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UNIVERSITI  
TEKNOLOGI  
MARA

**FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
REMBAU CAMPUS**

**DIPLOMA IN INFORMATION MANAGEMENT  
(IM110)**

**MANAGEMENT OF LIBRARIES AND RESOURCE  
CENTER (IMD 315)**

**GROUP ASSIGNMENT**

**ILHAM LIBRARY**

**FINAL PROJECT**

**N5IM1105C**

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**GROUP ASSIGNMENT**

( FINAL PROJECT )

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## **1.1. INTRODUCTION**

Academic libraries serve colleges and universities, their students, staff and faculty. Because larger institutions may have several libraries on their campuses dedicated to serving particular schools such as law and science libraries, academic librarianship offers a great opportunity to utilize subject expertise. Professional status varies by institution, but many academic librarians have faculty status including occupation.

The reasons why we choose academic library is because we want to focus more on academic field which is our library name is ILHAM Library that will be under Universiti Sains Islam Malaysia. It helps to provide the information that the academic field need and to support the teaching and learning for the students and also all the staff that contribute. The name of ILHAM Library was taken from an inspiration to the users when using the library materials in so many ways. It can be a place for the students and staff from the university to find inspiration to help them to find the information they need.

Academic librarians are currently participating in a number of demanding practices. Such as consulting students individually to assess, define and address their knowledge needs, establishing campus-wide information literacy services and delivering classroom guidance to improve information literacy skills, helping to pick, coordinate and promote access to information in a range of formats, and keeping up with technical advances and create techniques to make the most of them in order to organize, execute and maintain computer-based processes, develop and manage websites in electronic databases and eventually lead to successful collaboration between colleagues.

## **Logo & Motto**



**“Smart Library, Sustainable Quality”**

## **Background of organization**

ILHAM Library was established in early July 2018 at IPB Tower. Then, it moved to Level 14, Menara Pandan which is the second campus of USIM in July 2018. Library was again moved to its permanent campus in Bandar Baru Nilai in July 2018 and operated at a Nilai Campus library. At the same time, the Pandan Indah Library was maintained as a branch of Nilai Campus Library. The library at Pandan Indah basically, to support the learning and research programs of the Faculty of Medicine and Health Sciences and Faculty of Dentistry.

At the beginning of its operation in July 2018, the library had 3 Library Assistants. Only then, the Library then received a Librarian in September 2018 and a Chief Librarian in October 2018. Currently, the library has a total of 18 management and professional staff and 28 support staff, bringing the total to about 46 people.

The main objective of the library is to provide a vast collection of reference materials for learning as well as additional reading materials for students, lecturers and USIM staff. In addition, it also aims to support teaching, learning and research activities in USIM. Accordingly, the acquisition of information in the form of printed material, multimedia and online databases are being actively conducted.

The library is using KOHA Library System and applying Security System for library materials in order to increase its service quality. The library system allows users to access the description of information, requesting materials on loan and renewing materials on loan through the Internet. Besides, the security system ensures the safety of library materials are controlled. Users also can conduct their business easily and effectively by using self-check service provided in the library.

ILHAM Library collection currently consists of various subjects such as Laws, Da'wah, Management, Quranic Studies, Hadith Studies, Economics Management, Accounting, Languages (Arabic and English), Medical, Dental, Communication, Counselling and Computer Science. The content of these materials includes contemporary aspects and Islamic points of view.

### **Vision**

To be the core of Islamic reference facts and awareness at the global level.

### **Mission**

To compile, process and disseminate the latest knowledge for the purpose of teaching, study and learning as a basis for the development of the Islamic Digital Library.

## **Objectives**

- Provision of a collection of reference materials and research programs and additional reading materials.
- To aim to make the ILHAM Library a key reference point for Islamic information at national and international level.
- Compilation, processing and distribution of the latest information for teaching, research, regulation and publishing purposes.
- To aim to make the USIM the basis for the creation of the Islamic Digital Library by offering an efficient library management framework.



## **Goals**

In order to accomplish the goals, vision and purpose of the Library to make the Library an excellence academic library in its group, in line with USIM, to be a university capable of improving information and human excellence that can contribute to the city, national and global environment, with the permission of Allah SWT, we are full of determination and dedication to fulfil our mission of users right to follow:

1. For pupils, the library can have the information services required to meet the global expectations of education. Provide library technology and information management framework focused on the best collection of principles.

2. The purpose for staff is to provide high-quality knowledge materials for study, teaching and research practices. Providing high-quality, state-of-the-art technology-based services to promote the method of knowledge processing that is conducive to efficiency.

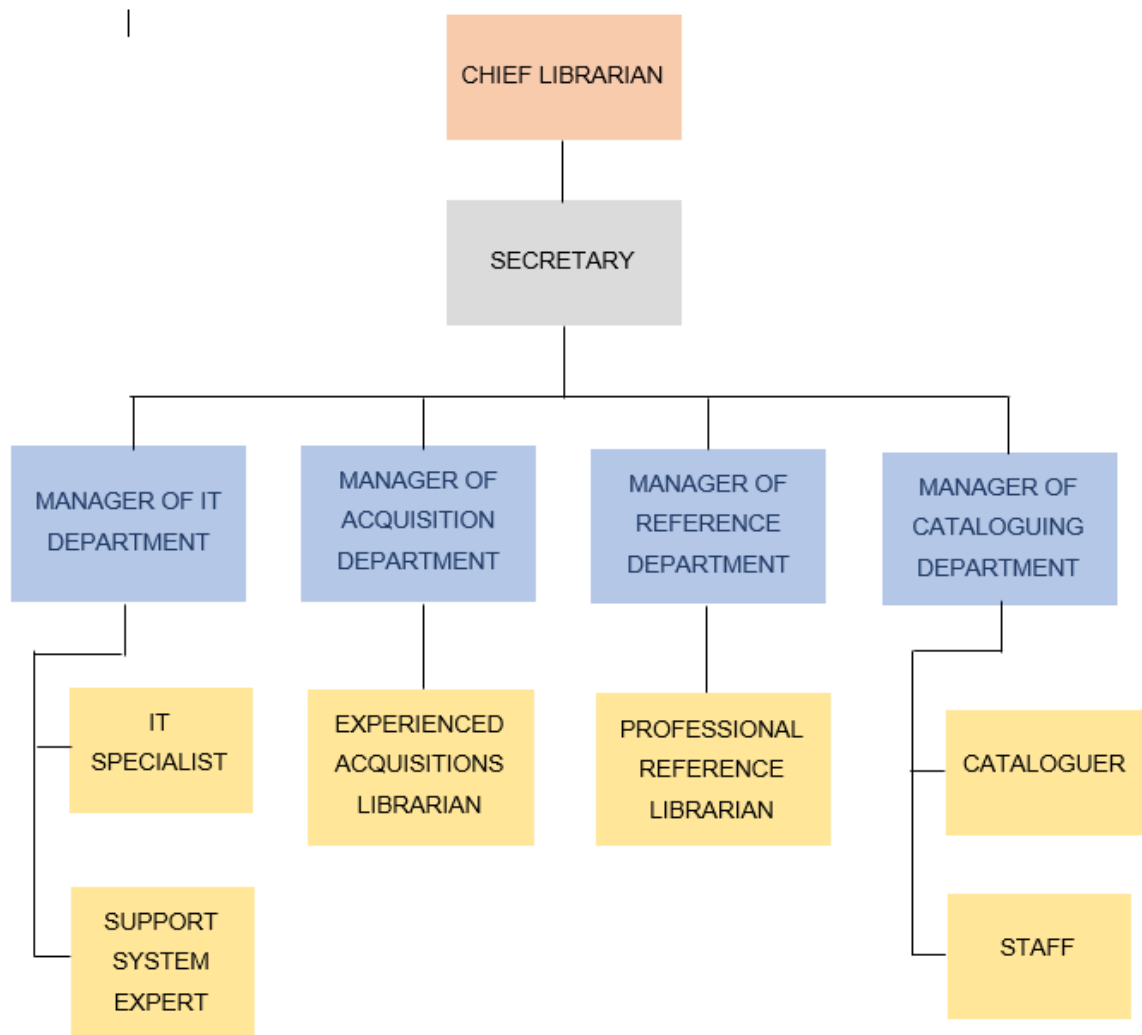
3. Last but not least, the goal of the library to nation is to provide high-quality information materials that can fulfil the needs of the population, both nationally and internationally.

For the future planning about 5 years from now, the library aim to be a library that can provide the users with more accessible material which is we want the users to have the information from our library available wherever or whenever they need. Other than that, ILHAM Library also want to provide an innovation to enhance the services of library to the users by debuting an online tours that allow visually to the users that cannot come to the library through online tour. Last but not least, ILHAM Library will optimize the resources in the library which is it helps to growth the collections and the needs of users in the library.

## **Location**

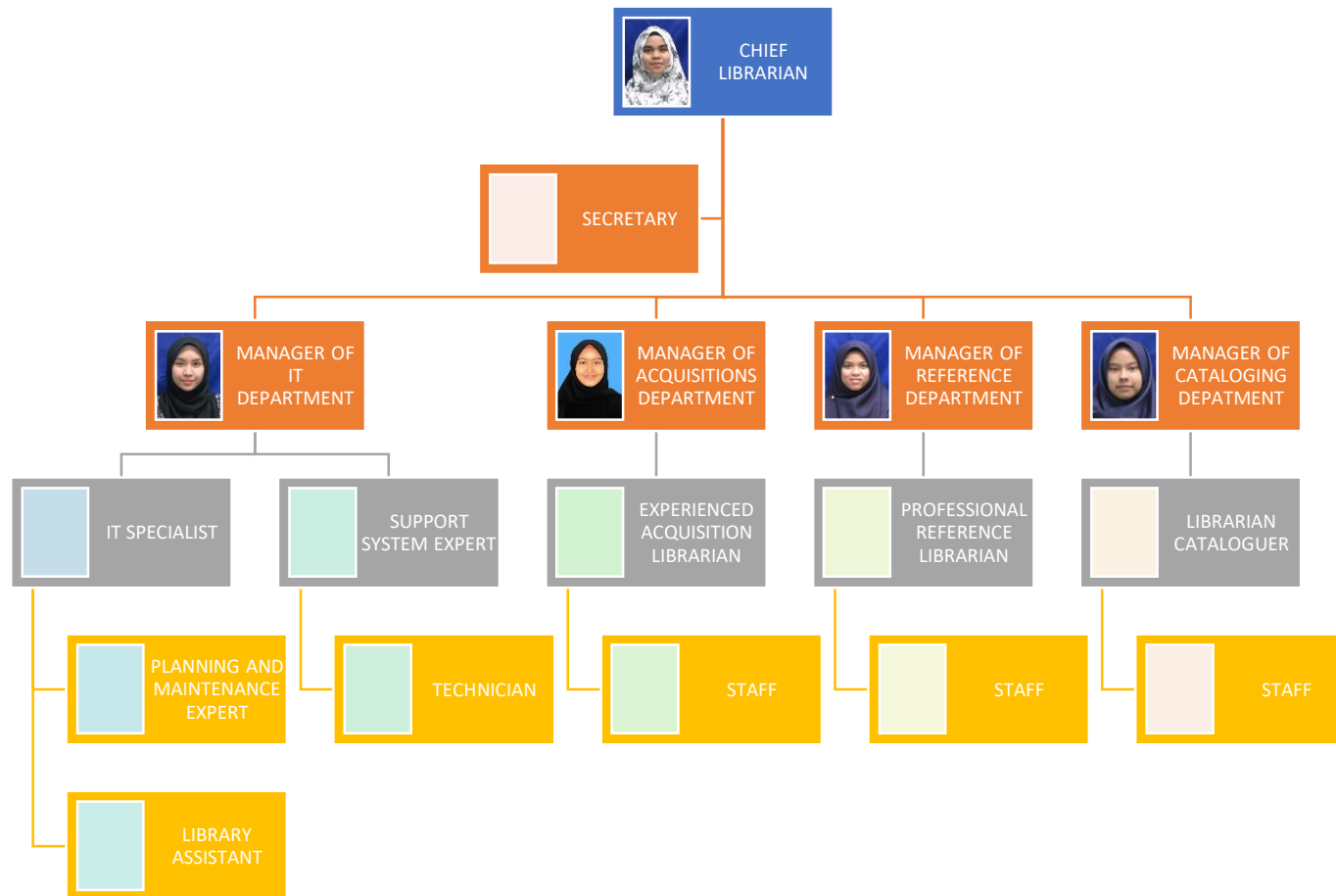
Perpustakaan Universiti Sains Islam Malaysia, Bandar Baru Nilai, 71800, Nilai, Negeri Sembilan.

## Organization chart



## 2.0 PERSONEL MANAGEMENT ASPECT

### ILHAM LIBRARY ORGANIZATION CHART



## **Position Description**

### **1. POSITION IN TOP MANAGEMENT**

#### **Chief Librarian**

**NAME:** NURUL IZZAH AKMAL BINTI AZMI

**Job description:** Chief Library is the main leadership role in the library. The Chief Librarian responsible in creating organization's mission, values, and strategic priorities. The Chief Librarian also manage for preparing budgets, managing resources, meeting budget targets and ensuring that services are provided in an efficient and effective manner. Thus, a library manager should carry out effective management technique in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating the academic library's operation.

#### **Library secretary**

**Job description:** The Library Secretary is responsible for monitoring of budgetary accounts utilized by library director for ILHAM library. The Library Secretary shall perform secretarial duties as assigned by the librarian specialist and the administration.

### **2. POSITION IN INFROMATON TECHNOLOGY DEPARTMENT**

#### **Manager of IT department**

**NAME:** NURLYNN BATRISYIA BINTI ABD RAZAK

**Job description:** The IT manager Librarian will support the Library Director in the area of information technology, specifically the implementation, coordination, operation, and maintenance of all library computer systems, including the automated system, computer network, web page, and office desktop applications. Under IT Manager, we have IT specialist and support system expert that will help to manage all electronic materials and maintain the library systems.

### **3. POSITION IN ACQUISITION DEPARTMENT**

#### **Manager of Acquisition Department**

**NAME:** SITI NURNABILA FARINA BINTI SAHARUL

**Job description:** Acquisition librarians are primarily concerned with the acquisition, management, and preservation of resources for a library. They review catalogs of publishers and compile a list of purchases to be made. Selecting and ordering books, periodicals, films, and other relevant material are a major part of these library professionals' job profile. Acquisition librarians need to check regularly on the placement of orders so as to avoid duplication. They also circulate selection lists to library system departments and branches, and acquisition librarians choose book vendors based on their delivery schedules and discount allowances. In addition, acquisition librarians are in charge of compiling purchase statistics, thereby efficiently balancing budgets. Thus, the experience acquisition librarian will help in the process of acquiring library materials.

### **4. POSITION IN REFERENCE DEPARTMENT**

#### **Manager in Reference department**

**NAME:** NUR AMIRAH BINTI JUNID

**Job description:** Reference librarians help library patrons locate the information that they need. While actual job duties vary by library type and size, reference librarians are usually expected to maintain a collection of relevant and accurate reference sources, assist patrons with information searches and, in some contexts, train patrons in reference and citation techniques. The main duty is responsible for selecting new materials for a library's collection, replacing lost or damaged items, and weeding out old or outdated materials.

## **5. POSITION IN CATALOGUING DEPARTMENT**

### **Manager Of Cataloguing Department**

**NAME:** ANUR AHZA BINTI BAHAROM

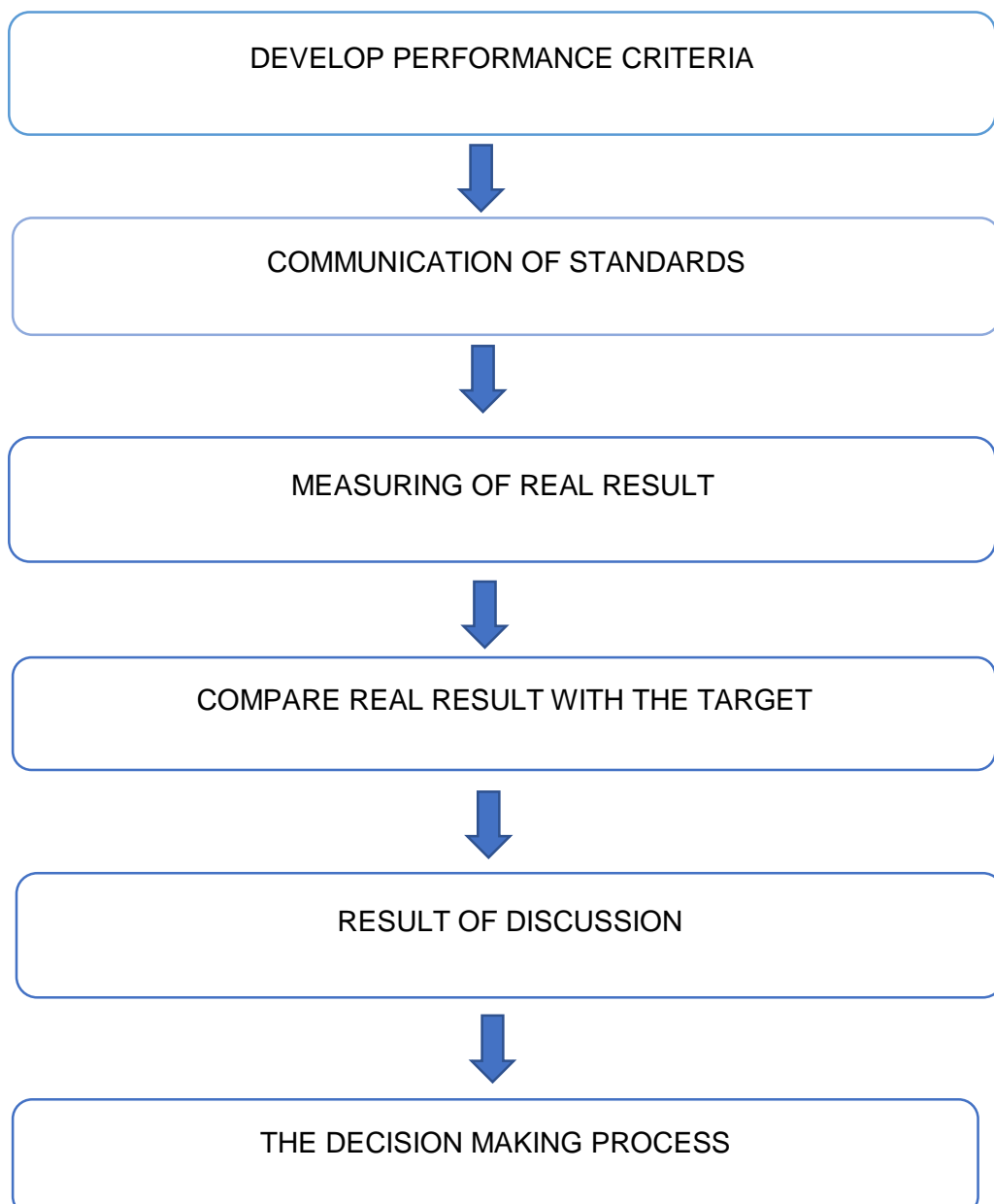
**Job description:** The manager of cataloger performs original and copy cataloging based on current standards, database maintenance, authority control, and provides training and inventory support for libraries. This position also resolves cataloging problems and handling the maintenance of the online catalog. Also, responsible in maintaining all the bibliographic records in the library.

### 3.0 PERFORMANCE APPRAISALS

#### Objectives of performance appraisal

Performance appraisal is to provide feedback. Feedback is really important for us so that we can make improvement in the future. However the feedback need to provide toughly and regularly in order to hear user idea on how to improve it. Next, the objectives of performance appraisal also to provide training for staff. It assist staff to enhance skills on how to manage their task well. Not only that, objectives of appraisal also to test the effectiveness of requirement. To ensure the optimal requirements are received. Testing is also prioritized to focus on what's important in requirement.

#### Appraisal process/Flowchart



## Appraisal Form

### GRAPHIC SCALE RATING

EMPLOYEE NAME:

DEPARTMENT:

JOB TITLE:

PERFORMANCE LEVEL	POOR	FAIRLY POOR	FAIRLY GOOD	GOOD	EXCELLENT
WORK DIMENSION					
ATTENDANCE					
BEHAVIOUR TOWARDS SUB-BORDINATE					
SINCERITY					
DEPENDABILITY					

### CHECKLIST METHOD

- |                                                 |                              |                             |
|-------------------------------------------------|------------------------------|-----------------------------|
| 1) Does maintain discipline well?               | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2) Shows consistent behavior to all colleagues? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3) Is intended on their job?                    | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4) Keep making mistake?                         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |



## **4.0 FINANCIAL MANAGEMENT**

### **4.1 DEFINITION OF ZERO-BASED BUDGET (ZBB)**

Financial management means the planning, organization, management, and control of financial activities such as the collection and use of corporate funds. This means applying the general principles of management to the financial resources of the enterprise. It is important to have financial management in the library to identify library priorities and increase awareness of library financial needs.

ILHAM library uses a Zero-Based Budget type in the library. A zero-based budget (ZBB) is a method of budgeting that requires that all costs be justified for each new period. The zero-based budgeting process starts on a zero-based basis and analyses the needs and costs of each element of the library. The budget is therefore created based on what the library needs for the next period, whether each budget is larger or smaller than the previous budget. If the performance is below expectations, ZBB can help companies identify the best way to fix the course for the coming months. Well, ZBB could translate this into cost savings that finance future strategic initiatives and stimulate growth.

### **4.2 ADVANTAGES OF ZERO-BASED BUDGET**

Thanks to the advances in planning technology, companies have been able to re-evaluate the opportunities offered by ZBB and successfully implement them within the company. By using modeling platforms that are not limited to specific or planned financial items, companies can model any process required for their planning needs and make ZBB fast and efficient for fast, agile, and dynamic budget cycles method. ZBB can help managers allocate and manage resources for more efficient use. Besides, it helps managers achieve strategic goals in response to needs, threats, or opportunities. It contains a decisive package to achieve the objectives.

Companies that have introduced the ZBB cost-saving ratio between 10 and 25 percent. These are important economies that companies can use to increase their margins or invest in future growth. Unlike cost reduction initiatives from above that can degrade service levels and damage sales, ZBB focuses on the right things economically. It can provide a low-risk approach to restructure the cost base and providing companies with adequate and well-funded resources for future growth.

### 4.3 STEPS OF ZERO-BASED BUDGETING



*Figure 1: Steps in Zero-Based Budgeting*

The ILHAM Library can develop or improve its unique ZBB approaches, and provide a framework for the implementation of the next five steps.

- **START:** Start with the beginning. Create a new annual budget from scratch, without using the actual data from the previous year as a basis.
- **EVALUATE:** Estimate each cost area. Eliminate and minimize unnecessary activities or services.
- **JUSTIFY:** Consider all the aspects of your budget. Identify areas that are cost-effective, relevant, and economically efficient
- **STREAMLINE:** Decide what needs to be done and how to do it. Automate and standardize processes whenever possible.
- **EXECUTE:** Developing complex planning and implementation processes. Provide clear plans, functions, and responsibilities.

#### **4.4 SOURCES OF FUNDING**

The amount of funding that a library receives directly affects the quality of its services. Although most of the library money comes from government state and local sources, federal funding provides vital support and financial assistance to libraries across the country to serve their communities. Funding is required to meet the information needs of the academic library. Like any other academic library, the ILHAM library received its funding from the government and the university itself.

Academic libraries are attached to these universities and other similar institutions of higher education. For the ILHAM library, it is under Universiti Sains Islam Malaysia (USIM). It is the glue that brings the buildings, collections, and staff together and enables the library to achieve its objectives. For example, money can be thought of as the soul of a library. Inadequate funding makes it difficult for the library to be effective. Examples of the items that the ILHAM library received are Internet, computer, self-check machine, and book drop machine.

The library must have the necessary resources to achieve its objectives. A beautiful building, well-trained staff, and modern storage and retrieval systems can only be appreciated by providing excellent services to users. Such services cannot be provided without adequate funding. This fund is required to meet the information needs of the academic library. The academic library is a capital intensive social services organization. Money is needed for construction, logistics, books, magazines, electronic resources, staff, etc.

## **5.0 PROMOTIONAL PLANNING**

### **Promotional tools**

Promotion is a marketing tool used to create awareness and favourable attitude within the target market, community and among various groups of people that are connected to business. We use promotion tools to boost the services provide by attracting the customers and users of distinct incentives of to come to the library. A quick response is generated by using this promotion tool for services promotion. To promote the library there are several strategies that can be use such as advertising, sales promotion, personal selling, and public relations and strategies.

Apart from that, we will also promote our library through social media such as on our Facebook, Instagram and Twitter, and through the printed materials such as brochures, posters, and newspaper. There are some people who cannot see our library because it is posted on the Internet, do not worry because our library is disseminated and promoted by us through 2 ways.

These printed materials whose content contains our library activities, our objective about place, time and so on. This printed material will be placed in an authorized area and in a public area so that people can join our library. We use printed materials because out there, there are still have people that depend on printed materials to received information.

But, we also using social media as our platform to advertise our library. These technology days, a lot of people always stuck with their phone in hand so it is a good opportunity to promote our library through social media, addition to these days no matter old generation or young generation.

### **Activities to promote the library**

Besides, using promotional tools to promote and attracts users, our library also are using activities to reach users to come to the library. As librarians, we can not only rely on promotional methods, we also need to use various activities so that users feel attracted to attend and even join the library. there are several activities that can be held in the library to attract users such as: -

'Library Open Day' is an activity performed in our library to attract users to attend and participate in this activity. In addition, this activity is done to introduce our library to users so that they get exposure to our library. This open day library is held with various interesting activities such as quiz, counting books, word darts, and those who want to read books are also encouraged to those present. this, able to cultivate the attitude they want to the library and can attract their interest to go to our library.

'Book Treasure' is also a weekly activity carried out by our library. This activity is also able to attract users because the winners will get prizes if they succeed. The procedure of this activity is random that we will put the secret word in a book found in the library and users need to find the word and if they succeed, they will be rewarded. This activity is carried out for the purpose of having them come to our library and explore the materials we provide.

'Vintage Bookmarks Challenges' is also a monthly activity that allows users to highlight their talents by participating in this challenge. This challenge is implemented so that users read the material that our library provides. How this activity is implemented is that users need to read a book in the library and copy interesting sentences on the book later, they can make bookmarks according to their creativity, and they need to take a picture of the bookmark and be allowed to bring back the bookmarks they created. The most interesting and said to be the most 'vintage' bookmarks will get prizes. This activity can not only cultivate the desire to go to the library but also re-cultivate the desire to read among users.

'Blind Date with a Book' is more of a program where users can read it if they want to read it in their free time. The program is implemented with non-academic reading books will be wrapped and only written the genre of the book only, and will be placed on a special post for the purpose of the program only, users can only randomly select the book and read it. The purpose of this program is to instill the curiosity of users on the books provided and also cultivate the desire to read and not forget also to attract them to attend our library.

## **6.0 DEPARTMENT AND SERVICES**

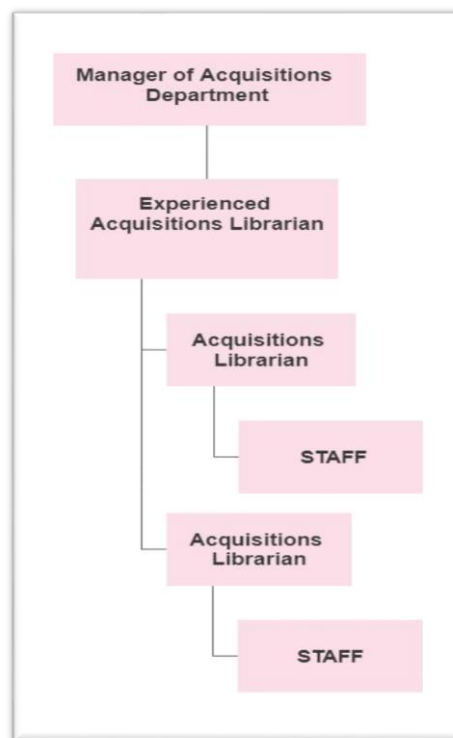
### **ACQUISITION DEPARTMENT**

This department is responsible for the acquisition of the ILHAM LIBRARY materials in the form of book, serial (printed and electronic), non-book materials (audio/video tapes, CD -ROM) and academic newspaper. The process acquisition is done through purchase, subscription and gift. Purchase and subscription are mainly through local seller and directly from publishers. The main responsibility of the Acquisitions Department is to select and obtain library materials needed to support the educational and research mission of the ILHAM LIBRARY. This department also deals with approval and ordering of library materials, monitoring their receipt and invoice processing.

### **POLICIES**

- ILHAM Library has developed subject profiles based on the major fields of study and research at USIM as a guide to selecting materials in different subject areas
- The mission of the ILHAM Library is to collect materials in all formats in support of the university's teaching and research programs.
- Primary emphasis is on acquiring current materials.
- Cover academic department codes, department names, subject majors, corresponding LC class numbers

## ORGANIZATION CHART



## SERVICES IN ACQUISITION DEPARTMENT

- Searching, ordering, receiving, processing, and paying materials for the collection in an efficient, cost-effective, timely, accurate, and courteous manner.
- Managing materials budget.
- Providing accurate information on the expenditure of funds, availability of materials, gift and exchange materials acknowledgement, binding techniques, and other acquisitions and serials activities to administrators, selectors, other librarians, and patrons.
- Serving as liaison between the libraries, publishers, and donors.



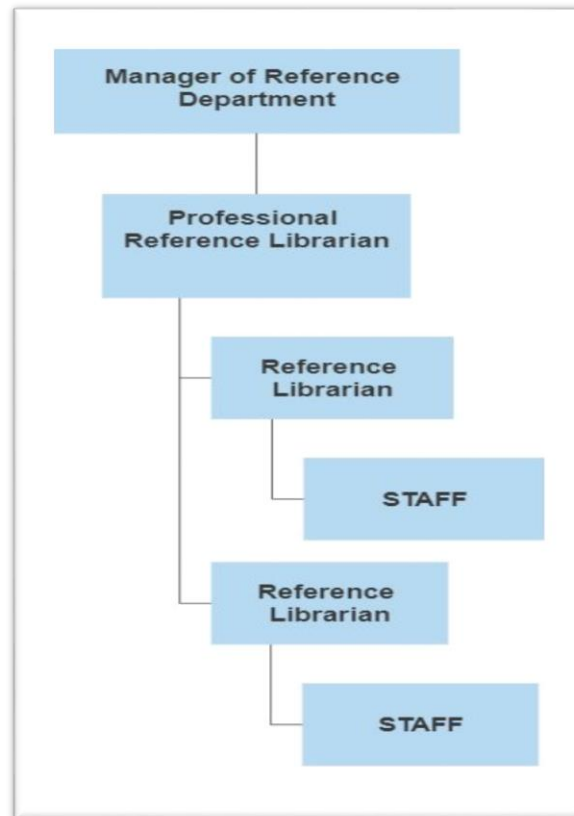
## **REFERENCE DEPARTMENT**

The aim of the Reference Department is to meet the studies and research needs of the students, faculty and staff at University Science and Islam Malaysia (USIM) . The Reference Department Staff help and educate students in finding information, and should be the starting point for their research and information needs. The staff provides both individual assistance and classroom instruction to assist students, faculty and staff in developing research strategies, identifying reference and other relevant sources, help students to find material using the online catalog, and searching electronic databases.

## **POLICIES**

- 1) This Reference Policy is to state guidelines and reference department policies for providing reference service in order to insure a uniform standard of service of the highest possible quality consistent with available materials.
- 2) The policy will be used as a source of information for all reference librarians at ILHAM Library regarding any departmental policy.
- 3) It will also be used as a training tool for orienting new members of the department to the rules of service delivery in the ILHAM Library
- 4) This policy is available to any library patron if he/she has a question concerning the service policy of the department.
- 5) The two major goals of the Reference Department are to facilitate access to library collections and to the informational content of those collections through direct personal service to the Library's patrons and to support the academic and faculty instructional program through providing formal and informal library and bibliographic instruction.
- 6) The reference librarian must exercise his/her judgment in determining the application of this policy in specific situations. The needs of the patron, the amount of time available, and the knowledge upon which the librarian can draw must be the determining factors, rather than favoritism to any one patron or group.
- 7) The needs of library patrons must always be taken seriously and treated with the utmost respect. Under no circumstances should there be any discussion of an individual or a group of patrons, or of any transactions between patron and reference librarian, outside of a professional content.

## ORGANIZATIONAL CHART



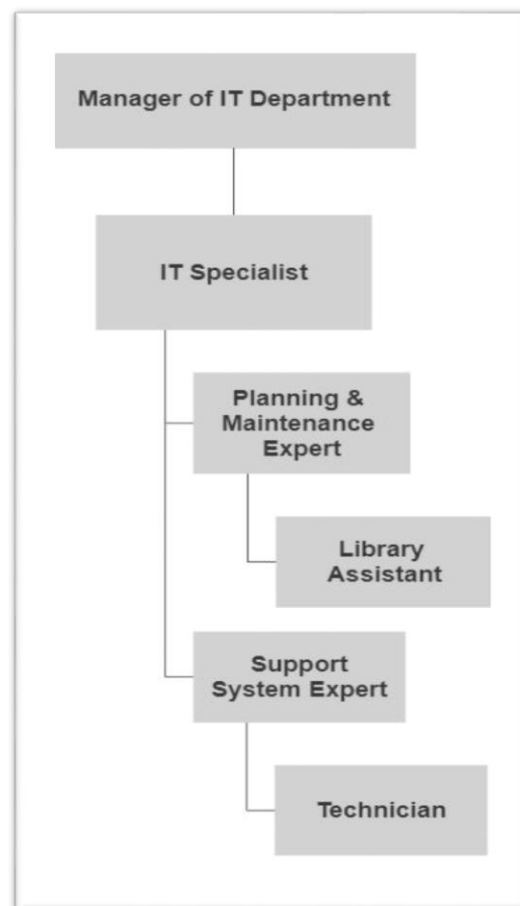
## SERVICES IN REFERENCE DEPARTMENT

- Teach patrons on how to use the library catalogue
- Assist patrons find books on shelves
- Teach user to use and make them familiar with online database
- Advice on searching information.
- Recommend the suitable material or books to patrons

## IT DEPARTMENT

The Information Technology Department is charged with the development, management, and maintenance of a workable technology environment such as the development and management of digital collections, the development of a fully accessible, feature and content rich library web presence that applies user experience principles, the maintenance of library management and the management of the library's computing services including desktop, personal computers, library labs and systems to support collaborative storage, delivery, and preservation of information resources.

## ORGANIZATION CHART



## SERVICES IN IT DEPARTMENT

- maintaining the availability of library information systems,
- coordinating the computing equipment and software planning
- development in the library, liaising with campus IT departments on topics such as security, upgrades, and maintenance, and communicating and coordinating the library's technology needs with library departments and campus IT.

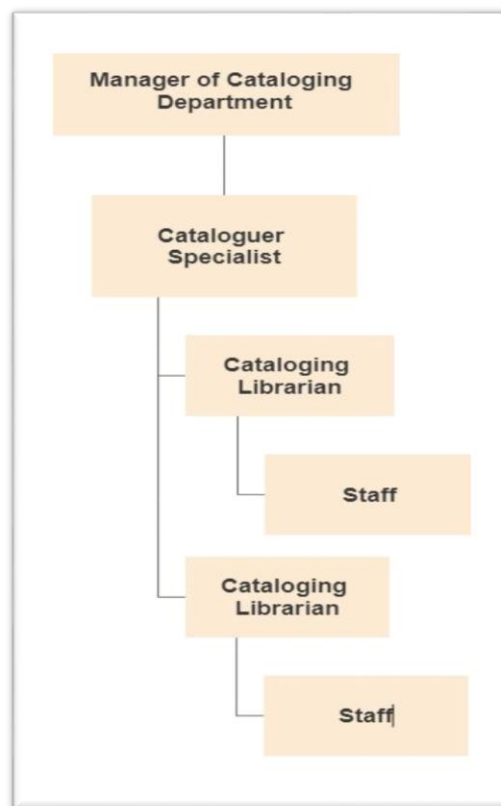
## **CATALOGING DEPARTMENT**

The Cataloging Department is one of the major department of the ILHAM LIBRARY. The primary purpose of the department is to provide access to the material offered by the library. This process is carried out through the creation of bibliographic records through the Online Public Access Catalogue or well known as OPAC. The library also use LibSys. It is an integrated multiuser library management software that fulfill to the needs of advanced library and information professional. The preparation or process of the bibliographic records consists of descriptive cataloging and subject classification. ILHAM LIBRARY use the Library of Congress Classification system, Library of Congress Subject Headings, MARC 21 format standards, and the Resource Description and Access (RDA) standard of cataloging.

## **POLICIES FOR STAFF**

- 1) The aim of the Cataloging Department at the ILHAM Library is to support the teaching and research programs of the University by providing and maintaining access to all formats of scholarly information.
- 2) The department provides searchable access to this information and maintains the integrity of the library's collections.
- 3) All items to be cataloged in the main collection must first be approved by the Cataloguer Specialist to be added to the collection
- 4) All items ordered by the Acquisition Department will have either a partial OPAC record downloaded into the catalog or a brief bibliographic record added to the catalog designating the title (AACR capitalization rules), author in inverted order, date of publication and ISBN if known. These records will be added to the library's catalog by the Acquisitions Department.
- 5) All items will come from the Acquisitions Department and will be placed on the appropriate shelf in the Cataloging Department. These shelves indicate an item's placement in a particular collection.
- 6) All items received by the Cataloging Department will have a full bibliographic record, either through copy cataloging or original cataloging, added to the library's catalog. For more information, consult the Cataloging Department's Procedures Manual for details on how each item is to be processed. English will be used as the primary language for cataloging materials.

## ORGANIZATIONAL STRUCTURE



## SERVICES IN CATALOGING DEPARTMENT

- Organizing, describing and providing effective, accurate tools that assist our client in locating information resources of value to them.
- Responsible for the development and maintenance of OPAC ILHAM Library Catalog
- Responsible for the development and implementation of policies and standard that govern the creation and the maintenance of the metadata and the bibliographic records that describe the collection.

## **CONCLUSION & CURRENT ISSUES**

To sum up, the contribution of library in academic field to assists faculty members in various aspects of their teaching and research needs is perceived as higher by librarians than by the faculty members. Faculty members appear to expect more from the library in various aspects of research support and some faculty members also offered various ideas for improvement. Most faculty members believe that the library fulfils their teaching needs but differences were found between different kinds of libraries regarding fulfilling the needs for research.

Thus, the academic library play an important role for the academic organization to support the learning and teaching for the students and university staff also the faculty members. The library helps a lot for the users to acquire the exact information or material they need from the library with the support from the librarian too. The librarian will not only have to participate in the purchasing databases and books, facilitate interlibrary loan but at the same time they can support technical aspects of research such as locating information or providing more comprehensive information relevant for the faculty members' research.

In addition, librarian can help the library to run smoothly by maintaining continuous and close collaborations with the faculty member and the staff of the university. Although this idea is already practiced in some institution worldwide, it is typically focused on teaching aspects while often neglecting faculty members' research needs. So, the librarian and the faculty members need to collaborate together for the information or material that they need for the library to make sure it is suitable and have enough information for their needs.

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