

**UNIVERSITI TEKNOLOGI MARA**

**THE FACTORS AFFECTING RURAL LIBRARY  
SERVICES: A STUDY OF RURAL LIBRARIES IN  
SELANGOR**

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Thesis submitted for the partial fulfillments of the requirements  
for the degree of

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### **Candidate's Declaration**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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## ABSTRACT

Information services provision has been applied to assist the rural community in order to enhance their daily life. This study aims to identify the factors affecting the rural library services of the Rural Library under National Library of Malaysia's supervision, in Selangor. This study focused on the staff capabilities in conducting rural library services, use of collections and use of ICT services in two selected rural libraries in Selangor. There are several problems associated with the rural library services such as library staff did not perform their role well, did not provide resources preferred by the community, provide out-of-date collections, services such as multimedia connection are scarce and there was a lack of awareness in rural community about the benefits of using the Internet. The research methodology employed was a case study approach which involved population of two over five zones in Selangor. The library users from two out of seventeen rural libraries which are under National Library of Malaysia's supervision in the Selangor state had been selected as the respondents. The questionnaire had been distributed to a sample size of library users from two rural libraries. This study had been beneficial to the library professions and rural libraries for better planning and implementation to increase the number of rural libraries in Malaysia. This study is also beneficial to the society in order to develop the k-society in order to confront the globalisation challenge. The findings indicate: (a) majority of the respondents agreed the staff capabilities in conducting rural library services (mean=4.40); (b) majority of the respondents agreed that rural library provides sufficient and suitable collections to the users (mean=4.28); and (c) majority of the respondents agreed that ICT services is sufficient and should be continued (mean=4.22). Recommendations are made on the need for the better improvement for the efficient and utilisation of rural library. Finally, the researcher proposes directions for future research in the area of rural library services development.

**Keywords:** *Rural area, Library, Library services, Rural library.*

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