DISCOVER@SHDL

Multimedia University, Nusajaya Campus

INSIDE

http://vlib.mmu.edu.my/

FROM THE CHIEF LIBRARIAN

"The value of Academic Libraries"

The library is not just a repository, or a service like any other, or a place for study: it is all these things. It can also be a partner in research and in teaching, and institutions which fail to capitalize fully on this asset will find it harder to compete in the future.

The library continues to fulfill its role as the heart of the university, despite the move away from print and towards electronic resources. The work the library undertakes contributes directly to the institution's academic mission and to equipping students with the skills and knowledge they need to achieve academically and to maximize their employability.

Investment in e-resources has a direct impact on the productivity of an institution. Where academics and students have good access to e-content, effectively the library is now open 24 hours irrespective of building opening hours, and finding books and journals has become fast and immediate, freeing time up for the research and for teaching.

For an individual university, good quality library resources can help attract and retain academic high flyers and contribute to the prestige of an institution. These resources can also help universities attract and retain graduate students.

The quality and depth of those resources are also a determinant of the quality of research a university's academics can produce. Per capita expenditure and use of e-journals is strongly and positively correlated with papers published, numbers of PhD awards, and research grants and contracts income.

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 3, Issue 3
FB Page: http://www.facebook.com/pages/Siti-Hasmah-Digital-Library/99994568298

## SITI HASMAH DIGITAL LIBRARY NEW BRANCH AT MMU EDUCITY NUSAJAYA, JOHOR

Siti Hasmah Digital Library is proud to announce that we have opened our new branch located at MMU Educity Nusajaya, Johor. As a part of the National Transformation Programme initiative led by our Prime Minister, YAB Dato' Seri Mohd Najib Tun Razak, an Educational hub is established in Nusajaya, Johor, and is aptly named EduCity.

MMU has been given the opportunity to establish its third campus in the new educational hub, and Siti Hasmah Digital Library's new branch is opened to serve the MMU community in Educity. This new library is the fifth branch of Siti Hasmah Digital Library. The Library offers various library collections such as books, audio visuals, online journals and online databases that focus on cinematic arts subjects.

It is our pleasure to serve you at our new location with the same quality and service you have come to expect of us. We do hope with the opening of this new library's branch will help MMU students and academicians especially of the Cinematic Arts programme to access information and retrieve resources for teaching and learning purposes in line with the MMU objective to ensure the students of the programme would be a talent feeder into the nation workforce for the film and creative industry.

NEW BOOKS@SHDL
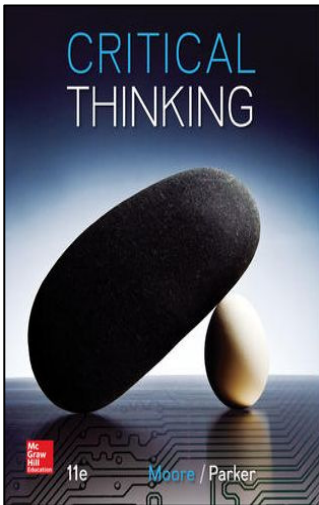
Author: Brooke Noel Moore & Richard Parker
ISBN: 9780078119149
Call No.: B105.T54 M66 2015
Year: 2015

Review:

The first integrated program designed specifically for the critical thinking course, Moore & Parker's Critical Thinking teaches students the skills they need in order to think for themselves - skills they will call upon in this course, in other college courses, and in the world that awaits. The authors' practical and accessible approach illustrates core concepts with concrete real-world examples, extensive practice exercises, and a thoughtful set of pedagogical features.

-Barnes & Noble-
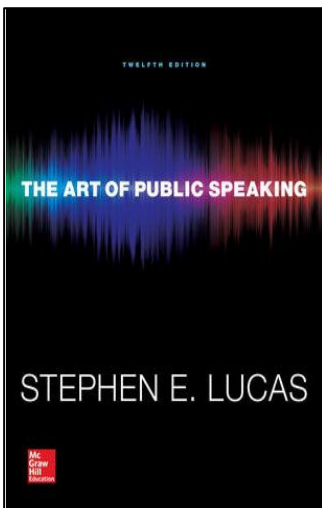
Author: Stephen Lucas
ISBN: 9780073523910
Call No.: PN4129.15 .L83 2015
Year: 2015

Review:

For over 30 years, instructors around the world have successfully used The Art of Public Speaking to teach the development and presentation of effective speeches. Through personalized and adaptive instruction, the program helps each student think critically, build confidence and make the leap from learning the principles to mastering competent speaking in the classroom and throughout life.

-McGraw-Hill Professional-

NEW BOOKS@SHDL

Review:

Studying Literature in English provides the ideal point of entry for students of English Literature. This book provides:

- Grounds literature and the study of literature throughout by referencing a selection of well-known novels, plays and poems.

- Examines the central questions that readers ask when confronting literary texts, and shows how these make literary theory meaningful and necessary.

- Links British, American and postcolonial literature into a coherent whole.

- Discusses film as literature and provides the basic conceptual tools in order to study film within a literature-course framework.

- Places particular emphasis on interdisciplinarity by examining the connections between the study of literature and other disciplines.

- Provides an annotated list of further reading.

-Routledge-
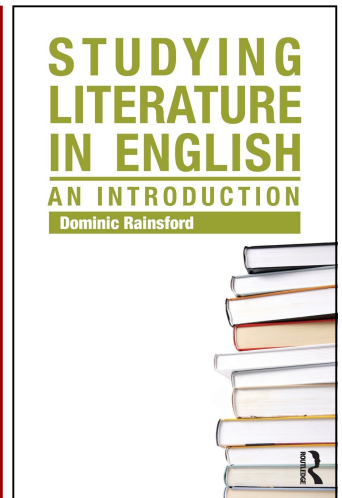
Author: Dominic Rainsford
ISBN: 9780415699235
Call No.: PR83.R35 2014
Year: 2014

Review:

In this Shelly Cashman Series "Web Design: Introductory, 5th ed." book, readers will find an educationally sound and easy-to-follow pedagogy that artfully combines screen shots, marginal elements, and text with full color to produce a visually appealing and easy-to-understand presentation of web design. This textbook conveys useful design concepts and techniques typically not addressed in web authoring textbooks. Its explains the connections between a detailed design plan that considers audience needs, web site design and various technical issues. Students learn how to balance these elements to create a successful, responsive web site.

-*Amazon*-
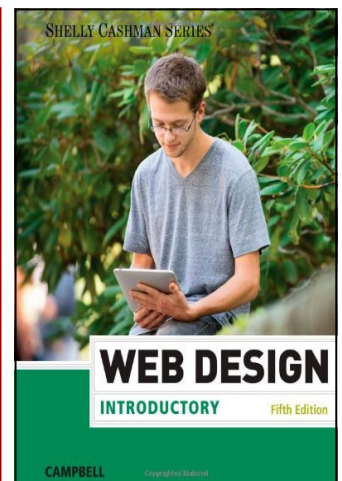
Author: Jennifer T. Campbell
ISBN: 9781285170626
Call No.: TK5105.888 .C36 2015
Year: 2015

NEW BOOKS@SHDL
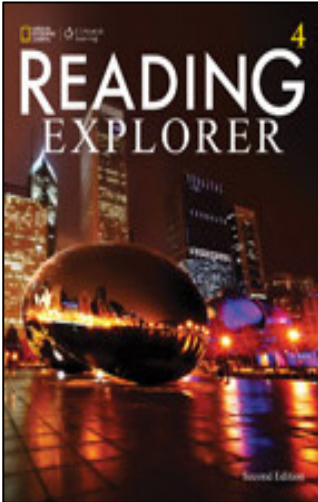
Author: Paul Macintyre & David Bohlke
ISBN: 9781285846927
Call No.: PE1128.M33 2015
Year: 2015

Review:

The new edition of the best-selling six-level Reading Explorer series will bring the world to the classroom like never before through new and updated topics, video, and visuals from National Geographic. Reading Explorer teachers learners to think and read critically to encourage a generation of informed global citizens.

- NEW Reading Skill sections explicitly teach and practice one academic skill or strategy to enhance learners' reading comprehension.

- EXPANDED video sections featuring National Geographic video provide engaging opportunities for learners to synthesize information from multiple sources.

- The UPDATED design blends text, charts, graphs and images, encouraging learners to develop visual literacy skills to improve comprehension.

- NEW eBooks and online workbooks with National Geographic video and activities allow learners greater flexibility for independent practice.

-Cengage Learning-

Author: Todd Debreceni
ISBN: 9781133308065
**Call No.:** LB1050.A53 2014
Year: 2014

Review:

ACTIVE Skills for Reading is an exciting five-level reading series that develops learners' reading comprehension and vocabulary skills. Written by reading specialist Neil J. Anderson, the new edition of this best-selling series uses an ACTIVE approach to help learners become more con-fident, independent and active readers.

-Cengage Learning-

MEDIA/AV@SHDL

Synopsis:

In this DVD, Alex Alvarez explains everything one needs to know about ways to create and design particle effects animation in Maya. In this video, two of the key tools for such work are explained and demonstrated: the Particle Tool and the Create Emitter tool . Example scenes will include galaxies, clouds, ground fog, explosions, bubbles, smoke and steam

Snapshots:
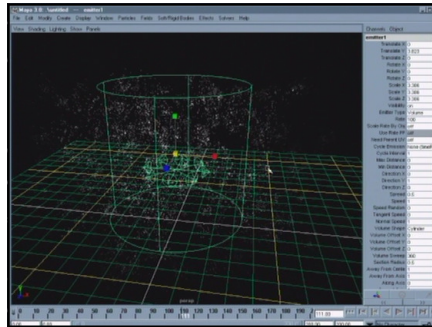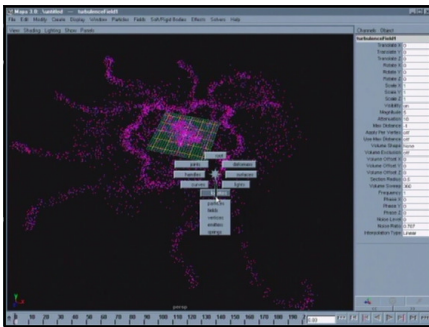
Call No: AV [DVD] TR897.5.D96
Pub.: The Gnomon Workshop
Location: Cyberjaya

Synopsis:

Second series in Dynamics 2, Alex Alvarez explains about ways to use vertices, curves and particles as emission sources - an extremely powerful aspect to Maya's dynamics. In this video, two of the key tools for such work are explained and demonstrated: "Emit from Object" tool as well as the "Curve Flow" effect. Example scenes include fire, smoke, shockwaves, fireworks, explosions, sparks, solar flares and liquid streams.

Snapshots:

Call No: AV [DVD] TR897.5.D96
Pub.: The Gnomon Workshop
Location: Cyberjaya

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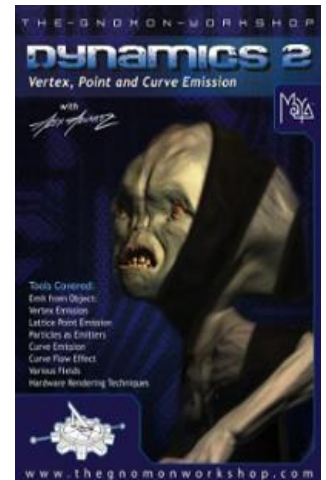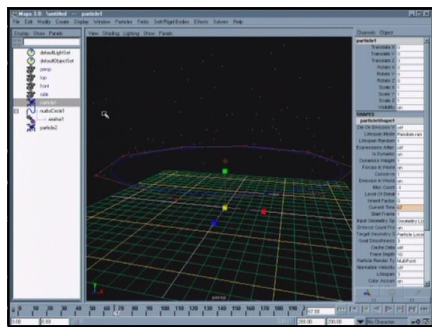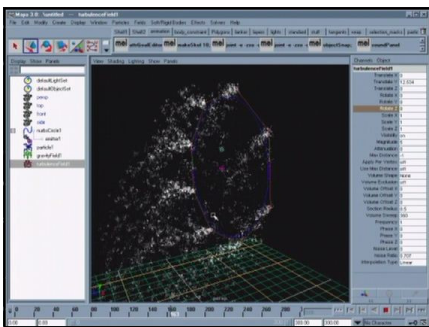
How to use AV viewing room *(For students and SHDL users)*

- 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 <u>ONLY</u>.

- 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 ***Mdm Norazilah Masro - norazilah.masro@mmu.edu.my ext. 3628 (Melaka) or Mdm Noor Azimah Nawawi - azimah.nawawi@mmu.edu.my ext. 5872 (Cyberjaya).***

Serials/Database Highlights : 2015 Database Subscription

	TABLE 1: OVERALL ONLINE DATABASES & JOURNAL PACKAGE COLLECTION COLLECTION
	ENGINEERING, TECHNOLOGY AND CREATIVE MEDIA TITLES
1	ACM DIGITAL LIBRARY (WITH COMPUTING REVIEW)
2	IEEEXPLORE
3	LECTURE NOTES IN COMPUTER SCIENCE SERIES (LNCS)
4	SCIENCEDIRECT BACKFILES (MATHEMATICS)
	BUSINESS & MANAGEMENT TITLES
5	BLOOMBERG PROFESSIONAL*
6	GLOBAL MARKET INFORMATION DATABASE (GMID)
7	EMERALD MANAGEMENT 120
8	ITU WORLD TELECOMMUNICATION/ICT INDICATORS DATABASE*
9	INTERNATIONAL FINANCIAL STATISTICS (IFS)
10	ISI EMERGING MARKET
11	MARKETLINE 360
	LAW TITLES
12	CLJ LEGAL NETWORKS
13	HEIN ONLINE INTERNATIONAL CORE COLLECTION
14	LAWNET
15	LEXIS-NEXIS MALAYSIA
16	MALAYSIAN LABOR LAWS
17	MALAYSIAN LEGAL ALERT
18	WESTLAW MALAYSIA
	MULTIDISCIPLINARY TITLES
19	BLIS – BERNAMA LINK
20	EBSCO BUSINESS SOURCE COMPLETE (BSC)
21	PROQUEST ABI/INFORM COMPLETE
22	SCIENCE DIRECT: CORE COLLECTION
23	SCIENCE DIRECT WITH FREEDOM COLLECTION
24	SPRINGERLINK (INCLUSIVE KLUWER TITLES)
	RESEARCH ORIENTED TITLES
25	JOURNAL CITATION REPORT ONLINE (SCIENCE)
26	JOURNAL CITATION REPORT ONLINE (SOCIAL SCIENCE)
27	PROQUEST DISSERTATION AND THESES
28	SCOPUS

Note/Table Indicator:
*Standalone database that operated at dedicated terminal

	TABLE 1: OVERALL ONLINE DATABASES & JOURNAL PACKAGE COLLECTION
	OTHER TOOLS
29	CATALOGUERS DESKTOP ONLINE
30	CLASSIFICATION WEB
31	GLOBAL BOOKS IN PRINT (GBIP)
32	IT'S MARC
33	MEDIABANC NEWS E-LIBRARY (iSentia)
34	RDA TOOLKIT
35	UK NARIC
36	ULRICH ON WEB WITH SERIAL ANALYSIS
	ONLINE JOURNAL PACKAGE ON SCIENCE AND TECHNOLOGY
37	ASME ONLINE JOURNAL PACKAGE (TRANSACTION & APPLIED MECHANICS REVIEW)
38	WORLD SCIENTIFICS ONLINE JOURNAL PACKAGE (COMPUTER SCIENCE)
39	SIAM ONLINE JOURNAL PACKAGE

Note/Table Indicator:
*Standalone database that operated at dedicated terminal

Theses Receiving Report 2015 as at April 2015
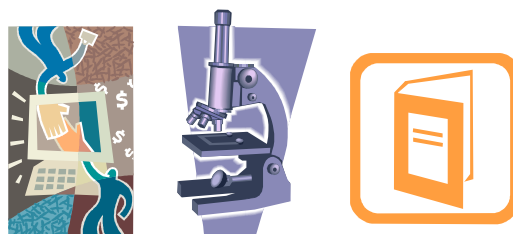
MMU Digital Theses are the platform for the Siti Hasmah Digital Library to keep Multimedia University intellectual research made by the postgraduate students. The MMU Digital Theses also aim to maximize the visibility and the availability of the MMU's theses as well as provides opportunities for further research.

New theses that available as at April 2015 are:

Jamal Hussan, J. (2011). *Performance analysis of free space optical communication system in the presence of physical limitations.* (Master Thesis), Multimedia University (MMU), Malaysia.

Keyword: Optical communications
Call number: TK5103.59 J36 2011

Kannan, R. (2011). *Lossy, lossless and controlled compression of electrocardiogram (ECG) signals.* (Ph.D Thesis), Multimedia University (MMU), Malaysia.

Keyword: Neural networks (Computer science)
Call number: QA76.87 K36 2011

Lim, K. K. (2011). Network lifetime preserving clustering schemes for wireless sensor networks. (Master Thesis), Multimedia University (MMU), Malaysia.

Keyword: Wireless sensor networks
Call number: TK7872.D48 L56 2011

Ng, H. (2014). *Multi-view gait-based human identification with automatic joint detection.* (Ph.D Thesis), Multimedia University (MMU), Malaysia.

Keyword: Biometric identification
Call number: TK7882.B56 N44 2014

Nithiapidary, M. (2011). *Grouping and deploying fine-grained tasks on grid by learning performance data.* (Ph.D Thesis), Multimedia University (MMU), Malaysia.

Keyword: Computational grids (Computer systems)
Call number: QA76.9.C58 N58 2011

Samini, S. (2011). *Efficient mapping schemes to bridge XML and relational databases*. (Master Thesis), Multimedia University (MMU), Malaysia.

Keyword: XML (Document markup language)
Call number: QA76.76.H94 S26 2011

See, J. S. Y. (2014). *Spatio-temporal framework and algorithms for video-based face recognition.*(Ph.D Thesis), Multimedia University (MMU), Malaysia.

Keyword: Human face recognition (Computer science)
Call number: TA1650 S44 2014

Tan, S. S. (2011). *A study of nanostructured Indium Tin Oxide by pulsed laser deposition.* (Master Thesis), Multimedia University (MMU), Malaysia.

Keyword: Nanostructures
Call number: QC176.8.N35 T36 2011

Wong, Y. P. (2012). *3D Euclidean reconstruction from multiple uncalibrated views using particle swarm optimization.* (Ph.D Thesis), Multimedia University (MMU), Malaysia.
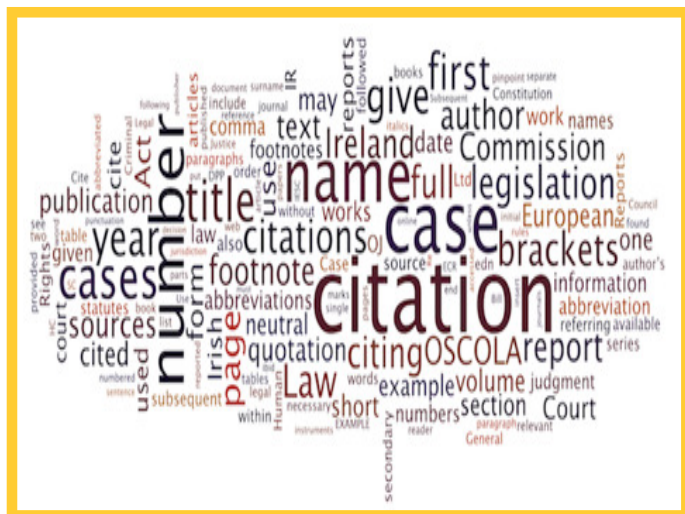
Keyword: Algorithms (Computer science)
Call number: QA9.58 W66 2012

Zulkifflee, M. (2011). *The effects of audit committee and internal audit attributes on internal audit quality and audit fees.* (Ph.D Thesis), Multimedia University (MMU), Malaysia.

Keyword: Auditing
Call number: HF5667 Z85 2011

Article: Referencing Style - Australian Guide to Legal Citation

"Since its first publication, the AGLC has become the authoritative legal citation guide within Australia, used by practitioners, law students and academics alike."

The Australian Guide to Legal Citation (3rded, 2010) ('AGLC3') is the referencing style incorporates the use of footnotes and a bibliography. The AGLC was first published by the Melbourne University Law Review Association in 1998. The second edition, marking a significant revision and expansion of the AGLC, was published in 2002.

Since its first publication, the AGLC has become the authoritative legal citation guide within Australia, used by practitioners, law students and academics alike. It is currently prescribed by law schools and law journals around Australia as their official legal citation guide, the

list of law journals who have adopted the AGLC reflecting the enthusiasm with which it has been received. This table provides some examples of how to cite sources correctly in footnote format and in a bibliography.

Source Type	Footnote	Bibliography
Book	*Format of key elements* • Author's First Name or Initial(s) Surname, Title of book (Publisher, Edition, Year) Pinpoint. • authors' initials are separated by a space • edition number is only included for 2nd or later editions • if the book has page numbers, the pinpoint must be to a page number(s); if the book has page numbers and paragraphs, pinpoint references may be to page numbers and numbered paragraph(s) –the latter enclosed in square brackets; if the book has only numbered paragraphs, a pinpoint reference should be to a paragraph • when referring to a numbered chapter of a book, 'chapter 'should be abbreviated 'ch'	*Format of key elements* Author's Surname, First Name or Initial(s), Title of book (Publisher, Edition, Year) • list in section: *A Articles/ Books/Reports*
1 Author	[17] Cormack E Dunn, *Annotated Australian Work Health and Safety Legislation* (CCH, 2012) 98.	Dunn, Cormack E, *Annotated Australian Work Health and Safety Legislation* (CCH, 2012)
2 or 3 Authors	[18] Charles Mitchell and Stephen Watterson, *Subrogation: Law and Practice* (Oxford University Press, 2007) 9 [2.02].	Mitchell, Charles and Stephen Watterson, *Subrogation: Law and Practice* (Oxford University Press, 2007)

Reference: Adapted from the Australian Guide to Legal Citation (3rd ed, 2010)

Library Database Schedule

Database Training 2015

1

Month	Date/Day (Cyber)	Date/Day (Melaka)	Faculty	Database	Time	Remarks	Academic Calendar
March	26 March 2015 (Thursday)	25 March 2015 (Wednesday)	ALL	Science Direct/Scopus	10.30 am - 1.00 pm		Normal
April	9 April 2015 (Thursday)	8 April 2015 (Wednesday)	FOM/FOB	ISI Emerging Market	10.30 am - 1.00 pm		Normal
	16 April 2015 (Thursday)	15 April 2015 (Wednesday)	FOB/FOM MBA	Emerald Intelligent Full-text	10.30 am - 1.00 pm		Normal
	N/A April 2015 (Thursday)	N/A April 2015 (Wednesday)	LAW	Westlaw	2.30 pm - 4.00 pm		Normal
	23 April 2015 (Thursday)	22 April 2015 (Wednesday)	FOE, FET	IEEE	10.30 am - 1.00 pm		Normal
May	N/A May 2015 (Thursday)	N/A May 2015 (Wednesday)	LAW	CLJ- Current Law Journal	2.30 pm - 4.00 pm		Normal
	7 May 2015 (Thursday)	6 May 2015 (Wednesday)	ALL	Ebsco *ASP,BSP, PsyINFO, Medline, eJournal A-Z	10.30 am - 1.00 pm		Normal
August	6 August 2015 (Thursday)	5 August 2015 (Wednesday)	FOM, FOB	Bloomberg	10.30 am - 1.00 pm		Normal
	N/A August 2015 (Thursday)	N/A August 2015 (Wednesday)	LAW	Lexis Malaysia	2.30 pm - 4.00 pm		Normal
	N/A August 2015 (Thursday)	N/A August 2015 (Wednesday)	LAW	LawNet	2.30 pm - 4.00 pm		Normal
	20 August 2015 (Thursday)	19 August 2015 (Wednesday)	FOM/FOB	Marketline	10.30 am - 1.00 pm		Normal
September	10 September 2015 (Thursday)	9 September 2015 (Wednesday)	FOM/FOB	BLIS- Bernama Library & Infolink Services	10.30 am - 1.00 pm		Normal
	30 September 2015 (Thursday)	1 October 2015 (Wednesday)	ALL	Access Dunia	10.30 am - 1.00 pm		Normal
November	26 November 2015 (Thursday)	25 November 2015 (Wednesday)	FOM/FOB	ISI Emerging Market	10.30 am - 1.00 pm		Normal
December	10 December 2015 (Thursday)	9 December 2015 (Wednesday)	FOM, FOB	Passport GMID	10.30 am - 1.00 pm		Normal
	N/A December 2015 (Thursday)	N/A December 2015 (Wednesday)	ALL	Mendeley	10.30 am - 1.00 pm		Normal
	N/A December 2015 (Thursday)	N/A December 2015 (Wednesday)	ALL	*Taylor Authorship Workshop	10.30 am - 1.00 pm		Normal
	17 December 2015 (Thursday)	16 December 2015 (Wednesday)	ALL	ProQuest	10.30 am - 1.00 pm		Normal

2

ITEM	Frequency	Faculty	Duration	Academic Calander	Remark
Bloomberg Aptitute Test (BAT)	4-5 times or more based on request	FOM, FOB	3 hours	Normal	

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.

CUSTOMER SATISFACTION SURVEY/INDEX 2015

INTRODUCTION

The Multimedia University Library is committed to 'continuous improvement' and to be recognized as an organization consistently exhibiting best practice and values. Consistent with these values, MMU Library has conducted a survey so that customers' views, ideas, and suggestions can be fully considered as an integral part of its commitments for improvement.
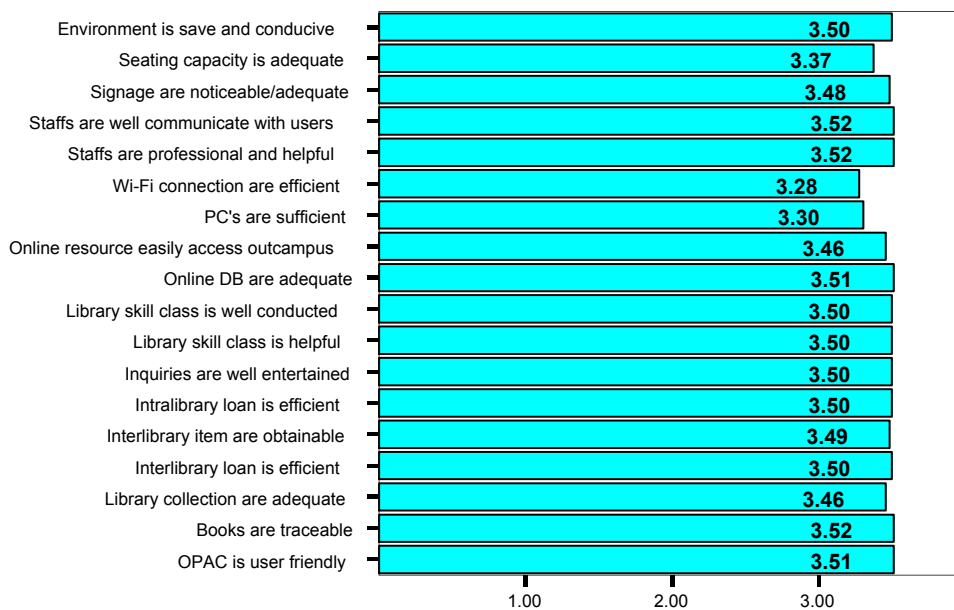
OBJECTIVES

The primary objective of the customer survey is to provide the MMU Library with a means to identify key customer concerns that may presently exist. More specifically, the objectives of the survey are likely to include:

⇒ To identify and manage the key prioritized issues affecting customers;
⇒ To provide the ability to measure and monitor the performance of the MMU Library;
⇒ To allow customers the opportunity to communicate openly and honestly with the management team of the Library;
⇒ To improve library services and facilities.

TOTAL NUMBER RESPONDENTS

4233 respondents

OVERALL RATING SCORES FOR SERVICES AND FACILITIES

Statistics
▢ Mean

Measure	Mean
Environment is save and conducive	3.50
Seating capacity is adequate	3.37
Signage are noticeable/adequate	3.48
Staffs are well communicate with users	3.52
Staffs are professional and helpful	3.52
Wi-Fi connection are efficient	3.28
PC's are sufficient	3.30
Online resource easily access outcampus	3.46
Online DB are adequate	3.51
Library skill class is well conducted	3.50
Library skill class is helpful	3.50
Inquiries are well entertained	3.50
Intralibrary loan is efficient	3.50
Interlibrary item are obtainable	3.49
Interlibrary loan is efficient	3.50
Library collection are adequate	3.46
Books are traceable	3.52
OPAC is user friendly	3.51

SCALE / VALUES	DEFINITION
5	Very Satisfied
4	Satisfied
3	Moderate
2	Not Satisfied
1	Not Satisfied At All

*Mean is defined as **the average value** of a variable

Library CSI 2015 Feedback

DETAILED RESULTS INTERPRETATION

<u>What clients believe is important for the Library</u>

The 10 highest ranked importance factors for Library clients are listed in descending priority order (Mean*) in the table below.

March 2014 Top 10 Importance	Mean	Jan 2015 Top 10 Importance	Mean
The books are systematically shelved and traceable	3.88	The Wi-Fi service is fast and efficient	3.88
Signage available is noticeable and adequate	3.83	The books are systematically shelved and traceable	3.87
The seating capacity is adequate	3.81	The seating capacity is adequate	3.81
Library staff communicates well with the users	3.81	The surrounding is safe and conducive	3.8
The Library's catalogue system (Online Public Access Catalogue/OPAC) is user friendly	3.79	The electronic resources are easily accessible off campus	3.78
Library staff is professional and available when needed	3.78	The number of computers in the library is sufficient	3.78
The Wi-Fi service is fast and efficient	3.77	Library staff communicates well with the users	3.77
The subscribed full-text online database collection is relevant and adequate	3.75	The subscribed full-text online database collection is relevant and adequate	3.76
The overall Library collection is adequate	3.74	The Library's catalogue system (Online Public Access Catalogue/OPAC) is user friendly	3.74
Any inquiries submitted is provided with a feedback.	3.72	Library staff is professional and available when needed	3.74

*Common to 2013 and 2014

Library CSI 2015 Feedback

How clients believe the Library is performing

The table below reports, in descending order, the 11 factors ranked highest in performance by clients in 2014.

Variables	Performance	
	Mean	Rank
The books are systematically shelved and traceable*	3.52	1
Library staff is professional and available when needed*	3.52	2
Library staff communicates well with the users*	3.52	3
The Library's catalogue system (Online Public Access Catalogue/OPAC) is user friendly*	3.51	4
The subscribed full-text online database collection is relevant and adequate*	3.51	5
The Interlibrary loan (ILL) service is efficient and timely	3.50	6
The Intralibrary loan (ILL) service is efficient and timely	3.50	7
Any inquiries submitted is provided with a feedback	3.50	8
The Library Skills Classes conducted are helpful	3.50	9
The Library Skills Classes are delivered effectively by the librarians	3.50	10
The surrounding is safe and conducive*	3.50	11

(Factors marked * were also identified in the top ten importance list)

The extracted result from the test (important and performance), shows a positive result and the top 10 performance list (3.5 and above) contains 6 factors from the top 10 importance list are:

- ⇒ The books are systematically shelved and traceable

- ⇒ Library staff is professional and available when needed

- ⇒ Library staff communicates well with the users

- ⇒ The Library's catalogue system (Online Public Access Catalogue/OPAC) is user friendly

- ⇒ The subscribed full-text online database collection is relevant and adequate

- ⇒ The surrounding is safe and conducive

The gap grid analysis

Analysis of the gap scores enables the library to prioritize strategies for improvement in terms of those factors considered most pressing by clients. This information is reported in the gap grid. The gap grid is a two dimensional visual tool that allows you to see the position of each factor in relation to both its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score. In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid into four quadrants, as displayed in the figure below.
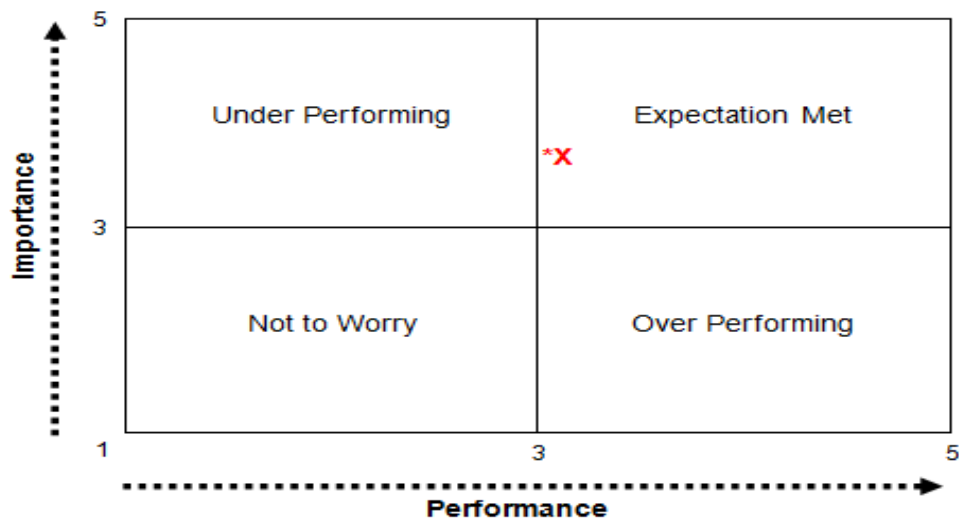
Overall Important Median for SHDL is 3.78

Overall Performance Median for SHDL is 3.17

*X = Scores for SHDL in 2014*

From the gap grid analysis, Siti Hasmah Digital Library seems to be on the right track as the score for 2014 is found to be in the "Expectation Met" quadrants. In overall, the performance is acceptable but the library needs to be aware of the possibility in future the scores might be drop as the performance median recorded is just above 3. Further enhancement or review needs to be done to accomplish the required result.

Library Announcement

GUESS THE MOVIE C.O.N.T.E.S.T

The contest has been conducted on 21st April until 30th April 2015. Winners received two free movie tickets of Avengers: Age of Ultron.

We are pleased to announce the winner of this contest is Mr Teh Li Heng from MMU Melaka campus who answered all correctly. Congratulation from us.
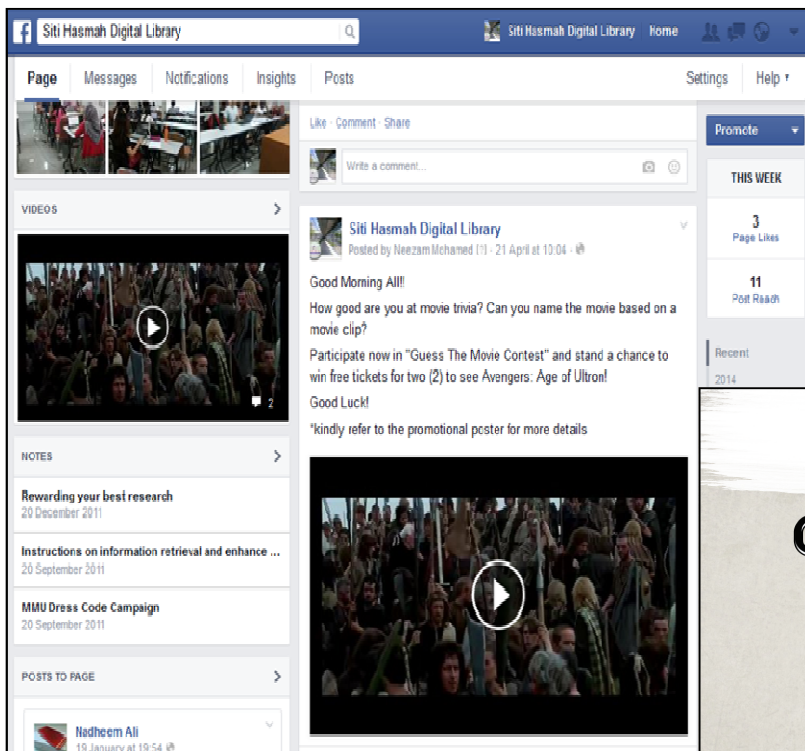
Library FAQ

1 **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.

2 **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.

3 **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.

4 **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.

5 **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.

6 **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.

7 **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 9.00 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)