



UNIVERSITI
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MARA

**Proceeding of the 1st Library and
Information Professional Seminar (2020)**

LibPro 2020

LIBRARY AND INFORMATION PROFESSIONAL SEMINAR
**"Innovative Information Management : Towards a
Reading Nation"**

eISBN 978-983-42183-1-7



9 789834 218317



10 NOVEMBER 2020
SHAH ALAM

PERPUSTAKAAN TUN ABDUL RAZAK
Universiti Teknologi MARA, Malaysia



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Innovative Information Management: Towards a Reading Nation

Proceeding of the 1st Library and Information Professional Seminar
(LIBPRO 2020) Shah Alam, Malaysia, 10 November 2020

Organized by
Perpustakaan Tun Abdul Razak
Universiti Teknologi MARA (UiTM)
Shah Alam, Selangor Darul Ehsan, Malaysia.

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Suggested Cataloguing in Publication Data

Library and Information Professional Seminar (1st: 2020: Shah Alam Selangor, Malaysia)

Innovative Information Management: Towards a Reading Nation: Proceeding of the 1st Library and Information Professional Seminar, LIBPRO 2020, Shah Alam Selangor, Malaysia / Norhazlan Bin Nordin and 13 others; organized by the Perpustakaan Tun Abdul Razak, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia, 2020.

eISBN: 978-983-42183-1-7

1. Libraries and society - Congresses. 2. Library science – Malaysia - Congresses. 3. Information science - Malaysia - Congresses. I. Norhazlan Bin Nordin. II. Universiti Teknologi MARA. Perpustakaan Tun Abdul Razak.

Z716.4

TABLE OF CONTENTS

Keynote Speaker - Mrs. Iris Hsu

Title: A.I and Library: Level Up Research Support

Institutional Repository Access Policy in Public University Libraries in Central Java, Indonesia <i>MZ Eko Handoyo & Atin Istiarni</i>	1-12
Bibliometric Review of Malaysian Journal of Library and Information Science 1996-2019 <i>Muslim Ismail@Ahmad, Roslina Othman & Mohd Nasir Ismail</i>	13-19
State-Of-The-Art Bibliometric Review of Library Research 2018-2020 In Scopus Database <i>Muslim Ismail@Ahmad, Noor Rahmawati Alias, Rosmariyati Ab Rahman & Alina Hussin@Hussein</i>	20-26
Success Factor of Web Integrated Library System and Job Satisfaction in Academic Libraries <i>Mawar Noor Binti Abdullah</i>	27-40
Evaluation Of Utilization Of Digital Library Applications Universitas Muhammadiyah Sumatera Utara <i>Muhammad Arifin & Isva Affannura Khairi</i>	41-47
Customer Driven Approach In An Organizational Learning: A Case Information Agency <i>Shahidatul Akhmam Rambeli & Alwi Mohd Yunus</i>	48-58
IFLA WLIC 2018 Volunteers: Sharing Experience from Social Media Assistant Team <i>Nurul Diana Jasni, Mohd Ikhwan Ismail, Amirul Firdaus Zilah & Mohd Faizal Hamzah</i>	59-72
A Bright Future For The Library And Library Professional <i>Nur Afeqah Abdullah & Nur Syafiqah Hassan</i>	73-84
From Damansara To Gombak: Experience Of Dar Al-Hikmah Library Moving A Law Library <i>Irni Izwah Abu Bakar</i>	85-96
Declining Number of Books Borrowing at An Academic Library in Johor <i>Nur Azleen Binti Hasan, Mawar Noor Binti Abdullah & Noor Hasanah Binti Mohd Hanafi</i>	97

READ@USM: #readuniusm #jombacausm #usmmembaca #malaysiamembaca #dekadmembaca <i>Nor Azan Ibrahim et. Al</i>	98
Scavenger Hunt: Latihan Kemahiran Literasi Maklumat Dikalangan Pelajar Interim UiTM Johor Kampus Segamat <i>Ts. Dr. Syamsul Hendra Bin Mahmud, Mawar Noor Binti Abdullah & Siti Rozana Binti Mat Sanat</i>	99
IMU Central Digital Repository (CDR) <i>Norzilamazni Saniman & Zuhanariah Mohd Nordin</i>	100
The Challenges Of Establishing Digital Library Services In An Open Distance Learning (ODL) <i>Zubaydah Binti Zamri & Norazleen Binti Mohamad Noor</i>	101
An Innovative Library Programme To Promote Reading Culture <i>Hasniza Amno, Lizawati Muhammadan, Muhamad Amin Azmi, Mohamed Hafiz Mansor & Bakiah Shahrudin</i>	102
Request Book And Article System (RBAS): Tools, Techniques And Outcomes <i>Hasniza Amno, Rugayah Ali, Nur Hanida Abd Rahim, Zulkifli Zainol, Waheeda Mat Nashir, Nurul Huda Abd Jais & Hafiz M Zin</i>	103
Reading For All: A Story From Chow Kit <i>Nurfarawahidah Badruesham</i>	104
Committee Members	105-109
Author Index	110

Poster Presentation 7

REQUEST BOOK AND ARTICLE SYSTEM (RBAS): TOOLS, TECHNIQUES AND OUTCOMES

Hasniza Amno, Rugayah Ali, Nur Hanida Abd Rahim, Zulkifli Zainol, Waheeda Mat Nashir, Nurul Huda Abd Jais, and Hafiz M Zin
Universiti Sains Malaysia

ABSTRACT

Request Book and Article System (RBAS) is a web-based system for online interlibrary book loan and article request. The system was developed in 2019 using a Linux-based/Window server operating system with Apache 2.4 and PHP 7.0/MySQL databases. The new system integrates the interlibrary loan process and document delivery services. The system is currently being used at Advanced Medical and Dental Institute (AMDI), Universiti Sains Malaysia, Kepala Batas, Pulau Pinang which is an advanced academic institute with an interconnected research, and clinical ecosystem. Previously, records of AMDI library request, reports and storage was handled manually and resulted in complex workflows. The internal or external library users use the RBAS via AMDI Library website to request for books or articles from the library. Their request is transmitted through the system and is automatically placed in the queue. RBAS enables users to view request, view document, updating status from within the system and produces comprehensive reports and statistics. For a book request, the user may receive an email providing standard message of their book request status from RBAS. Meanwhile, for article request, the system delivers the document or files automatically to the requestor email account and tracks the supply status. Thus, it helps to improve books and articles request management processes and improves the turnaround times for users. The system also reduces the administrative staff requirements in a library. The feedbacks of the implementation of this new workflows and processes were collected through a customer satisfaction survey. The online system is found to be advantageous due to its simplicity and streamlining interlibrary loan and document delivery workflows. RBAS is a unique in-house system; which is flexible and can be designed to be to fit the organisation's purposes with no extra investment. RBAS copyright registration number is LY202000668.

Keywords: RBAS, Interlibrary loan, Request Article, Document Delivery, Process Improvement

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- Mrs. Rozita Binti Sharudin**
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Author Index

<i>Alina Hussin@Hussein</i>	20
<i>Alwi Mohd Yunus</i>	48
<i>Amirul Firdaus Zilah</i>	59
<i>Atin Istiarni</i>	1
<i>Bakiah Shaharuddin</i>	102
<i>Hafiz M Zin</i>	103
<i>Hasniza Amno</i>	102, 103
<i>Irni Izwah Abu Bakar</i>	85
<i>Isva Affannura Khairi</i>	41
<i>Lizawati Muhammadan</i>	103
<i>Mawar Noor Binti Abdullah</i>	27, 97, 99
<i>Mohamed Hafiz Mansor</i>	102
<i>Mohd Faizal Hamzah</i>	59
<i>Mohd Ikhwan Ismail</i>	59
<i>Mohd Nasir Ismail</i>	13
<i>Muhamad Amin Azmi</i>	102
<i>Muhammad Arifin</i>	41
<i>Muslim Ismail@Ahmad</i>	13, 20
<i>MZ Eko Handoyo</i>	1
<i>Noor Hasanah Binti Mohd Hanafi</i>	97
<i>Noor Rahmawati Alias</i>	20
<i>Nor Azan Ibrahim et. Al</i>	98
<i>Norazleen Binti Mohamad Noor</i>	101
<i>Norzilamazni Saniman</i>	100
<i>Nurfarawahidah Badruesham</i>	104
<i>Nur Afeqah Abdullah</i>	73
<i>Nur Azleen Binti Hasan</i>	97
<i>Nur Hanida Abd Rahim</i>	103
<i>Nur Syafiqah Hassan</i>	73
<i>Nurul Diana Jasni</i>	59
<i>Nurul Huda Abd Jais</i>	103
<i>Roslina Othman</i>	13
<i>Rugayah Ali</i>	103
<i>Shahidatul Akhmam Rambeli</i>	48
<i>Siti Rozana Binti Mat Sanat</i>	99
<i>Syamsul Hendra Bin Mahmud</i>	99
<i>Waheeda Mat Nashir</i>	103
<i>Zubaydah Binti Zamri</i>	101
<i>Zuhanariah Mohd Nordin</i>	100
<i>Zulkifli Zainol</i>	103

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