

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

**Yushiana Mansor
Ahmad Bakeri Abu Bakar**



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Editors

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ABSTRACT

The results of the reference interviews of librarians showed that all the four academic libraries namely Universiti Putra Malaysia Library, International Islamic University Malaysia Library, Multimedia University Library, UNITEN Library offered digital reference services at various level of maturity. The Multimedia University Library is found to offer more digital reference facilities compared to others.

5.1 AVAILABILITY OF DIGITAL REFERENCE SERVICE

The respondents from the selected university libraries were asked whether their libraries offered online services. All four selected libraries offer OP AC services; PINTAR for UPM library, Web Pac for IIUM library, and Geo WEB for both MMU and UNITEN. It has been found that these libraries began to offer online services on gradual basis. For UPM library, they are distinctive from other three libraries, since they have a distance learning programme or '*Pendidikan Jarak Jauh*' (PJJ) which provides students e-mail reference, FAQ, survey and e-journals to these kinds of students. As for IIUM, they appear to offer a diverse form of online resources such as e-journals, e-books, e-dissertations, e-exam papers and Internet resources.

For UNITEN library, they offer limited kind of online services since