

STUDENT AWARENESS OF LIBRARY SERVICES AT UNIVERSITI TEKNOLOGI MARA PUNCAK PERDANA CAMPUS

Nor Athirah Mohd Shamsu Amran, *Nur Syazwani Suhaimi,
Siti Hajjar Supriadi and Zulaikha Sallehuddin

*Faculty of Information Management,
Universiti Teknologi MARA (UiTM)
Puncak Perdana Campus,
Selangor, Malaysia*

Abstract

The aim of this study is to evaluate student awareness of library services. The study evaluate the services used by the student such as OPAC. Furthermore, library collection level need to be improved to enhance teaching and research by students, teachers and community member as well as promoting the institutions' missions and achieving the set of educational objectives of the University programmes and meeting world set standard for qualitative education.

Keywords: *awareness; services; student; technology; OPAC*

INTRODUCTION

Academic libraries are the engines that support teaching, learning, critical thinking, research, and collaboration on campus. They provide core support for faculty and student research, development offices, campus information technologies and alumni, and are leaders in the digitization of research resources and the creation of content. In context of information management's student, did they have known and aware about library service even though they have learn some subject that related to library? Some of the students only visit a library when they need an internet connection and while waiting of class get started. In additional, the student will come to the library to use Wi-Fi or just need a comfortable place to do their task. They will come and go to the library without realize the services provided in the library.

In this paper, we want to identify the level of awareness among information management student about library service that provided. Besides, the students know about a particular service but then they not maximize use the service. The terms "current awareness services", "alerting services", and "selective dissemination of information" (SDI) are often used interchangeably. CAS has been offered by LIS for many years.

As a long established practice, traditionally, librarians and information officers provided SDI service by scanning incoming journals, books and other sources, and notifying patrons of documents of potential relevance to their work (Naqvi, 2013).

The application of information technology has made the library a new information services unit, providing electronic acquisition, electronic cataloguing, electronic Online Public Access Catalogue (OPAC), and serials control, electronic interlibrary loan, and electronic circulation functions (Okorie, 2010). The ability to use these services will help user to have the ability to retrieve information that can help them with decision-making (Izhar et al. 2012; Izhar et al. 2013).

University libraries endeavor to offer better and more useful services to the referrers using the modern technologies and equipment (Anarki & Babalhavaeji, 2010). The fast and continuous development of information technologies has caused the accumulation of electronic resources in the libraries and issues which has demanded training about how to use this technological equipment (Anarki & Babalhavaeji, 2010).

ISSUES

Nowaday, student have less information about current awareness service within library. Many of Information Management student does not aware and not realize the existence of service that provided. Information student lack of skill in seeking the information and not maximum use in library service that provided

RESEARCH QUESTIONS

Research questions for this paper are:

- What are the services that have been provided by library?
- What are the other services that have been provided by library?
- What is differentiating between library services and library facilities?
- What we want to evaluate?

*Corresponding author: Nur Syazwani Suhaimi

Address: Faculty of Information Management, Universiti Teknologi MARA, Malaysia

Email: sayawani175@gmail.com

- What is skill needed to use library services?

RESEARCH OBJECTIVES

- To identify the level of student awareness towards library service.
- To investigate student knowledge about library service.
- To ensure student is literate with electronic sources service.
- To identify the factor that make student lack of awareness about library service.

FRAMEWORK AND EXPECTED OUTCOMES

In this research, questionnaire will be distributed to the students of the Faculty of Information Management, UiTM. Each course had been distributed more than 400 surveys. Each course might have different answer because of the frequency of their visit to library. Resources centre's student and Library Management's students who always goes to library will familiar with library service. Another two course who rarely visit to library might not really aware about library service.

This research will help both parties which is users and library. With this research, library will be able to improve their service and serve their patron in the best level. . This research will help both parties which is users and library. The contribution of this research will help those students aware about the current library service and incoming service will help library to increase their effort in serve their users and find something new that could help users in process in gathering the information. With the research, we will know the causes of the problem and find the right solution. After we got all the research, we will know the percentage of the student who not aware about library service and their suggestion to improve library's service.

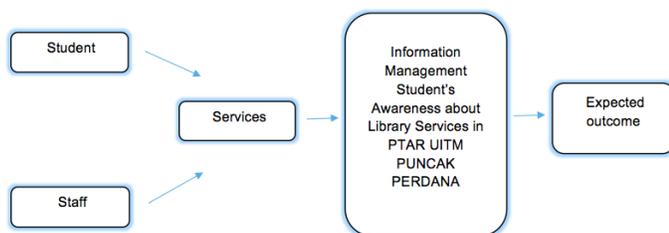


Figure 1. Research Framework.

CONCLUSIONS

In conclusion, most student aware with the service that provide by the library. The study found that the services used by the student even they have their technology as a refer for their information but still they come to searching sources using OPAC. Furthermore, library collection level needed to be improved upon in order to enhance teaching and research by students, teachers and community member as well as promoting the institutions' missions and achieving the set of educational objectives of the University programmes and meeting world set standard for qualitative education.

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