

**RESEARCH WORKS IN LIBRARY AND  
INFORMATION SCIENCE  
VOLUME 3**

**Roslina Othman  
Basri Hassan  
Ahmad Bakeri Abu Bakar**



**IIUM PRESS**

**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA**

# **RESEARCH WORKS IN LIBRARY AND INFORMATION SCIENCE VOLUME III**

---

## **Editors**

Roslina Othman  
Basri Hasan  
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

Roslina Othman, Basri Hasan and Ahmad Bakeri Abu Bakar: Research Works in Library and Information Science Volume III

ISBN: 978-967-418-114-7

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

## **TABLE OF CONTENTS**

<b>PREFACE</b>	vii
<b>ACKNOWLEDGEMENT</b>	vii
<b>INTRODUCTION</b>	xi
1. ONLINE DATABASES AT SAUDI ACADEMIC LIBRARIES	1
Ezzat Abdul Aziz Mansour, Basri Hasan, & Roslina Othman	
2. USE OF ONLINE DATABASES AMONG POSGRADUATE STUDENTS	7
Ezzat Abdul Aziz Mansour, Basri Hasan & Roslina Othman	
3. PROBLEMS IN USING ONLINE DATABASES	13
Ezzat Abdul Aziz Mansour, Basri Hasan & Roslina Othman	
4. ISLAMIC FINANCE: A CO-CITATION ANALYSIS	17
Roslina Othman and Siti Fatimah Mohd Tawil	
5. ISLAMIC FINANCE AS DOMAIN	23
Roslina Othman and Siti Fatimah Mohd Tawil	
6. AUTOMATION SYSTEM IN THE SCHOOL RESOURCE CENTRES IN MALAYSIA	29
Junaida Ahmad and Roslina Othman	
7. STATUS OF LIBRARY AUTOMATION IN THE SCHOOL RESOURCE CENTRES IN MALAYSIA	39
Junaida Ahmad and Roslina Othman	
8. PROBLEMS FACED IN AUTOMATION AT SCHOOL RESOURCE CENTRES	51
Junaida Ahmad and Roslina Othman	
9. PERCEIVED IMPACTS OF AUTOMATION AT SCHOOL RESOURCE CENTRE	57
Junaida Ahmad and Roslina Othman	
10. INFORMATION SKILL TRAINING: AN OVERVIEW	63
Sakinah Abdul Razak, Basri Hassan & Roslina Othman	

11. THE RISE AND SPREAD OF INFORMATION SKILLS TRAINING	71
Sakinah Abdul Razak, Basri Hassan & Roslina Othman	
12. END-USER DELIVERY METHODS IN INFORMATION SKILLS TRAINING	77
Sakinah Abdul Razak, Basri Hassan & Roslina Othman	
13. SURVEY OF INFORMATION SKILLS TRAINING AMONG LIBRARIAN	85
Sakinah Abdul Razak, Basri Hassan and Roslina Othman	
14. SURVEY OF INFORMATION SKILLS TRAINING AMONG STUDENTS	93
Sakinah Abdul Razak, Basri Hassan and Roslina Othman	
15. PROBLEMS FACED BY STUDENTS DURING TRAINING	101
Sakinah Abdul Razak, Basri Hassan and Roslina Othman	
16. CAL ONLINE TUTORIAL FOR LIBRARY USERS: A STATE-OF-THE-ART REPORT	109
Ahmad Abdul Wafi Abd Karim, Basri Hassan and Roslina Othman	
17. LIBRARY TRAINING METHODS	115
Ahmad Abdul Wafi Abd Karim, Basri Hassan and Roslina Othman	
18. LIBRARY TRAININGS ON ELECTRONIC INFORMATION RESOURCES (EIR)	121
Ahmad Abdul Wafi Abd Karim, Basri Hassan and Roslina Othman	
19. A PROTOTYPE FOR COMPUTER ASSISTED LEARNING FOR IIUM LIBRARY	129
Ahmad Abdul Wafi Abd Karim, Basri Hassan and Roslina Othman	
20. VIRTUAL REFERENCE SERVICE	135
Syzana Zainudin, Marahani Suni, Emilia Ramdzan and Roslina Othman	
21. VIRTUAL REFERENCE SERVICE POLICY	143
Syzana Zainudin, Marahani Suni, Emilia Ramdzan and Roslina Othman	

22. INFORMATION SERVICES FOR THE MUSLIM WORLD	153
Siti Aishah Kamaliah Mohamed, Nur Liyana Mahamad, Nurul Izzatul Asiah Muhammad and Roslina Othman	
23. LIMITATIONS OF INFORMATION SERVICES FOR THE MUSLIM WORLD	161
Siti Aishah Kamaliah Mohamed, Nur Liyana Mahamad, Nurul Izzatul Asiah Muhammad and Roslina Othman	
24. INFORMATION SKILLS FOR REFERENCE LIBRARIAN	165
Haniza Adnan and Roslina Othman	
25. INFORMATION NEEDS OF NEW MUSLIMS	169
Habsah Abdul Rahman and Roslina Othman	
26. GETTING TO KNOW ISLAM THROUGH INFORMATION SOURCES	175
Habsah Abdul Rahman and Roslina Othman	

## **8. PROBLEMS FACED IN AUTOMATION AT SCHOOL RESOURCE CENTRES**

---

Junaida Ahmad and Roslina Othman

### **ABSTRACT**

This chapter reports on the problems faced in automation at School Resource Centres. The problems include not getting the right information, not getting training, high cost and difficulties in the process of implementing the automation. Besides, they have major problem with data conversion, technical problem during implementation process, limited functions in the system and problem with maintenance of the automation systems. There are also time constraint in the data conversion task and insufficient number of computers available and not updated with the current system and also insufficient number of teachers in schools.

### **8.1 Introduction**

The research investigates the problems faced by the respondents in planning and implementing the automation process. The respondents reported that the main problems they faced are getting information (38, 45.2%), getting training (35; 41.7%) and high cost (33; 39.3%).

### **8.2 Problems Faced Based on Schools**

Based on types of schools, SK reported not getting the right information as the main hindrance (14; 38.9%), SMK complaint of not getting training (17; 63.0%) while SRJKC indicate high cost (9; 42.9%). It appears all schools seem to face similar problems which are getting information, getting training and high cost. A few of the