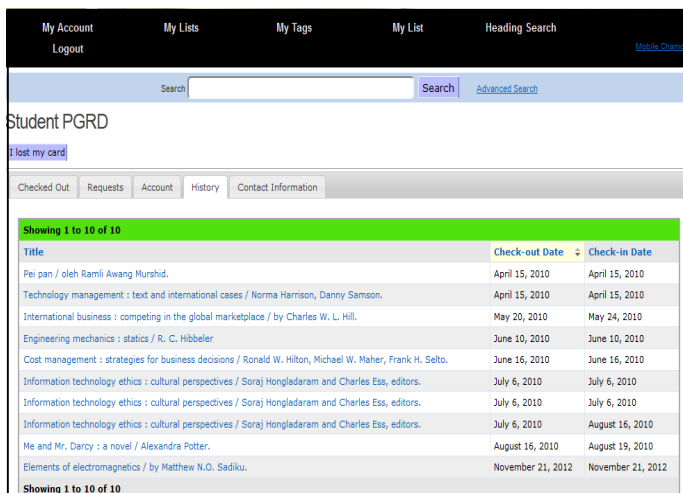
1 Click to Online Renewal Services



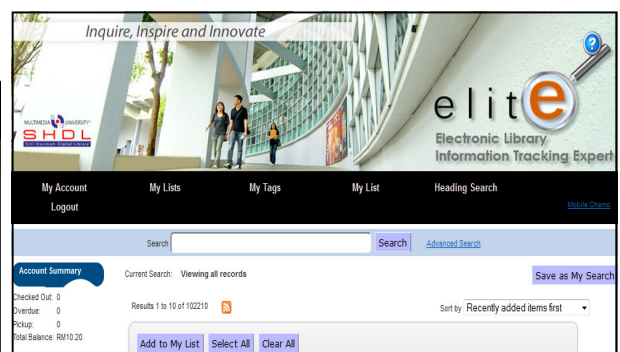
2 Login to your personal account



4 Click to History Tab



3 Click to My Account



This would be the last part for the section "A Library HOW-TO: Web OPAC" and hopefully everything was covered accordingly. Who says that finding the right information in the library is difficult? It's a piece of cake right?.. Okay, stay tuned for the next area to be covered in A Library HOW-TO!



Article: Malaysian Citation Index

No	Journal Name	ISSN	Total Articles (5 years)	Total Citations (5 years)	Total Citations (10 years)	5 Year Impact Factor	Mean	Cited Half-life	H-index
1	The Southeast Asian Journal of English Language Studies	0128-5157	54	21	7	4	0.130	0.190	0.9
2	Kemasyarakatan dan Kemasyarakatan	0126-5008	88	53	1	1	0.011	0.019	0.009
3	Al-Bayan Journal of Al-Quran & al-Hadith	2232-1980	46	20	0	0	0.000	0.000	0.0
4	Annals of Dentistry	0128-7532	42	12	0	0	0.000	0.000	0.000
5	Archives of Orofacial Sciences	1823-8602	59	24	0	0	0.000	0.000	1.3
6	ASEAN Journal of Psychiatry	2231-7805	87	49	9	8	0.103	0.163	0.037
7	ASEAN Journal of Teaching & Learning in Higher Education	1985-5826	24	24	0	0	0.000	0.000	0.0
8	Asia Pacific Journal of Education (formerly Journal Pendidikan dan Pembelajaran)	2180-3463	50	21	1	1	0.029	0.048	0.000

"Delivering access to bibliographic and citation information from scholarly literature published in Malaysian journals, conference proceedings, chapters in books and theses in the sciences, technology, medicine, social sciences and the Humanities."

institutions based only on the contents within MyCite. It is estimated that there are over 500 Malaysian journals, the contents of which needs to be made visible globally so that Malaysian researchers can identify expertise, areas of possible collaboration, stimulate use and citations.

MyCite has the following objectives:

- To establish a policy that facilitates the collation, monitoring, improving the standard of scholarly journal publications in Malaysia.
- To formulate a journal rating system to help Malaysian publishers identify their strengths and weaknesses and subsequently improve in quality.
- To list and evaluate all scholarly journal publications in Malaysia using bibliometric indicators.
- To make Malaysian scholarly publications accessible globally.

The **Ministry of Higher Education (MOHE) Malaysia** initiated the establishment of the **Malaysian Citation Centre (MCC)** in 2011. MCC is responsible for collating, monitoring, coordinating and improving the standard of scholarly journal publications in Malaysia.

MCC will maintain a citation system, named **MyCite** or **Malaysian Citation Index**. MyCite will provide access to bibliographic as well full-text contents of scholarly journals published in Malaysia in the fields of Sciences, Technology, Medicine, Social Sciences and the Humanities.

Besides this, MyCite will provide citations and bibliometric reports on Malaysian researchers, journals and

Source : <http://www.mycite.my/>

Library Schedule

Database Training 2013

Month	Date/Day (Cyber)	Date/Day (Melaka)	Faculty	Database	Time
March	28 March 2013 (Thursday)	27 March 2013 (Wednesday)	ALL	Science Direct/Scopus	10.00 am - 1.00 pm
April	11 April 2013 (Thursday)	10 April 2013 (Wednesday)	FBL/ FOM MBA	Emerald Intelligent Full-text	10.00 am - 1.00 pm
	N/A	11 April 2013 (Thursday)	LAW	Westlaw	2.00 pm - 4.00 pm
	18 April 2013 (Thursday)	17 April 2013 (Wednesday)	FOM, FBL	IEEE/Knovel	10.00 am - 1.00 pm
May	23 May 2012 (Thursday)	22 May 2013 (Wednesday)	ALL	Ebsco *ASP,BSP, PsyINFO, Medline, eJournal A-Z	10.00 am - 1.00 pm
	N/A	2 May 2013 (Thursday)	LAW	CLJ- Current Law Journal	10.00 am - 1.00 pm
	29 May 2012 (Thursday)	28 May 2013 (Wednesday)	FOM, FBL	Datastream	10.00 am - 1.00 pm
June	6 June 2013 (Thursday)	5 June 2013 (Wednesday)	FOM, FBL	GMID	10.00 am - 1.00 pm
	13 June 2013 (Thursday)	12 June 2013 (Wednesday)	ALL	Access Dunia Lecture Notes In Computer Science (FOE/FET/FIT/FIST) Springer LINK (ALL) AIP Journal Online (FOE/FET) APS Online Journal (FOE/FET) World Scientific Online Journals (FOE/ FET/FIT/FIST) SIAM(FOE/FET) ACM (FOE/FET/FIST/FIT/FCM), ASME (FET), IGI (FBL/FOM), CSA & MIT Press (FCM), IGI	10.00 am - 4.00 pm
	N/A	6 June 2013 (Thursday)	LAW	LawNet	2.00 pm - 4.00 pm
	N/A	13 June 2013 (Thursday)	LAW	Lexis Malaysia	2.00 pm - 4.00 pm
	20 June 2013 (Thursday)	19 June 2013 (Wednesday)	FOM/ FBL	Marketline	10.00 am - 1.00 pm
July	4 July 2013 (Thursday)	3 July 2013 (Wednesday)	FOM/ FBL	BLIS- Bernama Library & Infolink Ser- vices	10.00 am - 1.00 pm
August	22 August 2013 (Thursday)	21 August 2013 (Wednesday)	FOM/ FBL	ISI Emerging Market	10.00 am - 1.00 pm
Sept	5 Sept 2013 (Thursday)	4 Sept 2013 (Wednesday)	ALL	Mendeley	10.00 am - 1.00 pm
Oct	N/A	8 Oct 2013 (Tuesday)	ALL	*Taylor Authorship Workshop	10.00 am - 1.00 pm
Nov	14 Nov 2013 (Thursday)	13 Nov 2013 (Wednesday)	ALL	ProQuest	10.00 am - 1.00 pm

*Any changes for the proposed date and time will be notified

*Library will circulate the training details via email, library portal, notice, posters and etc.

Library CSI 2012 Feedback

Based on the comments received for CSI that has been conducted by STAD, it was found that 24 comments or 37.5 % were on student services which include collections, noise, internet and opening hours. This was then followed by 20 comments (31.2%) on facilities, staff attitude 21.9% and policies & procedure 9.4%. Further details are classified in the table below:

No.	Classification of Comments/ Suggestion	No. of Comments/ Suggestion (Melaka Library)	No. of Comments/ Suggestion (Cyberjaya Library)
	Student Services	11	13
2.	Staff Attitude	9	5
3.	Facilities	11	9
4.	Policies and Procedures	3	3
Total		34	30

Feedback to the comments/suggestion from library:

Student Services

On the request to open library 24 hours during exam weeks.

Previously we extended our opening hours till 2.00 am during study and exam weeks but we experienced lost of our assets especially library materials, i.e. books. Equipment and facilities in the library can't operate 24 hours and it will also involve manpower. Hours open compared to demand is already reach 16.5/24 hours during exam weeks. While, minimum opening hours for academic library in Malaysia is until 6.00 pm.

To overcome this issue we already built 24 Hours Learning Point which can cater 230 seating capacity in Cyberjaya and another 220 in Melaka. We also work with SRC that additional lecture room is also opened to make sure student can have a place for exam preparation. In Melaka, extra table and chairs are available at CLC Concourse and lecture room while in Cyberjaya we opened lecture hall XR1001 –XR1005. However we found out that the lecture rooms were not fully utilized.

Noise in Library

Last year we introduced "Silent campaign" throughout the year. Buntings and posters are being put up to educate the students. We also monitor all areas in the library regularly to ensure the level of noise is bearable. We also feel that noise problem is partly related with student's behavior and space of the library during peak season. There is no discussion room in the library (except Law Library) which trigger this issue. Sometimes they only whispering but it can create 'noise' in our library.

All the activities and noise going on in the library could be a sign that our learning is becoming a more interactive experience with things like the Internet and multimedia programs. The noisemakers in the library aren't always just students socializing; it also comes from students doing work (study group).

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Need More Newspaper and Online journals

We provide each library one copy of main newspaper for example Berita Harian, Utusan Malaysia, Sin Chew Jit Poh, The Star, NST, Nanyang and Tamil Nesan . Students have an option to read those newspapers online. Regarding the online journals, currently we have 16,178 titles (includes printed 95 titles) or 0.8 titles per student.

Student needs to specify the title or at least the subject which are still lacking. All recommendation and journal/ online databases selection are done by the lecturers. Library may forward all suggested titles to the respective lecturers/faculties to check whether it is really necessary to subscribe.

Staff Attitude

Matters related to staff attitude such as staffs not helpful and friendly

We will have regular staff meeting to ensure staff are able to handle any situation with good manner. Complaints form is provided at Customer Service Counter and every complaint received will be recorded in complaint log and the issue will be discuss during Library Management Meeting as it is part of our ISO 9001:2008 compliance. So far we have never received formal complaint from complaint/feedback form (except general complaint from CSI 2012).

Staff should be able to speak good English

We are sending several staffs for English course to enhance their capability and proficiency in English speaking. The first batch started on 22 Jan 2013 until 26 March 2013. This will be a continuous activity.

Facilities

Should provide more plug point

At Melaka library we do provide the Laptop Charging Station (with 24 plug point) located at every floor of the main library. In total , there are **211** existing plug points with another 60 plugs to be installed in 24 Hour @ Sapura Building. Which the total is 271 when the project complete.

Cyberjaya Library also provide 4 Laptop Charging Station at Information Retrieval Cluster. In total, there are **97** plug points (14 in main library and 83 in 24 Hour Learning Point). We can't provide more plug point at the main library reading area as it will involve major renovation.

Books are not enough

We have provided an online form in our library portal for students to request titles that they need to be available in the library. The online form is "**I Need This Book**". However this will be subject to their lecturers and dean's approval for purchasing. The number of reference books depends on the number of students which is maximum 5 copies per titles based on student ratio.

The percentage of titles owned by the library and required by at least one user (that are immediately available in either print or electronic format) is 81.72%.

Budget allocated for library is 80 % for textbook and 20% for research. This is to ensure the number of textbooks required by any program is sufficient and fulfill the MQA requirement.

Library CSI 2012 Feedback

Library is small/space constraint/Not comfortable/Need more tables/Library is too crowded

Currently, Cyberjaya library providing 880 seating capacity (Law Library, 140 & Melaka Main library 1010 seating capacity). These figures include 24 hours Learning Point. As space is our main concern, the urge is to increase number of seating capacity, collection development (shelves) and introduce new services (discussion room/single study room etc). We are requesting the top management to include new library building in the new University Master Plan.

These are to make sure that we are able to provide conducive learning environment with at least 30% of our student populations. Digital library will help us in term of accessing our resources anywhere, but to provide serious study environment student still prefer physical library.

A survey was conducted during exam week (28 Jan – 3 Feb. 2013) for the public seating occupancy rate. It was done for the period of 7 days from 9.00 am to 10.00 pm and the result is as follow.

Melaka Main Library	: 100%
Cyberjaya Main Library	: 96%
Law Library	: 77%

Policies/procedures and Rules & Regulations

Students are not allowed to bring their bags inside the library

It is clearly stated in our library policy that bags, helmets, umbrellas, rain coats and packages are not permitted to be brought into the library except for handbags (20cm x 10cm) , Laptop bag (with laptop inside) and files. It must be left in the pigeon holes or lockers provided in front of the library at the user's own risk. <http://vlib.mmu.edu.my/library/regulation.php>

Dress code rule is too strict

The dress code in the library is in accordance with the university's dress code. It is clearly stated in the Student Handbook session 2012/2013. The regulation is enforced to the whole university. The dress code shall be per the rules and regulation and shall include after office hours and any inter-action/activities of the student at the library are deemed official.

Water bottle is not allowed to be brought inside the library

Water bottle and mineral water are only allowed inside the 24 hours learning point. <http://vlib.mmu.edu.my/library/regulation.php>

Library FAQ



Where can I get updates and latest notice/information on the library opening hours and such?

New updates are available through the "Latest News" at the library portal. It lists all new updates such the opening hours during trimester break as well as library activities.



How can I become a library member?

Library membership form is available at the library. You need to fill up the membership form to borrow books and use our services and facilities. Kindly contact the customer service department for further information on library membership.



How can I find a book in the library?

Users can find books in our collection by using the LIBRARY sOPAC (Elite sOPAC). Key in the title/topic regarding to the books and click "Submit Search". Copy the information available under the "holding information" for your reference.



How do I hold books?

Hold requests can be made by informing the library staffs via phone call or physically come to the library counter.



How about the overdue fines when I late return borrowed books?

Late return fine charges will be calculated as per below tabulation on the first 30 days after the item is overdue. However on the 31st day, the fine charges will automatically described as RM 50.00 and the subsequent days of late return after day 31, another RM 0.50/day will be charged respectively for all items except reference which will be charged RM1.00/day.



Can I return borrowed books to any MMU library?

Yes, you can return your borrowed books to any MMU libraries. Kindly inform the Library staff regarding to the status of the borrowed books.



What is Red-spot Collections? How many hours can I loan them?

Red-spot collections comprises from textbooks and reference books. Only one item is allowed at a time to be loaned for a period of 2 hours, which is renewable if demand permits. Overnight loan is permitted from 10.00 p.m. onwards. Overnight loan must be returned before 10.00 a.m. the next day

DISCOVER @ SHDL

Siti Hasmah Digital Library (Cyberjaya)

Jalan Multimedia,
63100 Cyberjaya,
Selangor, Malaysia.

Tel:603 83125852
Fax:603 83125866

Siti Hasmah Digital Library (Melaka)

Jalan Air Keroh Lama,
75450 Bukit Beruang,
Melaka, Malaysia.

Tel:606 2523493
Fax:606 2322764

The MMU Library was established in 1996 when Universiti Telekom opened its first campus in Bukit Beruang Ayer Keroh, Melaka, Malaysia. The library which is situated at the Melaka campus was named University Telekom Library (UNITELE Library) and could only accommodate about 600 students during that time. The Multimedia University (MMU) Library was then moved to a new building in May 2000. In 1999, another MMU library was set up in Cyberjaya, Selangor, Malaysia and was given the name Siti Hasmah Digital Library. This library was launched on 24th July 2000 with the intention of it being first Academic University Digital Library for the nation.

QUICK FACTS@SHDL

SERVICES

- User Education Program
- Online Form
- E-Reference
- Inter/Intra Library Loan
- Document Delivery Services
- Instant Messenger Interaction
- Online Book Renewal
- Loan Transaction

COLLECTIONS

- Books
- E-Books
- Theses
- Past Year Exam Papers
- Journal/Magazines
- Online Databases
- Av Materials
- Final Year Project

FACILITIES

- Database Centre
- sOPAC Terminal
- Media Room (Single/Group viewing)
- Wi-Fi
- Lockers
- Group Discussion Room (Research Library)
- Photocopy Machines
- 24-Hour Learning Point
- Post Graduate Research Point (Melaka)