CHALLENGES TO PUBLIC LIBRARIES IN CREATING A READING SOCIETY: SABAH CONTEXT

by

ADELINE LEONG**

and

FLORA FUNG***

INTRODUCTION

The National Development Policy has targeted the year 2020 for Malaysia to become a fully developed nation with a united, caring and progressive society and a strong economy. For this target to be met, many challenges lie ahead. The challenges faced by Sabah in its quest to become a developed state are quite different from those faced by other states in Malaysia. This is due to many factors:

* the different ethnic composition of the population;

* the incidence of poverty which is double that in Peninsular Malaysia (35.3% versus 17.3% in 1987);

* the large transient population of illegal immigrants (numbering around 400,000);

* the large land area and a relatively small population sparsely distributed throughout the state;

* a much higher percentage of rural population (Sabah 74.4% versus Peninsular Malaysia 59%)

* an unemployment rate higher than the national average (11% versus 8%);

* a high population growth rate compared to the national average (3.8% versus 2.6%);

* high cost of living which is approximately


** Director, Sabah State Library

*** Assistant Director, Sabah State Library
30% higher than Peninsular Malaysia
* a higher illiteracy rate than Peninsular Malaysia (40% versus 25%)
* poor infrastructural facilities with many towns yet to be linked by tarssealed roads. (Pang, 1990: p. 13)

Judging from the above, it is difficult for Sabah to keep up with the rate of development as compared to the rest of the Malaysian states. With the rapid expansion of the industrial and service sector, which has provided the main stimulus for the growth of the Malaysian economy, Sabah remained basically an agricultural-based economy with 50% of the workforce directly involved in this sector. This is unfavourable compared to the Malaysian average of only 32%, especially when poverty is most prevalent in the agricultural sector.

The geographical isolation of the state and its mountainous terrain, among other factors, are not favourable factors for economic growth. As a whole, the state faces a shortage of both skilled and unskilled manpower. For instance, the rubber, cocoa, oil palm and coconut estates and plantations face an immediate shortage of workers. Although Sabah depends largely on its primary sector to sustain its economy, the reluctance of locals to work in these places leave no alternative but to rely on the influx of cheap foreign labour from neighbouring Indonesia and the Phillipines.

The relatively small proportion of labour force engaged in industrial activities also shows a weak industrial sector compared to Peninsular Malaysia. Experiences in other countries generally indicate that an increase in the standard of living of a nation usually involves a shift of the labour from the agricultural to industrial and service sectors. Since the majority of Sabah’s poor households are in the rural areas, it can be inferred that labour productivity in the state has been below the national average. Low labour productivity is often cited as the major cause of poverty.

These social and economic factors unique to Sabah have to be taken into account in the formulation of any development plans or policies. This includes public library development in Sabah which has to be geared towards the special problems and challenges confronting the state.

Public libraries have an important role in building a developed nation and in creating a well-informed and knowledgeable society. In particular, public libraries can contribute to the development of the country by assisting to eradicate illiteracy and alleviate poverty, by contributing to the training of its skilled manpower and by directing their services toward the rural population.

This paper will cover the challenges faced by public libraries in creating a reading society, with special reference to Sabah and the Sabah State Library. No attempt will be made to cover all the challenges in depth. This paper will, rather, be concentrating on the four major issues that threaten to hinder the Sabah State Library’s contribution towards state and national development, i.e. funding, lack of infrastructure, lack of materials and the shortage of librarians.

**FUNDING**

To ensure that funding requirements are met, it is important that policy makers and decision makers’ are convinced of the vital role that public libraries can play in society. Sabah State Library has been fortunate in that the present state government has shown itself to be highly supportive financially in the State Library’s library building projects. In the Fifth and Sixth Malaysia Plans, a total of RM 39.5 million has been allocated for the 5 library building projects situated in Sandakan, Tawau, Keningau, Penampang and Sipitang. These new buildings will be the first of the twenty branch libraries of the State Library.

Public libraries, however, are almost always the first to suffer budget cuts whenever the economy takes a down turn. Sabah State Library is no exception. In order to prevent this from happening, public libraries must show themselves to be relevant to the community. Sabah State Library aims at catering not only to the recreational and cultural needs for the community but, also, to the economic, health and educational aspects of community life.

Sabah State Library will continue to keep itself on a high profile by making extensive use of the media. This seems fitting because, apart from the post office, the State Library is the most heavily used public facility in the community. At its headquaters in Kota Kinabalu, around 25% of the community are registered borrowers. Many more visit the library to browse through the collection, to read newspapers and magazines, to hunt for information and to do their studies and homework.

With the aim of remaining high on the political agenda, the State Library will convey to the policy makers the message that libraries are essential to education. Sabah State Library not only
supplements the education systems in the provision of reference materials and supplementary textbooks for students; it is also a necessary facility for the independent learner. Public libraries play a key support role particularly in continuing education. The State Library will directly contribute to the training and development of the state's workforce since the economic development of the state depends on a highly skilled and educated workforce.

Faced with funding problems, public libraries must seek greater efficiency in their library operations. Public libraries cannot remain self-sufficient in meeting the increasing needs and demands of its users. Public libraries will have to form a closer bond with each other and network to share their resources. All forms of resource sharing will have to be examined closely as a means to economising. Access to materials and information must become the name of the game for the public library which cannot afford to have the most comprehensive of holdings on site. The Sistem Pembe'kalan Penerbitan (Document Delivery System) coordinated by Perpustakaan Negara Malaysia is one of the ways in which the State Library has been obtaining publications which are not available in its collections.

Public libraries may also have to look to members of the community to help in the running of some of its library services. Voluntary or service clubs have the potential to assist, particularly, in providing library services to the handicapped. "Friends of the Library" comprising members who believe in the importance of library services in the community, could also be a source of practical assistance in the library, particularly where there is a shortage of staff. "Friends of the Library" has the additional benefit of improving public relations, raising the profile of the library as a vital entity of the community and lobbying for support from both the government and the public in general.

Alternative sources of funds must be sought after to relieve total financial dependence on the government. Sponsorship and donations in terms of cash or new books can be solicited from oil companies, banks corporations, foreign embassies, professional associations or wealthy philanthropists. "Friends of the Library" comprising enterprising individuals can also be very effective as a fundraising body, judging from the experience of libraries in the United States and Great Britain.

A number of income generating activities can be implemented in public libraries. Charges for photocopying and facsimile transmissions can be made; conference and multipurpose halls can be rented out; and publishing programmes and seminars on, for example, local history or other popular subject can be held. Exhibits, lectures, films, book clubs, musical events, video clubs, restaurants and computer labs are all feasible fund raising methods.

In areas lacking bookstores, the library can perform a community service by ordering publications for its users while at the same time adding to its coffers by charging a small percentage of the cost. Sabah State Library can also set up fee-based computer information services by linking up with databases of government departments such as the Lands and Survey Department and Information Department.

It is important for libraries to be seen to be generating income and contributing to its operational costs. This will improve its position with the government and lessen the necessity for libraries to charge fees for basic library services. In some of the developed countries, fees are already being charged for certain types of information services such as access to the OCLC database. Sabah State Library does, in fact, charge fees for one of its services: a fee of RM 20.00 per year is levied for membership to the audio-visual section. Public libraries can set up information services to accomodate the demands for in-depth or comprehensive services from businesses and professionals who can afford the fees. Business information services, which are deemed to be "politically important", can be established to cater for local businesses. Admittedly, this type of service will take time to develop, but with a good range of databases, they will provide a consistent income for the public library of the future.

Cooperation with other agencies in the state to pool resources in order to overcome financial and manpower constraints should also be the order of the day. Sabah State Library will seek to establish close working relationships with organizations which have the mutual objectives of developing the rural areas in Sabah. For example, the State Library can complement and support, by providing reading, reference and audio-visual materials, the work of the following organizations:

a) Yayasan Sabah, which has set up 41 People Development Centres throughout Sabah with the aim of training rural folk;

b) The Welfare Services Department, in their Social Development Programmes' adult education classes;

c) The Education Department, in their school
resource centres; and
d) KEMAS, in their projects on functional literacy and non-formal education.

Much coordination is required to safeguard against the duplication of projects, services and activities run by governmental and non-governmental bodies in the rural areas. Sabah State Library will have to ensure, in particular, that the publications offered by the school resource centres, for example, will not be duplicated in its collections.

Effective coordination can be done through the setting up of Rural Community Resource Centres (RCRC), more on which will be elaborated in the latter part of this paper.

LACK OF INFRASTRUCTURE

As mentioned earlier, infrastructure is a factor that has prevented the rapid development of the state. The hilly terrain made building of sealed roads both difficult and expensive. Although Sandakan, Tawau and Kota Kinabalu have natural harbours, the absence of good roads has prevented the smooth and cheap transportation of goods from the rural areas to these towns for export purposes.

The implications of the lack of infrastructure on the development of library services is also quite a serious one. As 74.4% of the people of Sabah live in the rural areas, Sabah State Library’s focus for the future of library development must necessarily be the rural population. The objective of the rural library services would be to foster literacy, support the newly literate and, generally, providing services with the ultimate aim of contributing towards rural development. The lack of proper access to the rural people due to poor or non-existent roads coupled with a large and mountainous land area populated by a small and sparsely distributed population is a major setback.

Establishment of Regional Libraries

One of the first steps towards creating a state-wide rural library system in spite of the poor infrastructure will be the establishment of regional libraries. Sabah State Library’s building programme for regional libraries for Sandakan, Tawau and Keningau commenced in 1985. The Sandakan and Tawau projects will be completed by the end of 1992 followed by the Keningau Regional Library in 1993. The programme was initiated by the present state Minister of Social Services, YB Datuk Ariah Tengku Ahmad, who has subsequently not only given her full support but also ensure the support of the state government for library development projects.

These regional libraries will serve as centres for the branch and mobile libraries and rural library development in their respective districts. This decentralization is necessary to ensure the smooth planning and implementation of rural library services.

To overcome the problem of the lack of adequate roads in the remote areas, Sabah State Library has the following options.

a) Smaller mobile library vehicles

At present, six to eight ton vans are used for the eight mobile library services in the state. These mobile libraries serve rural schools in Sandakan, Tawau, Keningau, Beaufort, Kudat and around Kota Kinabalu. While these heavy vans may still be used for navigable roads in the rural areas, smaller vans and other vehicles such as the 4WD Isuzu or Toyota long base troopers will have to be used to reach the remotest areas with no proper access roads.

b) More Village Reading Rooms
(Bilik Bacaan Desa)

A brief survey of statistics collected from the Education Department in 1989 have revealed that the examination results of school children in villages currently enjoying the services of Bilik Bacaan Desa (BBD) had actually improved quite significantly (Appendix I). We believe that the BBD have contributed towards this improvement by the provision of supplementary study materials. This has greatly encouraged the State Library to know that the reading rooms have had some favourable impact on the villages.

There are 22 BBD throughout the state of Sabah now. The BBD were set up as one of the major projects under the State Reading Campaign Committee. The first BBD was set up in Kg. Sunson, Tambunan in 1986. The expressed aim of the BBD projects is to create a literate society and upgrade the socio-economic standard of the rural population by providing beneficial reading materials to the rural folks. The BBD would also serve as a recreational centre as well as a study centre where students can obtain educational materials to assist them in their studies. For now, the important criteria for the setting up of a BBD includes a population of 500 inhabitants and a distance of 20 kilometres from existing branch libraries. Local youth, trained by Sabah State Library, are appointed to be in charge of each BBD.
Sabah State Library aspires to build a village reading room in each of the 4-8 constituencies in the state. Future plans might include the building of a BBD in every needy village.

c) Boats

A possibility that the State Library will be exploring is the use of boats to bring books and other reading and information materials to kampungs situated along river banks and islands off the coast of Sabah. Riverine areas such as Beluran in the Sandakan region would be suitable for such a mode of transport. Proposals have also been made to use boats belonging to the Welfare Services Department of such a service.

d) Book Box Schemes

For the village that cannot justify the setting up of a mobile library or BBD service, book box schemes or bulk loans are feasible alternatives. Sabah State Library will look into the possibility of acquiring the help of other agencies which make regular trips to such places for the transportation of the book boxes. The village head or members of the Village Development Committee (Jawatankuasa Kemajuan Kampung/JKKK) could be given the responsibility for the care of the books.

LACK OF MATERIALS

As a centre for storing and disseminating information, the availability of appropriate reading materials is a very important factor. The availability of materials is also very important for the fostering and learning of literacy skills.

In Malaysia, there is a dearth of locally produced materials. The publishing and book industry in this country is relatively new and still considered a small scale industry. As such, books in Bahasa Malaysia and other local ethnic languages are seriously lacking. The infrastructure of the book industry is not well developed. Many of the important elements in a book production industry such as a constant supply of cheap quality paper, adequate printing facilities, good authors competent illustrators, skilled editors and marketing experts are missing or hard to find. High transportation costs in Sabah has also inhibited both publishers and booksellers from venturing into the rural areas where the bulk of the population are.

While the government has come up with more aggressive programmes to promote the book industry, Sabah State Library will continue to do its part in encouraging the production of local reading and information materials.

Sabah State Library, with the cooperation of the Dewan Bahasa dan Pustaka (DBP), the Sabah Museum and NGOs such as the Kadazan Dusun Cultural Association, can sponsor lectures, training courses, seminars and workshops on book production and writing of Bahasa Malaysia and local languages such as Kadazan/Dusun and Murut. Projects, such as short story writing competitions, could be initiated to discover talent and encourage new authors. It is not too far-fetched for the library to cooperate with authors, illustrators and publishers in producing materials in the local languages.

The lack of reading materials in the local languages has vast and serious implications on the fostering of literacy. UNESCO, in its Experimental World Literacy Programme, discovered that both children and adults learn to read more quickly and effectively when taught in the mother tongue. A total of 51 languages and 21 dialects are spoken in Sabah but yet books in the ethnic languages are virtually non-existent in Sabah. Effort must be made, therefore, to encourage the publication of materials in the Kadazan/Dusun and Murut languages, among others.

Literacy In Sabah

According to the 1980 statistics (chart below), a total of 260,994 or nearly 40% of the 655,200 people (10 years old and above) in Sabah are illiterate. A further two percent are semi-literate.

![Chart 1: Percentage of illiterate inhabitants 10 years old and above in Sabah and Peninsular Malaysia, 1980.](chart.png)

Source: Laporan Am Banci Penduduk, 1980 (jilid 1)
Table 1 below shows that 44% of the rural population 10 years old and above are illiterate, as compared to 24% in the urban areas.

<table>
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<tr>
<th>Stratum</th>
<th>Total Inhabitants 10 years and above (’000)</th>
<th>% Illiterate</th>
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<tr>
<td>Urban Areas</td>
<td>137.8</td>
<td>24%</td>
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<tr>
<td>Rural Area</td>
<td>517.3</td>
<td>44%</td>
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<tr>
<td>Total</td>
<td>655.2</td>
<td>40%</td>
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Table 1: Percentage of illiterate (10 years old and above) in urban and rural areas (Sabah)

Source: Jabatan Perangkaan

To take a case in point, 90% of the people over 25 years of age in Banggi Island off the northern coast of Sabah are illiterate. Not one of the 1,400 people there has managed to pass their SRP examinations.

Although the overall Malaysian primary school enrolment rate has reached an almost perfect 99.03%, there is a high drop-out rate in the schools of Sabah. The education of children depends to a large extent on the education of their parents. In a majority of rural households, chores and other activities are given priority over school work. Children do not attend school on a regular basis. Many parents in the rural areas are either semi-literate or illiterate.

The implications of high illiteracy rate on national development, in particular, is serious. It is an accepted fact that an illiterate person cannot contribute to the advancement of a nation. Illiteracy, and therefore the lack of acquired information, has been positively identified as a major barrier to development.

Senior officials of the Korporasi Pembangunan Desa, Sabah, isolated illiteracy as one of the major socio-cultural characteristics that affect the implementation of their rural development programmes (Golingi & Chua, 1989: p. 98).

An observation from the People Development Programme Project organized by the Sabah Foundation in Tambunan also stated that “although educated, programme participants have a general lack of knowledge about themselves, about life and about the system and organizations around them. It is therefore difficult for them to relate themselves to their ambitions and progress. Most had never looked at themselves, examined what they can or cannot do and their attitudes towards life and progress. Most of them do not seem to know the system around them and how the system operates or how it is organized. Knowledge about the system including the systems and procedures in government is important in order for them to know what steps need to be taken, who to see, how things should be done and so on. Unless they have these information and knowledge, they may not know how and where to begin to achieve progress.” (Kitingan, 1991: p. 84).

A paper on the poverty profile in Sabah and rural development strategies after 1990 also recommended that one of the strategies to reduce the incidence of poverty is to promote a “literate culture and reading habits at all age groups”. The paper also went on to propose that Sabah State Library contribute in the effort to enhance the “intra-communication” among the poor through its mobile library services (Mohd. Yaakub Hj. Johari, 1991: p. 40-41).

What Can Sabah State Library Do?

Sabah State Library can join in the battle against illiteracy, especially in the rural areas, by providing the necessary materials in the form a books, magazines, newspapers and audio-visuals to enable them to improve their literacy, knowledge and skills.

As there is a dearth of materials in the local languages, the State Library can be called upon to play a more active role in the creating of these materials or in the repackaging of information into audio-visual format. This will include collecting, documenting and storing information from resource persons and recording locally produced television and radio programmes. The Sabah State Library will, in other words, not only gather and process information and materials but also generate information and materials. Sabah State Library has been doing this, albeit on a small scale, by translating the scripts of film strips for story-telling into Bahasa Malaysia.

To significantly reduce the problem of illiteracy, government and non-government groups, formal educational institutions and non-formal ones will have to make a concerted effort. Sabah State Library will continue to identify ways in which it can support the literacy programmes of other institutions.
Sabah State Library And Rural Development

Sabah State Library’s contribution towards rural development will be geared towards the fostering of literacy, support services for new literates and generally ensuring that any available and suitable materials are made available to them to enable them to improve their living conditions.

a) Information Services For The Rural Area

For the illiterate population, much emphasis will be placed on the provision of audio-visual materials such as films, tapes, posters and photographs. Since the oral tradition is prominent among rural folk, files on resource persons who can be contacted to provide information should be part of the library’s collection. The librarian can then use these files to refer the information seeker to the relevant people.

The kind of information the rural library should provide depends on the needs of the community. For an agricultural community, for instance, information provided should be based on how to grow crops, what are the diseases of plants, what are the modern ways of farming, harvesting, watering, what farming tools, fertilisers and irrigation methods are available and what are the dangers of insecticides.

Sabah State Library will need to go back to the grassroots, as encouraged by the present government, to obtain feedback as to what the interest and information needs of the individual communities are.

There will be information needs faced by all communities that concerns the basics of life: issues of health and hygiene, education, housing, employment, food and nutrition. Of particular importance as a source of information are official handouts from government and non-government agencies.

b) Educating the parents

Libraries play an instrumental role in educating both children and parents. As noted earlier, educating the children depends very much on the education of their parents. Sabah State Library could co-operate with the Education Department, KEMAS or state agencies such as Sabah Foundation, to start adult literacy programmes to teach parents literacy skills. Rural libraries can offer the premises as well as making easily accessible the library resources for such programmes.

Parents must also be convinced of the importance of getting their children to read and enjoy books from the earliest possible age. Parents should encourage their children to make use whatever libraries or reading rooms there are in the vicinity. Books provide individuals with a tool to overcome illiteracy and ignorance, and open the door to a world of opportunities.

c) Inculcating the Reading Habit

Public libraries can play an active role in improving the literacy skills of the rural people as it represents the most economical and constant supply of reading materials essential to foster and inculcate the reading habit. A constant availability of literature that is interesting and satisfying to read is essential to ensure that new literates do not lapse back into illiteracy. For example, wall newspapers can be used to encourage new literates to read. This particularly important in rural areas where there is a tendency for new literates and young school leavers to slip back into illiteracy because the environment in which they live does not stimulate them to retain the skills learnt in school. In the Sabah Welfare Services Department’s adult education classes, it has been found that adults between the ages of 30 to 40 no longer know how to read even though they had finished primary school. The thought of reading a book for pleasure or looking for information from the printed media is alien to them. The Sabah State Library will strive to encourage the new literates to develop a habit of looking to the written word as a source of new ideas, information, knowledge and entertainment.

Other ways that the State Library could use to promote the reading habit include: storytelling sessions, library reading clubs for adults and children, book fairs and reading workshop or camps.

To ensure the constant availability of information that is so essential to rural development and the general improvement of the living conditions of the rural people, Sabah State Library will continue to expand its services to every corner of the state, whether through branch libraries, mobile libraries, BBD, resource centres or book box schemes.

Sabah State Library hopes to be able to work towards the advancement of the rural population together with the collective efforts of other agencies by the setting up of RCRCs.
d) Rural Community Resource Centres (RCRC)

The concept of RCRC was derived by officials of the Commonwealth Secretariat in London and involves the setting up of resource centres in rural areas where rural people can:

- Find information about subjects of interest to them;
- Take part in learning activities;
- Discuss and share knowledge, information and concerns with extension and other community workers, planners and administrators;
- Find materials to help them retain their literacy and numeracy skills;
- Meet to organize and work together on community projects;
- Use equipment to produce their own information and materials;
- Enjoy cultural and leisure activities.

While the primary purpose of a community resource centre is to meet the learning and information needs of the community, the benefits of a centre as set out in Shirley Giggey’s excellent manual “Rural Community Resource Centre: a guide for developing countries are:

- The provision of information and activities which will help community members acquire the skills, knowledge and confidence to participate more fully in community affairs.
- The provision of information and activities about health and agricultural techniques, business, etc. to assist communities to improve their economic situation.
- The provision of a forum through which governments and other agency workers can be informed about concerns, problems and reactions of community members to their plans and programmes.
- The provision of support to extension programmes and assistance to extension workers to co-ordinate their work in the community.

* The strengthening of a community’s involvement in, and appreciation of, local and national culture.
* The provision of a focal point for community activities and the enhancement of a sense of belonging among community members. (Giggey, 1988, p. viii)

In the Sabah context, it may be best for the state government to initiate RCRCs. All relevant government ministries, departments and agencies must lend their support for such a project. The government must also obtain the involvement and commitment of local leaders and decision-makers.

SHORTAGE OF QUALIFIED LIBRARIANS

Sabah State Library has always had a shortage of qualified librarians. This has prompted Sabah State Library to encourage serving staff to enroll in the Institut Teknologi MARA (ITM) and foreign institutions of higher learning overseas. Scholarship are offered by both the state government and the Sabah Foundation. To encourage more school leavers to take up the course, talks were organized on a regular basis by the State Library.

For a short term solution, Sabah State Library has, in the past, resorted to recruiting foreign volunteers from various developed countries. It may need to do so again in the near future for all its new regional library buildings.

To have good, efficient librarians, we must have good library schools. The quality of education will effect the kind of librarians being ‘churned’ out. Library schools should revise and update their courses to meet the challenges of the 21st century.

Although the School of Library and Information Science of ITM is the only library school in Malaysia, it is heartening to note that the International Islamic University is now offering a post-graduate librarianship course. However, we would like to see local universities offering this course at the undergraduate level so that more Malaysians could be trained in this profession.

To cater for the specific library manpower needs of the state, Sabah State Library could work closely with Bureau Pembangunan Sumber Manusia (BPSM) in Sabah to train both professionals and para-professionals. However, much ground work would have to be considered before a project of this nature can materialize.
Provision for distance learning and off-campus courses should be made available so that more could pursue the course without having to leave their jobs or home-towns.

Formal and informal continuing education is important to keep librarians up to date with new developments and innovations in the library world. Incentives should be given to existing professionals to pursue post-graduate courses in universities, both local and overseas. Similarly, they should be given more opportunities to attend summer schools, refresher courses, conferences, seminars workshops and exhibitions. To widen their perspective and experience, study tours should be organized to enable local librarians to meet and learn from their counterparts from more advanced countries.

In-house and in-service training programmes for serving and newly-recruited professionals and para-professionals should be featured prominently in library activities.

To maximise the utilization of limited manpower, the possibility of a pool service of professional librarians to serve all the state departmental libraries is also an avenue to be explored in the near future. This may mean having a group of librarians based in Sabah State Library who will serve in one or more government department libraries. This system would be infinitely suitable for small departments which cannot justify the employment of a full-time professional librarian.

Efforts should be made to enhance the training of para-professionals so that they could assist professionals in more areas. With proper training and coaching, they could be assigned to more important and difficult tasks without compromising on the standard of services rendered. This would enable the professional librarians to have more time to concentrate on more pressing matters.

CONCLUSION

To create a nation of readers and to achieve the status of a developed nation, public libraries throughout the country will have to consolidate their effort in terms of funding, availability of material and manpower development. More so for the Sabah State Library in the face of social and economic factors unique to the state. The thrust for public library development towards the 21st century should be to reach out to the rural areas so that the imbalance of public library services between urban and rural communities can be reduced and that there will be equal access to information for all. Public libraries should play a key role in the government's effort to reduce illiteracy. The quality of library services should be continually upgraded and the public library should adapt to any new information technology.

For public libraries to contribute to the country's development, they will need maximum support from the government and the community. Librarians around the country should work together towards a change in the concept of public libraries: public libraries should be seen as an indispensable agency in improving the quality of life of the people and as an important vehicle in nation building.
Analysis of Examination Results in Villages With Bilik Bacaan Desa

1980

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REFERENCES


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