



**Interlibrary Loan Services in Academic Libraries:  
A Case Study on Its Effectiveness  
in Perpustakaan Tun Abdul Razak 1, Shah Alam**

by

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## **Abstract**

*Interlibrary loan services have provided the means of sharing resources and thereby meeting user needs especially in academic libraries. This study examines the perception of students towards interlibrary loan services in PTAR 1. It attempts to find out how students feel towards these services regarding the usage, staff assistance, actual needs and expectations. The questionnaire was used as a method of gathering information. 50 respondents in PTAR 1 were chosen randomly in this study. The Statistical Package of Social Science (SPSS) version 11.5 was used to analyze the data. The study has identified that the lack of knowledge and awareness of the service makes the ILL ineffective to users. Suggestions and recommendations are made based on the findings to improve the services in the future. The study concludes that the ILL services are very important and useful to the students.*

**Keywords:** *Interlibrary Loan Services, Academic Libraries, Students, Library Services, PTAR 1, Document Delivery Services*

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# CHAPTER 1

## INTRODUCTION

### **Background**

Library in higher institution is regarded as the nerve to the progress of academic and scholarly work as well as research activity. Therefore, academic library is responsible in providing access and service not only to the collection within the institution, but information available beyond the wall of the library. In this case, interlibrary loan or resource sharing as it is formerly known is regarded as pivotal to the success of academic advancement. It is the idealistic situation that the readers should not be denied the information or document that is useful for the academic pursue. It is also important to understand the external factors that effecting the provision of the service within academic libraries in the countries because those factors have the impact on the extent and quality of the programs and services. Nevertheless, Interlibrary loan can also be described as an additional factor in collection development of individual libraries.

PTAR has been in existence for the past 50 years and Interlibrary loan services has always been part and parcel in its services. Therefore, it would be interesting to find out to what extend this service has been successful and to what level of perception it received from students. It is hope that the findings would not only reflect about the services but also help to enhance ILL service in PTAR.