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Managing Knowledge and Information Resources in Private Islamic University Library

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Abstract

This article discusses on the finding of how Private University Islamic Library take control in managing its knowledge and information as source in the university in extent with their capabilities of their daily operations in utilizing top-notch resources available in order to support educational functionality as it pears with their core businesses institutions. The services offered, space design and layout, technology and application that implies accordance to the main subject of this case study at this Private University Islamic library. The services offered were commonly and conventionally been introduced by most academic library in the world and some of the technologies utilized in this library were obsolete due to few factors that has been contributed to the findings. The intention of this paper written is also to discuss about the recommendation for improvement on their services as well as other features based on the problems listed. This library should take necessary interventions in order to upgrade the current quality services with the outlined alternatives.

Keyword: Academic library, Information Resources, Knowledge Sources.

Introduction

The focal points of academic libraries are to highlight information management responsibilities with certain areas in most common library which is preservation, acquisition, organization and distribution of information to users regardless of their background. Most users were expecting to use the library resources in order to meet their informational desire by looking up to information repository, which is the libraries. Hence, it is crucial that most libraries roles are not only focus as a repository of information or knowledge, they also referred as a catalyst for national level and social development. An article written by Owen Meredith (The Inspiring quotations, 2016), stated that "It is not, however, the museum, lecture hall and drawing school but the library which our humanity

has to be completed. It's books that bring the cultural resources of the world from age to age. "It is an opening of our minds, as it also encourages a lot of consumers to view this kind of vision.

The term "knowledge" was described as "a vital instrument in any form of human action by Achitabwino in 2007. It is directly related to national development. Productive growth in all facets of society and in developed countries needs to ensure that knowledge pertaining to health, government, protection, home, housing, education, population, scheduling, empowerment etc. can be modified and accessed to a greater number of users. In this regard, it is vital that management also must be on deck, by working together towards establishment of effective libraries for best management practices. The establishment of academic libraries tend to control and manage information and knowledge sources for its parent institutions as for instances by creating information, knowledge, source of knowledge. The academic institutions commonly emphasized its focus upon research, publications, teaching, and extension programs which to support their own library. The transformation of current library and information services would be done if they collaborate with academic institutions effectively to complete its learning and research process by reaching into international levels. In terms of academic libraries, they need to concentrate on enhancing their services quality for users that make them visible to other stakeholders. Many libraries have been evaluated on the basis of their facilities, personnel expertise, selection, and other librarians' information activities. Becher (1989) stated that, "organizational theory, academic library, which has many divisions, has been structured in a larger organization." Not to mention, faculty members also play as pivot influencer which can impact the academic institutions as well as library services. Librarian must be adequately prepared with information and knowledge in managing resources at the library by providing accurate information towards users. The "information professional" should recognize the need for modern library services to modernize library facilities in the Private Islamic University Library. As the library is an important component of the educational organization, it should be prepared with the best possible facilities given.

Library Definition

The library which commonly known as repository of information regardless of its form either printed or electronic sources which are largely use in most library in the world. The list of facilities and services as well as the collection was intended to be accessed safely and reliably by users as administered by the librarian. Both government and the private sector should maintain the material in the library. Due to that extent, most libraries have librarian that will guide their users in locating information accurately. The integrated library is a place where traditional information resources are merged in a user-focused with new and evolving information technologies communal with the service-oriented environment that supports today's educational practices of learning, teaching, research, and social development.

Private Islamic Library

Each library has different functions, differentiated by the various collections from each library, to cater to the respective stakeholders. The variety of collection relies on their subject and programs offered in the academic settings. As per this case study, the subjects offered in this library are varies. The segregation of subject collection was focused into management, corporate finance, law etc.

which reflects their programs offered in the university. The other library served on human rights, philosophy, religion and related subjects that offered by the library. The collection comprises of printed such as books, journals, magazines, newspaper as for electronic are online databases.

The Private Islamic libraries were aim to focus on information repository that provide both physical and electronic sources for students, lecturers and staffs within the same organization. With supporting on university requirements, this library met good criteria of libraries which they provide wide range of services, collection as well as facilities offered by the librarian towards their users. Due to that reason, this library has met its recognition from the academicians, the internal and external academic institutions to achieve the succession of high-level services. The university have few core functions, as example the libraries as it functions to store, retain of intellectual activities which can anticipate futures. As Yilmaz, Beris & Serrano-Berthet, (2010), stated in their articles: *'...the libraries, as they gather, manage, service information, respond to the needs of information in the business and concentrate information, are cultural and social institutions that are the catalyst for the transition to the information society.'*

Objectives

This aim of writing for this case study was to point out how the Private University Islamic Library in Malaysia manage their resources either information or knowledge held in their institution. In this paper, it will reveal problems occur in this Private University Islamic Library and suggested concrete measures in order to rectify the problems by modernizing academic libraries by coping with current trend of LIS. The objectives are outlined as follows:

- i. To point-out the problem occur in the Private Islamic University as they preserve and manage the knowledge.
- ii. To seek remedial measures in order to improve current library services offered by the library into modern era.
- iii. To make an awareness of improvement for library services of the Private Islamic University library in long term.

The Findings

Driven by observance and collection of information, three major issues influence the library's efficiency and user understanding have been established on the basis of the analysis. All three issues were identified, suggestions were suggested and also some steps and solutions were prepared and implemented in order to address the problems and increase the library's standard and services.

Lack of Signage

Signage is very important, an indication by leading users to their preferred places. The signs serve as "wayfinding" (Barclay & Scott, 2012) on "how people guide themselves and select ways within an urban environment" and explain how users locate their needs across our spaces. The authors describe that how users finding their need into library spaces or provided location. In order to implement such architectural indicators, an improvement should be made upon colors, lights, paths which act as vital role to serve as signage in the Private Islamic University library. Based on Carr (2006) stated that library sign should be easier with visible and understood by users that visits into

that particular library. This will help users in navigating themselves not to get frustrated or loss on their wayfinding of information in the library. Responsive and navigable is the best signage scheme, covering library visual overall. Signage is also unique to its location and its visitors. "Have the freedom to use the bookshop without having to seek assistance in this increasingly self-serve cultural environment" (Bosman & Rusinek, 1997). Barclay & Scott (2012) noted: "Unfortunately, this saturation of material that is found outside the library is exacerbated by the bubbled, cramped and incomparable book rooms.

This library has the greatest atmosphere as it has the exclusive reading, recreational area and more that already explains earlier from the good perspective of this library but to support that, the most crucial items that the library can recognize is the need to enhance the signage and even the call number. It's part of the core issues that need to rectify by the management with collaboration of library department. Both became the main component of the library, since they communicate key information of the location. If anyone comes to the library, assuming that they are new user, didn't know where to begin if there's no proper or accessible signage. If they placed the signs right, it might help the first-time consumer maneuver themselves better to locate and find information instead of repeating asking questions on call numbers and other locations. Signs should be enhanced to offer consumers a better picture of signs. Function of signage is to locate, identify and guide visitors upon their interest locations.

The library can also recommend setting up certain special disabled user signs, and security alerts, as they conform with the standard of signs, according to common guidelines. A signage can also help visitors identify the current details in the library conveniently.



Figure 1: No Call Number Signage

Missing and Complicating Call Number

Based on Kanburoglu & Tek (2018), they stated that "the inventory of libraries has a very complex structure due to on-site use and borrowing of content, distribution and introducing new materials to the library collection. In order to preserve this complicated structure, it is very important to scan and find the library materials quickly". What authors means, due to variety collection stored in the



Figure 2 : No Toilet Signage

library, it should be well-structured in order to facilitate user in finding and locating their desired information. As shown in Figure 1, its clearly showed that the library has not placing any call number as mentioned earlier. The call numbers will serve to show the placement of the books/collection, as the visitor can look-up on the WebOPAC served by the library. The call number problem is one of this library's key issues as it provides the user's retrieval book information. If the library does not illustrate its attempts to acquire at least one of the two call number repositories, it represents the ranking of the entire institution when the user is frustrated by the calling number, making locating the appropriate material impossible. It gives the best predictor as a warning method for misplacing materials that can be detected quickly in future by introducing an automated call number. Furthermore, it will make it simpler for the library to assess where the wrong and appropriate books and resources can be stored in multiple places.

Faultiness of Self-Check Machine

The library's self-checking machine is also a big concern. Due to the observance, most users are experiencing delays and irritated by the failure in the self-checking machines, few self-checking machines have been purchased by the university and are still insufficient for efficient services for library users. Angel (2006), stressed that "*the key goal of today's libraries in the introduction of the self-check method is to minimize costs, neglecting consumer awareness of technologies*" and this will influence the failure of library management.

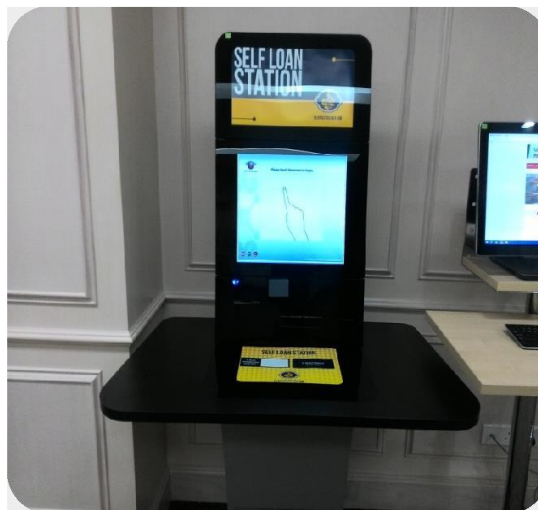


Figure 3: Self-Check machine

The self-check machine is part of advancement that these libraries offered follow the current development technology trend in the library. While a self-checking machine is mounted in the library, the device faces the unstable status of reasons unknown. The library 's aim was to provide self-check machine to facilitate users to borrow and return on their own. The implementation of this machine will save time and ease the use efficiently. In this library, users were tended to utilize self-check machines by subsequently follow instructions that provided by the machine itself. When utilize this machine, users are required to use student ID and scanning their barcode of library materials (RFID)

in order to make use of this machine. The self-check machine must be maintained at fully operational as is tend to assist users in daily basis. However, the study showed that the machines does not fully assist users since it's not 100% operated. Due to that cause, some users will seek information with the library staff which is over the counter and this are time-consuming for those who were in hurry.

The Options

Digitally of Signage

In order to boost their present condition and challenge as well as their facilities, there are several ways to be used for these libraries because it is influenced by their scholarly prestige. Firstly, they should have a digital view of signage as their priority choice in the private Islamic University to interact with users. This solution would serve as a required component to the responsibilities of the university library by providing digital signage. Barclay, Bustos & Smith (2010) said "*Technology is going to reach some bumps and create errors and they require some way to go before they can say to make the maximum possible usage of digital signage.*" With the current library conditions, librarians and managers will learn how to help them incorporate not just the library, but the entire building in digital signage. The implementation appears to excel in offering high quality offerings to customers, and to be accepted by a majority of users in this library. For library personnel, collaborative presentation of the library as the stop center of resources is to be created between students and doctors. In addition, images from new arrival on library collection, mini campus maps and Library services to remind users of the services that the library had can be shown to the digital signage in the library. The effects of digital content were better than anything possible with written signage. Although the initial seemed effective, it was not compatible with the original vision.

To begin with, they should purchase a large-screen TV with a budget and attach it to a PC as a display to view the signage or other advertising advertisements. The stakeholders will consider it as more realistic and financially feasible before raising funds for even more modern and digital signage.

Most library are known as non-profitteering organization whether in states, national and international level. Any services provided by the library are free to use by visitors and student only some technological services such as printing, internet, edutainment (VR) are charged but with minimal cost. Adoption of current technology will change the whole images of the institution and library itself. It's required more investment and expenses due to meet current set-up technology facilities for users that visits the library. Most academic library are involving into face-pace environment of transformation of its image in the organizations. The librarians, collections and other installations will need to continue to expand. Without library, an academic institution unable to achieve its approval by MQA as it is pre-requisite requirement for develop an academic institution. All the technologies and facilities must be maintained and updated based on users demand and enquiries. In developing best suited technology, a strong financial status is required which must be manage by the top management in investing new technology. The budget committee comprise of President, Registrar, Head of Finance, Head of Department, and Head of Librarian. Their decision upon transforming the library is crucial due to attract more users/visitors into the libraries.

Smart Library Application (LibApps)

Until today, most information is accessible with the presence of internet which is World Wide Web. Users can locate relevant information directly with different search tools provided by the website. The phase of development of academic institution are increasing. On this day, many libraries developed their application by supporting its objective to distribute relevant information's towards its users which will benefit them. As for these options were adopted by most libraries, users will be assisted with search tools and accurate content of information delivered to them via the library application. The application also serves to view on users' profile, borrowing status, fines etc.

Improvement of layout and interface of WebOPAC by librarian are vital due to keep users understand and ease them in searching bibliographic records from WebOPAC.

Furthermore, designing library website in mobile mode is a great prospect to transforming their services in catering users demand by adapting latest trend of technology in library by the librarian. With mobile library applications, it tends to assists users in accessing electronic resources from the library have offered. Users will instantly connect directly, without accessing or searching the library, by utilizing smartphone apps for the library sector. The library itself then has a clear link to the customer through the cell phone. This would also allow connecting to library hours simpler for customers and allows them to link their accounts and email services such as databases. In order for users to use the latest technologies in the library in platform of mobile application, the Islamic Private University Library should discuss and pitch the new technologies with its top management .This mobile application also provides several students with direct links to e-resources, Web OPAC and the current library news. In big picture, this mobile application will be helping more student in providing remote services. The benefits of library mobile application towards users to access to library catalogs, person in charge details, overall university programs and activities, current news (international/national) and social media (Facebook, Instagram).

The budgets are the key to access all technological approach in most library in order to transform its current state. When the budget focused on library are greater/higher, will ease the new technology adoption. As we know, budget constraint normally occurs in libraries. Not all libraries would have good financial aid; certain libraries lack reasonable financial assistance. The authority of the library should have a reasonable strategy. The library and librarian committees must reassure the management and stakeholders to make them realize how necessary it is to automate a library.

Recommendedations

The Signage

The first approach is to enhance signage placing into more welcoming experiences who can help users visit the university and libraries. Based on the statement of Larson & Quam (2016) "*The ever-changing, all-embracing signage and media challenge if for us to create and build signage effectively.*" Initiate the objectives "*to use the least likely signals. To show the user information, signage needs to be clear*" (Barclay & Scott, 2012).

Hardenbrook (2013) mentioned the needs to evaluate the library spaces using the "Kindness Audit" as it is kind of new method of library assessment that has come into consideration recently. The concept of "kindness audit", shows that identification upon signage, space and usability as it

concerns across all system locations. Stephens' HyperlibMOOC 2013 class has extended this definition and introduced it at Carroll University in order to learn how the library utilizes its skills. The wider audit definition was demonstrated by ACRL that only a few people, the librarian and the workers were allowed to do so (Hardenbrook & Olin, 2015). Based on ACRL presentations, they know what to expect from the audit and will identify plausible ways to ensure continuity through regular measurements of room accessibility, signage and route. Meong Sook (2003) claimed that "a successful signage and wayfinding scheme is daunting for visitors to comprehensively evaluate the circumstance and problems that impact direction. In order to encourage potential users, core indicators of library branding may be effectively use of crafted signals and posters in library.

Call Number Signage

From Kanburoglu, & Tek (2018) "it is possible to control inventories by employing an automatic call number of detection system where missing materials can be identified and ordered". In addition, implementation of clear call number signage will be benefitted both parties which is the library and users as they will track and locate library material that was misplaced easier than not having any call number signage. The intention was to reduce rates of misplace library materials frequently when implementing this call number signage. The university can adopt more advance visual call number as it detects correct placement of library materials in shelves. They mentioned "the system aims to analyze the shelf image to identify and crop call numbers automatically and the following Optical Character Recognition (OCR) process reads the call number". The recommended system acts as separate tool as library automation as well it will integrate into vast infrastructure in Private Islamic University.

The library can detect RFID barcode that have been impose in the library materials and it detects status of the material. As derived from Young, Collins & Keel (1994) stated "a help of automation software such as SIRSI, it compares the reading inventory with the library system". Hence, this will identify and arrange misplace and missing materials in the library into accurate places which have been misplaced by users. The libraries often pause the distribution and avoid the service to individuals before the counting is done. In this scenario, the researcher or anybody who requires the materials would be forced to wait before the counting is done for ordering and borrowing. RFID devices are already found in most university libraries and can track lost and missing books, and enable librarians minimize their time in searching library materials.

Self-Check Machine

The current technology in most library is adapting the self-check machines which also adopted and be found at Islamic Private University Library. In the Islamic Private University Library, self-checking machines were meant to minimize tail and retention periods. Hence, systems must be effective to reduce the time spent on distribution of library materials. On the basis of the performance, the self-checking computer is simply an integrated device that discusses the process of circulatory library materials. Sadiq & Bagudu (2012) pointed out that "*although the library facilities are difficult to quantify due to the fact that their benefits are most often intangible, the analysis showed that the Self Checking Method was cost-effective.*"

One strong reason for the selection is to enhance and improve this self-check machine. It showed the productivity in operations received through the quality of library services. The self-checking machine decreases worker maintenance and recovery and also circulation operation. It is therefore unavoidable to re-assign workers to other locations of the library to offer new services, such as offering free internet and computer complete with an online directory catalogue support, helping at places where they can be reached, and having available numerous guidance and instructions to direct library users. The Library must make aware of the of Self-Check System usage as well as providing interactive manual stating the procedures, available policies, the rational usage of the system and contact person if any trouble occurs. The information signage should be hanged or places at all place that have the Self-Check Machine. The signs should capable in informing that the system is available and operational together with the procedure and privacy statement of how the technology is different from other.

Conclusion

The academic library is premeditated and complex, but the main objective is to make sure that the requirements of the main stakeholders is met. Therefore, the library should explore new services and try to evolve from the current practices and to apply based on the library's responsibility to their community specially to focus on their academic institution as it governs the whole entity of the organization. Transformational occurs slowly because of the university environment and might get a resistance from parent organization as the stakeholders of the library might have different opinion and direction. However, the success of the academic library depends on the support from the parent organization to meet the expectation. The academic library is considered failed, if it was seemingly not congregate the needs of information from the academic community (Kaarst-Brown, et al, 2004). The library is also like a medium that has achieved or lost and struggled to satisfy expectations. With the support of new projects or events, and even programs, the library will measure its own success, inspired by visitors, promotion and resources. However, the efficient service would rely on the community who will be more attentive. Each library must concentrate, decide the priorities and results anticipated by its parent organizations, since no existing measurement is used to assess the library 's output (ACRL, 1998).

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Author Biography

Qudri Ali Abu Bakar was a Postgraduate student from Master of Science in Information Management (FLP Mode) - IM770 program. This program offered at the Faculty of Information Management, UiTM Selangor Branch. He has an experience working in various field such as at the Universiti Islam Malaysia as Assistant Librarian from Feb 2016 to Feb 2018, Maritime Resource Centre, Maritime Institute of Malaysia from Feb 2018 to Dec 2019 as Library Clerk and IMA Global Certification Sdn Bhd as Business Information Associate from Jan 2020 – May 2020. He can be contacted at Email: aliquidri@yahoo.com.

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