TINTA

GENERASI GLOKAL MENGHADAPI DUNIA TANPA SEMPADAN

UNIVERSITI TEKNOLOGI MARA

Dari Editor

Komunikasi di antara manusia di serata dunia telah berkembang dengan pesat dari semasa ke semasa dengan penghasilan teknologi baru hasil daripada kajian berabad lamanya. Kini, teknologi tersebut telah dilabelkan sebagai teknologi tradisional atau antik oleh sesetengah pihak setelah ianya mengalami perubahan demi perubahan yang sangat ketara.

Dulu, perhubungan antara manusia disebarkan melalui manusia itu sendiri atau melalui lukisan di bang dari semasa ke semasa dan telah didominasi oleh pelopor-pelopor dari Negara Barat yang telah berkurun lamanya memikirkan tentang masalah-masalah komunikasi ini, bermula di kawasan Tigris dan Eufrates lebih dari 3,000 tahun Sebelum Masihi dengan penghasilan bongkah-bongkah tanah liat ke papyrus sehingga ke kaedah teknik pencetakan tekanan oleh Johann Guttenberg.

Sehingga kurun ke 20 di mana sebuah agensi milik Jabatan Pertahanan Kerajaan Amerika Syarikat telah mencipta peralatan teknologi komunikasi era moden yang telah menghubung dunia yang dikenali sebagai Internet. Hasil kajian ini adalah penting terutama sekali untuk pertukaran data dan maklumat, diadaptasi daripada penciptaan litar telefon.

Begitu juga di Malaysia, setelah berlakunya ledakan maklumat dan penyebaran maklumat tanpa sekatan, pihak berkuasa telah mengambil tindakan dengan mengawal, merancang dan mengadakan pelbagai aktiviti khusus kepada rakyat Malaysia bagi mengambil kesempatan penyebaran maklumat yang memberi kepentingan penduduk di negara ini.

Walaubagaimanapun, pihak berkuasa melalui agensi-agensinya telah mengambil inisiatif menapis maklumat-maklumat tersebut yang berbentuk negatif, berbaur perkauman dan yang boleh mengikis kebudayaan rakyat di negara ini. Generasi muda disaran mengambil peluang dan aktiviti yang ditawarkan seperti membuat laman sesawang untuk memasarkan apa jua produk keluaran mereka termasuk perkhidmatan yang ditawarkan.

Diharapkan dengan terbitnya majalah ini akan memberi maklumat yang berguna kepada sesiapa sahaja yang terlibat atau mahu tahu bagaimana mereka boleh berkembang dengan hanya menjadikan rumah sebagai pejabat mereka dan *"Generasi Glokal Menghadapi Dunia Tanpa Sempadan"* menggalakkan perkembangan tenaga manusia bersifat kelas dunia (global) dari segi pemikiran tetapi berasal dari rantau ini tanpa meninggalkan walau sedikit pun ciri-ciri sebagai rakyat Malaysia.

Akhir kata, Sidang Editor ingin mengucapkan terima kasih kepada semua pihak yang menjayakan penerbitan ini. Selamat Membaca.

ISI KANDUNGAN

FACULTY OF INFORMATION MANAGEMENT, UiTM: PAST, PRESENT AND FUTURE

by Associate Professor Dr. Adnan Jamaludin & Professor Dato' Dr. Raja Abdullah Yaacob

Abstract: *Technological developments and the birth of knowledge economy have opened up new avenues in the information profession, leading to emerging roles of the information professionals (IPs). At this critical juncture, new competencies are needed for the new breed of IPs, calling for active process of learning, relearning, and unlearning. The Faculty of Information Management has undergone such challenges since it was first established in 1968 and the development of the programmes continues to evolve. It would be interesting to unravel how the faculty came into being to become the most prominent information faculty in the region. The ongoing development of advanced technologies in libraries and information agencies has placed a high priority on ICT and knowledge competencies among library staff and IPs and the faculty will continue to move according to the needs of the market.*

Keywords: *UiTM, Faculty of Information Management, Information Professionals, Competencies, Training, Continuous Education, ICT, and Knowledge Era.*

The library and information profession have emerged as the axial profession, providing the knowledge and skills on which society may advance and compete using new critical resource. Library and information schools must play a pivotal role in providing relevant competencies for continuously emerging need of new breed of information professionals.

INTRODUCTION

Information Professionals (IPs) in Malaysia are in a period in which they are competing and constantly being competed with, very fiercely for continued responsibility and control of the information functions. Library and information schools continue to play a pivotal role in training new breed of IPs in line with the advancement of knowledge in the digital era and the need for new competencies is inevitable. The curriculum of the Faculty of Information Management (FIM), Universiti Teknologi MARA (UiTM), reflects the objective of achieving excellence in fulfilling the new market needs. Since its first establishment in

1968 the school has evolved in its programmes in consonance with the societal, environmental and the technological changes.

RATIONALE FOR THE PROFESSIONAL CURRICULUM DEVELOPMENT

The development of professional library and information curriculum takes into consideration both the theoretical and the practical knowledge, analytical innovations and averts information overload. The curriculum must be developed, with the

view for the retraining and reskilling of IPs. Any change in the training of IPs must not neglect the conventional functions of the library and information work, as seen in Figure 1 below:
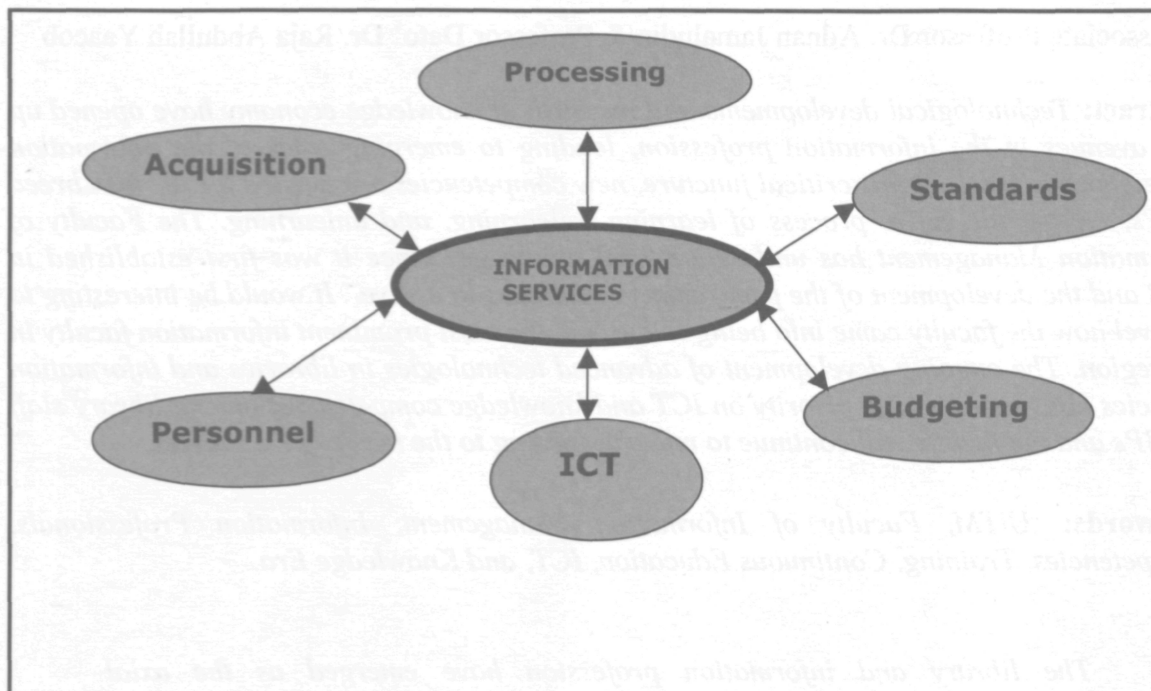
Figure 1: Conventional Setup of a Library and Information Center

As a treasure house of human knowledge, the library must participate in knowledge innovation, and provide important linkages in the knowledge innovation change. It must also be known that information and knowledge are also available in other information agencies and require different types of information professionals. Other agencies, besides libraries are as follows:

- Archives
- Museum
- Art galleries
- Resource centres
- Embassies
- welfare organizations, such as Lifeline

- records management sections
- information technology units
- lobby groups, such as Women's Electoral Lobby, National Farmers' Federation
- sections of government department, such as Social Security, Consumer Affairs, Shopfronts Citizens' Advice Bureau
- non-government organizations (NGOs), such as Greenpeace, Conservation Foundation, Mercy
- electronic information providers , such as the Internet, bulletin board

The contributing factors that lead to the success of the Faculty of Information Management as the most prominent information faculty in the country are the challenges it constantly meets to ensure that a variety of related disciplines are added and developed as being done in the developed nations. It would be interesting to see how the faculty developed from a mere single library science programme into a number of programmes at present.

PAST

The Faculty of Information Management was established in 1968. During that time, the university was still under its old name, *Maktab MARA*, which later became Institute Technology MARA (ITM), and eventually transformed into University Technology MARA (UiTM). Initially, the programme was introduced in a *Department of Library Science*, attached to the *School of Administration and Law*. During the earlier phase of educational training in ITM, all the programmes that were offered were based on external examinations, mostly from United Kingdom and a few from Australia. This includes the Department of Library Science which conducted the *Associateship of the Library Association, London (ALA)* examination. Two categories of students were recruited, those with Higher School Certificate (HSC) (since 1968), and those with graduate degrees from the universities (the first batch was in 1971), both of which took the same examination. This resulted in the creation of two categories of library professionals, one at the undergraduate level, and the other, post graduate level. This programme ended in 1972, when the local Diploma in Library Science, a three-year programme replaced the ALA examination, while the local one-year post-graduate Diploma in Library Science were introduced. In 1975, the three-year Diploma was given recognition by the Public Service Department of Malaysia as equivalent to a university Pass Degree. The first phase of the faculty development has therefore shown that only one programme, Library Science was offered. However, some momentous developments have given impetus for the future improvements in the programmes. Some of the success stories that are recorded are as follows:

1974 First national seminar on '*Library Buildings*', 22-23 August. Well-attended by professional architects and librarians from Malaysia and Singapore.

1979 Organised the first international seminar '*Information for Productivity and Development*' jointly with the Regional Institute of Higher Education and Development, Singapore.

1981 The Public Service Department of Malaysia recognized the Postgraduate Diploma in Library Science as a professional qualification in Librarianship.

1986 First national manpower survey of libraries, information services and archives in Malaysia jointly conducted by the School and UNESCO.

1987 Launched '*SISPUKOM – Sistem Perpustakaan Berkomputer*' - the first made-in-Malaysia library automation software produced by the School in collaboration with a privatecompany.

1990   First IRPA project entitled, '*Reading Habits and Reading Interests among Students in Higher Learning Institutions in Malaysia*' a nation-wide study among university students.

1991   Converted the three-year Diploma into a four-year Advanced Diploma in Library Science so as to upgrade the qualification to be on par with a university honours degree.

1992   Introduced '*Archives and Records Management*' into the syllabus of the academic programme, making it the first programme of this nature in Southeast Asia.

1993   Awarded by the Prime Minister's Department for a '*Successful Joint Research Innovation between the Public and Private Sector*', a tribute to SISPUKOM.

1993   First among institutions of higher learning to receive the national award from the Prime Minister's

Department for a '*Successful Joint Research Innovation between the Public and Private Sector*', a tribute to SISPUKOM.

1994   The Public Service Department of Malaysia recognized the Advanced Diploma in Library Science as equivalent to a university Bachelor's Honours Degree.

1995   Launched *ILMU (Integrated Library Management Utility)*, the first Made-in-Malaysia client-server architecture '*Open Database Connectivity*' compliant version of library automation software, a collaborative product between the School of Library and Information Science, ITM, and a private company.

Table I
Changes in the Faculty's Name

	NAME	YEAR
1	Department of Library Science, School of Administration and Law	1968-1970
2	School of Library Science	1971
3	School of Library and Information Science	1979
4	Faculty of Information Studies	1997
5	Faculty of Information Management	2005

In 1971 the *School of Library Science* was born as a separate entity from the School of Administration and Law and new attempts were made to develop an indigenous programm to replace the ALA examination to fill the local professional positions.). The name of the school was later changed to the *School of Library and Information Science* in 1979 to reflect the extensive changes in the curriculum. This is in line with the new development in the library operations and services from, basically manual methods to the application of library automation and subsequently the utilization of various advanced ICT.

In 1992, the school began to offer three other specialisations, in addition to library science. They are records managment, information system and school libraries. However, it was offered as electives and all students graduated with the same diploma at the advanced diploma in library science, equavalent to an honours undergraduate degree.

The name of the school was changed to the *Faculty of Information Studies* in 1997 in view of the new development in the information profession as well the new university status awarded to the institute. In

2005, the name was again changed to the *Faculty of Information Managment*. The changes in the names that occurred over the years since 1971 is a clear testimony of the sensivity taken by the faculty over the new changes in the curriculum at the international level (See Table 1). The addition of emerging information programmes other than library science helped reshape the information programmes of the faculty.

Students Intake

When the School of Library Science was established in 1971, the total number of students was only 18. The number of students' intake has always been very small, 10 in 1968 (only 4 survived), 15 in 1969, 7 in 1970, 15 in 1971, and 11 in 1972. However, in 1973, for the first time 44 students were enrolled and it was regarded as a breakthrough. Then, the intake dropped to 30s until the year 1996. The output from the first batch of ALA programme was only 4, the second batch, 6 and the third batch 7. From 1968 to 1995, only once, that is in December 1983 that the school attempted to offer the second intake of 25 students but was later stopped. It was only in1996 that the double intake was restarted. The school

has always been the smallest school in the university with only one programme and a small number of students' enrolment. Changes in the international library science curriculum have forced the school to shift its paradigm in accordance to the new needs of library and information professionals, especially with the new application of library automation. More computer-related subjects were embedded into the program.

In 1986, four candidates were sent for further training in preparation for the future curriculum extension, in areas like,

library science, records management, information resource management, and school libraries. This was done in anticipation for the development of new undergraduate programmes under the rubric of information management. The students' population was less than 200 in 1995 but by the year 2000, the total population rose to almost 3,000, spread over the main campuses in Shah Alam, and the four branch campuses, in Kedah, Kelantan, Johore and Kelantan. This number has grown steadily as shown in table II.

Table II
Students Population in January, 2009

CAMPUS NAME	NUMBER OF LECTURERS	NUMBER OF STUDENTS
1. Main Campus, Puncak Perdana	69	1, 997
2. Kedah Branch	16	586
3. Kelantan Branch	13	523
4. Johore Branch	10	452
5. Sarawak Branch	11	326
TOTAL	**119**	**3, 453**

Source: *Taklimat Dekan, Trolak Team Building.* Shah Alam: Faculty of Information Management, 2009.

Faculty Members

When the department of library science was established in 1968, the teaching responsibilities were relied totally on the part-time lecturers. The department was fortunate to have the services of the Malaysian pioneers and experienced librarians, namely, *Dr. D.E.K Donald Wijasurya* (University of Malaya Librarian and later Director of National Library of Malaysia), *Mariam Kadir*, (ITM scholar but left for the National Library), *George Soosai* (Chief Librarian, Rubber Research Institute of Malaysia), the late *Aziz Shaik Maidin,*

(UKM Chief Librarian) and *Mr. R. L. Pearce* (a British Council volunteer). It was only in 1970 that full time lecturers were recruited, beginning with *Radha Nadarajah,* and later, *Molina Nijhar, Oli Mohammed, Wong Tuck Cheong, Fay Chia Yoke Fah and Khoo Cheng Eng, the late Sharifah Zawiyah S. Kabeer and Laila Faisal* (librarian/adjunct lecturer). Other lecturers who came and left were *Linda Yip Seong Chun,* the late Miss *Ajita Thuraisingham Lewis, Miss Kamala Rajah,* (the first and the last full-time English lecturer attached to the school) and the three volunteers, *Mark Gaylord, Anne Snuggs and William*

Danaher, Edith Rasmussen, from USA, and *Penelope Husin, Siti Hawa bt Yatim* (Indonesia) *P. Balan* (part time Law lecturer from UM), *Vincent Choong* (part-time and *Ch'ng Saw Keok* (part-time). By 1982, the number of lecturers was only 8 - *Dr. Oli Mohammed, Molina Nijhar, Wong Tuck Cheong, Szarina Abdullah* (formerly Saenthong Mahavira), the late *Dr. Katni Kibat Kamsono, Norma Abu Seman, Hasnah Simanjuntak* (Indonesian expatriate) *Raja Abdullah Yaacob, Fuziah Mohammad Nadzar,* and *Indah Shah Sidek.* However, the growth of the faculty members was very sluggish in view of the scarcity of qualified professionals in this area and the small number of students and its intake. In 1995 the number of lecturers was still at the low ebb with only 12 lecturers. However, beginning 1996 it grew progressively and by 2009 the total number rose to more than 119 lecturers, including 13 with doctoral degrees and two professors (see table II).

Head of School/Dean

The designation for the faculty's leadership has evolved gradually since 1968. When the department was formed, it was administered by the chief librarian, acting as coordinator. The department was initially placed under the School of Administration and Law. When it became a separate school it was headed by the head of school, and later the dean. It would be interesting to record those individuals who have contributed significantly to the growth of the nation's first information faculty, viz helped develop the nation's library and information profession (see Table III).

Table III
Leadership in the Faculty of Information Management – Past and Present

NAME	DESIGNATION	YEAR
Rugayah AbdulRashid	Chief Librarian/Acting Coordinator	1968-1971
Radha Nadarajah	Head of School	1971-1974
Oli Mohamed	Head of School	1974-1975
Molina Nijhar	Head of School	1975-1978
Oli Mohamed	Head of School	1978-1981
Katni Kibat Kamsono	Head of School	1982-1984
Szarina Abdullah	Head of School	1984-1985
Katni Kamsono Kibat	Head of School	1985-1987
Norma Abu Seman	Head of School	1988-1989
Szarina Abdullah	Head of School	Jan. 1990 – Dec 1990
Fuziah Mohammad Nadzar	Dean	1991-1994
Raja Abdullah Yaacob	Dean	1995-2000
Laili Hashim	Dean	2001-2008
Adnan Jamaluddin	Dean	2008-

Location of the Faculty

The location of the faculty has changed seven times over a period of 36 years of its existence from 1968 to the present:

Table V
Location of the Faculty of Information Management – Past and Present

DATE	CAMPUS
1968 – 1972	ITM Jalan Othman Campus, Petaling Jaya
1972 – 1979	ITM Shah Alam, Menara Building Levels 12 and 13
1979 – 1993	ITM Jalan Othman Campus, Petaling Jaya
1994 – 1996	ITM Shah Alam, Complex Tahir Majid
1996 – 2003	UiTM Shah Alam, Level 4 (presently named Menara building Sultan Abdul Aziz Shah), and the UMNO Building, Section 11, Shah Alam
Oct. 2003 – May 2004	UiTM Shah Alam, Academic 3 Complex
June 2004 – present	UiTM, Puncak Perdana Campus, Section U10, Shah Alam

It has moved to different premises except twice in the same place, in Petaling Jaya. The longest time that the faculty had stayed in one premise was about fourteen years, i.e., in the Jalan Othman Campus for the second time during 1979 to 1993. The sudden increase of students population during 1996 to 2003, has forcedthe faculty tp operate in two locations; i.e., the Menara building Sultan Abdul Aziz Shah, and the new UMNO building in Section 11, Shah Alam. The faculty moved again for nine months at the Academic 3 Complex from October 2003 to May 2004, before it finally settled in Puncak Perdana Campus in June 2004.

PRESENT

Evolution of the Curriculum of FIM, UiTM

Currently, FOUR bachelor degree programmes in different areas of information management are offered by the Faculty of Information Management as shown in Figure 2. This is in line with the vision of FIM that aims at "becoming an excellent and world-class education and research centre in the field of information management and knowledge management." (*Strategic Planning FIM*, January 2009-2010). It was in 1997 that the faculty transformed the Advanced Diploma (Equivalent to an Honours Degree), into the current four undergraduate degrees.

These programmes lead to the Bachelor of Science in Information Studies (Hons), with specialization in library management, records management, information system management, and information resource centre management. The structure of the information professional programmes at the faculty has evolved from the strictly Anglo-centric basis into its current form of education and training that take into consideration local and indigenous needs and environment. It has been effective in producing librarians and other information professionals to serve the realities of the market needs. The faculty regularly revised its curriculum which has resulted in the introduction of new subjects within the field of library and information science, and other courses, and elimination of outdated areas, designed in order to link information science courses with specific areas of specialization. Such changes are necessary in conformity with the rapid development of the profession both within and outside the country. The faculty has emerged to be the largest school providing professional training for information professionals. Future development of the faculty would be based on the underlying objectives, based on its strategic planning for the coming two years 2009-2010. (Strategic Planning FIM, January 2009-2010). The objectives are as follows:

- to increase the number of research and consultancies
- to increase refereed writing output among the lecturers
- to increase the number of lecturers with doctoral degree
- to increase programme for staff development
- to establish close linkages with industries
- to increase the number of lecturers
- to increase the quality of teaching among lecturers
- to increase the number of students
- to increase the quality of students' academic performance.
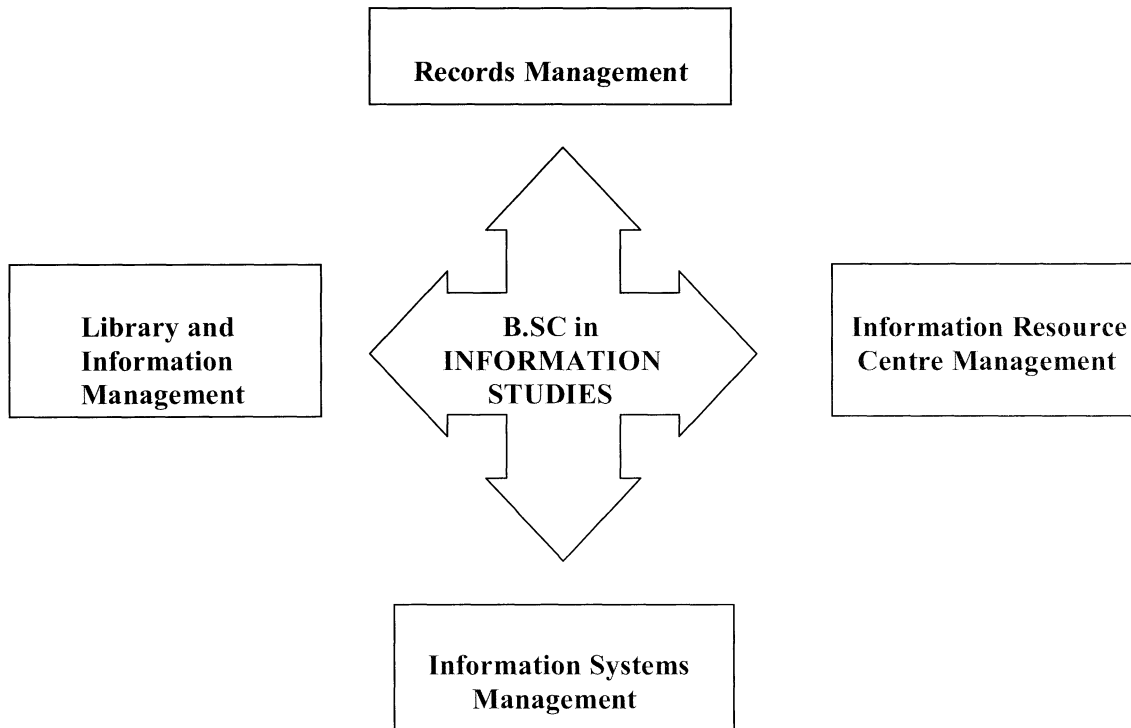
Figure 2: Bachelor of Science in Information Studies (Hons)

The criteria for the inclusion of new disciplines have not excluded the ICT elements needed for the successful implementation of the information programmes. Other concentration has remained if not improved, such as:

- Elements of digital document creation, standards, records and information management, and electronic records
- Internet resources, web and networking applications, telecommunications, programming, database management system, information system analysis and design, digital media creation, imaging technology, display, storage and access and human-computer interaction and related technologies.

- The modular system - extending to other disciplines: the general pattern seen in the development of other studies has shown a great interest to include in their learning programs some aspects of knowledge and knowledge management. The modular system allows inter-faculty involvement in terms of the academic teaching.

CONVERSION PROGRAMME FOR DIPLOMA TEACHER TO DEGREE IN EDUCATION

The faculty was selected to offer a conversion degree program for Malaysian teachers. This first professional programme for teachers was initiated in 1996 as a result

of the government initiative to convert the diploma trained teachers into graduate teachers. One of the programmes offered was B.A. in Education, majoring in school library and resource centre under the Faculty of Education and Faculty of Information Studies, UiTM. This programme was postponed during the economic downturn and only one hundred graduates were able to graduate from this programme. However, these graduates were not able to apply their knowledge when they returned to their schools because of the non availability of a respective permanent position in the school library system. This conversion programme was not revived after a similar programme was being introduced by the Faculty of Information Studies, leading to the Bachelor of Science in Information Studies (Hons), specializing in Information Resource Centre Management.

Fast Track B.Sc. in Information Studies (Information System Management)

During the economic downturn in mid 1990s, students who were offered overseas scholarships were requested to further their education in local universities, including UiTM. The faculty offered the above degree at UiTM, Section 17. Students spent only 4 years to complete the degree. The programme was terminated in early 2001 after producing more than 300 graduates.

Post Graduate Programmes

Further development revealed the need for a much higher educational programme, now that the programmes more graduates are produced and entered the market. There is an increasing need to develop indigenous post-graduate programmes, not only to fulfill the need for current knowledge in ICT and interdisciplinary knowledge, but also as requirement for job promotion exercise.

The MSc. in Information Management was introduced in 1997, and was the first masters programme to be conducted in UiTM. This programme was later offered at the distance flexible learning (FLP) mode, and again it is the first in the country in this mode. This was followed by two other masters programmes, MA in Knowledge Management, 2003 and Masters in Library Science, 2006. In 1999, the faculty saw the first intake of doctoral programme (see table IV): Such changes are necessary in conformity with the rapid development of the profession both within and outside the country.

Information Management (IM)

Information management is the planning, control and exploitation of the information resources of an organization in support of its business and is also known information resources management. Organizations house information in abundance but if they are not well organized it may not be utilized effectively. It is crucial to apply the management principles to the acquisition, organization, control, retrieval, dissemination and use of information, relevant to the effective operation of organizations of all kinds. IM has long been concerned with many areas of other professional groups in the information field, including database and information system design and development, information storage and retrieval, and the economics of information. The growing application of ICT to all aspects of information management has been a strong formative influence. There is also a wide application of information ideas, developed and accepted in business, and applied increasingly in public-sector organizations. This has resulted in the inclusion of additional concepts as strategic planning,

cost-benefit analysis, information sources and management and project management in the programme.

MSc in Information Management

A number of courses have been designed to cater for the competencies and skills in information management. The Master of Science (MSc.) in Information Management, the first of its kind in the country was introduced in 1997.

Knowledge Management (KM)

One pertinent point to note is the need for transformation towards knowledge management in the curriculum because of the transition from the concept, popularly known as *information value chain to knowledge value chain*. While the *information value chain* regards technological system as key components in guiding the organization's business processes and treats human as relatively passive processors that implement the application of ICT and the information databases, the *knowledge value chain* on the other hand, treats human systems as key components that engage in continuous assessment of information archived in the technological systems. The curriculum needs to address the fact that knowledge and knowledge management is a concept that have connections between system studies and the data, information, knowledge, and wisdom.

MA in Knowledge Management (KM)

It would be worth noting that the faculty is the first faculty to offer KM at the masters level. The objectives of this course are to teach students the:

- concept of knowledge management, creation cycle and the factors involved in the process
- factors involved in the process of knowledge creation and the knowledge available in their organization and develop a system to manage them
- practical knowledge on how to identify, develop and manage the whole knowledge management system by looking at examples on how major organizations in the world manage their knowledge and at the same time discover why knowledge and it's management is so important to these organizations
- development of a suitable knowledge management program for their organization and more importantly to benefit from this program strategically and monetarily

Masters in Library Science

This is the faculty's latest programme at the masters level. Although similar programme has long been held in the University of Malaya and UIAM, and UKM, the growing number of universities and college and increasing number of librarians seeking further education at the masters level, it was found necessary for the faculty to also conduct this programme.

Table IV
Faculty of Information Management, UiTM - Present

University	Contact
Universiti Teknologi MARA (UiTM) Faculty of Information Management **Diploma Level** Diploma in Information Management **Undergraduate Programmes** *BSc in Info Studies (Hons) : Lib & Info Management* *BSc in Info Studies (Hons) : Info. System Management* *BSc in Info Studies (Hons) : Records Management* *BSc in Info Studies (Hons) : Resource Center* *Management* **Postgraduate Programmes** MSc. in Information Management (course work) Masters of Knowledge Management Masters in Library Science MSc. in Information Management (Research) Doctoral Degree in Information Management	Dean. Associate Professor Dr. Adnan Jamaludin 2008 - Phone: + 603-79622020 / 2021 / 2022. Fax : +603-79622007

FUTURE

The future of FIM will be reflected by the development of new information programmes and may be influenced by numerous factors, such as emerging market needs, development of interdisciplinary course and programmes, new areas of research interests, society's demand for a more sophisticated information and library personnel, and the advance of newer information, communication technologies. As for the near future, new programmes are in the pipelines as illustrated by Table V.

Table V
Faculty of Information Management, UiTM - Future

University	Contact
Universiti Teknologi MARA (UiTM) Faculty of Information Management **Diploma Level** Diploma in Information Management (1997 -) **Undergraduate Programmes** **new Names** BSc in Info. Management (Hons) : (Lib. & Info. Management) BSc in Info. *Management* (Hons) : (Info. System Management) BSc in Info. *Management* (Hons) : (Records Management) BSc in Info. *Management* (Hons) : (Resource Center Management) **New Programmes** *BSc in Info. Management (Hons) : (Islamic Info. Management)* *BSc in Info. Management (Hons) : (Medical and Health Records)* **Postgraduate New** **Programmes** *MSc. in Records and Document Management* *MSc. in Museum Information Management* *MSc. in Information Entrepreneurship*	Dean. Associate Professor Dr. Adnan Jamaludin 2008 – Phone: +603-79622020 / 2021 / 2022 Fax : +603-79622007

New Professional Programmes

As shown in Table V, the faculty is in the process of developing new programmes as it is apparent that knowledge in these areas keeps on growing but is not fully organized and utilized. The name of the degree may be changed if necessary to B.Sc. in

Information Management to reflect the actual career of the graduates.

Two critical areas at an undergraduate levels that need to be established are:

- *BSc. in Info Management (Hons) : (Islamic Info Management)*
- *BSc. in Info Management (Hons) : (Medical and Health Records)*

Minor within the Bachelor of Library and Information Management

Addition of new specializations within the Library and Information Management module is being planned. Specialization/minor will be introduced to add market value to perspective graduates in this area. Students would have the opportunity to take up specializations in legal information, business information, or medical and health information. Plans are also underway to establish three new programs at the Postgraduate levels as shown below:

- *MSc. in Records and Document Management*

- *MSc. In Information*

- *Entrepreneurship*

- *MSc. in Museum Information Management*

The establishment of the above three programmes is regarded as inevitable because of the growing demand for personnel who are well versed in these specific information areas. It is recognised that the extent of commercial value of information products and the prospects for business ventures is never ending, not only in publishing and book trade but also in ICT

and equipments. It is therefore crucial to have adequate entrepreneurial knowledge in information businesses. The abundance of records created in the course of the business transactions in both public and private sectors are unimaginable. However, in reality they are not systematically managed. The need for professional records managers is apparent. Museum information management is now in the forefront in most organizations. There are explosion of institutional collection of artifacts that need to be well managed and exhibited into museum and galleries. Such tasks need very specialized knowledge and application and this programme would be appropriate to meet such markets need.

Intake of International Students

The FIM has the opportunity to train library professional from Brunei and the last batch of students was in 1983. They were basically enrolled in the undergraduate programmes. International student's enrolment is still at a slow pace. So far the faculty has very few students from overseas, one for the doctoral programme from Yemen, one Indonesian, one Sudanese, and one from Iran. It is hoped that this number will increase in line with the globalization of our program.

Restructuring of The Faculty Information Management

The faculty is headed by a dean and two deputy deans, one in charge of academic, while the other is in charge of students and alumni. With the increasing tasks of the faculty, a third deputy dean is needed. All the nine programmes have their own coordinator, (*See table VI*) a separate coordinator for the Master in Information Management, Flexible Learning Mode, and

Table V
Faculty of Information Management, UiTM - Future

University	Contact
Universiti Teknologi MARA (UiTM) Faculty of Information Management **Diploma Level** Diploma in Information Management (1997 -) **Undergraduate Programmes new Names** BSc in Info. Management (Hons) : (Lib. & Info. Management) BSc in Info. *Management* (Hons) : (Info. System Management) BSc in Info. *Management* (Hons) : (Records Management) BSc in Info. *Management* (Hons) : (Resource Center Management) **New Programmes** *BSc in Info. Management (Hons) : (Islamic Info. Management)* *BSc in Info. Management (Hons) : (Medical and Health Records)* **Postgraduate New Programmes** *MSc. in Records and Document Management* *MSc. in Museum Information Management* *MSc. in Information Entrepreneurship*	Dean. Associate Professor Dr. Adnan Jamaludin 2008 – Phone: +603-79622020 / 2021 / 2022 Fax : +603-79622007

New Professional Programmes

As shown in Table V, the faculty is in the process of developing new programmes as it is apparent that knowledge in these areas keeps on growing but is not fully organized and utilized. The name of the degree may be changed if necessary to B.Sc. in

Information Management to reflect the actual career of the graduates.

Two critical areas at an undergraduate levels that need to be established are:

- *BSc. in Info Management (Hons) : (Islamic Info Management)*
- *BSc. in Info Management (Hons) : (Medical and Health Records)*

Minor within the Bachelor of Library and Information Management

Addition of new specializations within the Library and Information Management module is being planned. Specialization/minor will be introduced to add market value to perspective graduates in this area. Students would have the opportunity to take up specializations in legal information, business information, or medical and health information. Plans are also underway to establish three new programs at the Postgraduate levels as shown below:

- *MSc. in Records and Document Management*

- *MSc. In Information*

- *Entrepreneurship*

- *MSc. in Museum Information Management*

The establishment of the above three programmes is regarded as inevitable because of the growing demand for personnel who are well versed in these specific information areas. It is recognised that the extent of commercial value of information products and the prospects for business ventures is never ending, not only in publishing and book trade but also in ICT

and equipments. It is therefore crucial to have adequate entrepreneurial knowledge in information businesses. The abundance of records created in the course of the business transactions in both public and private sectors are unimaginable. However, in reality they are not systematically managed. The need for professional records managers is apparent. Museum information management is now in the forefront in most organizations. There are explosion of institutional collection of artifacts that need to be well managed and exhibited into museum and galleries. Such tasks need very specialized knowledge and application and this programme would be appropriate to meet such markets need.

Intake of International Students

The FIM has the opportunity to train library professional from Brunei and the last batch of students was in 1983. They were basically enrolled in the undergraduate programmes. International student's enrolment is still at a slow pace. So far the faculty has very few students from overseas, one for the doctoral programme from Yemen, one Indonesian, one Sudanese, and one from Iran. It is hoped that this number will increase in line with the globalization of our program.

Restructuring of The Faculty Information Management

The faculty is headed by a dean and two deputy deans, one in charge of academic, while the other is in charge of students and alumni. With the increasing tasks of the faculty, a third deputy dean is needed. All the nine programmes have their own coordinator, (*See table VI*) a separate coordinator for the Master in Information Management, Flexible Learning Mode, and

the diploma, distance learning mode. The need for continuous learning both by the professionals and para-professionals makes it apparent for the faculty to have formal continuous programmes. A coordinator was appointed to head the continuous learning programs, in addition to a head for the R&D division.

It would be interesting to note the number of administrative and management staff of 20 has helped run the faculty effectively. With the new development it is apparent that additional supporting staff is needed.

Table VI
Management of the Faculty of Information Management, 2009

POST	NAME
Dean	Associate Prof. Dr. Adnan Jamaludin
Deputy Dean (Akademic)	Dr. Zuraidah Abd. Manaf
Deputy Dean (Students @ Alumni)	Mr. Azman Mat Isa
Deputy Registrar	Hj Norrulhisham Mohd Yusuf
Assistant Registrar	Mr. Kamil Mohamed Nor
Programme Coordinator IS220	Mr. Abd. Rashid Abd. Rahman
Programme Coordinator IS221	Mrs. Nor Rashimawati Tarmuchi
Programme Coordinator IS222	Mrs. Aliza Ismail
Programme Coordinator IS223	Hajah Sobariah Awang Mukhtar
Programme Coordinator (FT/PT) IS770	Dr. Wan Ab. Kadir Wan Dollah
Programme Coordinator IS 770 (FLP)	Mr. Mohd. Zaihan Hussin
Programme Coordinator IS771	Dr. Hajah Siti Arpah Noordin
Programme Coordinator IS772	Associate Prof. Dr. Mohd. Sharif Mohd Saad
Programme Coordinator IS990	Dr. Mohamad Noorman Masrek
Programme Coordinator E-PJJ	Mrs. Che Zainab Abdullah
Programme Coordinator PLK	Hj. Juwahir Ali
Head Programme Coordinator IS110	Mr. Zulkharnain Yusoff

New Facilities of the Faculty

At the present, the faculty has at its disposal the following facilities to support the training programmes. These facilities will be upgraded while other facilities will be added as needs arise:

- The main library, one of the earliest branch library housing library and information management materials
- Computer Laboratories
- Experimental Library
- Electronic Records Laboratory

- Preservation Laboratory
- Cataloguing Laboratory
- Computer cataloging Laboratory

Systematic Records Management Programme at the Faculty's Administration.

The records management degree programme which was introduced in 1997 is the first and the only one of its kind in the region. The ultimate goal of this programme is to ensure organization achieved economy and efficiency and that the nation history will be well preserved. It is therefore crucial for the faculty to set the example of a systematic records management practice so that it can become the benchmark for other departments and agencies to follow. At the same time it could offer as the nearest practical ground for the students undergoing this programmes. To this effect, it is hoped that a position of Records Officer will be created in the near future to make this programme realized.

Expansion of under-graduate programmes in the branch campuses is part of the future planning. Each branch campus will be introduced with one undergraduate program as follows:

- UiTM, Machang - *Information System Management (IS 221)*

- UiTM, Kedah - *Library and Information Management (IS 220)*

- UiTM, Johor- *Records Management (IS 222)*

- UiTM, Sarawak   - *Information and Resource Centre Management (IS 223).*

This will fulfill the faculty's intention to select different branch to undertake the development of specific undergraduate programme, known as regional (perwilayahan) programme.

New Campuses

In order to meet the aspiration of the main management of UiTM for expansion, the faculty plans to extend its feelers to more campuses. In the near future, it intends to begin the fifth branch at Rembau, Negeri Sembilan campus. One of the criterias to successfully implement the plan is to increase the academic staff which the faculty is actively undertaking, and active promotional exercises for its academic programmes in view of great competition among universities to recruit students.

Towards World Class Faculty

In response to the vision of the university to become a world-class university, a concerted effort is being taken by the faculty to ultimately meet this new challenge. For a start, the faculty has begun to recruit international students while at the same time establish many programmes in the information management areas. The faculty has geared up its infrastructure by having a separate coordinator to manage the faculty's:

i.   research and development
ii.   journal and publication
iii.   continuous education
iv.   journal
v.   audit system
vi.   promotion of programme

Table VII
Special Committees at the Faculty of
Information Management, 2009

POST	NAME
Coordinator Strategic Planning	*Prof. Dr. Szarina Abdullah*
Head Program and Curriculum Evaluator	*Associate Prof. Fuziah Mohd. Nadzar*
Coordinator FIM Journal	*Dato' Prof. Dr. Haji Raja Abdullah Yaacob*
Coordinator Research @ Consultancy	*Dr. Dang Merduwati Hashim*
Coordinator UPENA	*Mr. Azmi Ab. Rahman*
Coordinator Short Courses	*Mr. Abu Bakar Sulaiman*
Head Faculty's Audit System	*Mrs. Hairani Wahab*
Faculti Internal Auditor	*Mrs. Halida Yu, Mrs Nordibradini Selamat, Norsaniah Md Noh, Mr. Jailani Paiman*
Document Officers	*Mrs. Rosnita Sharani and Hasnah Hashim*
Chairman Examination	*Mr. Mohd. Nizam Yunus*
Head Promotional Programme for Diploma @ Undergraduate	*Mrs. Norsaniah Md Nor*
Head Promotional Programme for Post graduates	*Associate Prof. Dr. Mohd Sharif Mohd Saad*
Cprporate Communication	*Mrs. Nordiana Mohd. Nordin*
Coordinator Experimental Library	*Mr. Yamin Kamis and Erliza Abdul Aziz*

The FIM is actively planning to undertake a number of steps to help the information professionals and staff to continuously enhance and update their knowledge in this area through new Programmes for Continuous Education, such as short courses and initiating an annual conference. In addition to that, the faculty hopes to establish new professional information association that can represent adequately all sectors of the information management, such as records and archives management, information management and knowledge management. To date the Library Association of Malaysia (PPM) has contributed very well in representing the library profession but it is not the representative of the other information management professions.

The FIM has been actively involved in research and consultancy in the areas of library science, records management, electronic records management and knowledge management. One of the greatest achievement of the faculty is the appointment of its faculty member to head a consultancy job of developing a records management system and programme for the state of Sarawak. Of late (2009), the faculty has achieved a number of recognitions on its R&D, including some of the following awards:

- Website of Records Management Portal silver award
- Oral History Management System
  - silver wards
- Electronic Records Management System (ERMS) bronze awards
- E-Registry Management System bronze awards
- Website E-Mentor

Evaluation Policy

In ensuring that the FIM reach the goal of a becoming world-class faculty continuous evaluation is done in providing quality teaching, learning facilities and services. The FIM has been given the ISO certification of the Quality Management System, approved by the Lloyd's Register Quality Assurance. This quality control exercise is also backed by the appointment of one external examiner since 1972, shown below, as well a panel of advisors representing all types of libraries and the information industry. Edith Rasmussen has been appointed as the new examiner.

External Examiners appointed from among renowned experts in the field of librarianship and information studies.

1.   D.E.K. Wijasuriya (1972)
      Acting Director General, National Library
      of Malaysia.

2.   Frank Hogg (1972-1973)
      Principal, College of Librarianship
      Wales, Abersytwyth, Wales, UK.

3.   John R. Gardner (1972)
      Library Advisor, the British Council,
      Kuala Lumpur.

4.   Lim Huck Tee (1972)
      Chief Librarian, Universiti Sains Malaysia.
      Pulau Pinang

5.   John Escott Dean (1973-77)
      Head, School of Librarianship, Western
      Australian Institute of Technology, Perth,
      Australia.

6.   John Horner (1973)
      Assistant to John Escott Dean, Western

Australian Institute of Technology, Perth, Australia.

7.   Professor Peter Havard-Williams
      (1978-1985)
      Head, Department of Library and Informa
      tion Studies, Loughborough University of
      Technology, UK.

8.   Professor Marta Dosa (1990-1994)
      School of Information Studies, Syracuse
      University, New York,
      USA.

9.   Professor Robert D. Stueart
      (1995- 2006). Executive Director,
      Center for Library and Information
      Resources
      Asian Institute of Technology, Bangkok,
      and the past Dean, Graduate School of
      Library & Information Science, Simmons
      College, Boston.

10.   Professor Edith Rasmussen (2009-) .
      Director and Professor,
      School of Library, Archival and
      Information Studies,
      University of British Columbia,
      Canada.

CHALLENGES AND RECOMMENDATIONS

The current and the future development of the curriculum should be based on certain guidelines. The FPM follows one of the curriculum guidelines recommended by UNESCO which consist the following: (UNESCO Bangkok):

•   Fosters development of libraries and information professionals who will assume an assertive role in providing services

- Emphasizes an evolving body of knowledge that reflects the findings of basic and applied research from various and relevant fields
- Integrates theory, application, and uses of technology
- Responds to the needs of a rapidly changing technology and global society
- Provides direction for future development of the field
- Promotes commitment to continuous professional growth

New curriculum in library and information management should embark on the knowledge skill and programmes to accommodate future workforce with adequate competencies necessary to develop into versatile information professionals in all fields of specialization. This is what the FIM has dynamically developed to remain, not only relevant but also to be sought after by perspective students and employers.

With the advent of advanced ICT at an increased and indomitable rate, librarians and IPs are forced to make and accept changes in their workforce. A more specialized and sophisticated information needs require for more active roles of IPs in the information industry in Malaysia. The competencies and skills of the IPs must be closely related to what they do at the work place. The core competencies must be addressed first in addition to all levels of ICT needed by these workers. They must have an opportunity to practice the skills/competencies to create a solid foundation and ways to help workers maintain the skills and competencies.

Qualities such as, "*entrepreneurism*" becomes the consensus among many employers. There is a move towards a holistic approach to the management, transfer and use of information and knowledge has opened up new fields of endeavor to information professionals. The new breed of IPs should also apply the business intelligence competency; Internet and intranet Webmasters; and information-industry work such as market development, sales and customer support of information services and products.

CONCLUSION

The guiding principle has always been governed by the acceptance of the philosophical as well as the functional values of the training programe. IPs of today would now embark on the knowledge and the ICT skills and programmes to accommodate adequate skills necessary to develop into knowledge workers, a culture inherent in current globalization era and to inculcate the habit of continuous reading, keeping abreast with knowledge, and researching and proceeding with the on-going learning. The faculty will always play a pivotal role in providing relevant competencies for continuously emerging need of new breed of information professionals. IPs should now play the role as the creators of information who can develop and produce information and knowledge products and services. They need to understand the technology and the extent to which they can exploit its potential. They also need to be able to make information system works in the best possible ways and should be easy to switch from one system to another. Information professionals should be able to manage change and orientate staff to new ways of working. The faculty would continue to understand and identify new expected roles of IPs, while providing avenues for continuing education in the newer areas.

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