

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 1**

**Yushiana Mansor
Ahmad Bakeri Abu Bakar**



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Editors

Yushiana Mansor

Ahmad Bakeri Abu Bakar



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CONTENTS

DEDICATION	<i>iii</i>
PREFACE	<i>viii</i>
ACKNOWLEDGEMENT	<i>ix</i>
INTRODUCTION	<i>x</i>
1. Evan’s Model For Collection Development	
<i>Basri Hassan, Ruhill Fahima Mohammad, Ahmad Bakeri Abu Bakar</i>	<i>1</i>
2. Librarian Competencies And Experiences In Collection Development	
<i>Basri Hassan, Ruhill Fahima Mohammad, Ahmad Bakeri Abu Bakar</i>	<i>7</i>
3. Digital Reference Service Guidelines	
<i>Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar</i>	<i>11</i>
4. Emperical Studies In digital Reference Services	
<i>Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar</i>	<i>23</i>
5. Analysis Of Librarian’s Reference Interview	
<i>Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar</i>	<i>33</i>
6. Level Of Digital Reference Services Offered	
<i>Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar</i>	<i>41</i>
7. Issues And Problems Of Reference Services	
<i>Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar</i>	<i>53</i>
8. OPAC Evolution	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	<i>61</i>

9. Subject Search In OPAC	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	67
10. Users' Experience In Using OPAC	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	73
11. Searching For Islamic Works Using OPAC	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	87
12. Factors Affecting OPAC Subject Search	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	102
13. Users' Perceptions Of IIUM OPAC	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i>	119
14. Development And Application Of Classification Schemes	
<i>Lukmanul Hakim, Yushiana Mansor</i>	127
15. Classifying Internet Resources	
<i>Lukmanul Hakim, Yushiana Mansor</i>	135
16. Web User Evaluation	
<i>Lukmanul Hakim, Yushiana Mansor</i>	143
17. Catcha.com.my: Principles And Structure	
<i>Lukmanul Hakim, Yushiana Mansor</i>	149
18. Classificatory Models Of Catcha.com.my	
<i>Lukmanul Hakim, Yushiana Mansor</i>	159
19. User Evaluation Of Catcha.com.my	
<i>Lukmanul Hakim, Yushiana Mansor</i>	165
20. Catcha.com.my: User Satisfaction Of Classificatory Model	
<i>Lukmanul Hakim, Yushiana Mansor</i>	181

21. Students' Perceptions Of School Resource Centre Quality	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	187
22. Measuring Quality At School Resource Centre	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	195
23. Intensity Usage Of School Resource Centre	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	209
24. Material Used At School Resource Centre	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	219
25. Time Of Access At School Resource Centre	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	231
26. Awareness Of The Red Spot Materials	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	241
27. Quality Collection At School Resource Centre	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i>	247
28. Metadata For Digital Art Objects	
<i>Safura Idris, Yushiana Mansor</i>	271
29. Selected Metadata for Images	
<i>Safura Idris, Yushiana Mansor</i>	277
30. Searching And Retrieving Digital Images	
<i>Safura Idris, Yushiana Mansor</i>	285

6. LEVEL OF DIGITAL REFERENCE SERVICES OFFERED

Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar

Department of Library and Information Science, Faculty of Information and Communication Technology, International Islamic University Malaysia, Malaysia

ABSTRACT

The digital reference services offered by the four academic libraries are in asynchronous mode. All the libraries offered e-mail reference services. Only the Multimedia University is offering an e-reference desk in a web form other than e-mail reference service for complex reference inquiries.

6.1 INTRODUCTION

The respondents were further asked on the extent or the level of digital reference service offered by their libraries. Respondent from UPM reported that initially their library had offered e-mail reference service. However due to corruption of library electronic files and documents, the services had not been activated. One of the librarians who were recently transferred to reference division said that the operation level of the service was unclear even though the service is there. While for the librarians who are in charge of distant learning said that distant learner students make full use of e-mail reference service. As for IIUM library, they also offer e-mail reference service which is classified and answered by each liaison officer.

While for MMU library, the Ask a Librarian (e-reference desk) has been operating as a core service since there is no actual reference desk