

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

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	

## **18. LIBRARY TRAININGS ON ELECTRONIC INFORMATION RESOURCES (EIR)**

---

Ahmad Abdul Wafi Abd Karim, Basri Hassan and Roslina Othman

### **ABSTRACT**

This chapter reports on the library trainings of electronic information resources (EIR). With regard to the training methods preferred by the library customer in learning how to use electronic information resources, the study revealed that more than half of the respondents (students and academic staff) preferred one-to-one training as their first choice of delivery method. As for the second choice of delivery method, the respondents' preferences differ significantly. Students preferred computer-assisted instruction/learning (CAI/CAL) as their next choice of training method, while academic staff preferred workshops. According to the librarians, the delivery methods practised by their libraries were Lecture with hands-on, Classroom lectures, Point of use and One to one. While according to the students, the delivery methods practised in their libraries comprised Lecture with hands-on, Classroom lectures, Point of use and also One to one.

### **18.1 Introduction**

A study was conducted in 2002 to observe information literacy programmes in Malaysian public universities (Sharif & Zainab, 2002). The study discussed on the efforts by selected Malaysian public university libraries to promote information literacy skills among their users especially in terms of the objectives, course content and approaches used in delivering information literacy