U Pustaka

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Session III

Digital Library: Preserving and Sharing
Nafisah Ahmad obtained a B.Sc. (Hons) Degree from National University of Malaysia, Bangi, Selangor; Post-Graduate Diploma in Library Science from MARA University of Technology. Begun career as librarian with the National Library of Malaysia in 1986. Has headed various division including Library Research Division, Technical Services Division, National Bibliographic Centre, Director National Collection Development and Documentation, Director National Digital Library Services and is presently Deputy Director General.
u-Pustaka: Strengthening Life Long Learning

http://www.u-pustaka.gov.my

By:
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National Library of Malaysia

Outline

- Facts about libraries in Malaysia
- Background & Achievement
  - Implementation, Success stories
- Issues and Challenges
- Way forward
### Libraries in Malaysia (until 2013)

<table>
<thead>
<tr>
<th>Type of Library</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Library of Malaysia</td>
<td>1,424</td>
</tr>
<tr>
<td>Public Libraries - State (14), Region (4), Branch/District (133), Town (81), Rural (1,110), Mobile (88), Local Authorities (6)</td>
<td>494</td>
</tr>
<tr>
<td>Special Libraries (Ministries/Department/Government Agencies)</td>
<td>515</td>
</tr>
<tr>
<td>Special Libraries (Private Agencies)</td>
<td>174</td>
</tr>
<tr>
<td>School Resource Centres</td>
<td>10,091</td>
</tr>
</tbody>
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Source: National Library of Malaysia

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### Background

- u-Pustaka is a knowledge gateway that unlocks knowledge resources anytime, anywhere for connected communities.

- A collaboration among eight (8) libraries spearheaded by the Malaysian Communications and Multimedia Commission (MCMC) with the support of National Library of Malaysia and seven (7) u-Pustaka consortium members and eight (8) strategic partners from public and private agencies.
Our Niche – 1 Membership for All! Leveraging on MyID

8 Selected Libraries

POSITIONING u-LIBRARY IN NBI

Supply Side

- Public Private Partnership (PPP) arrangement for infrastructure roll out
- Highspeed Broadband (HSBB) (>10Mbps)
- Broadband to General Population (BBGP) (up to 2Mbps)

Demand Side

- Awareness
- Attractiveness
- Affordability
- Continuous Government and private sector awareness initiatives
- Enhance and promote e-Government, e-Education and e-Commerce initiatives.
- Improve and align online content strategies and activities
- Leverage on development of traditional information resources
- Develop initiatives to reduce or improve broadband access costs (PC, subscription, etc.)
- Widen community access facilities and deployment
Key Objectives of u-Pustaka

1. **Making Information Accessible with the widening of Broadband service and RFID technology**
   - Libraries have organised knowledge embedded in books, local content, databases and other electronic resources.
   - Information creates value in a learning society
   - As we translate information to knowledge, we enhance our individual learning capacity

2. **Cooperative Library Network System**
   - Networked information resources foster collaboration through interlibrary lending and virtual access.
   - As we collaborate, we expand our capacity to innovate and create knowledge dividend for the nation.

3. **Creating, Sharing and Exchanging Knowledge in a Knowledge Society**
   - Shared information would keep communities connected, promote learning and deepen social network.
**Outcome**

**Improved Access**
*Ubiquitous Service Anytime, Anywhere and by Anyone* for life-long learning in an Inclusive Knowledge Society

**Improved Service Delivery**
- U-Portal
- RFID
- Pos Laju parcel and courier (delivery to homes)
- Online and e-payment (cashless payment)

**Improved Performance As A High Economic Nation**
- Knowledge Economy Index
- Knowledge Index

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**2008**
- u-Pustaka Journey
- NBI

**2013**
- Proof of Success
- Service Acceptance
- Launching & Promotion
- Development

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**Advantages**
- Membership
- Visitorship
- Transaction
- Support from agencies

**Concept Creation until Implementation**
- National & Consortium Level
- Promotion

**Models**
- Awards

**Strategic Partners Collaboration**
The u-Pustaka Ecosystem

BROADBAND
- Unlocking knowledge resources through broadband in support of National Broadband Initiative (NBI)

DELIVERY CHANNEL
- Delivery to home through Pos Malaysia delivery service gateway with trace & track features

LIBRARY MANAGEMENT SYSTEM (LMS)
- Integrating heterogeneous LMS
- Z39.50 – Information Retrieval Protocol

RFID System
- Spectrum UHF 919-933MHz
- ISO 18000-6, Part 6, Type C
- EPC Global Gen 2
- RFID middleware; UHF tags; equipment in gantry, kiosk and bookdrop
- Trace & track

LOCAL CONTENT
- National Union Catalog (NUC) – more than 1.2 million books
- Hybrid Content
- Digitization
- Metadata
- 4 Knowledge Pillars

u-PUSTAKA WEBSERVICES
- Gateway for Information Discovery (web publishing, collaboration, content mgmt., inter-lending services) through Common membership using MyID

E-PAYMENT/CASHLESS PAYMENT
- INTER-AGENCY INTERFACING
- Touch 'n Go
- MEPS FPX & e-Debit
- Quik2Go

u-Pustaka Web Interface

Four Knowledge Pillars for an Inclusive Knowledge-based Society

- Teaching
- Integration
- Knowledge Application
- Knowledge Generation
INTEGRATION FOR CONNECTED COMMUNITIES

END-TO-END SERVICE for the ‘Connected Communities’, with seamless integration in various external platforms

COMMUNITIES OF INTEREST (COI) - FOR CHILDREN, YOUTH & ADULTS
WE VALUE OUR COMMUNITY IN AN INCLUSIVE KNOWLEDGE-BASED SOCIETY

Easy to Use Bookdrop

Web Interface for e-Community

Ask u-Pustaka - Anytime, Anywhere

Easy Delivery of Books to Home

Reaching the e-Community Through Webinar (health, business, culture, education, etc.)
Social Impact

“Years many of ‘rakyat, Malaysia has dreamed of being able to use a ubiquitous library. That is, a library available anytime, anywhere. Some of us are helping to make this dream a reality.”
by En Kamaruan a/l Ragasik

“Talking to US State Secretary Hillary Rodham Clinton on the global women education issues at the “Town Interview” Webchat at Pustaka Negeri Sarawak is an eye opening experience & I will never forget this for the rest of my life.”
by Siti Aminah Hassan

Communities of Interest

http://www.facebook.com/u.pustaka
http://www.flickr.com/photos/u-library

u-PUSTAKA ACHIEVEMENTS

“if knowledge is power, u-Pustaka has applied spark plugs to Malaysia’s knowledge economy through its use of technology to widen access to books, strengthen the library’s ecosystem and reduce the digital divide”

Winner for Best of e-Inclusion and e-Community ~ MSC Malaysia APICITA 2011

Winner of Technology Leadership Category ~ FutureGov Awards 2013 Malaysia

Second Prize Winner of Best Poster Award ~ 2013 TELDAP International Conference, Taiwan

KKMM’s Best Innovation Award 2013
ISSUES AND CHALLENGES

1. Segmented Library Management Systems
2. Decentralised Digitisation Activity
3. Limited Conformance for Interoperability – Standards/RFID
4. Low Interlibrary Loan Activity
5. Generally Low Membership
6. Continuous Fund

NEW ROLES

Life Long Learning Institute by National Library to promote lifelong learning opportunities

Librarian as knowledge workers, learning facilitators and information curators
- Governance enhancements
- Review of SOP
- Collections development & Subject area specialization
- Coordination and collaboration
- National roll-out for 8 state public libraries

SUSTAINABLE EFFORTS

- Enriched content
- Widened resource sharing & access

2014

SECOND PHASE

- Networks
- Standards of data
- Security

- Framework

<<< WAY FORWARD >>>

10th Malaysia Plan

- Impact Study
- Enhance u-Pustaka services – Mobile apps.
- Strengthen u-Pustaka management and governance
- Improve infrastructure and infrastructure –
  - E-Government initiatives – SSO, 1Govnet, Public Sector Data Centre
- Enrich digital content
- Increase awareness and membership
- Strengthen SMEs group

2014

2015
<<< WAY FORWARD >>>

11th Malaysia Plan

2020

Roll-out to all public libraries
- Enrich digital content
- Upgrade infrastructure and infostructure
  - dedicated network, cloud computing
- Enhance u-Pustaka services
- Strengthen resource sharing
  - specialised collection development
  - consortium subscription
- Increase awareness and membership

2016

CONCLUSION

1. Digital environment
   Progressive development – Digital Malaysia
   - ICT Strategy – National Library Network & cloud facility
   - Nationwide – u-Pustaka
   - Sharing digital content
   - Central agency role

2. Strategy
   - Relevance in the new digital society & economy
   - Lifelong learning
   - Big data & Open Govt. Initiative

3. New Roles
   - More creative, analytic & facilitative
THANK YOU ...

http://www.u-pustaka.gov.my