UNIVERSAL AVAILABILITY OF PUBLICATIONS
MALAYSIA - A COUNTRY REPORT*

by

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ABSTRAK

Kertas kerja ini memberi secara ringkas mengenai sejarah dan perkembangan perkhidmatan perpustakaan di Malaysia serta peranan kerajaan dalam menggalakkan perkembangan industri penerbitan. Ia juga memberi gambaran yang jelas mengenai perkhidmatan pos dan sistem telekomunikasi di Malaysia yang juga memainkan peranan yang penting dalam industri maklumat. Akhirnya, kertas kerja ini telah berbincang dengan secara mendalam mengenai Sistem Pembebanan Penerbitan yang mana Perpustakaan Negara Malaysia menjadi Pusat Penyelaras.

HISTORY

Malaysia has long been a meeting place for traders and travellers from the West and the East because of its strategic position between the Indian Ocean and the South China Sea. Hence, its history is one of continual interaction with foreign powers and influences. By 1511, Malacca was taken by the Portuguese. In 1641 the Dutch took control of Malacca, but, they in turn lost it to the British who had been slowly consolidating their hold on the Malay states. Thereafter, the British slowly extended their control over all the states of the Malay Peninsula, Sabah and Sarawak. The first stirring of Malaysian nationalism was felt in the 1930s. Following the end of World War II, the momentum of nationalism picked up again, culminating in the independence of the Federation of Malaya in 1957 and the formation of Malaysia in 1963.

CULTURE

Malaysia is a tropical wonderland situated in the heart of Southeast Asia just north of the Equator. To the South is Singapore and Indonesia, to the north Thailand, and to the east lies the Philippines. It is made up of two regions, ie., Peninsular Malaysia (which is the Southernmost tip of mainland Asia), and the states of Sabah and Sarawak (on Borneo Island). Together, these two regions corner an area of about 330,434 square kilometers.

The population, about 18 million, mainly comprises Malays, Chinese, Indians, and the indigenous people of Sabah and Sarawak.

The official language is Bahasa Melayu. Other languages like English, Chinese and Tamil are


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widely used all over the country. The official religion is Islam and other major religions practised here include Buddhism, Taoism, Hinduism and Christianity.

The climate is hot and humid throughout the year, with plenty of sunshine and temperatures ranging from 21°C to 32°C. The average annual rainfall is between 2,000 mm to 2,500 mm.

The currency for Malaysia is Malaysian Ringgit (MR), divided into 100 sen (MR1 = US$0.4). The time is 8 hours ahead of G.M.T. and 16 hours ahead of U.S. Pacific Standard Time.

ECONOMY

Malaysia’s economy, is basically a developing free-enterprise economy based on primary products steadily undergoing industrialisation. Malaysia is among the world’s largest producer of tin, rubber and palm oil. Other major products include petroleum, timber and pepper. A number of agencies such as the Malaysian Industrial Development Authority (MIDA), Heavy Industries Corporation of Malaysian (HICOM) and State Economic Development Corporations (SEDC) have also been set up to speed up industrialisation and implementation of the New Economic Policy (NEP).

Transportation and tourism are two fast growing and important industries in Malaysia.

BRIEF HISTORY OF LIBRARY SERVICE IN MALAYSIA

From the point of view of library history in Malaya, neither the Portuguese who captured Malacca in 1511, nor the Dutch who wrested it from them in 1641, appear to have established any libraries of importance in Malaya. This is due to the fact that Portuguese and Dutch influence on the Malay Peninsular hardly ever extended beyond Malacca and both powers were only interested in Malacca which was an important emporium for trade in the Malay Archipelago.

Developments from 1817 to 1945

Very few libraries of any importance were founded in the pre World War II period. Library development during this period was both haphazard and uncoordinated. Libraries were founded as the need arose, mainly through private initiative. Most of the libraries established during this period catered only for those literate in English which in effect means the European community. In fact, the libraries were founded by Englishmen for Englishmen.

The first library to be established in Malaya under the British was a small subscription library in Penang in 1817. As British political influence expanded, similar kinds of libraries were established in Malacca in 1881 and in Kuala Lumpur in around 1900. In the 1930’s a number of reading rooms existed in all the major towns of Malaya. These reading rooms which were very well patronised were organized by Chinese school teachers, run by regular contributions from the Chinese community, and were open free to all. However, most of these reading rooms appear to have been destroyed or abandoned during the Japanese invasions, and it was left to the Malayan Public Library Association in the post-war period to begin all over again.

As far as is known no attempt was made by the Indian community to organize libraries for themselves on a large scale. Of all the races residing in Malaya, they had the highest percentage of literacy in English and consequently were able to take advantage of existing reading facilities provided by the subscription libraries.

The Malays too were not involved in the promotion of libraries, probably because of the lack of an extensive published literature and the low rate of literacy. But there was an attempt by O.T. Dusek, a civil servant to provide lending libraries for the Malays in the 1930s.
The Japanese invasion and occupation of Malaya from 1942 to 1945 proved quite disastrous to the few libraries that had been established in Malaya. All the libraries suffered heavy losses from bombing and looting and some were destroyed.

The library situation in Malaya at the end of the war was anything but satisfactory. There were a few research libraries, such as those of the Rubber Research Institute, the Forest Research Institute, the Medical Research Institute and the Department of Agriculture.

Much of the improvement in the library situation was due to the efforts by the following bodies.

(i) The Henry Gurney Memorial Fund
(ii) British Council
(iii) The United States Information Service
(iv) Asia Foundation
(v) The Malayan Public Library Association
(vi) The Malayan Library Group and its child the Persatuan Perpustakaan Persekutuan Tanah Melayu (Library Association of the Federation of Malaya), now called the Persatuan Perpustakaan Malaysia (Library Association of Malaysia).

In February 1966, the National Library Services Unit was established as a unit within the National Archives.

In 1972, the National Library of Malaysia was formally established as an equal component of the National Archives, and the department itself was renamed the National Archives and Library and placed under the authority of the Ministry of Technology, Research and Local Government.

In May 1972, the National Library Act was passed by the Parliament of Malaysia and it was in many ways a milestone for library development in Malaysia. It is a concrete expression of federal government policy on the National Library as well as on public library services in general.

On the whole, there were no major developments in the history of libraries and librarianship during the period 1817-1945. Libraries founded during this period were intended to provide material for recreational reading.

Therefore it can be said that library development in Malaysia has been a post-independence phenomenon and there is little evidence to show that the British administration in the pre-independence period gave any consideration to the provision of the library services.

PUBLISHING INDUSTRY IN MALAYSIA

Introduction

The Malaysian publishing industry is yet to be given due consideration, whether directly or indirectly, in the national economic plans. In the First, Second, Third and Fourth Malaysian Plans, there was no programme or allocation for development of books. Even though there is an allocation for buying of books by libraries, obviously it is not enough just for the purchase of books to fill racks at the libraries or even to improve on the existing library services. The publication industry in Malaysia is considered a ‘private concern’ and does not involve the government. There is almost no involvement of the government in the publishing of books to fulfill the needs and requirements of the Malaysian society. Up to the present time, Malaysia has had no single programme on book publishing that could assist its publishers in determining the number of books required in this country. Only recently, the Finance Ministry announced the establishment of a RM20 million publication fund to aid the fledgling industry.
Malaysian book trade

The value of books imported in 1990 totals MR $206,190 (ie. 0.007% of total imports), whereas the value of books exported in 1989 totals only MR 111,166 (ie. 0.003% of total exports). These figures indicate that the Malaysian book trade does not play a significant role in the overall balance of trade. The local production is not only insignificant but insufficient as well to meet local demand, hence the need to import publications. The small export returns also reveal that local books are not very marketable in the international scene. Factors contributing to this situation may be due to poor bibliographical control, language and trade barriers, poor marketing strategies, etc.

Therefore the publishing sector of the Malaysian economy cannot claim to be an established industry in the country.

Publication of Materials

In Malaysia, the medium of instruction in all government funded schools and colleges are in the Malay Language. Therefore private publishers tend to pay more attention to the publication of school text to fulfill the needs of the national education system. Almost 60% of the materials published are in the Malay Language as evidenced by the statistics on the books and pamphlets registered by language under the Deposit of Library Materials Act, 1986. (Table I). As can be seen, the number of monographic titles published per year is around 4,000 while there are about 100 new journal titles a year and 800 audio visual titles published yearly.

There is still a lack of books in the Malay Language especially at the tertiary level. However according to a survey conducted among those above 15 years old in West Malaysia, Malaysia’s literacy rate is among the highest in the Asean region, with over 8.5 million or 85% of adults in the peninsular being literate. The survey revealed that 74% of the adults could read and understand Bahasa Melayu, 42% English, 26% Chinese and 7% Tamil.

National Book Policy

In order to further promote the publishing industry, the Ministry of Education through the National Book Development Council of Malaysia have formulated a National Book Policy, passed by the Cabinet in 1985. This policy emphasizes the role of books (in Bahasa Malaysia) as tools for intellectual, cultural and social development of the nation; availability and enjoyment of books by everybody; the development of a reading culture and society by the year 2000; maintenance of high standards in book publishing, both in terms of physical form and intellectual content.

To achieve the above aims, Malaysia must:

(i) Ensure that all activities pertaining to the publication of books be accepted as a part of the education industry, and must be incorporated into the development plans of the country.

(ii) Ensure that the book industry is recognised as one of the essential industries in the country, ie. a very vital cultural industry.

In this context, the Malaysian Finance Minister when presenting the 1995 Budget propose to establish a Publication Fund with a total of RM20 million as a working capital for publishers.

LIBRARY DEVELOPMENT

In Malaysia, public library development is the responsibility of many authorities - the state government, federal government and local government authorities. In Peninsular Malaysia, State Public Library Corporations run the public library services in their own state, while in Sabah it is a state department and in Sarawak, the local municipal councils run public libraries. The Federal government provides financial grant for infrastructure development such as library buildings and mobile libraries planned under the country’s five-year development plans, now in its sixth Malaysian Plan. Still the development among
the states is uneven. Beginning from 1992 the Federal Government shares 50-50 with the State Governments towards the state libraries’ operating budget. The development and operating budget from the Federal Government is channelled through the National Library. Generally the public library development has improved, with 13 central libraries 127 branch libraries, 530 rural libraries/reading rooms and 66 mobile libraries providing public library services throughout the country.

Special library development began in 1901 with the setting up of the Institute of Medical Research library. In the early days special libraries were set up in research institutes to support the scientific and technological work of the parent organisations. Apart from these pioneer research libraries there were small libraries in the Federal ministries, government departments and statutory organisations which now grow in importance with the increasing importance of the role and activities of these institutions in implementing the economic and social development of the country. The special libraries in the research and training institutes and government libraries are well established. Currently there are 312 establishments.

Academic libraries, in particular the university libraries, are among the most developed in terms of infrastructure and resources and together with the National Library are the major suppliers in the publications delivery activities of the country. There are new 8 main and 14 branch university libraries and 63 institute of higher learning libraries.

Coordination and promotion of library development in the country is clearly set out in the National Library (Amendment) Act, 1987. The functions spelled out include to be the national focal point for the national information system, to maintain the national bibliographic network as well as the national bibliographic database and to function as the national centre for the lending and exchange of library material. The National Library of Malaysia is empowered by The Deposit of Library Materials Act 1986, to receive 5 copies of publications and 2 copies of audio visual materials from the publishers. Two out of the five copies are deposited with external depository centres namely the Universiti Sains Malaysia Library in the north and the Sabah State Library in East Malaysia while the third copy is housed in the National Collection for preservation. The remaining copies are for interlending and reference use. If need be, this is supported by purchased items.

National bibliographical publications continue to be published namely the Malaysian National Bibliography, the Malaysian Index to Periodicals, the Malaysian Newspaper Index and the Index to Malaysian Conferences. The National Library database is now accessible on the INTERNET.

The libraries in Malaysia are undergoing rapid computerisation. The National Library and the 8 university libraries are all computerised. Some of the larger special libraries are also computerised. In the coming seventh Malaysia Plan financial provision has been made to computerise the public libraries. The National Library in cooperation with the Malaysian Institute of Microelectronics (MIMOS) has launched JARINGAN ILMU (a national network of libraries) where infrastructure support for government and public libraries will be provided by the National Library, while the university libraries will provide their own infrastructure. Even now some of the larger libraries are able to access each other’s databases.

COMMUNICATION INFRASTRUCTURE

Postal Communications

The postal communication in Malaysia is very well established and is handled by Pos Malaysia which comes under the Ministry of Energy, Telecommunications and Post. The Postal
Department was corporatised in 1992 in order to embark on a massive corporate exercise to manoeuvre itself into a different era - that of fast mail delivery, price service, efficiency and profit-making. Pos Malaysia currently has a total of 1,963 branches and 11,067 staff, including 6,493 postmen.

Pos Malaysia currently provides 73 counter services, mostly on behalf of the government and its agencies. It is well-known as a bill-collection centre for electricity, telephone, water and television licences. 20 tonnes of mails and goods are dispatched in two daily flights from the Peninsula to Sabah and Sarawak. Mail and goods from the East Malaysia states to the Peninsula amount to about five tonnes daily.

The delivery period for mail in Malaysia and overseas are as follows:

<table>
<thead>
<tr>
<th>Region</th>
<th>Places</th>
<th>Delivery Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Peninsula Malaysia</td>
<td>1. Within Klang Valley</td>
<td>1. Within 1 day</td>
</tr>
<tr>
<td></td>
<td>2. Within same town</td>
<td>2. Within 2 day</td>
</tr>
<tr>
<td></td>
<td>3. Between major town</td>
<td>3. 2 to 3 days</td>
</tr>
<tr>
<td></td>
<td>4. Other areas</td>
<td>4. 3 to 4 days</td>
</tr>
<tr>
<td>2. East Malaysia (Sabah &amp; Sarawak)</td>
<td>1. More accessible areas of Sabah &amp; Sarawak</td>
<td>1. 3 to 4 days</td>
</tr>
<tr>
<td></td>
<td>2. Interior regions of Sabah &amp; Sarawak</td>
<td>2. About 12 days</td>
</tr>
<tr>
<td>3. Overseas (Airmail)</td>
<td>1. Not including Singapore</td>
<td>1. 7 to 10 days</td>
</tr>
</tbody>
</table>
The delivery achievement is about 95%.

Since Pos Malaysia has been corporatised, Government agencies have to pay for the postal charges according to the rates determined and this of course affect postal budget for document delivery services of the libraries.

**Pos 2020**

Apart from sending off mail and settling bills, the public will be able to get parcels or gifts wrapped, buy stationery and greeting cards, photostat documents and buy packing items such as boxes, polypack cushion wraps and scroll. Public facsimile and telephone facilities are also being provided.

**Other Products and Services from Pos Malaysia**

Include:

1) Specially designed envelopes known as Kurier Nasional for dispatching articles via Pos Laju (Expressed Post). The envelopes are available in 3 sizes, costing 75 sen, RM 1 and RM 1.30.

2) Safe deposit boxes at post offices in rural areas without banking facilities.

3) Borrowing books from the post office without having to step into the library. Under the scheme, National Library members can register for the service at the post office free of charge. A maximum of two books can be borrowed for a month from a list of titles, by filling up a form at the post office. The borrower mails the form to the National Library through normal postal procedures. The books are then post-delivered to the borrower, at the Library’s expense. To return the books, the borrower pays a flat postage rate of RM 1.20.

4) Posting free educational magazines and pamphlets on Islam on the first day of Ramadhan to Muslims in the Klang Valley.

With the services provided, it can be said that postal services in Malaysia is well used by the people as it provides good services to the people.

**Telecommunications**

The telecommunications service in Malaysia was formerly provided by the Ministry of Energy, Telecommunications and Posts but in 1987 it was privatised and now it is provided by Syarikat Telekom Malaysia Bhd. (STM). Services available to the public include a nationwide telephone service with subscriber trunk dialling and international subscriber dialling service, car phone service, mobile radio telephone service, ATUR (Automatic Telephones Using Radio), MAYPAC (Malaysia Packet Switching Network), Telefax, which is a facsimile service and Datel. In March 1989 STM launched TELITA, a nationwide videotext service, followed by the Malaysian Circuit Switched Public Data Network (MAYCIS). Other services are a public computer-based electronic messaging service called TELEMAIL, and Digitaline, a facility for high-speed end-to-end data and voice transmission. Other new services include video conferencing, SMARTFON, the local version of the CT2 service featuring the latest cordless technology. The ISDN (Integrated Services Digital Network) service was officially launched on July 7, 1993 to major business areas in the Klang Valley. The eventual aim is the national implementation of ISDN which provides integration of voice, image and data into one network. To improve telecommunication facilities, STM has also embarked on fibre optics programme, running north to South in Peninsular Malaysia and between Peninsular Malaysia, Sarawak, Labuan and Sabah.

Statistically in 1993, there were 2.41 million telephone lines and this makes the telephone penetration 13 lines per 100 population. The use of facsimile machines has become widespread and the 672,971 business telephones includes Datel and telefax lines. Libraries in Malaysia have taken advantage of the improved telecommunication facilities like telex and telefax for PDS services. Recently the National Library of Malaysia in cooperation with STM launched the PDS On-Line.
The system is based on a PC-Telemail software, an electronic messaging software which has been customised for PDS uses. An electronic interlending request form has been designed and members who subscribed to the system can send requests speedily. The system can be attached to a facsimile machine and printer enabling documents to be faxed immediately. When it was launched in October 1993, there were 26 pioneer members. As at the end of 1994 there are 30 members who are participating in the system.

**PUBLICATIONS DELIVERY SYSTEM**

**Background and Introduction**

The National Library of Malaysia was officially designated as the Publications Delivery System Coordination Centre by the Minister of Culture, Art and Tourism on the 2 June, 1988. The Publications Delivery System (PDS) is an extension of the Interlibrary Lending Service initiated several years earlier and aims to improve primarily through libraries the provision supply of publication for national & international sources to in lending users within the country. This designation is in line with the National Library (Amendment) Act 1987 (Act 667 of 1987) which makes the following provisions relating directly to the National Availability of Publication (NAP) programme which under Section 4(2) states that the Director General shall have, among others, the following functions:

(a) to provide facilities within the library to enable it to function as-

(i) the national focal point for the National Information System

(ii) the national centre for the lending and exchange of library resources in order to promote the national and universal availability of publications.

(b) to promote and facilitate national and international co-operation and resource sharing among libraries

(c) to establish within the library - the National Bibliographic Centre for the mainenance of the National Bibliographic Network, the National Bibliographic Data Base and the provision of national bibliographic and documentation services.

**Memorandum of Understanding (MOU)**

To further formalise the Publications Delivery System in Malaysia and the designation of the National Library of Malaysia as the PDS Coordinating Centre, a Memorandum of Understanding (MOU) was initiated and all institutions wishing to participate in the system has to sign 2 copies of the MOU with the National Library of Malaysia. A text of the MOU is in Appendix I.

To date, the number of institutions have increased tremendously from the 76 pioneer institutions in 1988 to 233 institutions, showing a 300% increase. The breakdown of the institutions consist of the universities, 130 federal Ministries, departments and statutory bodies, 13 state public libraries, 67 private institutions and 8 voluntary organisations.

The increase in the number of institutions participating in the PDS has proved that there is an increasing awareness in resource-sharing among libraries and the objective of UAP, that is the widest possible availability of publications to intending users, where ever and whenever they need them.

**National Lending System**

The National Library of Malaysia realised that standards and procedures should be developed and adopted particularly procedures for requesting of items and payment transactions. In this context, the National Library of Malaysia has developed a National Lending System that is simple to use and understand with the minimum of protocol and restrictions. A Guide to PDS which is based on the International Lending System Guidelines was published by the National Library of Malaysia to help its member institutions to implement the PDS efficiently.
The PDS Coordinating Centre also publishes the following publications to further enhance the National Lending System:

(a) **Panduan Kekukuhan Koleksi Perpustakaan**
- A listing of 110 libraries in Malaysia indicating their subject specialization.

(b) **PDS Brochure**
- Brief procedures on the operating loans

(c) **PDS Newsletter**
- A bi-annual newsletter which reports on the latest development in matters relating to Interlending and Document Supply at National and International level and is circulated free to member institutions and others on request.

(d) **Listing of PDS Members**
- This listing is constantly updated and consist of addresses of PDS members and is circulated to all participating institutions free.

The PDS Coordinating Centre is in the process of formulating an PDS Policy and in the absence of the PDS Policy, the National Lending system functions along the guidelines stated in the Guide to PDS.

**PDS Working Committee**

PDS Working Committee was set up in June 1994 consisting of members from the universities, government and statutory bodies to determine the overall PDS policy and to coordinate the planning and implementation of PDS in Malaysia.

**Interlibrary Loan Request Forms**
**(ILL request Forms)**

A standard Interlibrary Loan Request Form has been formulated to standardise and expedite the PDS procedure. Members participating in the PDS are required to purchase the ILL Request Forms from the PDS Coordinating Centre for loans or copies of materials requested at national level.

**Statistics Form Transactions in Interlending and Document Delivery**

To expedite and standardise the statistics given by members, the PDS Coordinating Centre has designed a standard statistics form where members are required to submit their transactions on interlending and document delivery every quarterly. The statistics are then collated by the PDS Coordinating Centre and published in the PDS Newsletter. The PDS Coordinating Centre compiled a more detailed statistics of national and international interlending and document supply which will help towards the overall planning of a more effective PDS System.

**Transactions in Interlending and Document Delivery**

(a) **Interlending : Requests by Major Members of PDS**

In 1993, a total of 4,915 transactions for loan were requested by the National Library of Malaysia and the 8 universities and out of this, 2,674 transactions or 54% were fulfilled. In the requested for document supply, 3,236 transactions were made and 2,172 transactions or 67% were fulfilled. Requests that are not fulfilled may be due to the following factors such as:

(i) materials requested not on the shelf

(ii) materials requested are reference materials and are not available for loan

(iii) issue requested is missing or incomplete

(iv) materials send for binding/conservation and reprography services.

The breakdown of the transactions of materials requested by the Universities and National Library
requests received for documents, 190 out of 326 requests were fulfilled making a 58% satisfaction rate.

(b) **Interlending: Major Sources of Supply**

In the statistics submitted by members of the PDS, the major sources of supply for loans and documents were from the National Library of Malaysia and the 8 universities with 1,572 loans or 44% satisfaction rate and 2,798 documents supplied or 55% satisfaction rate as in Appendix III.

From the analysis of the 1993 statistics, it showed that the concentration of demand was on a few libraries holding a high proportion of titles and concentrating on different subjects and other areas which resulted in a satisfactory level of fulfilling the transactions.

The statistics also showed that the National Library of Malaysia is a major source of supply for loans and document delivery with a total of 804 requests being received from members of the PDS. Out of the 804 requests received, 570 requests of 71% were fulfilled. Correspondingly, in the number of

**International Lending**

The National Library being the PDS Coordinating Centre act as the national focal point for international lending and document supply.

The total number of requests for loans and document supply received from overseas from the period 1991 to 1993 were 195 requests of which 109 requests or 56% were satisfied.

**Conclusion**

Malaysia subscribes to the philosophy of UAP. A close cooperation among the libraries in Malaysia has fostered the act of sharing the nation’s library resources. Efforts will be stepped up to continuously improve weaknesses and short comings and to overcome problems faced in filling publications delivery activities in the country.
MEMORANDUM OF UNDERSTANDING TO FACILITATE THE NATIONAL AVAILABILITY OF PUBLICATIONS

PREAMBLE

The parties to this Agreement recognising the importance of promoting and facilitating national and international co-operation and resource sharing among libraries and recognising the need to facilitate nation wide access to publications available within the country and abroad have agreed as follows;

Article 1

OBJECTIVE

The object of this Agreement is to promote the national and universal availability of publications; to facilitate nation wide access to publications and to provide a framework for achieving these objectives.

Article 2

DEFINITIONS

For the purposes of this Agreement:

“publications” means recorded knowledge issued for public use and includes any form of printed, graphic, audio, electronic or other media, issued for public use, on or in which information is written, recorded, stored, displayed or produced; such as books, journals, newspapers, reports, pamphlets, films, audio and video tape;

“Director General” means the Director General of the National Library;

“National Library” means the National Library established under the National Library Act 1972;

“request library” means a library or agency which is a party to this Agreement and which requests the assistance of a service library for information, referral, reprographic and lending services;

“service library” means a library or agency which is a party to this Agreement and which receives a request for information, referral, reprographic and lending services.

Article 3

CO-OPERATION AND ASSISTANCE

In order to promote and facilitate national and international co-operation and resource sharing among libraries, the parties to this Agreement hereby agree to assist request libraries by supplying copies of any of the publications which are in their collection when requested, either-

(a) by providing the publications in their original form by way of sale or otherwise; or

(b) by lending the publications for such period and on such terms and conditions as may be specified;

(c) by providing reproductions of the publications by photographic, micrographic or other processes, subject to the provisions of the law relating to Copyright, either free of charge or at such rate as may be agreed upon.
Article 4

OBLIGATIONS AND RESPONSIBILITIES

The request library shall have the following obligations and responsibilities -

(a) to ensure the proper care and handling of any publications lent to it under the provisions of Article 3(b);

(b) to reimburse the service library for the loss of the publications or for any damage occasioned while the publications were on loan;

(c) to abide by the terms and conditions under which the publications were lent to it by the service library;

(d) to reimburse the service library for reproductions of the publications and for postage or other charges as may be agreed upon; and

(e) to ensure that the reproductions of publications are not resold for the purposes of profit making.

Article 5

CLASSIFIED MATERIALS

This Agreement shall not apply to publications which are classified Secret, Confidential or Restricted.

Article 6

NON-PARTICIPATING LIBRARIES OR AGENCIES

A library or agency which is not a party to this Agreement may seek the assistance and cooperation from a service library under the terms of this Agreement if the request is made -

(a) through the Director General, and the National Library shall be the request library for the purpose of this Agreement; or

(b) directly to the service library which may respond to such request at its discretion.

Article 7

AMENDMENTS

The Director General may from time to time recommend any amendments to this Agreement by giving notice to the parties hereto and if the amendments are accepted by a two-thirds of the parties to the Agreement such amendments shall form part of the terms of this Agreement.

Article 8

ARBITRATION

All disputes, differences and questions which may at any time arise between the parties hereto touching or arising out of or in respect of this Agreement shall be referred to the Director General whose decision thereon shall be final and binding.

Article 9

BREACH OF AGREEMENT

In the event of a breach of this Agreement by a party hereto, the Director General may at his absolute discretion terminate this Agreement with the said party and notify such termination to the remaining parties to this Agreement.

Article 10

WITHDRAWAL

A party to this Agreement may withdraw from this agreement by giving one month’s notice in writing to the Director General and the Director General
shall thereupon notify such withdrawal to the remaining parties to this Agreement.

**Article 11**

**GENERAL PROVISIONS**

This Agreement shall be binding between all the parties hereto as between themselves and the National Library.

The Director General shall notify all the parties hereto who are signatories to this Agreement.

IN WITNESS WHEREOF the undersigned, having been duly authorised, have signed this Agreement on the dates appearing opposite their names.

Director General  
National Library of Malaysia  

Date:

Chief Executive of Institution/Agency  

Date:
### Interlibrary Lending: Requests by Major Institutions January - December 1993

#### (a) Within the country

<table>
<thead>
<tr>
<th>Name of Requesting Library</th>
<th>No. of Requests received (original material)</th>
<th>No. of Requests Satisfied</th>
<th>Satisfaction (%)</th>
<th>No. of Requests Received (Documents)</th>
<th>No. of Requests Satisfied</th>
<th>Satisfaction (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Universiti Teknologi Malaysia</td>
<td>687</td>
<td>415</td>
<td>60%</td>
<td>855</td>
<td>600</td>
<td>70%</td>
</tr>
<tr>
<td>2. Universiti Kebangsaan Malaysia</td>
<td>289</td>
<td>185</td>
<td>64%</td>
<td>525</td>
<td>411</td>
<td>78%</td>
</tr>
<tr>
<td>3. Universiti Pertanian Malaysia</td>
<td>1809 (Loans + Documents)</td>
<td>1224</td>
<td>68%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4. Universiti Utara Malaysia</td>
<td>1171</td>
<td>146</td>
<td>13%</td>
<td>807</td>
<td>149</td>
<td>18%</td>
</tr>
<tr>
<td>5. *Universiti Malaysia Sarawak</td>
<td>5</td>
<td>5</td>
<td>100%</td>
<td>53</td>
<td>37</td>
<td>70%</td>
</tr>
<tr>
<td>* (Sept. - Dec. 1993)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>6. Universiti Malaya * Recently established</td>
<td>223</td>
<td>138</td>
<td>62%</td>
<td>128</td>
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<td>71%</td>
</tr>
<tr>
<td>7. Universiti Sains Malaysia</td>
<td>531</td>
<td>468</td>
<td>87%</td>
<td>982</td>
<td>833</td>
<td>85%</td>
</tr>
<tr>
<td>8. International Islamic University</td>
<td>133</td>
<td>43</td>
<td>32%</td>
<td>32</td>
<td>13</td>
<td>41%</td>
</tr>
<tr>
<td>9. Perpustakaan Negara Malaysia</td>
<td>67</td>
<td>50</td>
<td>75%</td>
<td>50</td>
<td>38</td>
<td>76%</td>
</tr>
</tbody>
</table>

| Totals                                          | 4915                                        | 2674                       | 54%              | 3236                                 | 2172                     | 67%              |
## Interlibrary Lending: Major Sources of Supply (January - December 1993)

<table>
<thead>
<tr>
<th>Name of Supplying Library</th>
<th>No. of Requests received (original material)</th>
<th>No. of Requests Satisfied</th>
<th>Satisfaction (%)</th>
<th>No. of Requests Received (Documents)</th>
<th>No. of Requests Satisfied</th>
<th>Satisfaction (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Universiti Teknologi Malaysia</td>
<td>295</td>
<td>177</td>
<td>60%</td>
<td>469</td>
<td>323</td>
<td>69%</td>
</tr>
<tr>
<td>2. Universiti Kebangsaan Malaysia</td>
<td>226</td>
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<td>20%</td>
<td>914</td>
<td>394</td>
<td>43%</td>
</tr>
<tr>
<td>3. Universiti Pertanian Malaysia</td>
<td>778</td>
<td>185</td>
<td>24%</td>
<td>1157</td>
<td>735</td>
<td>64%</td>
</tr>
<tr>
<td>4. Universiti Utara Malaysia</td>
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<td>99</td>
<td>42%</td>
<td>(no breakdown in format supplied)</td>
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</tr>
<tr>
<td>5. * Universiti Malaysia Sarawak</td>
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<td>* (Sept. - Dec. 93)</td>
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<td>6. Universiti Malaya</td>
<td>674</td>
<td>209</td>
<td>31%</td>
<td>1067</td>
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<td>58%</td>
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<td>7. Universiti Sains Malaysia</td>
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<td>150</td>
<td>38.6%</td>
<td>675</td>
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<td>59%</td>
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<tr>
<td>8. International Islamic University</td>
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</tr>
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<td>9. Perpustakaan Negara Malaysia</td>
<td>804</td>
<td>570</td>
<td>71%</td>
<td>326</td>
<td>190</td>
<td>58%</td>
</tr>
</tbody>
</table>

| Total                                      | 3564                                        | 1572                      | 44%              | 4756                                | 2798                     | 59%              |

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