

UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION STUDIES

MAPPING THE FUTURE OF INFORMATION TECHNOLOGY AS
INFORMATION SOURCES FOR PUBLIC LIBRARY: THE CASE OF KUALA
LUMPUR LIBRARY

BY
NIK LOKMAN BIN HJ NIK ISMAIL
99348261

TO
PROF MADYA PUAN FUZIAH MOHD. NADZAR

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
MASTER OF SCIENCE IN INFORMATION MANAGEMENT

SMM 850
INDEPENDENT STUDY
NOV 2001

Contents

Acknowledgement.....	i
Abstract.....	ii
I. CHAPTER ONE	
1. Introduction.....	1
2. Foundation of Information Technology in Malaysia.....	2
2.1 IT Definition.....	2
2.2 Background History.....	3
3. National Agenda.....	3
3.1 Vision 2020.....	4
3.2 Strategy.....	4
4. Type of IT.....	5
4.1 Internet.....	6
4.2 Intranet.....	6
4.3 Extranet.....	7
5. Current Scenario.....	7
5.1 Multi Media Super Corridor (MSC).....	7
i) Putrajaya.....	8
ii) Cyberjaya.....	8
5.2 Implementation and Infrastructure of IT.....	9
i) Measat Satellite.....	9
ii) Smart School.....	9
iii) IT Infrastructure.....	9
iv) Multimedia University.....	10
6. Public Library.....	11
7. Kuala Lumpur Library (KL Library).....	12
8. Future Mapping.....	13

Acknowledgements

Alhamdulillah – My greatest thankfulness to ALLAH. With His Blessing, I had finally managed to complete this arduous task after so many sleepless nights. Alhamdulillah again for giving me the health and strength to finish the work.

I take pleasure to express my sincere and greatest gratitude to Associate Professor Puan Fuziah Mohd. Nadzar for her valuable constructive comments and wonderful suggestions in improving this assignment.

A special thank to the staff of Kuala Lumpur Library especially to the Chief Librarian Hajah Alimah bt. Salam, librarians and front desk personnel for their support and co-operation in completing this research.

Last but not least, a special thanks to all the KL library users for their help and willingness to complete the questionnaire.

Nik Lokman Hj. Nik Ismail

Abstract

For many public librarians at this time, developing IT as information sources seemed an impossible challenge. In the early nineties and during the economic recession period had not been a good time for public libraries. There have been cuts, more cuts and yet more cuts in their budget, services were struggling, book funds had been slashed and staff were under resource which also happened to every organization either from public or private sector.

The sudden arrival of IT technology or the information superhighway or the internet with its need for infrastructure investment, staff training and building remodeling seemed a challenge too far. How on earth could libraries afford to develop all these kind of services when they were barely managing to deliver existing services?

This study will foresee a few factors and issues which rise in various aspects in the management and users at KL Library. A study to the high level of unawareness between the management of KL Library and users, points to the need to organize workshops and Information Technology seminars so that both groups can better understand the structural and practices needed for a full blown implementation of IT in KL Library. An information management strategy should be well equipped and formulated with knowledge and comprehensive plans, keeping in view the positive and negative environmental aspect of IT in the future. With the changing scene and environment in IT industry, this paper seeks an overview perspective on several major issues and problems that the industry may face and the suggested actions and solutions to nurture the industry within the library environment.

1. Introduction

The subject of Information Technology (IT) has been the focus in Malaysia in recent years. The fast growing IT brings a new environment and development in the area of organization and society. These changes will no doubt affect the public library as well as other centres for information sources. A few public libraries are now acquiring and making available for their users various media ranging from slides and videotapes to more complex interactive formats involving computers, CD-ROMs and laserdiscs. KL Library, a public library owned by Dewan Bandaraya Kuala Lumpur (DBKL) under Jabatan Pengurusan Organisasi which is situated in the centre of Kuala Lumpur, is no exception.

Presently the KL library and its branches have 60 computers to be used by the users, however it was just a beginning to explore what the information technology had to offer them. KL Library that established since 1987 has to develop IT strategies in order to ensure their survival in a changing environment and to deal with the need to respond to rapid changes in technology which affect the content of nearly every course. Users from professionals or students must be up to date with the latest system and software if they are to keep pace with the demands of employees. In formulating and mapping the IT strategy, the influence of outside forces must be given special consideration.

IT is developing in many different ways, changes in software and hardware, networking and services, changes in media and access to information are creating a complex mixed possibilities, threats and opportunities for public libraries. At present, not so many public libraries are fully striding towards implementation of IT for their main services. However in case of KL Library which is situated at Jalan Raja, Dataran Merdeka and as a research center for Kuala Lumpur, it must proceed without