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Faculty of Administrative  
Science and Policy Studies

# i-SPIKE 2021

*Leading An Artificial Innovation In Knowledge, Education And Design*

## **i-SPIKE 2021 INTERNATIONAL EXHIBITION & SYMPOSIUM E-PROCEEDINGS**

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### ABSTRACT

LiBCO stands for Library Portal for Community Outreach. It is an integrated online platform for Malaysian libraries to disseminate and deliver their outreach program activities to public at home. This system was developed in 2019 by a group of researchers in the fields of Information Management, Computer Science, Industrial Design, and the English Language in collaboration with a librarian from Perbadanan Perpustakaan Awam Negeri Kedah. This system was awarded a gold medal at the INDELIB competition in 2019. This system is also copyrighted by MYIPO. For this competition, we bring the LiBCO 2.0 with the new improved features to meet a new target audience which is B40 students with special needs from Sekolah Menengah Pendidikan Khas Vokasional (SMPKV) Merbok to receive outreach program activities that has been customized for them through LiBCO especially during the Covid-19 pandemic and MCO. In terms of novelty, it is a unique system that is not yet available on the market. Therefore, it has the potential to be commercialized. The marketing developer team is ready to assist, design and develop the system if there is a request from any stakeholder interested in purchasing the system. A consultancy service will also be provided which may trigger marketing potential. As for the usability of the system, the content of the system is useful and is developed based on the STIE national niche domain for education which focuses on personalized and experiential learning, micro credentials, and global online learning: promoting local content. The effects of the implementation of the system were mapped on a national STIE niche area that is expected to improve social well-being, the dual impact enabler (economic and societal) and the economic booster.

**Keywords:** LiBCO, Malaysian libraries outreach program, student with special needs, integrated system

for outreach program

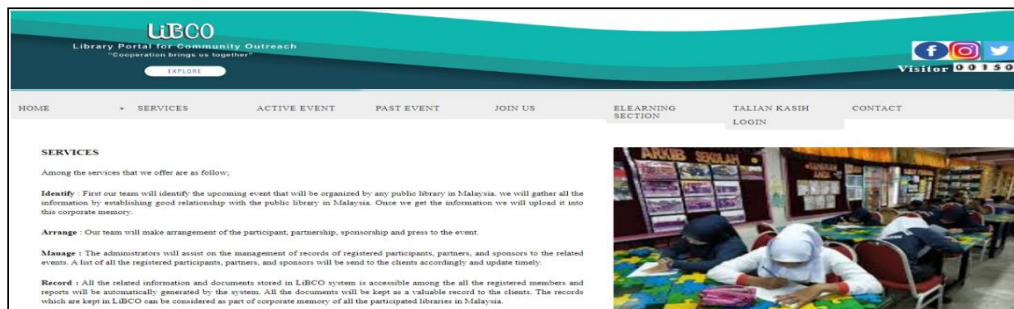
## INTRODUCTION TO LiBCO

Initially, LiBCO was developed to integrate all Malaysian libraries to promote the events of their outreach program organized by their library through LiBCO. Malaysian libraries will update their activities in LiBCO. Therefore, the public can view the upcoming events organized by Malaysian libraries and register via LiBCO for any interested events they wish to attend. Malaysian libraries will receive registration information and eventually crowds for their events. On the other hand, third parties who wish to sponsor the Malaysian libraries events can also register with LiBCO. The LiBCO administrator will match the request to any suitable event. By providing these modules, it helps Malaysian Libraries Outreach Program activities to reach all audiences regardless of the state of Malaysia. In 2021, the system has been upgraded and extended to a new target audience, namely students with special needs from Sekolah Menengah Pendidikan Khas Vokasional (SMPKV) Merbok. New features are embedded in the online platform called the online learning section. This online learning section offers edutainment material in the form of videos, podcasts, and eBooks. In addition to this, a series of online information literacy courses will be taught to students by the librarians via this platform. The developers have also released a special service for special needs students called "Talian Kasih". The Talian kasih section allows the students to contact the librarians to share their problems related to their information needs and to get a counseling session should they need it. This special service was introduced to implement the concept of the human library in Malaysia, which was adopted from the library in Denmark.

### Features of LiBCO

Below are the characteristics of LiBCO.

#### Features 1



**Figure 1.** Services provided by LiBCO.

In this section, the developers explain the services that LiBCO provides to its stakeholders. It includes vital processes such as identification, organization, management and registration. In the identification phase, the LiBCO team will identify the upcoming event which will be hosted by any public library in Malaysia. The team will gather all the information and establish a good relationship with the Malaysian Public Library. Once agreed, the upcoming event will be uploaded to LiBCO as a corporate memory. The next phase is organization. In



this phase, the team will make the necessary arrangements for the participants, partnerships, sponsorships and press for the event. This can be done when the team announces the upcoming event on LiBCO and allows other interested parties such as attendees, partnerships, sponsorships and the press to see the upcoming event. If they are interested, they can register to participate in the event, become a sponsor of the event, or do media coverage of the event. Thus, LiBCO here plays an important role in accelerating the event management process for any public library in Malaysia. After the organization phase, we move on to the management phase. In this phase, the admin will assist in managing the participant registry records, partners and sponsors. This information is then sent to the client (public library) accordingly and updated in a timely manner. The last phase is registration. All information and related documents stored in the LiBCO system are accessible to all registered members and the report is automatically generated by the system. All documents are kept as valuable documents for the customer. Records that are held in LiBCO can be considered part of the corporate memory of the entire participating libraries in Malaysia.

## Features 2

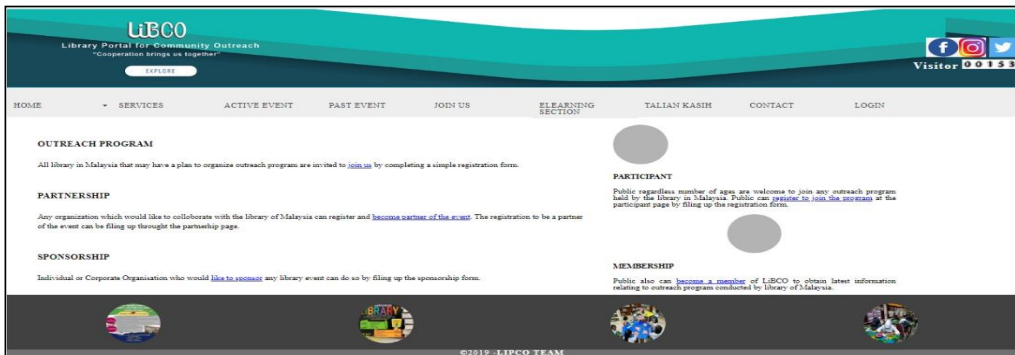


Figure 2. Stakeholders of LiBCO.

This section offers stakeholders the opportunity to participate in the upcoming event organized by any public library in Malaysia that uses LiBCO as a platform to advertise their event by identifying relevant stakeholders who wish to participate, provide sponsors and media coverage of the event. Stakeholders can register for any interested event in this section e.g. to become an event partner, to become an event sponsor, to become an event participant, to become a LiBCO member or to become a member of the press who wishes to do media coverage for the event. This can be done with a single click on this page.

### Features 3

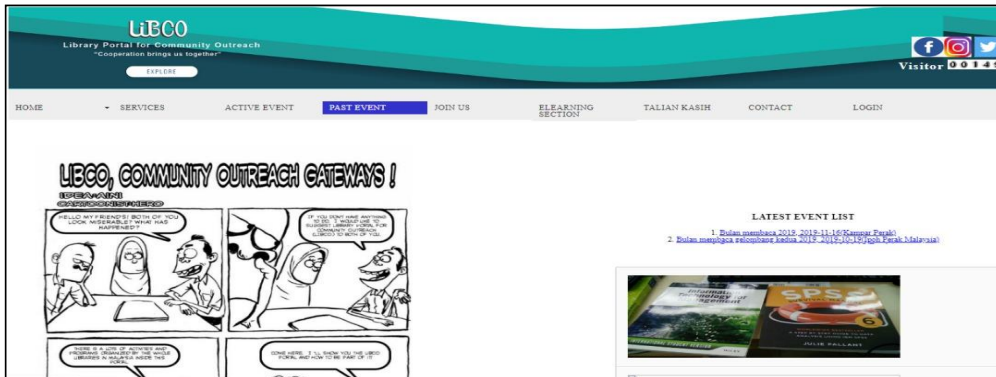


Figure 3. Latest Event List in LiBCO

This section provides detailed information on the list of events organized by the Public Library in Malaysia. From the list, it will pique the interest of all stakeholders who want to participate and contribute to the event.

### Features 4

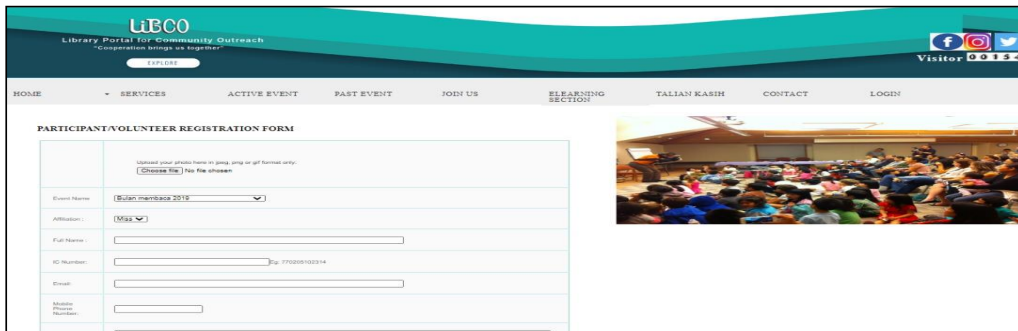


Figure 4. Participant registration form via LiBCO.

This is the sample form for the participant or volunteer who wants to participate in any event organized by the Public Library in Malaysia.

### Novelty & Uniqueness

- Provide a tool for an ideal library and community engagement.
- Promote library outreach programs across a wider range of coverage.
- Embedded with a special database system for library and community outreach programs.
- Develop centralized and strategic benchmarking on library performance in Malaysia.
- Enhance the visibility of Malaysian libraries as a strong partnership in community development.

### Commercialization Potential

- Special subscription between libraries in Malaysia.

- It can be promoted to Perpustakaan Negara Malaysia (PNM) and Persatuan Pustakawan Malaysia (PPM) as a tool for a collaborative community strategic planning initiative and library partnership in Malaysia.

## LiBCO and its impact to National STIE Niche Area

**Mapping of Library Outreach Program with National STIE Niche Areas and its impacts.**

Library Outreach Programme Activities	National STIE Niche Areas for Education	Impact on the National STIE Niche Area	Project Sustainability Plan
1. Edutainment series online - Information literacy classes - Outprint	Personalized and experiential learning Micro credentials	People well-being Dual impact enabler: Economic and People	1. Local content will be supplied by the librarian and programs will be continued for the outreach program activities.
2. Video - Storytelling Series	Global online learning: promoting local content	Economic Booster	2. Local content will be supplied by the librarian and programs will be continued for the outreach program activities. 3. The video will be remained and stored in the LiBCO access system. Continuous access will be given to the students. 4. Video will be added from time to time as well as looking for sponsorships from local and overseas holders (libraries)
3. Podcasts - Podcast series	Global online learning: promoting local content	Economic Booster	5. Materials will be added to the system via Loans between libraries 6. Local content will be supplied by the librarian and programs will be continued for the outreach program activities. 7. Podcasts will be remained and stored in the LiBCO access system. Continuous access will be given to the students. 8. Podcasts will be supplemented by finding sponsorships from local and overseas holders (libraries)
4. eBook - eBook series	Global online learning: promoting local content	Economic Booster	9. Materials will be added to the system via Loans between libraries 10. Local content will be supplied by the librarian and programs will be continued for the outreach program activities. 11. eBooks will be remained and stored in the LiBCO access system. Continuous access will be given to the students. 12. eBooks from time to time as well as looking for sponsorships from local and overseas holders (libraries)
5. Online Counseling - Talian Kasih			13. Materials will be added to the system via Loans between libraries 14. The programme will continue to be carried out by the library as one of the elements of reviving the human library concept in Malaysia as well as promoting the career of librarian
6. Aids - Braille Reading Material - Material Suppliers - Device Suppliers			15. The concept of braille material loan will be applied, after students have finished their schooling sessions, they will have to return the materials supplied and given to other qualified new students. 16. New purchases Braille materials will be supplemented by seeking sponsorship from local and overseas stake holders (libraries) 17. Materials will be added to the system via Loans between libraries

**Table 1.** Mapping of Library Outreach Program with National STIE Niche Area

LiBCO programs align with the STIE National Niche Area for Education, including personalized experiential learning, micro credentials and global learning that promotes local content. LiBCO's impact on STIE's national niche area includes the well-being of people, a dual impact catalyst, the economic and economic booster.

## LiBCO securing for MySI FUND

Recently, LiBCO has applied to insure the MySI funds and went to the pre-assessment stage and its status will be updated later by the MySI funds team. This indicates that LiBCO has the potential to be commercialized and used to serve communities and the general public.

## ACKNOWLEDGEMENTS

We would like to thank the team members for their enthusiastic efforts to make LiBCO a reality. We have done so much to make LiBCO the best platform to serve communities and the public. We would also like to thank the i-SPIKE community for giving us the opportunity to take LiBCO to the next level of international competition. May LiBCO win in this competition.

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