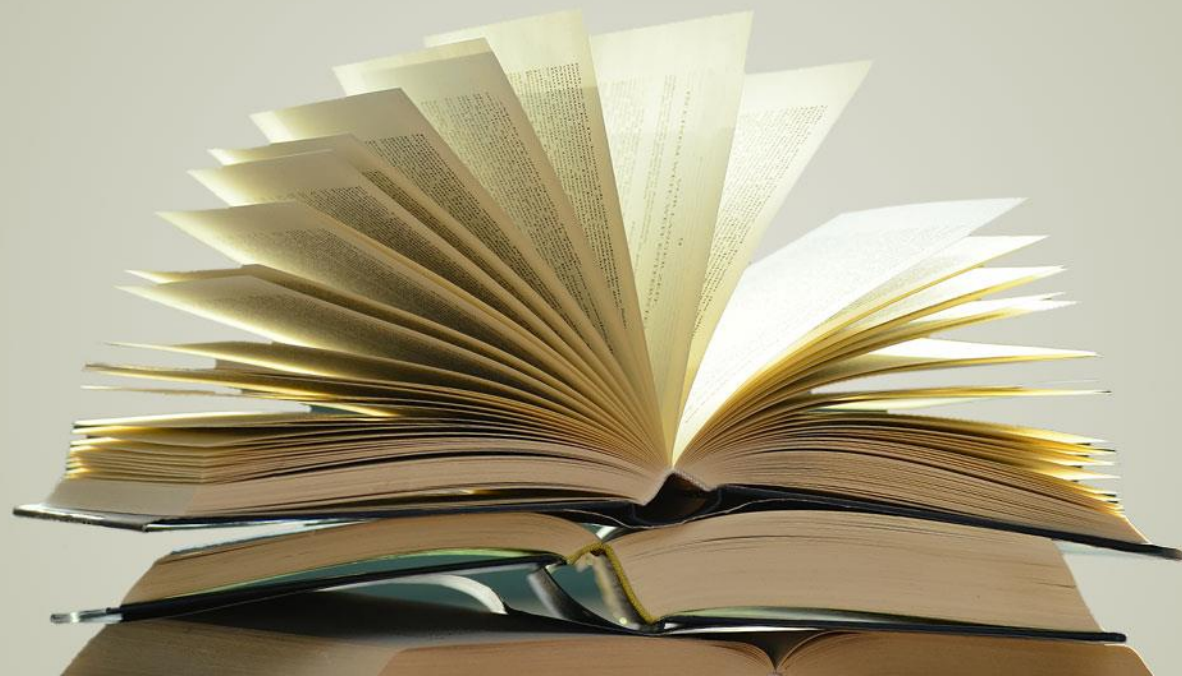


Best Practices on User Driven Services:

Experience of Dar al-Hikmah Library's Maintenance of Legal Resources



iCOLIS 2019
18-19th April 2019
Hatten Hotel, Melaka

Presenters



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International Islamic University Malaysia (IIUM), Jalan Gombak, 53100 Kuala Lumpur

Best Practices on User Driven Services:

Experience of Dar al-Hikmah Library's Maintenance of Legal Resources

Purpose of the Paper:

- A reflective paper based on review of related literature; the authors' observation and experience in managing the legal collection in the Dar al-Hikmah Library and the authors' effort in designing services which suit the specific needs of its users.
- Illustrated the best practices on the maintenance and provision of service of the Library's legal collection.
- Explained that to keep abreast with the changes in the needs of the customers, the Library also designed a continuing educational plan for its staff.
- Exemplified that an excellent mesh between good collection management, provision of service which meet the specific needs of its users and continuing education of the staff is the best approach in handling a law library.



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2

Arrangement of the study area

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Marketing the library's legal resources and
outreaching customers

4

Strengthening the law library staff's hybrid
skills and knowledge on legal resources, both
in printed and online formats

Kulliyyah (Faculty) in IIUM Gombak & Kuala Lumpur Campus



Ahmad Ibrahim
Kulliyyah of Law
(AIKOL)



Kulliyyah of Economics &
Management Sciences
(KENMS)



Kulliyyah of Revealed
Knowledge & Human
Sciences (KIRKHS)



Kulliyyah of Engineering
(KOE)



Kulliyyah of Education
(KOED)



Kulliyyah of Architecture
& Environmental Design
(KAED)



Kulliyyah of Information &
Communication
Technology (KICT)



Institute of Islamic
Banking & Finance (IiBF)



International Institute of
Islamic Civilisation &
Malay World (ISTAC)



Institute of Halal
Research & Training
(INHART)



IIUM Academy of Graduate &
Professional Studies (AGPS)



Centre for Postgraduate Studies (CPS)

Full-time Equivalent (FTE) 2019

Ahmad Ibrahim Kulliyah of Law (AIKOL)



1351

Undergraduate
Students



184

Postgraduate
Students



92

Academic Staff



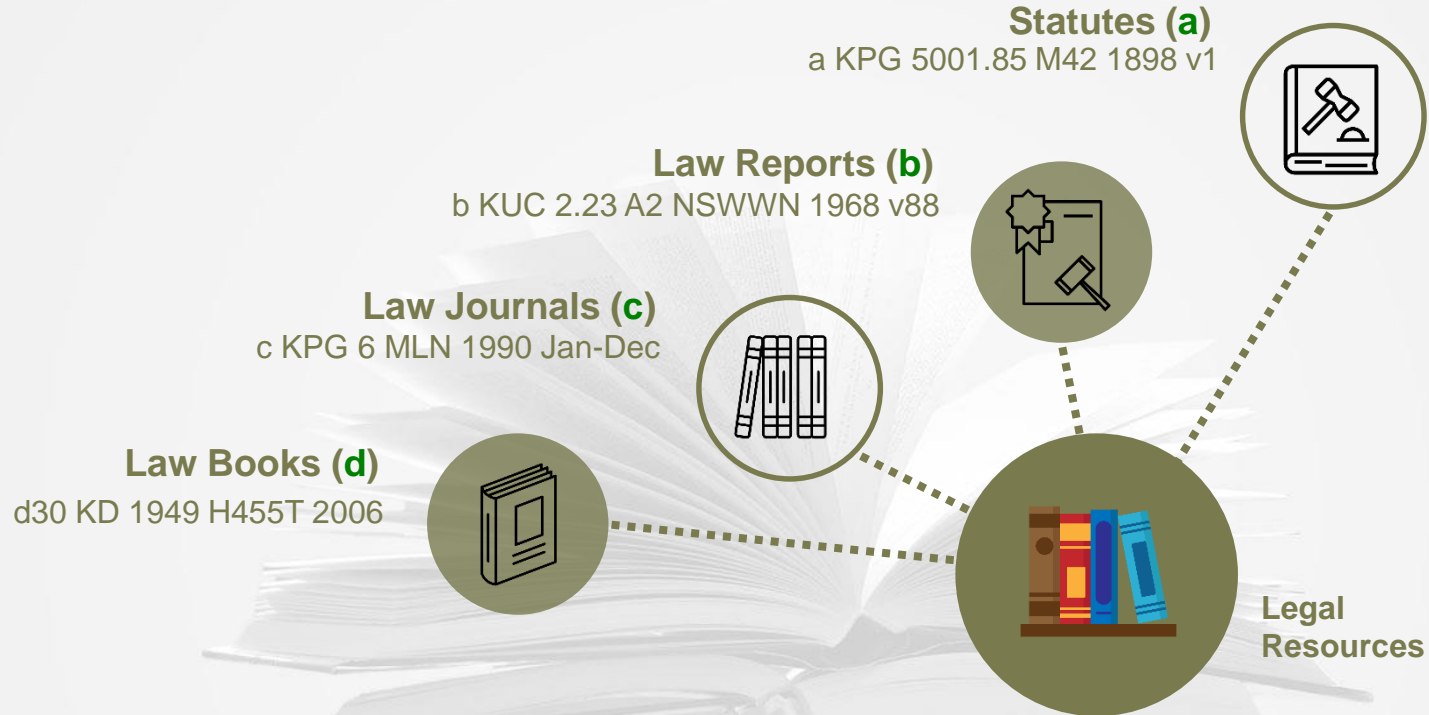
25

Administrative
Staff

Organizing the library legal resources



Organizing Legal Resources by Codes



Call Number : Library of Congress Classification (Law) by Jurisdiction Scheme

Location Codes for Law Books	Subject
d2	Bibliography (general). Encyclopedias. Dictionaries. Maxims. Form books
d3	Periodicals. Yearbooks. Judicial statistics. Directories. Law reports related materials. Parliamentary publications. Citators. Indexes. Trials
d4	Society. Bar associations. Legal aid. Congresses. Collected works (non-serial).
d5	Legal research. Legal composition and draftsmanship. Legal education. Legal profession
d6	History of law. Biography
d7	Jurisprudence. Philosophy of law. Legal reform. Conflict of laws. General principles and concepts
d8	Private (civil) law
d9	Persons
d10	Domestics' relations. Family law
d11	Property
d12	Real property. Land law
d13	Public property
d14	Regional and city planning. Zoning. Building
d15	Personal property
d16	Intellectual and industrial property
d17	Trusts and trustees
d18	Estate planning. Succession upon death
d19	Contracts
d20	Mercantile law. Commercial law
d21	Contract of service. Contract for services
d22	Sale of goods



d2 – d69:
Law books location codes by subject



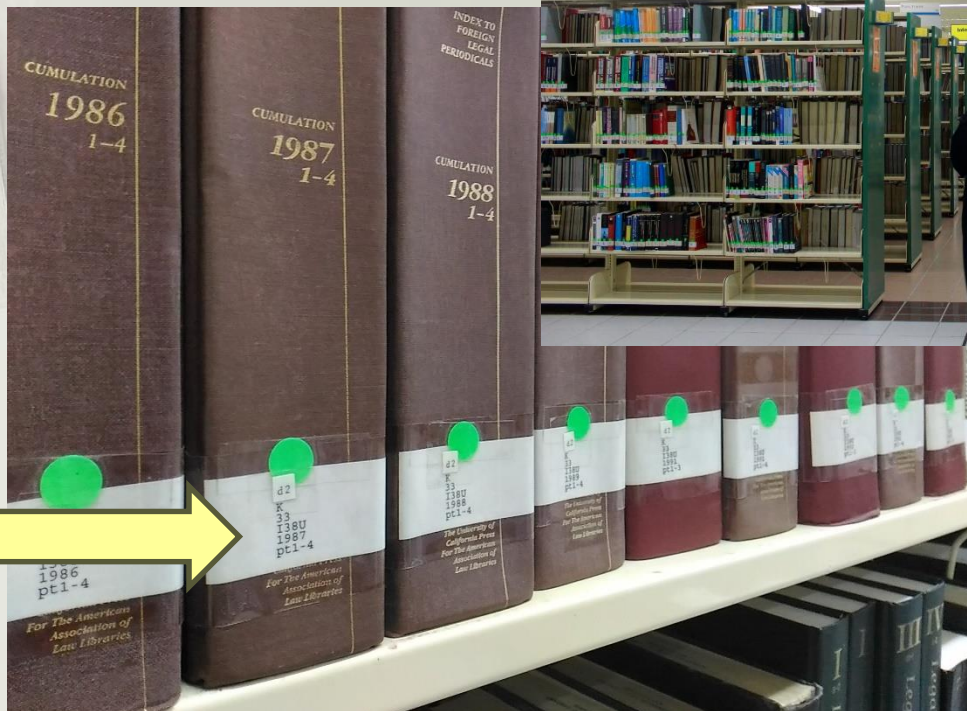
Jurisdiction division under Class K of the LCCS

LIBRARY OF CONGRESS CLASSIFICATION (LAW) SYNOPSIS

K	LAW (GENERAL)
KD	LAW OF ENGLAND AND WALES
KDC	LAW OF SCOTLAND
KDE	LAW OF NORTHERN IRELAND
KDG	LAW OF ISLE OF MAN. CHANNEL ISLANDS
KDK	LAW OF IRELAND
KDZ	LAW OF NORTH AMERICA
KE	LAW OF CANADA
KF	LAW OF UNITED STATES
KG	LAW OF LATIN AMERICA
KGA – KGH	LAW OF MEXICO AND CENTRAL AMERICA
KGJ – KGZ	WEST INDIES CARIBBEAN AREA
KH	SOUTH AMERICA
KJV	LAW OF FRANCE
KJW	FRENCH REGIONS, PROVINCES, DEPT(S), ETC.
KK	LAW OF GERMANY AND WEST GERMANY
KL	HISTORY OF LAW. THE ANCIENT ORIENT
KLA – KLW	EURASIA
KM – KPZ	ASIA
KNC – KPW	SOUTH ASIA, SOUTH EAST ASIA, EAST ASIA
KPG – KPGG	MALAYSIA
KQ – KTZ	AFRICA
KU – KWW	PACIFIC AREA
KWX	ANTARCTIC

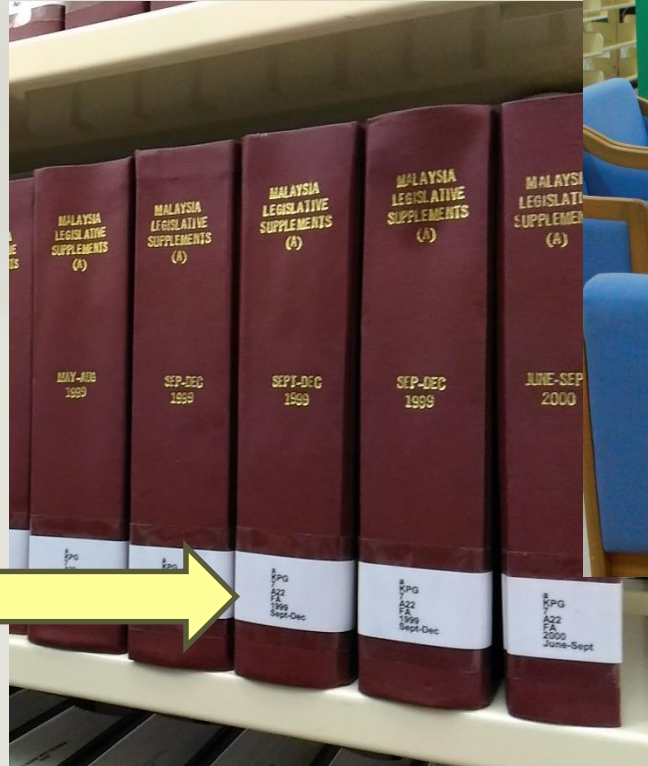
Law Book Call Number

d2
K
33
I38U
1987
pt1-4



Statute Call Number

a
KPG
7
A22
FA
1999
Sept-Dec



Law Reports Call Number

b

KPG

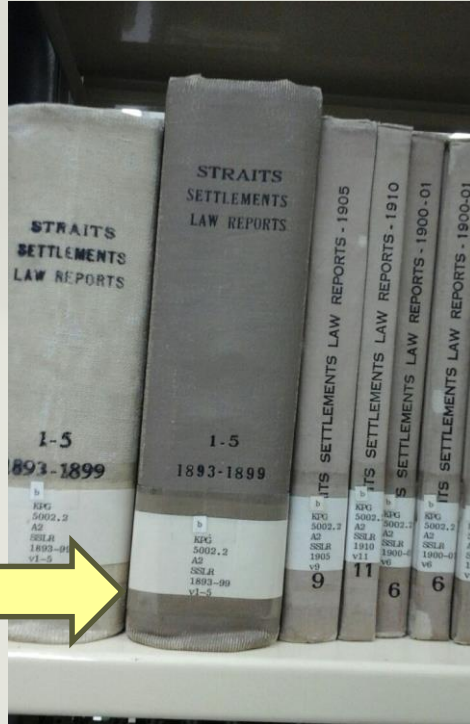
5002.2

A2

SSLR

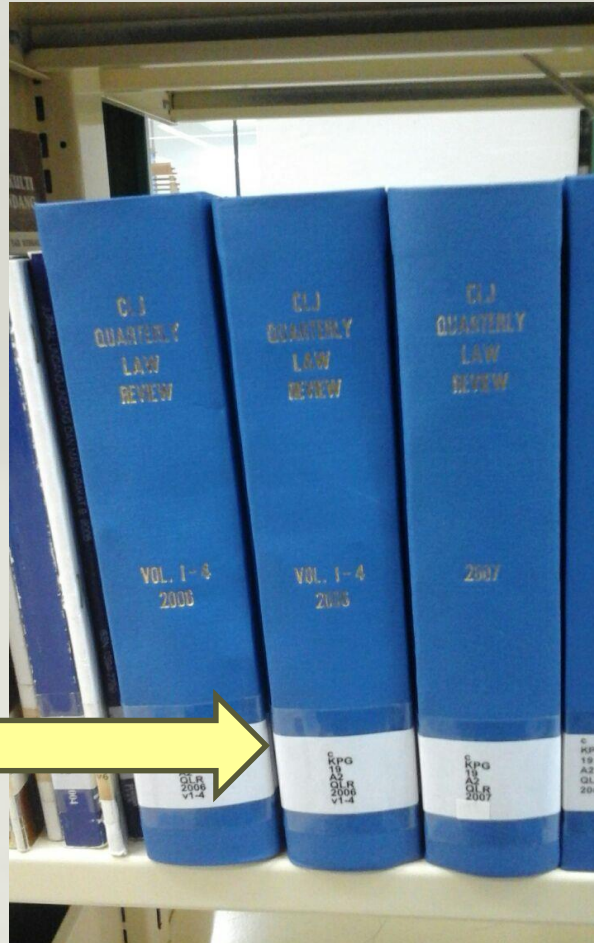
1803-99

v1-5



Law Journal Call Number

C
KPG
19
A2
QLR
2006
v1-4



Arrangement of the study area



Different Types of Study Areas

Addressing the different study styles of the library customers



Silent Area



Carrels



Discussion Area

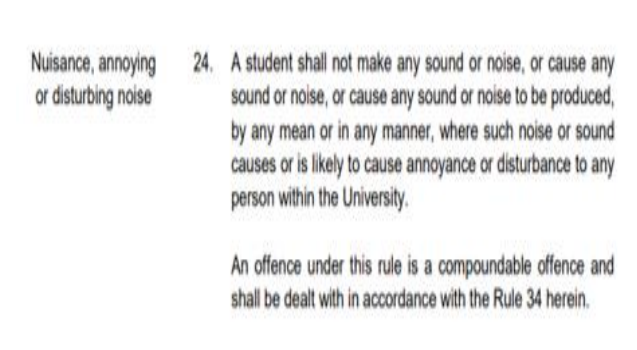
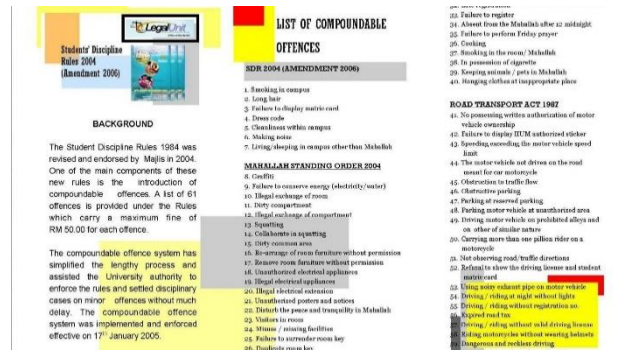


Learning Common

The Library evolved from being a place for quiet study to a place of social gathering and group discussions, which can be both at a serious or leisure manner.

Study Areas in the Past

- Concentration was given on maintaining silence in the area to provide a “conductive study experience”.
- Staff made rounds to reprimand students on their noise level.
- Posters on noise and compound are available everywhere.



Silent Area

Main Characteristics

Furniture	Amount
Study Tables	18
Single Carrels	26
Sofa	14
Special Area	Room within glass walls

- ✓ Students are encourage to reprimand each other if they are disturbed by noise in the room.
- ✓ Staff could request anyone who are noisy to use other areas on the floor.



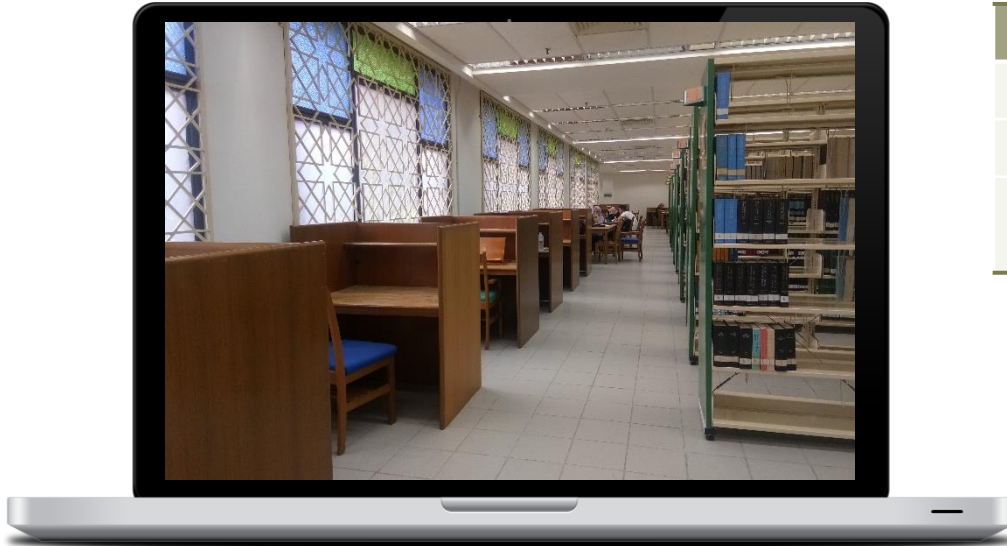
Mainly used by students who would like to study in complete silence. Only slight/low level noise is tolerated.

Carrels

Main Characteristics

Furniture	Amount
Carrel rooms	12
Single carrels	71
Special Area	Available throughout the floor. Mainly against the walls.

- ✓ Booking of the carrel rooms (2 weeks & 2 days borrowing) is done at Circulation Counter.
- ✓ Students are not encouraged to pre-book the single carrels.



Mainly used by students who would like to study individually. They also need a place to place their belongings without being removed by the library staff or other students.

Discussion Area

Main Characteristics



Furniture	Amount
Study Tables	62
Single Carrels	45
Sofa	25
Special Area	Spread across the floor

- ✓ Students are encourage to reprimand each other if the noise is too high.
- ✓ Staff could request anyone who are too noisy to use a discussion room or leave the library.



Mainly used by students who would like to study in a group or when discussion is needed.
Highly used area is between the Book and Report collections.

Learning Common

Main Characteristics



Furniture	Amount
“Japanese” table	6
Writing board	6
Study table	4
Sofa	4
Plug points	12
Special Area	Room within glass walls

- ✓ Highly used as students can sit on the floor/relax manner.
- ✓ Availability of writing boards and plug points are also an added bonus.



Mainly used by students who would like to study in a group or when they have group assignment/presentation to prepare.

Marketing the library's legal resources and outreaching customers



Marketing Medium

Ways to market the legal resources and reach the customers





A. Legal Research Skill & Library Tour

Conducted in collaboration with a certain course in the faculty:

- ❖ Postgraduate: Research Methodology (usually expanded into parts)
- ❖ Undergraduate: Legal Methodology (classroom instruction & Library tour)

Content developed with consultation and collaboration with the faculty:

- ❖ Understanding of legal resources.
- ❖ Understanding of legal citations.
- ❖ Searching techniques in locating legal resources.
- ❖ Access to the physical collection.
- ❖ Use of the online databases.

Positive comments received

The facilitator is very good. Although I am quite late to understand and able to get what she taught, but she came to me patiently and showed me one by one. Thank you very much.

Such a useful and interesting class that can improve and help in research process.

Very clear, good explanation. Effort to make quizzes is very good idea and keep the student more exciting to learn about research skill. Keep your good work.

Facilitator, keep it up. Class should be extended 3 days in not enough for study at least increase it to 6 days. Content of the subject is very nice.

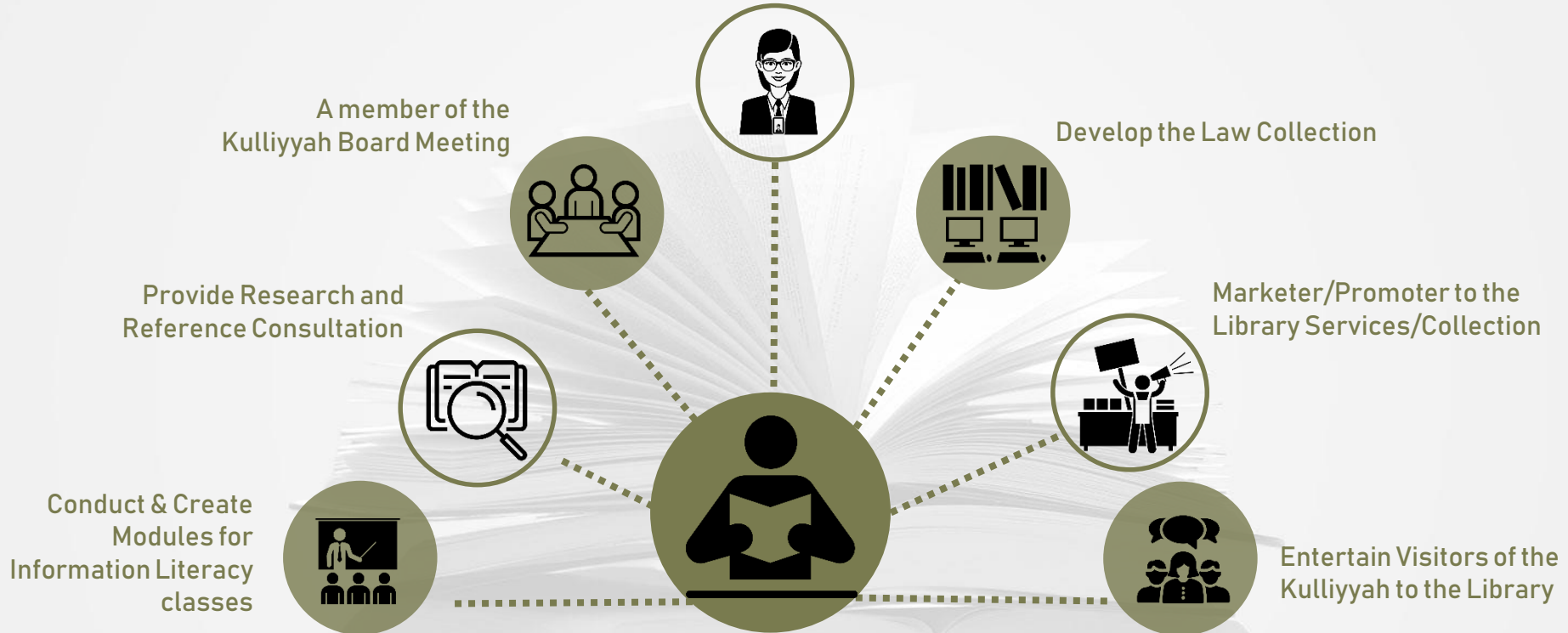
Our lecturer is very good and has good knowledge and has very long experience to teach us how are can look for books but there is one thing is not comfort with me, which is the class with her very short period - only four class, I advise to make 8 class because we can get more information to find book. Thank you.

She is so good that needs a salary upgrade. I am serious! The knowledge she has impacted is priceless. May almighty Allah always bless her. Amin.....

B. Law Liaison Librarian

Marketing the need for a Resource Person in Legal Resources

The Liaison between the Library and the Kulliyah



C. Participation in Faculty Events/Projects

- The Law Library is constantly invited to events of AIKOL, either internally or externally.
- Through collection exhibition and library talks, we introduce what is available in the library and what changes have taken place.



C. Participation in Faculty Events/Projects

The Library plays a major part in setting up the Kulliyah's Resource Centre and setting access to the collection through KOHO Library system.



D. Law Information Desk

Among the services offered at the Law Readers' Advisory Desk are:-

- ❑ Answering basic research and computing questions in person and phone.
- ❑ Instructing patrons in using the library's discovery service, catalog and databases to find books, articles and media on or off campus.
- ❑ Providing interlibrary loan instruction for placing requests and retrieving fulfilled items.
- ❑ Assisting faculty and students with finding specific law cases and acts.



E. Involvement In Law Library Group (SIG)

Under Librarians Association of Malaysia (Persatuan Pustakawan Malaysia)



IIUM / UIAM



UKM



UM



UiTM



USIM



Mahkamah
Persekutuan



UNISZA



MMU



Parlimen



SCM



ILKAP



Jabatan
Peguam Negara

Platform to promote professional relationship and networking between law libraries in Malaysia

Law Library Group Benefits



Law Library Group Meetings & Activities



Tun Abdul Hamid Mohamad Book Launching



Smart Visit to Brunei



With President Brunei Library Association,
Pn. Nellie bt. Dato Paduka Haji Sunny



Discussion on Module for Understanding Legal
Resources for Research



Understanding Legal Agreement for Online
Resources



Bengkel Mengurus Capaian Terbuka



Awarded "Jawatankuasa Paling Aktif 2016 – 2017"
by PPM



Strengthening the law library staff's hybrid skills and knowledge on legal resources





LAWNET Online Database Training

Knowledge Sharing Session for Library Staff



Hands-on Session

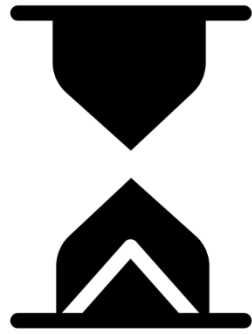


Workshop on Amendment of Act/Subsidiaries
Legislation, Jabatan Peguam Negara

Continuing Education for Library Staff



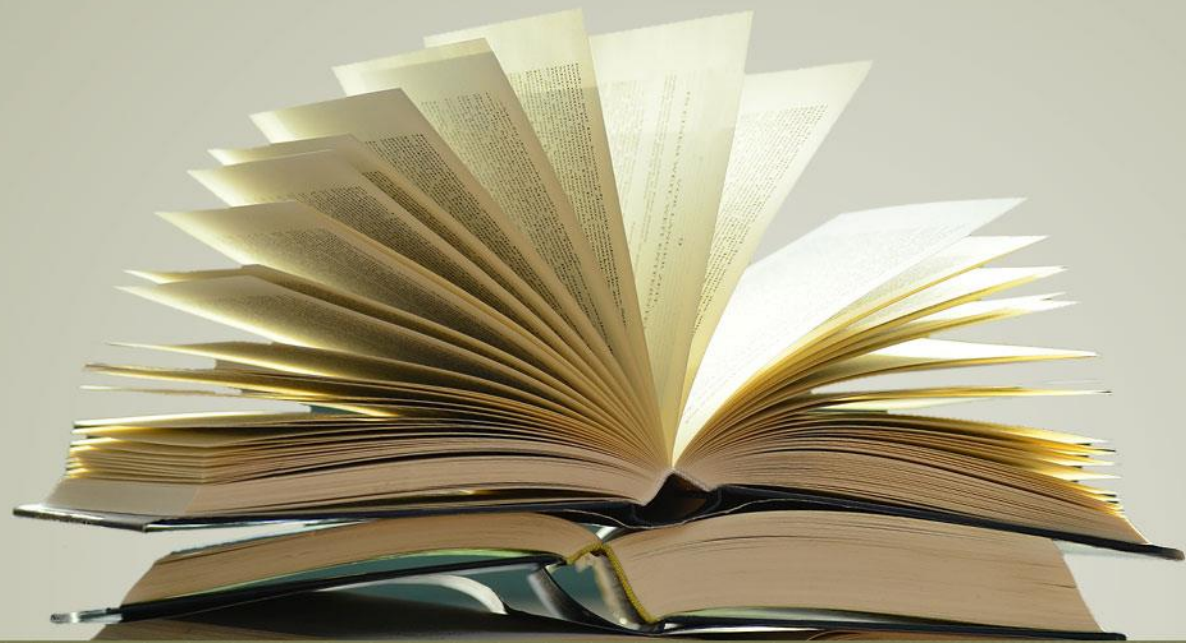
Study Group



It's Time For:

Question
and
Answer





Thank you