

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

**Yushiana Mansor  
Ahmad Bakeri Abu Bakar**



**IIUM PRESS**

**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA**

# RESEARCH WORKS IN LIBRARY AND INFORMATION SCIENCE VOLUME 1

---

## Editors

Yushiana Mansor

Ahmad Bakeri Abu Bakar



IIUM Press

Published by:  
IIUM Press  
International Islamic University Malaysia

First Edition, 2011  
©IIUM Press, IIUM

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without any prior written permission of the publisher.

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.  
Includes Index  
ISBN

ISBN: 978-967-418-079-9

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM  
(Malaysian Scholarly Publishing Council)

Printed by :  
**IIUM PRINTING SDN. BHD.**  
No. 1, Jalan Industri Batu Caves 1/3  
Taman Perindustrian Batu Caves  
Batu Caves Centre Point  
68100 Batu Caves  
Selangor Darul Ehsan

# CONTENTS

---

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

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

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

## 22. MEASURING QUALITY AT SCHOOL RESOURCE CENTRE

---

Wahidah Mohd Zain, Ahmed Bakeri Abu Bakar

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

### ABSTRACT

Information professionals use two evaluation tools SERVQUAL and LibQUAL to determine the quality of library services and benchmark quality of libraries. The evaluation tools can measure the users' satisfaction towards the library services and the quality of the library services. There are five types of quality will be evaluated for the SRC as follows: quality collection, quality service, quality facilities, quality service by the staffs and quality study environment.

### 22.1 INTRODUCTION

Library and Information Science (LIS) researchers have drawn on marketing and other literatures to focus attention on expectations and an alternative view of quality. The researchers have found that "only customers judge the quality; all other judgments are essentially irrelevant" (Nitecki and Herson, 2000). Specialists in academic libraries agreed that the best assessors of service quality in libraries are their users (Cook et al., 2002). This indicates that the users do play an important role in determining the quality of a library. Although most users do not have full understanding of the complexities of library systems, in order to implement customer-based changes, librarians