

STUDENT PERCEPTION TOWARDS PTAR LIBRARY AT UNIVERSITI TEKNOLOGI MARA

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Abstract

Library is important in order to find information and material that relevant to their course and exam. However, with the development of technology and social media, student prefer to find information from the Internet. Therefore, library faces difficulty to provide their services to the student. The aim of this paper is to evaluate student perception of library at Universiti Teknologi MARA UiTM.

Keywords: *library; perception; services; student*

INTRODUCTION

A university library was a place which was built in order to achieve the primary aim of teaching, learning, research and community services. University libraries were academic libraries established and attached to universities were major aim of providing information material that supports teaching, learning and research. University libraries were a depositories of knowledge that provide the vital underpinning for national development. Being integral part of the university, the libraries were a necessity of educational in purpose. At the same time, the university library also done proper fulfillment of this role thus provided a sound basis for the transmission and advancement of knowledge.

However, every university library, the size established to rendered services to its users. The library had to collect materials, published and unpublished, print and non-print in some depth and globally in almost all the fields of knowledge not necessary in those offered in the university. Besides that, the value of the records of human communication lies in the information they contained. Information can be stored in books, periodicals, newspapers, teaching societies and professional associations, machine readable databases, manuscripts, archival materials and in many other formals. Their function and objective are basically derived from their parent institution.

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The basic functions of any university are to conserved the existing knowledge, to transmit knowledge through teaching, and to create new knowledge through research.

The university library was the university's principal instrument in the conservation of knowledge through its rational, systematic and comprehensive acquisition of all type of human communications records, published and unpublished, written or oral in recorded form that embody the ideas of knowledge of past since each new idea or invention grows out of accumulated and conserved knowledge. In other words, University libraries had the basic academic function of supporting teaching, learning and research activities that to be continued in their parent institutions. In performing this functions university libraries stock thousands of information resource such as books, journals and other types of materials and provided access to them. Last but not least, the university library had been regarded as "the heart" of the unit which is the most indispensable agency of unit for teaching and research.

ISSUES

Perception of faculty members and students towards library services and usage in education, it attempts to find out how academic users felt towards library staff, library services, their actual needs, library usage and their expectations of the library. It also looks closely at the feasibility and possible impact of the library or information skill course as part of the education. In addition, it is educational system and the development of academic libraries development of academic are also presented in the study. In contrast for previous study concludes that users are not really getting full benefits of the library services and some of the services are under-utilized.

Major causes or reasons for this problem are the lack of knowledge and the low state of awareness of certain services, attitudes of staff, inadequate training to use the services. The important of our study is to evaluate issues of student perception towards library by looking into three different categories, such as services, resources and staff. For example, the ability to use the resources can improve user awareness on managing relevance resources such as organizational data. Therefore, they can apply it in the future in order to improve decision-making (Izhar et al., 2013).

According to Montgomery (2014), the change in information access has progressed into a discussion of the purpose of library building. Librarians have taken steps to redesign or create new space in response to the changes in information format and the changing needs of their users. Meanwhile, according to Warraich & Ameen (2010), they aim to identify the problem faced by Library Information System (LIS) professionals in the use of these databases and suggest the ways to enhance their usage. According to Markey, Leeder & Rieh (2013), their aims are to examine the nature of student library-research difficulties, especially difficulties rooted in technology, to describe how the BiblioBouts information literacy game helps students overcome these difficulties, and to discuss how BiblioBouts has evolved in order to reduce student difficulties with the technology of the library research process. One of the article written by Jacobson (2014), he discussed more on the employee effects of working in an academic library which some surveys and interviews collected through students and workers. It includes the sharinn order to recognize each of finding discussed in the staff, resources and services perspectives. First and foremost of perception of how employment in a university library affects their academics, social life and engagement with the campus life, professional skill development and emotional or psychological states and the results gained positive parts in the areas of skill development and academic performance.

On the other hand, Bickley & Corral (2011), focused more on developing the roles and skills of library staff to ensure they meet students' need. A questionnaire containing closed and open questions was distributed electronically to undergraduate and postgraduate students at the University of Sheffield and obtaining 250 responses and results showed that most students were unable to distinguish different groups of staff, were unaware of their departmental librarian and did not recognize the academic role of librarians. Other study conducted by Etebu (2010), told that some library users do not understand the need to interact with the librarians when they need information and the results suggested that a good communication and administration should be established in order to provide a quality staff of the library.

RESEARCH QUESTIONS

Based on the research issues, we identify three research questions. The questions are:

- What is the perception student usage towards library service?
- What is the level of appropriateness on resources in the library?
- How effective staff arrange their library collection for academic purpose?

RESEARCH OBJECTIVES

The aim of this paper is to evaluate the perception of student toward the library services at Universiti Teknologi MARA. In order to achieve this aim, we will discover about the appropriateness of resources in the library by investigating the effectiveness of library collection arrangement for academic purpose.

FRAMEWORK AND EXPECTED OUTCOMES

Based on this research, we expect that we can make the university library being the major aim of providing information material that supports teaching, learning and research. Besides that, we also can increase the perceptions of students towards library in PTAR with existing knowledge including knowledge transmit through teaching, and to create new knowledge through research. At the same time, the expectation that library PTAR also can be functionally supporting teaching, learning and research activities that to be continue in their parent institutions. On other hands, we also can increase the level of staff where can train them as the professional librarian on how to maintain the effectiveness of library PTAR collection arrangement for academic purpose.

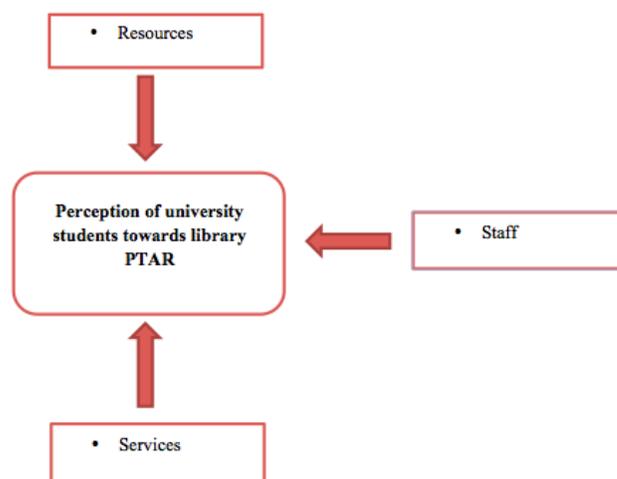


Figure 1. Research Framework.

Based on the framework, our main topic is perception of university students towards library PTAR. This framework cover three main point included resources, staff and services. These main three points discussed in depth about their role, differences, modification and other types of discussion in each points. In term if resources, it describes Bibliouts Information literacy games, identified the problem faced by Library Information System (LIS) professionals and examined the nature of student library research difficulties. Each of this subpoint covered resources parts that briefly describe various kind of resources used in the library.

On the other point, the staff point that covered explore positive and negative effect working in academic libraries, finding stress on communicating meaning among staff and

understanding between the staff in the working area. In addition, all the staff play their main role in order to satisfied the library user. Despite, there were also some barriers that disturb staffs roles. Moreover, the last point was services which discussed the type of collection available in the library and the linkage of student usage towards it. This literature review covered the services subpoints included purposes user search using OPAC, obstacles for developed digital libraries, developed awarness in Library Information System (LIS) community and also perception of International students regarding Sources Quality Delivery (SQD). In depth, all of these subpoints provided more information and explanation about various library services which makes users comfortable who aimed to complete their task when came to the library. Therefore, all of the points and subpoints in this framework came as roots from the main topic itself and linked each other to show a strong writing.

CONCLUSIONS

In the conclusion, by using the type of research such quantitative and qualitative for research methodology we get one quality result for our topic to solve the problem. This is because the library face challenges and need to improve the services in the library. Furthermore, this research also give a lot of opinion for librarian on how to make the services in the library to be more better, do something different to attract the student come to the library and make library as a second home. The services can either be upgrade or addition of the facilities in the library. We also can know on how to get a strong financial in order to provide the best services improvement. Besides that, we can know how to satisfy the students need so that library can benefit their educational task. Furthermore, through the questionnaire conducted, we can know students' needs in growing the resources.

Library plays the crucial role in order to develop the library collection. As quoted by Raganathan, "library is a growing organism", this should be proved in order to have a good library usage quality. There will be a lot of students will come to the library to either refer or lend book from the library, especially the limited collection. In addition, in terms of staff, through this research, we can know what skills that the library staff need to improve. We also can adapt with the staff working environment, how they communicate with users, how is the user perception towards the staff, the communication quality of the staff. From all of these elements, we be able to know what the best motivation that staff need. All of the services, resources and staff can be improve depending on what we study and how we act to the study in order to enhance the best improvement.

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