U-Pustaka FAQ

1. **What is U-Pustaka?** U-Pustaka is a Malaysian digital library platform offering online access to books, journals, and library services nationwide.

2. **Who manages U-Pustaka?** It is managed by the National Library of Malaysia in collaboration with various state and public libraries.

3. **What can I access on U-Pustaka?** Users can access e-books, journals, articles, digital resources, and library services through an integrated system.

4. **Is U-Pustaka free to use?** Yes, it is free for Malaysian citizens.

5. **How do I register for U-Pustaka?** Register via the official website https://www.u-pustaka.gov.my by clicking "Daftar" and completing the form.

6. **What are the benefits of U-Pustaka?** 24/7 access to digital resources, interlibrary loan services, online renewals, and educational materials.

7. **Which libraries are in the U-Pustaka Consortium?** Libraries such as PNM, DBP, Selangor, Sabah, Sarawak, and other state libraries.

8. **Can I borrow physical books using U-Pustaka?** Yes, via the interlibrary loan system, you can request books to be sent to your nearest participating library.

9. **Is U-Pustaka accessible via mobile?** Yes, it is mobile-friendly and accessible through any device with internet access.

10. **What languages does U-Pustaka support?** Mainly Malay and English, but some materials may be in other languages.

11. **Can I renew my borrowed books online?** Yes, users can renew books online through their U-Pustaka account.

12. **Are there any overdue fines in U-Pustaka?** Yes, if books are returned late, fines may apply according to the policy of the lending library.

13. **Does U-Pustaka offer educational activities?** Yes, U-Pustaka promotes reading campaigns, workshops, and community programs.

14. **What is the interlibrary loan (ILL) service?** A service that allows users to borrow books from other libraries within the U-Pustaka consortium.

15. **How do I contact U-Pustaka for help?** You can reach them via the "Hubungi Kami" (Contact Us) section on their website or call the National Library helpdesk.

16. **Is U-Pustaka only for Malaysians?** Primarily for Malaysians, but visitors may access some public resources.

17. **Can students use U-Pustaka for assignments?** Yes, students can access reference materials, e-books, journals, and more for research and study.

18. **What is the main website for U-Pustaka?** The official website is https://www.u-pustaka.gov.my.

19. **Does U-Pustaka support children's content?** Yes, U-Pustaka provides access to children's books, educational videos, and interactive content.

20. **Is U-Pustaka active on social media?** Yes, U-Pustaka is active on platforms like Facebook, Instagram, and YouTube for announcements and activities.

21. **Does U-Pustaka offer any mobile app?** Currently, U-Pustaka is accessible through a mobile-friendly web version. Some partner libraries may offer their own apps linked to U-Pustaka services.

22. **Can I suggest books or resources to be added to U-Pustaka?** Yes, users can often submit acquisition suggestions through their library account or contact their local participating library directly.

23. **What if I forget my U-Pustaka password?** Use the "Forgot Password" feature on the login page to reset your password via your registered email.

24. **Are there digital audiobooks available on U-Pustaka?** Yes, some libraries in the consortium offer access to audiobooks, depending on availability.

25. **Can I access international journals through U-Pustaka?** Yes, U-Pustaka provides access to selected international databases and journals through library subscriptions.

26. **What is the difference between U-Pustaka and a regular library website?** U-Pustaka integrates multiple libraries under one platform, offering shared services like book search, loan requests, and digital access.

27. **Is U-Pustaka available 24/7?** Yes, the digital platform is available 24/7, though physical services like book delivery follow library working hours.

28. **Can I track my borrowing history in U-Pustaka?** Yes, your account includes a personal history of borrowed, returned, and reserved items.

29. **Are there any tutorials for using U-Pustaka?** Yes, the website includes help sections, video guides, and FAQs for new users.

30. **What age groups is U-Pustaka suitable for?** U-Pustaka is suitable for all age groups, including children, students, adults, and senior citizens.

31. **Can I use U-Pustaka for group study or discussion?** While U-Pustaka itself doesn't provide group chat, some partner libraries offer online events and forums for discussions.

32. **How do I search for a book on U-Pustaka?** Use the main search bar on the homepage to search by title, author, subject, or keyword.

33. **Can I filter search results by format (e.g., eBook, article, journal)?** Yes, search filters allow you to refine results by format, language, date, and library location.

34. **Are scanned old manuscripts or heritage documents available?** Yes, some historical and cultural resources have been digitized and are available through the National Library's digital archive on U-Pustaka.

35. **What is the role of the National Library in U-Pustaka?** The National Library leads and coordinates the development, implementation, and maintenance of the U-Pustaka platform.

36. **Can I access U-Pustaka from outside Malaysia?** Yes, the platform is accessible from anywhere with internet access, although some services may be limited based on user registration or location.

37. **Are U-Pustaka events or reading challenges held annually?** Yes, the platform and its partner libraries frequently organize annual events, contests, and reading challenges to promote literacy and engagement.

38. **Is there a limit to how many e-books I can borrow?** Borrowing limits vary by library, but most allow multiple concurrent digital loans depending on your membership tier.

39. **Can I print or download digital content?** Some digital content allows for limited downloads or printing, depending on licensing agreements with content providers.

40. **Does U-Pustaka support users with disabilities?** Yes, the platform is designed to be accessible, and many resources support screen readers and accessible navigation.