Proceedings of the

9th Meeting of the ASEAN University Network Inter-Library Online (AUNILO) Committee

With a theme:
Engaging Users: Initiatives in Changing Era

Hosted by:
University of Malaya, Malaysia
10 – 12 June 2013

TABLE OF CONTENTS

PROGRAM 1
KEYNOTE SPEAKER 4
COUNTRY REPORT: THAILAND 21
COUNTRY REPORT: PHILIPPINE 31
COUNTRY REPORT: SINGAPORE 58
COUNTRY REPORT: MALAYSIA 71
COUNTRY REPORT: LAOS 90
COUNTRY REPORT: CAMBODIA 103
COUNTRY REPORT: BRUNEI 108
COUNTRY REPORT: VIETNAM 114
AGENDA FOR BUSINESS MEETING 126
MINUTES OF THE MEETING 127
APPENDIX 1 138
APPENDIX 2 146
APPENDIX 3 147
RESOLUTIONS 154

DAY 1 : 10 JUNE 2013 (MONDAY)

8.30 a.m.	Registration Opening ceremony Address by : Dr. Nor Edzan Hj Che Nasir, Chief Librarian, University of Malaya Address by : Mr. Mohd Pisol Ghadzali Chairperson, AUN Secretariat Address & Officiation by : Profesor Datuk Dr Rohana Yusof Vice Chancellor of Student Affairs Multimedia presentation Exchange of tokens of appreciation Photo Session
10.30 a.m.	Tea Break *Sponsored by* : ***Innowawasan Sdn.Bhd***
11.00 a.m.	Keynote Address Dr.Diljit Singh, Consultant Faculty of Computer Science & Information Technology , UM
12.30 p.m.	Lunch *Sponsored by* ACCESS DUNIA
2.15 p.m.	Country report
3.30 p.m.	Tea break *Sponsored by* ProQuest
4.00 p.m.	Country report
8.30 p.m.	Welcoming dinner at PJ Hilton Hotel *Sponsored by*

DAY 2 : 11 JUNE 2013 (TUESDAY)

Court room , Old Chancellery building

8.30 a.m.	Business Meeting
10.00 a.m.	Tea break *Sponsored by* ***Innowawasan Sdn.Bhd***
10.30 a.m.	EBSCO EDS presentation
11.15 a.m.	Business Meeting
12.45 p.m.	Lunch *Sponsored by* ACCESS DUNIA
2.15 p.m.	Benchmarking visit to Sasana Kijang & PETRONAS Petroleum Resource Centre

Sasana Kijang is the realization of Bank Negara Malaysia's aspiration to establish a centre of excellence in knowledge and learning in central banking and financial services.

PETRONAS Petroleum Resource Centre is a centre for information on oil and gas business. PRC is a corporate library whose primary role is to provide an effective information service that nurtures learning and the creation of new knowledge.

DAY 3 : 12 JUNE 2013 (WEDNESDAY)

7.30 a.m : Networking visit to Malacca

Breakfast *Sponsored b Nijuyon Sdn.Bhd*

Lunch *Sponsored by Wiley*

The museum, also known as the **Istana (Sultanate Palace),** is a replica of Sultan Mansur Shah's palace, the famous Sultan who ruled Melaka from 1456 to 1477.

The **Proclamation of Independence Memorial** is a must visit venue for those who wish to get an in-depth view on the events leading up to Malaysia's Independence Day.

The Portuguese colonized Melaka from 1511 to 1641. The first thing they did was build a fort overlooking the river, calling it **A'Famosa.**

St Paul's Hill is also known as **Bukit Saint Paul**. It sits on the hill just behind the A'Famosa Fotress. Built in 1571 by the Portuguese and regularly visited by St. Francis Xavier from China.

Flor de la Mar was a Portuguese *nau* (carrack) of 400 tons, which over nine years participated in decisive events in the Indian Ocean until her sinking in November 1511. A replica of the *Flor de la Mar* is housed at the Maritime Museum in Malacca.

Contact Persons :

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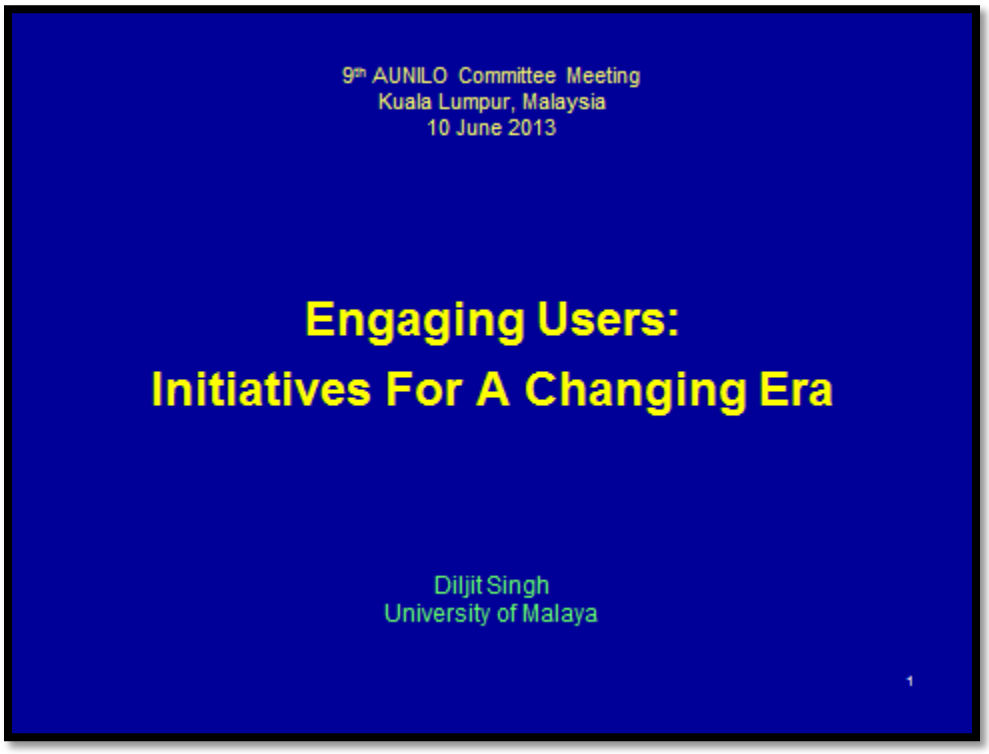
KEYNOTE SPEAKER

By: Dr. Diljit Singh
Consultant, Faculty of Computer Science & Information Technology, University of Malaya



Rationale behind Presentation

Users are important

A library without users
is of little value

2

Rationale behind Presentation

- Users are changing; library use is declining
- We cannot change users, but we can change ourselves
- What can we do about it? – Initiatives for a changing era
- And what about the non-users?

3

Rationale behind Presentation

A customer is the most important visitor on our premises.

He is not dependent on us. We are dependent on him.

He is not an interruption in our work. He is the purpose of it.

He is not an outsider in our business. He is part of it.

We are not doing him a favor by serving him.
He is doing us a favor by giving us an opportunity to do so

Mahatma Gandhi, 1890
http://hindu.com/2000/10/15/stories/1315046y.htm

4

Outline of Presentation

- Users are changing
- Understanding user needs
- Engaging users
- Don't forget the non-users

5

Services that are Declining

- Products / Services that are declining
  - Post office
  - Video rentals
  - Desktop computers
  - Photograph printing
  - Airline ticketing companies
  - Libraries ???

6

The Decline of the Library

- Decline in
  - Library budgets
  - Number of visitors
  - Reference transactions
  - Circulation of traditional materials
  - Number of students using as study hall

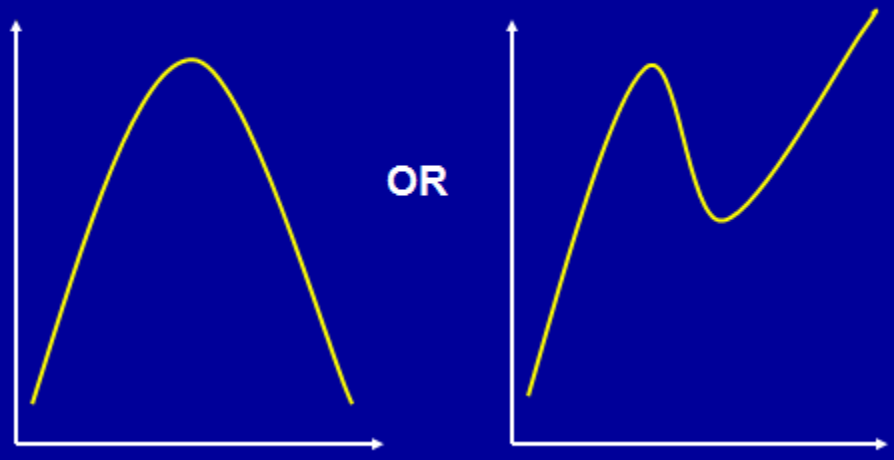
7

The Decline of the Library

- Will the library survive?

8

The Decline of the Library



9

Why?

You need ask the right question,
before you find the right answer

10

Why?

The world is changing
People are changing
Technology is changing
Environment is changing
Universities are changing

11

The Changing Environment

As universities change,

libraries must evolve
and demonstrate value
in terms of contributions

12

The Changing Environment

(and implications for libraries)

– Unbundling of higher education
  - Students can shop around for the best prices, can attend different institutions, as well as combine hybrid educational models, e.g. person-to-person, online, synchronous and asynchronous, etc.

– Implication for libraries
  - Libraries need to support the parent institution with recruitment and retention
  - Libraries need to provide services in a variety of formats, for a variety of students who are attending their institutions

13

The Changing Environment

(and implications for libraries)

– Demographic changes in students and faculty

- Students are no longer traditional 18 – 24 age group; may be older, from other countries, diverse cultures, and with wide range of experience
- Faculty are more international, experienced, usually with higher qualifications than librarians and more demanding

– Implications for libraries

- Librarians need to support wide range of students, from under-privileged to ultra-rich, demanding faculty

14

The Changing Environment

(and implications for libraries)

– New publication formats and communication tools

- Database-type modularity of online resources creates new opportunities for connections among individual objects. New scholarship that remixes, reuses, recombines, and creates from textual and non-textual objects located in digital repositories results in new types of intellectual projects

– Implications for libraries

- Librarians need move away from focusing on monographs and scholarly articles

15

The Changing Environment

(and implications for libraries)

– Need for collaboration
  - No library can do everything alone

– Implications for libraries
  - Libraries need to collaborate and be innovative; they must take risks. Need for *radical collaboration* e.g. collaborative collection building, shared technical services, regional print repositories, fast unmediated ILL, shared patron-driven acquisition plans, etc.

Adapted from ACRL Environmental Scan 2013
http://www.ala.org/acrl/sites/ala.org.acrl/files/content/publications/whitepapers/EnvironmentalScan13.pdf
15

The Changing Environment

- What is changing in academic libraries – ACRL Top 10 Trends 2012
  – Communicating value
    - Academic libraries must prove the value they provide to the university
  – Data curation
    - Standards for all types of data continue to evolve; more repositories, many of them cloud-based, will emerge
  – Digital preservation
    - Long-term planning for their preservation. Need for strategic leadership for establishing architecture, policy, or standards for creating, accessing, and preserving digital content

17

The Changing Environment

- What is changing in academic libraries – ACRL Top 10 Trends 2012
  - Higher education
    - Expectations for collection development, delivery of services for both old and new audiences, and how libraries continue to demonstrate value to parent institutions
  - Information technology
    - Web-scale discovery systems, discipline-scoped searching, customized widgets, community-source library management systems
  - Mobile environments
    - Mobile devices, the way information is accessed and delivered

18

The Changing Environment

- What is changing in academic libraries – ACRL Top 10 Trends 2012
  - Patron driven e-book acquisition
    - Patron-Driven Acquisition (PDA) of e-books could become the norm. Licensing options and models for library lending of e-books must become more sustainable
  - Scholarly communication
    - New scholarly communication and publishing models are developing, requiring libraries to be actively involved
  - Staffing
    - Academic libraries must develop the staff needed to meet new challenges through creative approaches
  - User behaviors and expectations
    - Convenience affects all aspects of information seeking - the selection, accessibility, and use of sources

19

The Changing Environment

- Four powerful forces affecting libraries
  - social, mobile, cloud and information

- The existing library is becoming obsolete

So, what can we do about it?

We cannot change users,
We cannot change the environment

But we can change ourselves

We can change ourselves so that
we engage the users

Entice them
Attract them
Make them interested
Make them want to come

Engaging Users

What can we do ?

Lessons from marketing

- Understand the user
- Understand user needs
- Involve the user
- Invite and encourage them in development

- Users are not passive receivers of library resources and services

Engaging Users

- Understand the user
- Understand user needs
- Design for the user
- Collaborate
- Create value for them
- Don't assess yourself

Engaging Users

- Understand the users
  - Get to know them
  - Do not stereotype
- Understand their needs
  - Conduct in-depth user needs assessment frequently
  - Do not assume

Engaging Users

- Design for the users
  - Think what users want
  - Avoid your own preferences and tastes
  - Help them complete those tasks in the fastest, easiest and most simplistic way
- Collaborate
  - Get help from many sources
  - Ask for help

Engaging Users

- Provide value
  - Will they actually make use ?
  - Will they return?
  - Will they tell their friends?
- Don't assess yourself
  - Get users to assess you
  - Listen to them

Engaging Users

And while we are at it,

don't forget the non-users !

29

Engaging Users

- Who are your users?
- How do you define a 'user'?
- What percentage of your students are users? What percentage of your academic staff are users?
- Who are your non-users? What are you doing to engage with them?

30

Engaging Users

Technology is not your enemy

Use it to your advantage

Invest in customer relationship management – manage your interactions with current and future users. Many open source systems are available

31

To Summarize

- Users are important
- The environment is changing
- We have to change if we are to survive
- We need to engage with users to understand them, and meet their needs

Thank you !

diljit@um.edu.my

33

Engaging Library Users : Building Connections
Thailand Report

The library's role in changing scenario of higher education

- Interacting with faculty members, students and researchers
- Partnering in research, teaching and scholarly communication
- Assessing user needs
- Promoting library services and collections

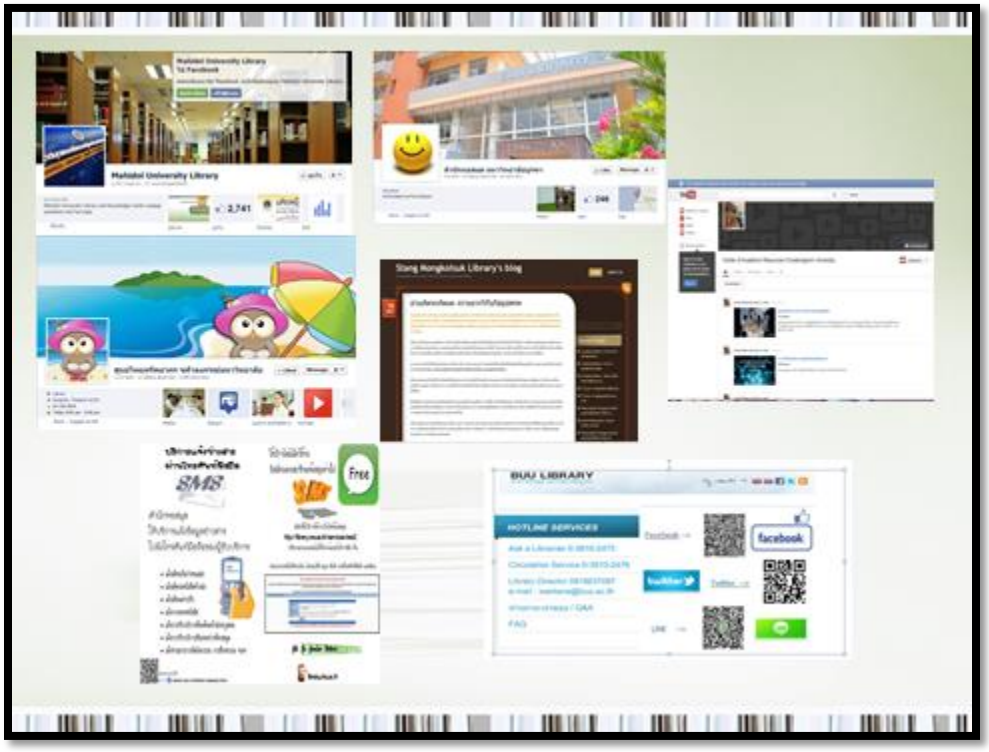
Interacting and Communicating with Users

- Library websites
  - Announcement
  - News & events
  - Suggestions / recommendations
  - Virtual orientation
  - Tutorials
  - RSS
  - E-forms

BUU LIBRARY
LOOK UP!
News & Activities
Mahidol University
Library and Knowledge Center

Mahidol University
Library and Knowledge Center
Ask a Librarian
Main Database

- Social Media
  - Facebook
  - Blog
  - Twitter
  - SMS
  - RSS
- To publicize library events
- To alerts users
- To provide links
- To provide conduit to community information
- To allow users to ask questions or provide feedback



Attracting : The changing design

Partnering with the University Community

- Friends of the library
- Research support & scholarly communications
- Information literacy promotion

Friends of the Library
• CONTINUING EDUCATION
• RESEARCH

Research support
Springer
2013 Southeast Asia
Author Workshop

Information literacy

Assessing user needs

- User survey
- Focus group

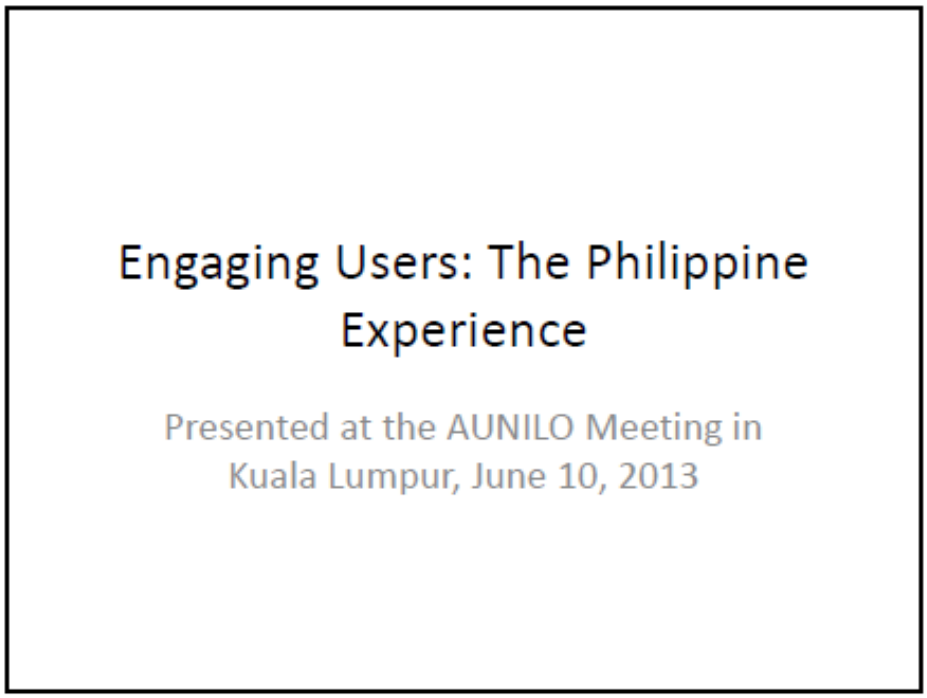
Promoting library services and collections

- Library ambassadors
- Library events
  - Book fair
  - Open house
  - New services

มหัดลบุ๊กแฟร์ ๑๘

HOTLINE SERVICES
Ask a Librarian 0-3810-2475
Circulation Service 0-3810-2476
Single Search @ Chula

Outreaching : programs and activities



Initiatives in Engaging Users

Ateneo de Manila University	De la Salle University	University of the Philippines
•Faculty/ student Involvement •Social Media •Games • contests •Fairs •Movies •Chat •Face to face reference	•New Library Building •Mobile Applications •Social Media	•Digital Reference Service •Social Media •Radio broadcast

Initiatives of the Ateneo de Manila University

- To successfully engage users and have satisfied and loyal customers, the Rizal Library believes that the following key ingredients must be present:
  1. Relevant collection
  2. Good facilities
  3. Competent and friendly staff
  4. Great Service
  5. Visibility
  6. Interactive Communication systems
  7. Tender Loving Care

Strategies

- Involve the faculty and other users in developing and maintaining a relevant collection.
- Provide clean and relaxing silent study areas, discussion areas, meeting rooms, audio-visual rooms and other amenities.
- Continuously upgrade staff competence in librarianship, marketing and customer service.

Collection

- Printed Books and e-books
- Printed journals and e-journals
- Multimedia
- Databases
- Institutional repositories (AJOL, Philippine EPICS)
- Filipiniana materials
- Archival materials (e.g. The American Historical Collection)

Facilities: Study Areas with Wi-Fi Connection

Facilities: Multimedia Room

Facilities:Silent Study Cubicles

Facilities: Discussion Area

Facilities: Work Area

Facilities: Relaxed Seating

Facilities: Food

Strategies (2)

- Provide great service—to highlight the role of the library in information literacy and accessing the right information at the right time.
- Be visible in community events, such as the school forum, fairs, exhibits, even basketball games
- Communicate face to face and via social media, chat, email, the library club/student organization, friends of the library

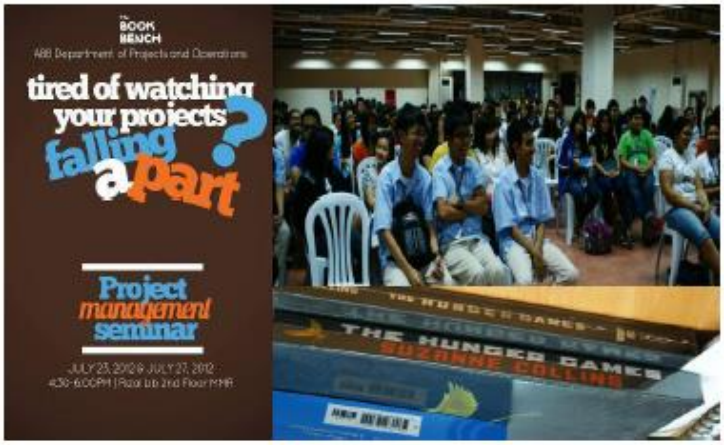
Customer Service

- Orientation
- Training on database use
- Interlibrary Loan
- Document Delivery Service
- Information Literacy programs
- "Check us out service"

Be Available at the right time.

Visibility: Contests and Fairs

Visibility: Seminars and Lectures



Visibility: Board Games

With more than 200 participants

Visibility: Participation in the A-Fair

Visibility: Exhibits and Book Drives

Visibility: Friday Night Movies and Basketball

Communication: The Rizal Library Website with link to Chat

Communication: Rizal Library Facebook Page

Communication: Rizal Library Twitter Page

Friends of the Library: The Ateneo Bookbench

Tender Loving Care

- **Cura Personalis**
- **"Service with a smile"**

"Satisfied customers tell three friends, angry customers tell 3,000" (Blackshaw, 2008)

Initiatives of De La Salle University

1. **Construction of a new library building** to create new learning spaces
2. **MOBILE APPLICATIONS**
   - ***Augmented Virtual Reality***
   - ***QR codes***
3. **SOCIAL MEDIA**
   - fanpage (https://www.facebook.com/#!/DLSUlibrary)
   - a blog site (librarynewsette.lasalle.ph
   - TwitLORA—LORA (Library Online Reference Assistant) is a virtual librarian

The DLSU Learning Commons

- The new De La Salle University (DLSU) Library, now called the **Learning Commons**, opened its doors to the Lasallian community on December 17, 2012.
- It occupies the 5th to the 13th floor of the 14 storey **Henry Sy, Sr. Hall,** the first building in the Philippines to be awarded the **berde standard** for being green and eco-friendly.

The Learning Commons

- The interior areas of the learning commons show cases indoor gardens, outdoor reading areas, lounges, discussion rooms, meeting/conference rooms, multipurpose halls and wide-open spaces.
- Each of the 8 floors measure about 2700 sq. m. The areas are named to reflect their functions.

The Heartwood

Located at the 6th Floor, it

- serves as the main lobby of the commons for hanging out and/or study, and events and exhibits;
- Has a CyberSpace (café) with computers and food;
- Houses the Instructional Media Services/ Systems
- Has an information desk at the entrance to address all the library-related concerns of the community.

Study Area

Study Area

Study Area

Stacks Area

The Nests

- ***nests*** serve as a place where the academic community can gather to relax, interact, and even hold official university activities. It has indoor reading areas, spacious lounges, multi-purpose conference rooms, meeting rooms, quiet rooms, and discussion rooms.

Study Area and Discussion Rooms

Lounge

Meeting Room

Summerwood and Springwood

- meant to be a place for students to study. The area is designed to be peaceful and stress-free with indoor gardens and outdoor reading areas. These areas are located on the 5th, 6th, 7th, 9th, and 11th floors.

Indoor Garden and Reading Area

Outdoor Garden and Reading Area

Mobile Applications

Augmented Virtual Reality (AR)

- links users to the online version of the subject guides/pathfinders and to the web videos included in the list of sources.
- allows posting and sharing of comments and suggestions through Twitter and Facebook
- Note: To experience AR, patrons need to download and install **LAYAR** (free at **Apple App Store** and **Android Google Play**)in their mobile devices

Quick Response (QR) Codes

- For ease of data capture, QR codes are now embedded in the print handouts, pathfinders, postings, video/DVD cases available in the Library.
- QR Codes for the DLSU library website, the OPAC and other LORA accounts in social media (*Facebook, Twitter and Skype*) are also available.
- Note: A QR code reader may be downloaded from the Internet at various sites.

Using QR Codes for Searching/ Connecting

QR Code for the DLSU Library Website

Using QR Codes for Asking assistance from the Librarian

LORA stands for Library Online Reference Assistant. LORA is projected as a smart, techno-savvy, sweet, and sexy "librarian."

QR Codes for Connecting to Social Media Sites

- official Facebook (FB) fanpage https://www.facebook.com/#!/DLSUlibrary (with 3,918 fans)
- Twitter account username@lora_dlsulib (with665 tweets)
- Blog librarynewsette.lasalle.ph (with 1500 unique visitors)

Initiatives of the University of the Philippines

- Digital Reference Service
- LibRadio: Librarians saRadyo--Library Marketing from Online to On Air aired at DZUP 1602

Digital Reference Service Tools

- IM: "Ask a librarian"
- Email
- SMS (Text message)
- Web form
- VoIP
- FAQ
- Online library instruction
- Facebook—8000 fans
- Twitter

UPD Library Website

UPD Facebook Page

Radio as a Marketing Tool

- In the Philippines, there are two AM radio shows for libraries:
- (1) Marikina City First Library Hour at DZBF 1674kHz -- Hosted by a librarian, it show cases on-air library orientation, storytelling, and "Book Talk" segments.
- (2) LibRadio: Librarians saRadyo—a one-hour DZUP-sponsored radio show for the UP Diliman University Library.

LibRadio

- LibRadio's tag line is "Matinongusapang pang-aklatanparasamaunladnabayan" (Relevant library discussions toward a progressive nation). It aims to promote the information services and products of the University Library as well as libraries of other Constituent Units throughout the UP System. Through LibRadio, librarians offer on-air library instructions to help students, faculty and staff develop their information literacy skills.

Library sa Radyo

Reasons for Marketing

- "Libraries without users are useless."
- Marketing is about convincing the students, faculty, and staff that the library remains the best place for scholarly communications, discovery and collaborative learning.
- It is about keeping in touch with the users and informing them on the available information services and products that match their needs and interests.

User engagement at

Nanyang Technological University
National University of Singapore
Singapore Management University

Highlights from NTU

A Content creation service

Provide routine library service where faculty can store, organize and make accessible rich content they generate from research activities

Help develop and create teaching & course blogs to support faculty in their teaching activities

B Social media engagement

Adopt whole-of-organization approach in using social media to deliver service and engage in outreach work

A. CONTENT CREATION SERVICE

- Not one-off projects, but regular library service
- Easy to use technology provides new opportunities for collaborative work with faculty and users
  - Digital library / repository platforms
  - Library systems
  - Social media tools, blogs, etc
- Work suitable for library involvement
  - Faculty produced, unique resources
  - Requires content organization & description
  - Make use of expertise of librarians

EXAMPLES

1) USING SOCIAL MEDIA TOOLS - WORDPRESS

BAGAN MURALS PROJECT – with History Professor

ROLE OF LIBRARIAN

- Site design
- Design information organization, taxonomy
- Facilitate sharing of content via social media tool
- Add value – design interactive map

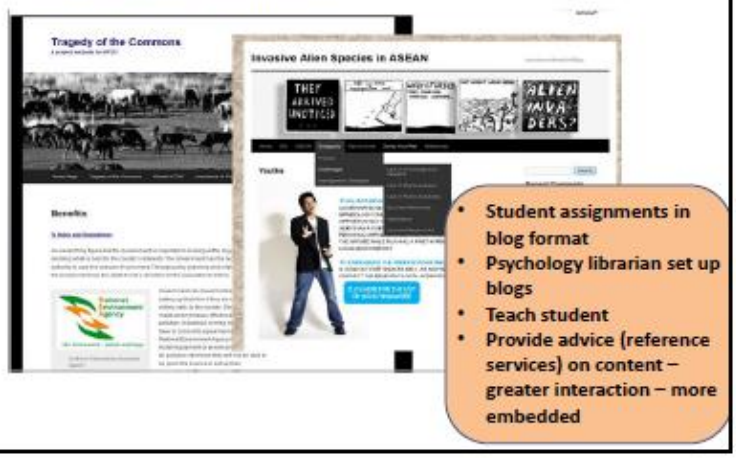
EXAMPLES

2) USING LIBRARY SYSTEM – SirsiDynix-Portfolio

EXAMPLES

3) COURSE BLOGS

CONSERVATION PSYCHOLOGY



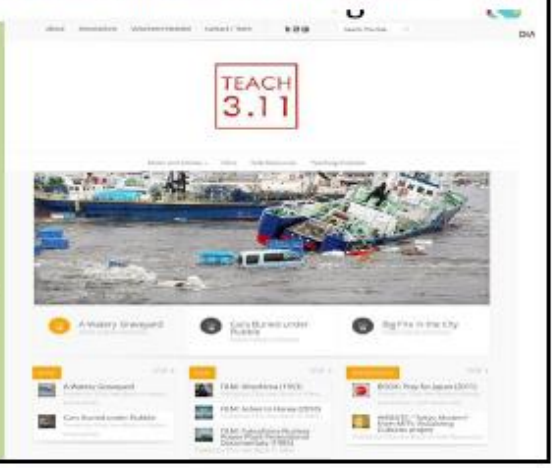
EXAMPLES

4) TEACHING BLOG

TEACH 3.11 – Blogs with contributed teaching resources

With history professor :

An international, multilingual resource for teachers and scholars to share resources on scientific & technical issues related to disasters in Japan



B. SOCIAL MEDIA ENGAGEMENT

- Adopt a whole-of-organization approach
  - Expect all librarians to use social media in their user-engagement work
- The New Media Group was set up to strategize and drive social media engagement (1 Head, 3 librarians (half-time) and 1 para-professional staff
  - Develop processes & policies. Initiative activities. Coordinate strategy & development. Train staff. Build capabilities

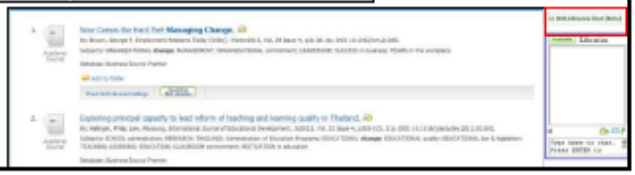
User Engagement @ NUS Libraries

- Purpose
  - To find out users' needs and improve services to meet the needs
  - To promote services that benefit users
  - To build library community for gathering feedback and gaining support for library activities
- Strategy
  - Use creative and innovative way to engage users
  - Leverage on ICT
  - Collaborate with Faculty

Highlights of 2012/2013

- Online chat service with librarian
  - Expanded chat service to NUS Course Management System called IVLE in 2012 to help students with their assignments
  - Embedded chat box in some databases in 2013 to provide research-focused assistance to students and researchers.

Online chat



Social Media (1)

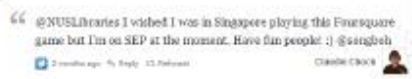
- Formed a Social Media team to actively engage users through social networking platforms.eg. Twitter, Facebook, Blog, YouTube, Flicker, FoursSquare, Instagram, Pinterest, etc.
- Made use of these platforms to organise outreach programmes in a creative manner e.g. organise contests, use memes, etc.

Social Media (2)

- Memes on FaceBook
  - Used memes to publicise news, events, new services, etc. on FaceBook
  - Organised a meme contest in 2012 and received over 100 memes from students, faculty and researchers
  - Contest attracted >100 new fans and generated numerous comments and >2000 likes on meme photos within 2 weeks

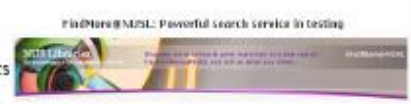
Social Media (3)

- **Library FourSquare**
  - A location-based service allowing users to check-in on their mobile phones to specific locations
  - Organised FourSquare promotions at 4 libraries in 2012
  - Aims:
    - To develop social presence for the libraries
    - To alert users of library events and news when they check-in to the libraries



Library Surveys

- **Major Survey**
  - Conducted Library User Perception Survey 2013 in March
  - Received 6,718 responses and >4,000 comments
- **Minor Survey**
  - Conducted survey on Alpha and Beta versions of Discovery service, FindMore@NUSL in 2012
  - Incorporated many comments from the survey in the final version of FindMore@NUSL



FindMore@NUSL - Survey on New Library Search Service.

Li Ka Shing Library

Our Four Pronged User Engagement Strategy

SMU

A Culture of Innovation in User Engagement

Li Ka Shing Library

User Engagement at SMU Library

SMU

- The **Institutionalized** Element: What we do on a regular, recurring basis
- The **Surprise** Element: Just that – a few nice surprises along the way, especially during high-stress periods
- The **Interactive** Element: Listening, collaborating and being continually responsive to users
- The **Embedded** Element: LibQuest, Legal Internship Prep

Li Ka Shing Library

Institutionalized

SMU

Lifestyle/Games

Special occasions

Li Ka Shing Library

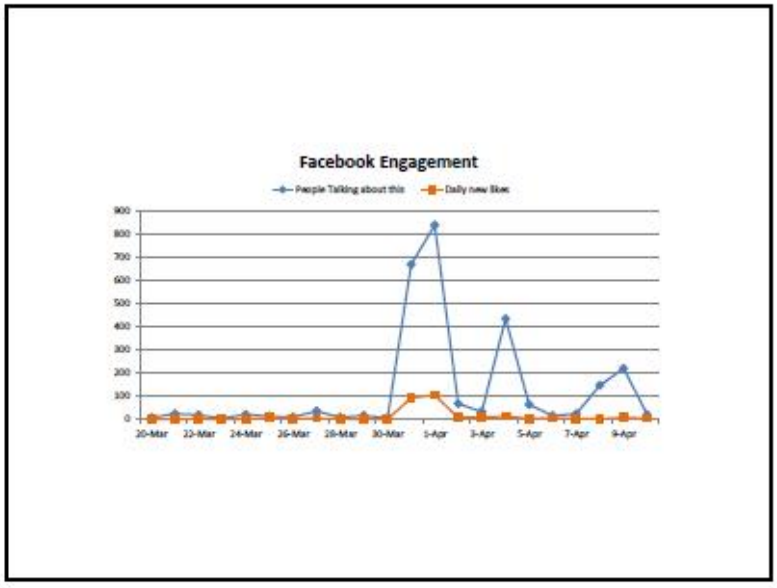
Surprise

SMU

Halloween

April Fools' Day

Li Ka Shing Library
Interactive
SMU
Facebook
Collaborative Projects
Food brought into the Library
will be confiscated
and fed to Om Nom
ASK


Facebook Engagement
People Talking about this
Daily new likes
900
800
700
600
500
400
300
200
100
0
20-Mar
22-Mar
24-Mar
26-Mar
28-Mar
30-Mar
1-Apr
3-Apr
5-Apr
7-Apr
9-Apr

Li Ka Shing Library

Embedded

SMU

Libquest

Legal Internship Prep

Li Ka Shing Library

What it adds up to…..

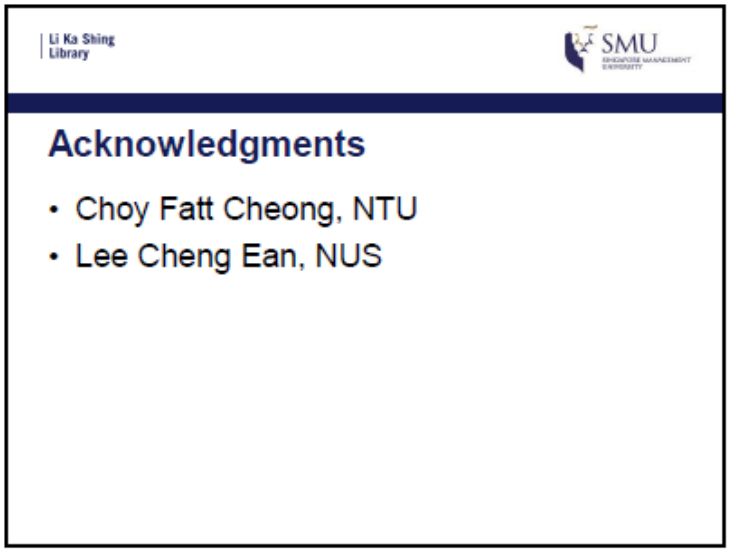
SMU

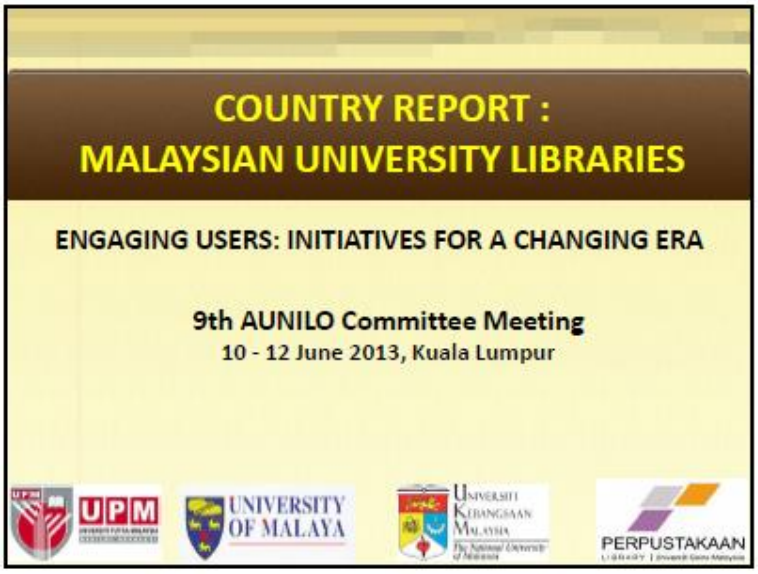
- The library's central role as the research, learning and community nerve-center of the university
- Alignment to SMU's strategic goals
- Broader reach and usage of library resources
- Library champions and ambassadors across the SMU community
- Engaged, fulfilled library staff enjoying a culture of creativity and innovation

In summary

All three libraries use multiple strategies to engage the campus community:

- Recognise critical nature of engagement
- Policies, plans and a variety of practices for collaboration and engagement activities
- Different types of engagement for different users
- Blogs, social media, online chat, mobile interfaces, apps, content creation etc..
- Library surveys, website, face-to-face, space use
- Staff development, engagement, involvement, creativity and innovation
- Evaluation, measurement, feedback, review and innovate
- Ongoing activity....


Li Ka Shing Library
SMU
Acknowledgments
• Choy Fatt Cheong, NTU
• Lee Cheng Ean, NUS


COUNTRY REPORT :
MALAYSIAN UNIVERSITY LIBRARIES
ENGAGING USERS: INITIATIVES FOR A CHANGING ERA
9th AUNILO Committee Meeting
10 - 12 June 2013, Kuala Lumpur
UPM
UNIVERSITY OF MALAYA
PERPUSTAKAAN

ENGAGING USERS: INITIATIVES FOR A CHANGING ERA
1. Personal Consultation Services
2. Enhancing Library Space
3. Utilization of Information Technology
4. Web 2.0 Application
5. Library Services via Mobile Technology
6. Supporting Research & Publication
7. Engaging university community through Community Outreach Programmes

PERSONAL CONSULTATION SERVICES

Librarians as information professional advise and guide user on how to use and find information effectively

PERSONAL CONSULTATION APPOINTMENT – UKM LIBRARY

Scope of consultation : information need on GEMILANG (OPAC), Portal e Journal, Thesis Resources and EndNotes.

Available at Information Service Division of Perpustakaan Tun Seri Lanang. Customers fixed appointment upon agreed time with the librarian. Best known as INFOCLINIC to the customers.

ENHANCING LIBRARY SPACE

Enhance & upgrading library space to create more conducive environment for learning, socialization & relaxation . The quality of the improvements, additions & the building are a significant driver of increased library usage.

Graduate Wing - UPM Library

Graduate Wing provides modern learning space, coffee area, discussion room, lounge, computers, Wifi, and viewing area.

Graduate Wing - UPM Library

Modern Concept of Learning Facilities'

Socializing with friends in the coffee area

New Learning Space of Law Library – UKM Library

Create a more modern concept of reading area & relaxing environment

UNIVERSITY OF MALAYA
Undergraduates Information Commons - UM Library
Upgrading of Computer Lab A to Undergraduates Information Commons.

UNIVERSITY OF MALAYA
Refurbished Lobby Area- UM Library
RUJUKAN
REFERENCE
New counter for References Service and Circulation Counter.

UTILIZATION OF INFORMATION TECHNOLOGY

An innovation of library services and instruction via information technology to support E-Learning activities.

Subject Guide - UPM Library

Subject Guide is our initiative in providing better services for lecturers, researchers and students in preparing their research works. Act as one stop centre of information on selected subject resources.

EZBook- UPM Library

EZbook portal was developed to encourage participation of UPM Academic and Professional staff to select & order books and audio visuals online.

WEB 2.0 APPLICATION

Web 2.0 is designed to enhance the sharing of knowledge and networking with users

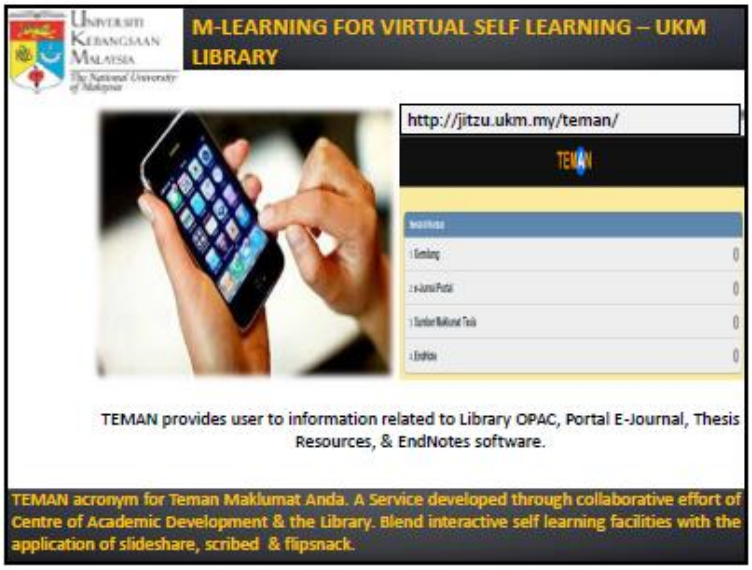
WEB 2.0 APPLICATION FOR LIBRARY SERVICES PROMOTION- UKM Library
facebook
PTSL UKM
Follow PTSL UKM
Facebook and Twitter as tools for communication

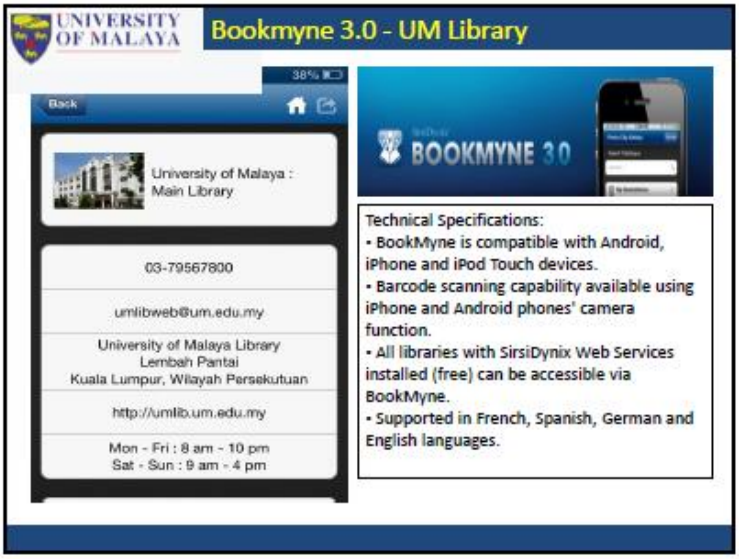
UNIVERSITY OF MALAYA
Pendeta WebPac in FB- UM Library
Starting early 2013, users now can access UML collections by searching using library catalog in UML's FB.

UNIVERSITY OF MALAYA
Personalised Library Portal : Interaktif - UM Library
Interaktif is a Web portal developed by the Library to serve as a medium of communication and dissemination of information to users using Web technology.

M-LIBRARIES
Connecting library users anywhere

Galaxy Tab Loan Services – UKM Library
Loan Duration: 2 hours
Time : 9.00 am – 4.00 pm
Galaxy Tab 10.1 Loan Services for all library clients


M-LEARNING FOR VIRTUAL SELF LEARNING – UKM LIBRARY
http://jitzu.ukm.my/teman/
TEMAN provides user to information related to Library OPAC, Portal E-Journal, Thesis Resources, & EndNotes software.
TEMAN acronym for Teman Maklumat Anda. A Service developed through collaborative effort of Centre of Academic Development & the Library. Blend interactive self learning facilities with the application of slideshare, scribed & flipsnack.



SUPPORTING RESEARCH & PUBLICATION

Library organise workshop and seminar on scholarly information and publishing to support research activities and university publication.

Guide to Getting Published – UPM Library

Mr Ben S'ng, Senior Consultant, Emerald Group Publishing Limited conducted the courses

75 participants attended the workshop

Workshop organized by UPM Library in cooperation with Emerald Publishing. The session shared tips for getting published from a publishers viewpoint as well as feedback from editors and reviewers.

"Academic Publishing Workshop : How To Write A Great Research Paper And Get It Accepted By Good Journal" - UPM Library"

Dr Newman, Anthony Al, Publisher, Life Sciences, Elsevier

800 participant attended the workshop

Workshop organized by UPM Library in cooperation with Elsevier publisher. The workshop exposed participants with research writing techniques and how to submit articles to high-impact journals.

Agricultural Scientific Information Workshop - UPM Library

Forum "Enabling Information Resourcing To Maximise Benefits"

Deputy of Vice Chancellor UPM & Chief Librarian with an expert from CABI

Workshop organized by UPM Library in cooperation with the Centre for Agricultural Biosciences International (CABI). The participants comprise lecturers, researchers, science officers, agricultural information professionals, graduate students and executives from private companies

ENGAGING UNIVERSITY COMMUNITY VIA COMMUNITY OUTREACH PROGRAMMES

Connecting library with campus community

Book Donation Campaign- UPM Library

The campaign was officially launched by Prof. Datuk Dr. Mohd Fauzi Hj. Ramlan, Vice-Chancellor UPM, 19 May 2013.

University communities, general public and media were invited to the opening ceremony

Book Donation Campaign is an effort to encourage more campus community to contribute books for the library. By end of May 2013, more than 3000 books were donated after the campaign launched.

"Meet The Customer Day"– UPM Library

Book Sales

Online Database Exhibition & Quiz

Learn & Win Competitions

Programme the event provide opportunity for the library users to get information about library services through various activities such Book Sales, Online Database Training, Exhibition, Games, Quiz and Lucky draw.

Wellness Week - UPM Library

Opening Ceremony

Blood Donation

Wellness Run & Aerobics

Wellness Week as "Outreach Program" of UPM Library to create awareness the importance of healthy life style among UPM community.

"Cancer Awareness Carnival"- UPM Library

Launching of Cancer Booklet by Dato' Prof. Dr Radin Umar, Vice Chancellor UPM

Health Screening

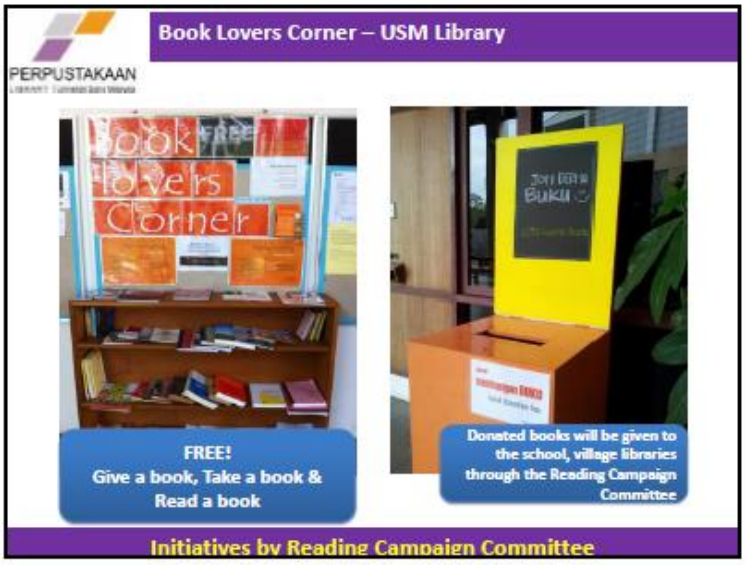
Blood Donation

The program was organize in conjunction with "World Cancer Day" 2011 ", as social responsibilities for students, youth and local residents . The main purpose of this carnival was to provide exposure, awareness and increase knowledge about cancer prevention which begins from one's lifestyle.

PERPUSTAKAAN
Exhibition in USM Library
Wanita di Sebalik Bait Puisi
(7 Mar - 4 Apr 2012)
Pengembara Ilmu: Muhamad Haji Salleh
(18 Apr – 2 May 2012)
myPHS: 1969-2012
(10 – 28 Sep 2012)
Exhibition in USM Library
Shahnon Ahmad dalam Media
(8 - 13 Oct 2012)
Pulau Pinang di Alam Melayu
(19 – 30 Nov 2012)
Bottom Billion Exhibition with ADVAWE'13
(22 – 24 Apr 2013)

PERPUSTAKAAN
Shahnon Ahmad dalam Media – USM Library
Shahnon Ahmad – National Laureate
Shahnon's new book entitled Mahabbah was launched by Dewan Bahasa dan Pustaka
Shahnon Ahmad's fanpage was launched in Facebook
Movie 'A Handful of Rice' adaptation of his novel, was shown during the exhibition
Forum discussing Shahnon's novel, Ranjau Sepanjang Jalan which was made into a movie in 1970's featuring legend actress Sarimah
media
2012
Shahnon Ahmad
dalam media

PERPUSTAKAAN
PHS & U e-Bulletin – Connecting Library with APEX Community
PHS & U
PHS & U
PHS & U
Road Map of Malaya
PHS & U


PERPUSTAKAAN
Book Lovers Corner – USM Library
Book Lovers Corner
FREE!
Give a book, Take a book & Read a book
Donated books will be given to the school, village libraries through the Reading Campaign Committee
Initiatives by Reading Campaign Committee

Like myPHS – USM Library

PERPUSTAKAAN

- Mobile librarians/PHS:
  - users can borrow/return books, consultation on accessing databases, EndNotes, customer satisfaction survey
  - Book Return Campaign to get long overdue books back on the shelf
  - Book donation campaign

Carried out at the 'hot spot' in the campus to interact with campus community by Customers Squad PHS.

THANK YOU

ENGAGING USERS: INITIATIVES FOR A CHANGING ERA

9th AUNILO Committee Meeting

10 - 12 June 2013, Kuala Lumpur

UPM UNIVERSITY OF MALAYA Universiti Kebangsaan Malaysia PERPUSTAKAAN

Engaging Users: Information Literacy Program Initiatives to Enhance Access to Information Resources

By : Chansy Phuangsouketh
Director
Central Library
National University of Laos
Lao P.D.R.

Introduction

- Information literacy is fundamental to social and economic development
- Society's citizens must become more critical consumers and creators of information resources
- Information and communication technologies (ICT) transform all aspects of education
- Faculty members and academic librarians are at this intersection
- A new vision and new roles are needed for academic librarians within the University

- UCL is a network of 20 libraries located across the Lao PDR with about 155 staff
  - Provides information to students, academic staff and the wider community
  - Supports the University's mission of teaching, learning, research and community service through the use of available technology
- Lao PDR faces many barriers to the development of modern ICT infrastructure
- The Library's objective is to offer a return for all funding invested in the library
- The Library offers information services and relevant technologies to support study and research, thus promoting the progress of knowledge.

Needs and problems of university students in using library information resources and services

- The library should be at the heart of any educational institution and provide access to resources and services using a range of methods
- Access can be direct (face to face), or mediated by printed materials (for example, manuals, workbooks, newsletters or brochures) or technology using a variety of media (voice mail, telephone, website or email)
- Successful access should be characterised by flexibility, reliability, availability, user-friendliness, portability, efficiency and service capacity

Possible difficulties in use of library resources and services

- Some institutions may offer few or even no library services.
- Students may face delays and expense in contacting the library, or there may be barriers that cause them to give up trying to use it.
- Students may lack information literacy skills; they may not know, or know how to find out, what services and resources are available or how to access them.

- Students may not possess adequate knowledge and experience in library research, electronic information resources or technology in general.
- Students may not have received information literacy training, and they may be unable to take advantage of in-person assistance from academic librarians.

The importance of information literacy to students in higher education

- To be information literate, a person must be able to recognise when information is needed and have the ability to locate, evaluate and use effectively the needed information
- Information literacy is considered a survival skill for the 21st century, the key competence for lifelong learning and the foundation of a literate society
- Information literacy has become more and more important in our increasingly complex, integrated environments.

The information environment

- An increasing rate of information growth
- New types of media and resources
- Unfiltered formats
- Diverse and abundant information choices in academia, the workplace and the personal lives of individuals

The technological environment

- Rapid technological changes
- Increased dependence on technology for daily living

The educational reform environment

- The transformation of pedagogical methodologies through a focus on educational reform
- New pedagogical strategies, including resource-based, project-based and outcomes-based teaching and learning

The role of academic librarians in information literacy instruction programs

- A considerable amount of literature is available on this topic.
- Academic librarians can contribute actively by providing university students with various forms of information literacy instruction.
- Formats include face-to-face consultation, training workshops, credit and non-credit courses, booklets and other printed materials, videotapes, cassette tapes, CD-ROMs, online and web-based courses, and other innovative methods using technology.

- Faculty members, lecturers and librarians must share roles in helping students acquire information literacy skills effectively and become information literate.
- Development of information literacy can be especially successful when librarians develop partnerships with faculty members and, as partners, incorporate information literacy programs into the academic curriculum.
- An emerging critical role for librarians includes working with academics to ensure appropriate inclusion of information seeking in courses offered in flexible delivery mode.

Experience at NUOL

- **The National University of Laos organises its courses in various fields of study into three academic programs:**
  - Bachelor's degree programs
  - Master's degree programs
  - PhD programs
- **The undergraduate program includes many types of instructional media:**
  - Orientation sessions
  - Lectures and tutorials
  - Practical laboratories
  - Individual study and research
  - Field trips and intensive training sessions

- **Academic activities arranged for graduate students:**
  - Orientation of new students
  - Academic seminars
  - Intensive thesis courses
  - Independent study courses
  - Professional experience training.
- **Specific information corners established at UCL:**
  - Human Trafficking
  - Gender Resources
  - World Bank
  - European Union
  - Child Rights
  - ASEAN Information

- The role of librarians in supporting the educational system becomes crucial, and this is becoming more apparent in Lao PDR.
- NUOL librarians play an important role in providing students with skills in information access.
- Librarians are also instructors, to ensure that graduates from the University are information literate.

NUOL's challenges

- Goal is for students to become effective independent, self-directed and information literate learners.
- Until 2000, information skills instruction was provided to University students, especially undergraduates, as part of a general "Study Skills" course.
- Since then, an Orientation Session has been organised regularly at the University Central Library for new students who have just enrolled. Contents include:
  - Library research
  - Information retrieval
  - Information sources, access and usage (e.g., report writing)
  - Research techniques.

- University librarians are invited to give a special orientation session on information skills to final year undergraduate students about research and thesis writing for Master's degree students. This is a collaborative effort between academic librarians and faculties.
- At the graduate level, the study program is more research based and resource based. Librarians
  - provide guidelines or manuals about library use
  - advise individuals or groups
  - offer library-based research consultations and reference assistance.

Indirect initiatives by the Central Library

The University Central Library Strategic Plan 2010-2015 provided an opportunity to identify ways to increase utilization of library resources as a strategy in resources and governance. This will lead indirectly to improved student and academic staff information literacy through:

- Performance of university annual contracts for
  - numbering of electronic resources
  - providing e-resources training
  - measuring customer satisfaction
  - promoting library services
  - enhancing ICT infrastructure
- Identification of staff who will provide an effective frontline outreach team

- Committee coordination and planning for library promotion and outreach
- Provision of regular effective trainings on information literacy skills for library staff and end-users in order to enhance the value of libraries in the community and increase library usage through new technologies (library software, access to e-resources on the Internet, computer applications, etc.)
- Use of special events and promotions, including participation in university, national and international exhibitions
- Enhancement of the learning environment
- Creation of innovative products and services using new technology to enhance and add value to service quality

- Trend toward proactive efforts to educate library users about authors' rights, plagiarism and open access publishing
- Development of competence targets for staff to enable them to enhance their ICT skills
- Encouragement of library staff to provide training so that users can gain searching skills on electronic resources using available technology
- Increased collaboration to expand the role of the library within the country, the ASEAN region and the world, and with other library consortia
- Provision of better services for customers in terms of timing, access to information and meeting customer needs for print and non-print materials

- Further collaboration with internal and external organisations and the private sector for their support
- Innovation in library service to meet the needs of local information users using resources from throughout the world
- Dissemination of activities to the public via local media
- Broad collaboration and sharing of information with other national, regional and international organisations with similar missions

Other University initiatives

- Establishment of a new undergraduate degree program in library and information management in the Department of Geography and GIS, the first such course in Laos.
- Students are now enrolled in the first and second years of this course.
- The academic staff members teaching the course come both from this department and the Central Library.
- NUOL recently hosted an Australian Business Volunteer to assist in upgrading the skills of geography staff in the areas of online searching and digital libraries.

- The goal is to enhance the knowledge of these current and future library and information management students, who will be the next generation of library professionals
- In turn, they will have responsibility for ensuring that NUOL students and staff, as well as the wider community, stay information literate, regardless of the new media and new technologies being developed.

Conclusion

- Information literacy is fundamental to social and economic development.
- It enables a society's citizens to be more critical consumers and creators of information resources.
- Academic librarians play a vital role in the changing educational environment and in supporting the higher education system.
- They act as information providers, or as instructors in information literacy skills and partners in the teaching and learning process to create university students who are information literate.

- The move towards making resources web-accessible and innovating library services using web-based technologies has markedly improved the University Library's capability to provide efficient information services.
- Web-based search engines have given library users a better opportunity to retrieve the information required.

Thank you for your attention!

Engaging Users
Hun Sen Library
Royal University of Phnom Penh
(Cambodia)

How we have engaged our users
Library orientation program
Library & librarianship training
Tour of the library
Users' feedback
Faculty participation in collection development
Labels and signage for library collection
Using reference services to engage users
Library space & facility

Tour of the Library

- Regular tour (3pm)
- Walk-in-tour
- Tour up on request
- Small or large group
- Students, staff of NGOs, Gov't agencies, Int'l delegates

Users' feedback

- Encourage feedback from users on resources needed and library services
  - Web Page, Phone, and Email
  - Suggestion box
  - Meeting with facilities, students, researcher and public
- As a result, we have created an ERC (Education Resource Center)

Faculty Participation in Collection Development

- Encouraging faculty members to participate in library collection development by proposing materials/titles of materials of their needs
- We have roughly USD1800 per year from the Priority Budget given by the MoEYS through the RUPP

Label and Signage for Library Collection

In order to make our collection more appealing to our users, we have recently redesigning labels and signage:

- Main Collections
- Book Shelves
- Items

Using Reference Service to Engage Library Users

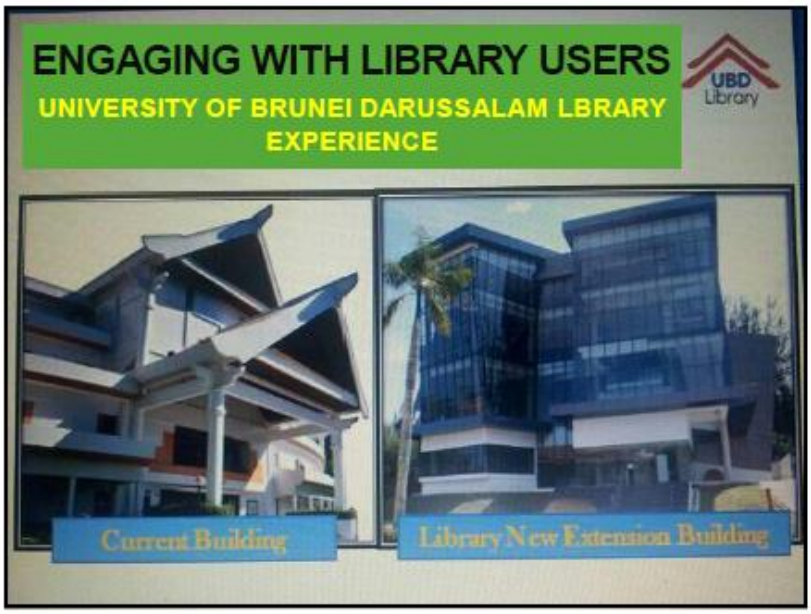
As part of the efforts to engage with our users, we have been trying our best to provide the following services to our users:

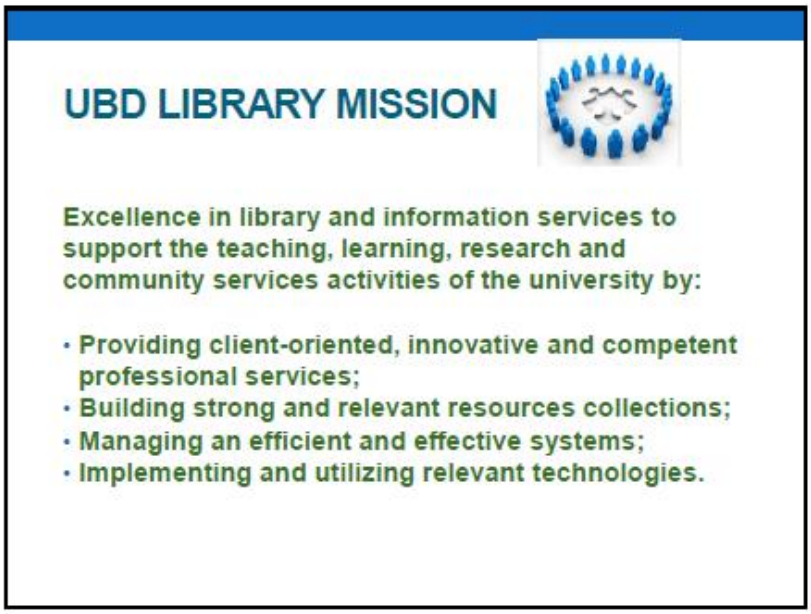
- On-site service
- Phone call
- Email request

Appropriate facilities

- Larger space (180,000 sqm)
- Appropriate facilities
- Better organized
- More attractive

Thank You!


ENGAGING WITH LIBRARY USERS
UNIVERSITY OF BRUNEI DARUSSALAM LBRARY EXPERIENCE
UBD Library
Current Building
Library New Extension Building


UBD LIBRARY MISSION
Excellence in library and information services to support the teaching, learning, research and community services activities of the university by:
• Providing client-oriented, innovative and competent professional services;
• Building strong and relevant resources collections;
• Managing an efficient and effective systems;
• Implementing and utilizing relevant technologies.

ENGAGEMENT STRATEGIES

Access & Utilization

Resource Development & Relevancy

Communication

Assessment

Access and Utilization

Awareness

Library Training – Demo From Vendors

Quizzes

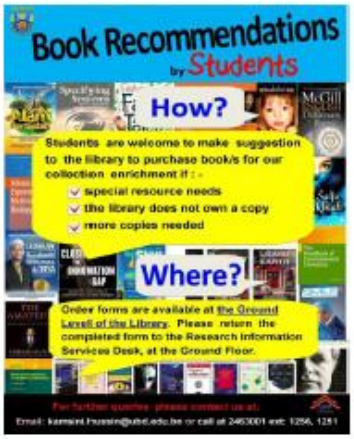
Orientation

Resource Development & Relevancy

Communicating with Dean of Faculty on resource requirements

- Distributing booklets / publisher's catalogue in print/online on frequent basis.
- Meeting up with Faculty Program Leader / Coordinators
- Encouraging staff to order via various communication means.
- Students are encouraged to make recommendation for books to be purchased.
- Faculty Deputy Dean as Member of Library Committee

- Frequency of the Library Committee Meeting to understand needs and decisions making platform for purchase.
- Faculty Liasion Librarian attendance in Faculty and Board Meeting.
- Continuously develop collection without much restriction.
- Communicating effectively with Faculty on new resources acquisition and trial access.



Communication

Provide efficient line of communication with the users through various means:

- Ask a Librarian
- Email
- Telephone
- Chat Widget
- Facebook
- Twitter

Assessment

Suggestion Box – *Are You Being Served*

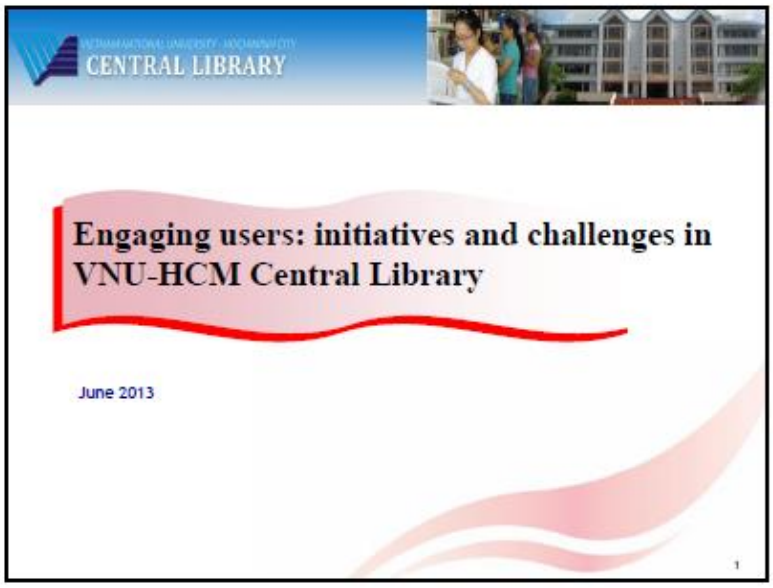
User Satisfaction Survey

Challenges

- Has not encompassing the whole community.
- Creating awareness on resources and facilities.
- Role of Liasioin Librarian

Conclusion

- More reaching out to be done
- Make Library more visible and available anywhere


CENTRAL LIBRARY
Engaging users: initiatives and challenges in VNU-HCM Central Library
June 2013
1

WHAT WE HAVE ENGAGED USERS SO FAR
• Use technology applications
• Be more interactive
• Encourage users to create content
2

USE TECHNOLOGY APPLICATIONS TO ENGAGE USERS

3

Use The Primo Central Index as a gateway to assist library users to enjoy the full benefit of an one-stop service for their research needs.

Easy to use, time saving and friendly interface engage users using the library information resources

4

Challenges for us

- Many functions that can more engage users have not been utilized
- Many users are still not familiar with the gateway

5

Use web 2.0 to engage users: use facebook, blog, youtube and flickr to allow and encourage users in content creation and exchange

Facebook

Blog

6

YouTube Video Contest

Flickr 365 Library Days

Challenges for us

- Web 2.0 applications are used as means to share news and pictures rather than to exchange knowledge and scholarly information
- Web 2.0 applications still are not used as means to assist learning and research

7

Website with friendly interface

The old interface website

The new interface website

The new website is designed based on users expectations and learned from Google & Amazon.

Zopim Widget for " Q&A "

Allow us online contact to users with simple and friendly interface.

8

Challenges for us

- Keep update and upgrade the website to be always attractive to users
- Keep pace with users expectations

9

9

BE MORE INTERACTIVE TO ENGAGE USERS

10

Information Desk

Library staff always are available and friendly to:

- Assist users to create search strategy, conduct searches and evaluate information
- Assist users to access into information resources, particular online databases, and use library services
- Answer users questions via different means (personal, phone, email, chat, IM)

11

Challenges for us:

Do not have experts as subject librarians, therefore

- It is hard to assist users in finding materials in their particular subjects
- Do not provide services as SDI and CAS (Selected Dissemination of Information and Current Awareness Service)

12

Instruction activities

- Regularly conduct library orientation and training sections
- Provide instruction materials and guidance in print and online
- Personally consult or instruct users at information desk

13

Challenges for us:

- Work with departments to design training sections to meet their particular needs
- Need utilize Web 2.0 applications and software for online tutorials or e-learning to conduct training courses.
- Need more promotion programs for instruction activities

14

Exhibitions

- Exhibit new books by month or by subjects
- Organize events such as reading day, reader meeting

Reading Day

15

Challenges for us now:

Lack of experiences and resources in event organizing

- Need training staff skills to organize events
- Need stable financial and other sources for regular events
- Need conduct user studies to identify themes for events

16

ENCOURAGE USERS TO CREATE CONTENT

17

RECOMMENDATION FOR ACQUISITION

- Users recommend books or journals for acquisition via E-Forms in website, email, telephone.
- Library regularly informs users of arrival new books via email and website.

Challenges:

Many teaching staff still do not contribute to this task

18

RECOMMEND BOOKS FOR OTHERS

- Users suggest "books must read" in library collections and write book review for these books.
- Library exhibits "books must read" in the lobby to encourage users read them

19

FEEDBACKS AND IDEAS

▪ Library creates different forms (quick survey form, note books ….) to encourage users to provide their feedback, suggestions, ideas about library activities.

Challenges for us:

▪ Need to use mobile applications to give users more convenience in providing feedback and ideas

20

WHAT WE NEED TO DO NEXT

- Overcome the challenges
  - Learn initiatives from you and find a way to apply into our context
  - Design and implement a project for a new service system that can more engage users

WHAT WE NEED TO DO NEXT

- Project for new service system that can more engage users
  - Survey on users needs and expectations
  - Design a framework for new service system based on
    - Literature review, learn experiences from outsides, user needs, our own experiences, our potential sources
  - Find resources
  - Train staff and arrange infrastructure
  - Implement and promote the new service system

22

Please share with us your comments and ideas

Thank you!

AGENDA FOR BUSINESS MEETING

The 9th Meeting of the AUNILO Committee,
11th June 2013 (Tuesday), 8.30 a.m. – 12.30 p.m. at the University of Malaya, Malaysia

AGENDA

1. Welcoming remarks

2. Adoption of the Agenda
   - Additions to the agenda can be tabled at the Meeting

3. Approval of the Minutes of the 8th Meeting of the AUNILO Committee

4. Matters arising from the Minutes of the 8th Meeting
   - Change of name of AUNILO
   - Criteria of selection of AUN Thematic Network

5. Reports:
   5.1 Report from the AUNILO Secretariat
   5.2 Report from the AUN Secretariat
   5.3 Report from the AUNILO Portal

6. Discussion and Resolutions on the Engaging Users: Initiatives for a Changing Era

7. Other matters

***

MINUTES FROM THE 9th MEETING OF THE AUNILO COMMITTEE
11th June 2013 (Tuesday), 9 a.m. – 12 p.m. AT THE
UNIVERSITY OF MALAYA LIBRARY

Present:

Members:
Mr. Mahbob Yusof (Chairperson, Universiti Malaya, Malaysia)
Dr. Haji Awang Suhaimi Bin Haji Abdul Karim (Universiti Brunei Darussalam, Brunei)
Ms. Dayangku Noraini Pengiran Haji Idris (Universiti Brunei Darussalam, Brunei)
Mr. Sovannarith Heng (Royal University of Phnom Penh, Cambodia)
Mr. Wanna Net (Royal University of Phnom Penh, Cambodia)
Mdm. Nawang Purwanti (Universitas Gadjah Mada, Indonesia)
Drs Luki Wijayanti (Universitas Indonesia, Indonesia)
Ms Laely Wahyuli (Universitas Indonesia, Indonesia)
Mr. Chansy Phuangsouketh (National University of Laos, Lao PDR)
Mr. Abu Bakar Maidin (Universiti Kebangsaan Malaysia, Malaysia)
Mr. Amir Hussain Md. Ishak (Universiti Putra Malaysia, Malaysia)
Mdm. Ana Maria B. Fresnido (De La Salle University, Philippines)
Mdm. Leonila C. Abella (De La Salle University, Philippines)
Mr. Chito N. Angeles (University of the Philippines, Philippines)
Mdm. Lourdes T. David (Ateneo de Manila University, Philippines)
Dr. Vernon R. Totanes (Ateneo de Manila University, Philippines)
Mr. Choy Fatt Cheong (Nanyang Technological University, Singapore)
Ms Gulcin Cribb (Singapore Management University, Singapore)
Ms. Lee Cheng Ean (National University of Singapore, Singapore)
Dr. Pimrumpai Premsmit (Chulalongkorn University, Thailand)
Ms. Chaweewan Swasdee (Mahidol University, Thailand)
Mrs Wantana Kitisrivorapan (Burapha University, Thailand)
Ms. Wararak Pattanakiatpong (Chiangmai University, Thailand)
Dr. Nguyen Hong Sinh (Vietnam National University – Ho Chi Minh City, Vietnam)
Ms. Hoàng Thị Hồng Nhung (Vietnam National University – Ho Chi Minh City, Vietnam)
Ms. Huyn Thi Phuong (Vietnam National University – Ho Chi Minh City, Vietnam)

AUN Secretariat:
Dr. Choltis Dhirathiti (AUN Deputy Executive Director, Thailand)
Ms. Vipada Jan Kanchanasorn (Senior Program Officer, Thailand)

AUNILO Secretariat:
Mr. Mohd. Pisol Ghadzali (Chairperson, Universiti Sains Malaysia, Malaysia)

Ms. Radia Banu Jan Mohamad (Secretary, Universiti Sains Malaysia, Malaysia)
Ms. Noor Azlinda Wan Jan (Treasurer, Universiti Sains Malaysia, Malaysia)
Mr. Ali Abd Rahim (Deputy Chairperson, Universiti Sains Malaysia, Malaysia)
Mr. Mohd Nasir Md. Rashid (Committee, AUNILO Secretariat)
Ms. Azizah Ahmad (Committee, AUNILO Secretariat)

Absent with appologies:

Assoc. Prof. Dr. Nor Edzan Che Nasir (Universiti Malaya, Malaysia)
Institut Teknologi Bandung, Indonesia
Perpustakaan Universitas Airlangga
University of Yangon, Myanmar
Vietnam National University – Hanoi

Min.	Agenda	Item	Action/Note
1.	**Welcoming Remarks**	Chairperson of the meeting, Mr. Mahbob Yusof from University of Malaya welcomed all representatives from the 18 university member libraries. In particular, he welcomed member representatives new into directorship. They are: • Ms Nawang Purwanti from Universitas Gadjah Mada Library • Dr. Vernon R. Totanes from Ateneo de Manila University Library	Acknowledgement
2.	**Adoption of the Agenda**	The Meeting adopted the agenda of the 8th Meeting of the AUNILO Committee.	Acknowledgement
3.	**Approval of the Minutes of the 8th Meeting of the AUNILO Committee**	The Meeting adopted the Minutes of the 8th Meeting of the AUNILO Committee which appears as **Appendix 1**.	Acknowledgement

4.	**Matters Arising from the 8th Meeting**	**4.1) AUNILO portal and annual subscription fee** - Representatives were informed that reminders have been sent by the AUNILO Treasurer to new members in September 2012 with regards to the payment. -Ms. Ean of NUS mentioned that she just received the invoice on the day. The Treasurer replied that all members will get the invoice after the meeting. Laos and Brunei asked for a signed copy of invoice to be sent to them via email. The treasurer was reminded to send invoice to all members preferably in January each year and the status of payment to make good of payment for the portal subscription fee. It will be send through email and the original copy of the invoice will be given to all members during the AUNILO Meeting.	AUNILO Secretariat AUNILO Members AUNILO Secretariat
		4.2) Updating of Institutional Repositories (IRs) -Representatives were informed that to date, there are no updates on IRs by the members. -ID and password have been given to the appointed person in charge of member countries who responded to the email sent by the Secretariat. Those who haven't appointed their staff can email the name and email address of the person in charge to the Secretariat.	AUNILO Secretariat
		4.3) Harvester application project report -EBSCO Discovery Service TRIAL is ready for use and placed in the portal. Members have been notified through emails and AUNILO Facebook on 2nd June 2013 to give it a try.	AUNILO Members

		-Representatives were also informed that EBSCO and Serials Solution will be given a 20 minutes slot for the demonstration of discovery service solution during the meeting. The representatives noted that the price offered by EBSCO was USD25,000 while Serials Solution USD19,000 or free if 3 new members from AUNILO sign up for its services. -Mr. Mahbob Yusof suggested that AUNILO could use the Open Access Harvester but NUS mentioned that it is better to engage the commercial vendors. -Since funding is a problem, representatives agreed that both company should submit detailed proposal on what they could offer to AUNILO. NUS and SMU would alert the vendors about it. -AUN Secretariat will help AUNILO in securing the fund by giving the source of funding previously selected by AUN such as ASEAN Development Bank, European Union and ASEAN Secretariat. NUS agreed to help drafting a proposal which would be submitted to AUN. -AUNILO members could continue the trials which is available in AUNILO portal. The trial of Discovery Service will be for 3 months. -AUNILO members should also let the Secretariat know if they are going to subscribe to Serial Solutions so that we could alert all members about it and get free service for AUNILO.	Acknowledgement National University of Singapore and Singapore Management University National University of Singapore / AUN Secretariat AUNILO members AUNILO members
		4.4) Refined proposal of Institutional Repositories (IRs) -Representatives agreed that since single discovery service has already been suggested to be adopted by AUNILO, the refined proposal of IR project by UM will be discontinued.	Acknowledgement

		4.5) Pathfinders on Peranakan collection in AUNILO portal - Universiti Sains Malaysia (USM) feedback that the English version of the Peranakan pathfinder is completed. -Chiangmai University has given the link of Lannaa Collection and it has been added to the Pathfinder in the portal. - Notification was sent on 4th June 2013 to all member libraries who have books of Peranakan content to email the links to AUNILO Secretariat for posting on the AUNILO portal as to enhance the Pathfinder content.	Acknowledgement AUNILO Members / AUNILO Secretariat
		4.6) Pending proposal on AUNILO members training -Representatives were informed that University of Philippines (UP) has not drafted the proposal on AUNILO members training since they have not received proposal which was submitted before by University of Brunei Darussalam (UBD). UBD mentioned that the proposal they submitted was turned down. -It was suggested that UP should spearhead the task with the help of Philippines members. -Training needs analysis should first be drafted, followed by the distribution of preliminary survey. Later, other members will contribute on that proposal. -Regarding mobile technologies on AUNILO portal, NUS will check if service providers could suggest anything for AUNILO network. NUS will collate a list of mobile technologies implemented by member institutions and consider the potential training activities that can be carried out from it. Earlier, the idea was to see those who are relatively further ahead can train other librarians from AUNILO member	University of Philippines National University of Singapore

		libraries via virtual learning platforms such as Webex or the librarians can come over and learn as interns.	
		4.7) Host for 9th AUNILO meeting - The 9th AUNILO Meeting is scheduled on 10 – 12 June 2013 in University of Malaya, Kuala Lumpur, Malaysia. -There is no celebration of 10th year AUNILO establishment. The mini conference that was suggested to commemorate the special year could not be organized since the host could not find speakers available for the session. Keynote address session was held after the opening ceremony of the 9th Meeting.	Acknowledgement
		4.8) Change of name of AUNILO **-**AUNILO Secretariat has initiated an email initiating the change of name for AUNILO which was sent on 19 October 2012. Twelve new names were suggested by AUNILO members **(Appendix 2)** -AUN Secretariat agreed to assist in designing the new AUNILO logo once the decision on the new name is made. -The matter was discussed during the meeting and representatives agreed that AUNILO name will be retain. The acronym of AUNILO will represent **Libraries of ASEAN University Network** and it will not be spell out. -AUN Secretariat advised that in order for AUNILO to go far, it needs some amount of seed money. AUNILO members should come out with a proposal that mention its mission, objectives and activities that could be carried out in the future which could benefit all member countries. AUN Secretariat will help to bring the proposal to the governmental level and help AUNILO to be more visible in order to secure some	Acknowledgement Acknowledgement Acknowledgement AUN Secretariat / AUNILO members

		funding.	
		4.9) List of common and special ICT features of member institutions - Representatives were informed that updated information is on the AUNILO portal. -Secretariat have sent an email asking members to verify their email address on 6th June 2012. All members email are updated except by Myanmar; Universitas Airlangga, Indonesia; Royal University of Law and Economics (RULE), Cambodia and Institute of Technology Bandung (ITB), Indonesia. -Mrs Lourdes David and Mdm Luki Wijayanti feedback that they had not received notification of the Meeting from AUNILO Secretariat secretary. Feedback noted and the secretary will ensure undelivered emails will not happen again in the future by maintaining correspondence with the members.	Acknowledgement AUNILO members & AUNILO Secretariat secretary
		5.0) AUN Thematic Network **-**AUN Secretariat emailed the criteria of AUN Thematic Network to the Secretariat on 16th May 2013 and it was forwarded to the AUNILO members on 27th May 2013. No further discussion was carried out regarding the matter. -AUN Secretariat mentioned that there will be AUN-BOT Meeting in July which will discuss and consider new application to be members of AUN. AUN will be considering accepting new members from other ASEAN countries but not expecting any additional member from Malaysia and Thailand. -Representatives agreed to follow any decision made by AUN regarding new member countries. Any new members of AUN will automatically be a new member for AUNILO.	Acknowledgement AUN Secretariat /AUNILO members Acknowledgement
5.	**Reports**	**5.1) Report from the AUNILO Secretariat**	

		-AUNILO Secretariat presented the AUNILO Secretariat Report 2012/2013. **(Appendix 3)**	Acknowledgement
		- AUNILO Secretariat Secretary reported that it was decided in the 8th AUNILO Meeting that Universiti Sains Malaysia (USM) will continue to serve as Secretariat from 2013 until 2017.	Acknowledgement
		- USM has appointed Mr. Ali Abd Rahim (Deputy Chief Librarian USM) as the new Deputy Chairperson of the AUNILO Secretariat.	Acknowledgement
		- Royal University of Phnom Penh (RUPP) agreed to host the 10th AUNILO Meeting in 2014.	Royal University of Phnom Penh
		- Secretariat has amended and included Ateneo de Manila University in the AUNILO Secretariat 2011/2012 report.	Acknowledgement
		Secretariat have sent emails to discuss the name change of AUNILO, an online survey to implement the discovery service, email address, AUNILO logo and criteria of AUN Thematic Network.	Acknowledgement
		A total of 12 new names to replace the current name of AUNILO have been suggested and will be discussed during the 9th Meeting. Discussion on the mission of AUNILO will follow once the name is chosen.	AUNILO Secretariat / Member countries
		5.2) Report from the AUN Secretariat	
		- There is no report from AUN Secretariat. However, AUN Secretariat has made some comments and suggestion on matters that were discussed during the Meeting.	Acknowledgement
		5.3) Report from the AUNILO portal	

		The Meeting noted the report which Universiti of Malaya (UM) presented. UM reported the following: - RSS feeds is possible to obtain by clicking on the RSS icon on the top left corner of AUNILO portal. - AUNILO members can be more active in posting information onto AUNILO portal. The Secretariat has emailed all members to assign the person in charge. Members from NUOL, UPM, VNU-HCM and USM responded and were given the id, password and guidelines related to what to post in the portal. To date, no members posted any updates yet. - Usage of AUNILO FlickR is considerable with the total of 1,031 pictures of AUNILO activities. Members were encouraged to post photos especially from past meetings in Vietnam (2007), Indonesia (2010), Philippines (2011) which were not yet uploaded. -The Meeting agreed to continue with the subscription of FlickR. -AUNILO portal statistic will be reported in the next meeting	Acknowledgement AUNILO members Universitas Indonesia/ University of Philippines/ Vietnam National University-HCM Acknowledgement University of Malaya
6.	**Resolution for 9th AUNILO meeting**	The following were raised in response to the 9th meeting theme: -Representatives were informed that everyone is making a good effort in engaging users and it could be seen from the country report presentations that most of the members had carried out commendable users engagement programs. -Future training programs should be beneficial for all member libraries.	Acknowledgement AUNILO members

		- Benchmarking should be carried out among member libraries. Activities such as performance evaluation, quality assessment and benchmarking could also enhance the effort on users' engagement. -As for the Quality Framework Program for libraries, AUN will discuss with the assessor what is the current activities that is suitable to AUNILO and will get back to us.	AUNILO members AUN Secretariat
7.	**Consolidated country report presentation on the theme "*Engaging Users: Initiatives for a Changing Era*"**	Consolidated country report presentation on the status of mobile technologies are as follows: - Brunei : Engaging with Library Users: University of Brunei Darussalam Experience - Cambodia: Engaging users: Hun Sen Library, Royal University of Phnom Penh - Indonesia - Laos: Engaging users: Information literacy program initiatives to enhance access to information resources - Malaysia: Country report: Malaysian University Libraries - Philippines: Engaging users: The Philippine experience - Singapore: User engagement at Nanyang Technological University, National University of Singapore and Singapore Management University - Thailand: Engaging Library Users: Building connections - Vietnam: Engaging users: initiatives and challenges in in VNU-HCM	Acknowledgement
8.	**Host for 10th AUNILO Meeting**	-Royal University of Phnom Penh will be hosting the 10th AUNILO Meeting. - Suggested date of the meeting are 3-4 April 2014 and 3-4 September 2014. Member countries agreed on the date in April 2014. The Secretariat will advise RUPP regarding preparation of the meeting. - The Secretariat will take note on the celebration of the	Royal University of Phnom Penh/AUNILO Secretariat

<table>
<tr><td></td><td></td><td>10th year of AUNILO and it is suggested to be carried out next year during the 10th AUNILO Meeting.</td><td></td></tr>
<tr><td>9.</td><td>Other matters</td><td>-AUNILO Secretariat secretary feedback that she has yet to receive the proceedings from Universitas Indonesia and University of Philippines for the 6th and 7th meeting. AUNILO Secretariat secretary will remind Ms Luki of Universitas Indonesia after the meeting. University of Philippines preparation of the 7th Meeting proceeding is almost completed. UP is waiting for the UBD country report presentation.

-Representatives were informed that the future host for the AUNILO Meeting are as follows:

<table><tr><td>2015</td><td>Laos</td></tr><tr><td>2016</td><td>Brunei</td></tr><tr><td>2017</td><td>Thailand</td></tr></table>
National University of Laos (NUOL) will check with the University if it is ready to host the Meeting and will inform AUNILO Secretariat. If NUOL could not host the meeting in 2015, University of Brunei Darussalam will be holding the 11th AUNILO Meeting.

-Chairperson of AUNILO Secretariat took the opportunity to record his appreciation to Madam Lourdes T. David of Ateneo de Manila University and Mr. Ida Fajar Priyanto of Universitas Gadjah Mada for their excellent contribution as AUNILO members.</td><td>AUNILO Secretariat secretary/ Universitas Indonesia /University of Philippines

Acknowledgement

Acknowledgement</td></tr>
<tr><td>9.</td><td>Closing Remarks</td><td>The Meeting concluded with thanks and token of appreciation from AUNILO Secretariat for the presence of AUN Deputy Executive Director.</td><td>Acknowledgement</td></tr>
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The Meeting was adjourned at 1.00 p.m.
Prepared by
AUNILO Secretariat

APPENDIX 1

MINUTES OF THE 8th MEETING OF THE AUNILO COMMITTEE
2nd June 2012 (SATURDAY), 9.00 a.m. – 12.30 p.m. AT THE CENTRAL LIBRARY, NATIONAL UNIVERSITY OF SINGAPORE

Present: **Members:**

Dr. Haji Awang Suhaimi Bin Haji Abdul Karim (Universiti Brunei Darussalam, Brunei)
Mr. Ida Fajar Priyanto (Universitas Gadjah Mada, Indonesia)
Ms. Lilik Kurniawati Uswah (Universitas Gadjah Mada, Indonesia)
Ms. Etty Setyawati (Universitas Indonesia, Indonesia)
Ms. Luluk Tri wulandri (Universitas Indonesia, Indonesia)
Mr. Abu Bakar Maidin (Universiti Kebangsaan Malaysia, Malaysia)
Assoc. Prof. Dr. Nor Edzan Che Nasir (Universiti Malaya, Malaysia)
Mr. Mahbob Yusof (Universiti Malaya, Malaysia)
Mr. Amir Hussain Md. Ishak (Universiti Putra Malaysia, Malaysia)
Mdm. Ana Maria B. Fresnido (De La Salle University, Philippines)
Mdm. Lourdes T. David (Ateneo de Manila University, Philippines)
Mr. Rodolfo Tarlit (University of the Philippines, Philippines)
Mr. Chito N. Angeles (University of the Philippines, Philippines)
Mrs. Wantana Kitisrivorapan (Burapha University, Thailand)
Ms. Porntip Aueapaikul (Chulalongkorn University, Thailand)
Ms. Chaweewan Swasdee (Mahidol University, Thailand)
Ms. Wararak Pattanakiatpong (Chiang Mai University, Thailand)
Dr. Nguyen Hong Sinh (Vietnam National University – Ho Chi Minh City, Vietnam)
Ms. Nhung Hoang Thi Hong (Vietnam National University – Ho Chi Minh City, Vietnam)
Ms. Pham Thi Mai Lan (Vietnam National University Hanoi, Vietnam)
Mr. Chansy Phuangsouketh (National University of Laos, Lao PDR)
Mr. Sovannarith Heng (Royal University of Phnom Penh, Cambodia)
Ms. Sylvia Yap (National University of Singapore, Singapore)
Ms. Lee Cheng Ean (National University of Singapore, Singapore)
Ms. Gulcin Cribb (Singapore Management University)

AUN Secretariat:
Dr. Choltis Dirathiti (AUN Deputy Director, Thailand)
Mr. Raksit Waropas (AUN Programme Officer, Thailand)

AUNILO Secretariat:
Mr. Mohd. Pisol Ghadzali (Chairperson, Universiti Sains Malaysia, Malaysia)
Ms. Radia Banu Jan Mohamad (Secretary, Universiti Sains Malaysia, Malaysia)

Ms. Noor Azlinda Wan Jan (Treasurer, Universiti Sains Malaysia, Malaysia)

Absent with appologies:
Mr. Choy Fatt Cheong (Nanyang Technological University, Singapore)
Mr. Nguyen Huy Chuong (Vietnam National University Hanoi, Vietnam)
Mr. Pham Van Trien (Vietnam National University – Ho Chi Minh City, Vietnam)
Dr. Luki Wijayanti (University of Indonesia, Indonesia)
Mr. Beni Rio Hermanto (Institut Teknologi Bandung, Indonesia)
Mr. Koko Srimulyo (Universitas Airlangga, Indonesia)
Institute of Economics Yangon, Myanmar
University of Yangon, Myanmar

Min.	Agenda	Item	Action/Note
1.	**Welcoming Remarks**	Dr. Choltis Dhirathiti, AUN Deputy Executive Director, Thailand thanked the National University of Singapore for hosting the 8th AUNILO meeting. Mr. Mohd. Pisol Ghadzali, Chairperson of AUNILO Secretariat also welcomed all representatives from the 22 university member libraries. In particular, he welcomed the new member libraries or new member representatives into directorship. They are: • Ms Gulcin Cribb of Singapore Management University • Mr Koko Srimulyo of Universitas Airlangga • Ms Wararak Pattanakiatpong of Chiangmai University • Mr Rodolfo Tarlit of the University of the Philippines	Notification
2.	**Adoption of the Agenda**	The Meeting adopted the agenda of the 7th Meeting of the AUNILO Committee.	Notification

3.	**Approval of the Minutes of the 7th Meeting of the AUNILO Committee**	The Meeting adopted the Minutes of the 7th Meeting of the AUNILO Committee which appears as **Appendix 1**.	Notification
4.	**Matters Arising from the 7th Meeting**	**4.1) List of common and special ICT features of member institutions** The outcomes of the survey was presented by the National University of Singapore (NUS) as in **Appendix 2.** The results will be posted onto the AUNILO portal. In summary, about 14 institutions have responded. National University of Laos informed that its input was excluded. Mrs Lee requested institutions to alert her if institution has responded but was excluded from the results.	NUS, AUNILO Secretariat and AUNILO Members
		4.2) AUNILO portal and annual subscription fee Representatives were informed that not all member institution has made good the payment for the annual subscription fee for year 2011. The AUNILO Secretariat is requested to check the status and to remind the relevant institution by December 2012. All representatives also agree that payment duration be made once every two years, and that payment for year 2011 be combined with year 2012	

		4.3) Harvester application project report - University of Malaya (UM) apologizes for not completing the report within the last agreed timeline of May 2011. Work is still undergoing to complete the report. - UM has however made a visit to the Universitas Indonesia on 28 June 2012 to study their harvester. The pertinent question to be decided is whether harvester is to reside in 1 server or many servers. Dr Edzan added that Universitas Indonesia is using a single server. - National University of Singapore suggested adopting discovery service solution instead, which can be an easier and more modern solution to implement. Representatives agreed that National University of Singapore will assist to check with EBSCO Discovery Service and Serials Solutions to explore this option. National University of Singapore and Singapore Management University will collaborate to study, compile and report findings to AUN for funding support. This includes cloud services. - Representatives (Mr Mahbob, Ms Gulcin and Mr Amir) commented that firewall may need to be opened to facilitate the use of Discovery service but this can be best resolved by discussing with IT unit of each institution. Mr Amir commented that if this project can be endorsed as an AUN project, given a recommendation letter, progress would be smoothened.	
5.	**Reports**	**5.1) Report from the AUNILO Secretariat (Appendix 3)** The Meeting noted the report presented by the Secretary of the AUNILO Secretariat. The Meeting also took note on:	Notification

		- The new AUNILO members which are Sultan Abdul Samad Library, Universiti Putra Malaysia, Malaysia, Singapore Management University Library, Singapore, Chiangmai University Library, Thailand, and Universitas Airlangga Library, Indonesia. - The pathfinder series project on South-East Asia Peranakan collection initiated by Universiti Sains Malaysia is yet to be completed and uploaded in AUNILO portal. - The USD100.00 portal enhancement fee has only been paid by few members. The list of members who have paid for the year 2010 appears in **Appendix 4.** The Meeting agreed that all new members will start contributing for the fees starting from the year 2011. AUNILO Secretariat will prepare and report the status of the account annually at the AUNILO Committee Meeting. A suggestion was made for a better improvements as follows: - Minutes of the AUNILO Meeting are completed 2 weeks after the AUNILO Meeting.	AUNILO Secretariat
		5.2) Report from the AUN Secretariat The Meeting noted the progress report from the AUN Secretariat regarding ASEAN-ROK Cyber University Establishment which appears as **Appendix 5**. AUN Secretariat has not totally agreed to the Master Plan of ASEAN-ROK Cyber University initiatives. The Meeting also suggested that to involve representative from AUNILO Committee for any	

		project initiatives and to be given the same training as those of ROK should the project proceeds.	
		5.3) Report from the AUNILO Portal The Meeting noted the report presented by the Universiti Malaya (UM) which appears as **Appendix 6.** The Meeting also agreed the following matters: - terms in local language-English language in Library and Information Science field will be sent to UM for the Glossary of Terms in Library and Information Science project. 20 terms are requested for each member countries and these terms will be uploaded into AUNILO portal. - all soft copies of the presentations, papers, proceedings and photos from the 1st Meeting until now are requested from the members. All these items will be uploaded into AUNILO Portal.	Notification UM and AUNILO Members UM and AUNILO Secretariat
6.	**Consolidated country report presentation on the theme of "*AUNILO Consortium of Institutional Repositories*"**	Consolidated country report presentation on the status of Institutional Repositories covering content, guidelines on access and restrictions including future plans on the theme of *"AUNILO Consortium of Institutional Repositories"* was held on 18th February 2011. The presentations are as follows: - Brunei : UBD Institutional Repository – refer **Appendix 7** - Cambodia: RUPP's Institutional Repository Progress Report – refer **Appendix 8** - Indonesia: Indonesian Scientific Portal 'GARUDA' – refer **Appendix 9** - Laos: Open Access and Digital Library Project: towards Building Institutional Repository Initiatives in Laos – refer **Appendix 10**	Notification UI

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- Malaysia: Academic Institutional Repositories In Malaysia – refer <u>Appendix 11</u>
- Philippines: Country report on Institutional Repositories – refer <u>Appendix 12</u>
- Singapore: Implementation of Institutional repositories at Singapore – refer <u>Appendix 13</u>
- Thailand: Institutional Repositories: Thailand Report – refer as <u>Appendix 14</u>
- Vietnam: Report on Consolidated Institutional Repository of Vietnam National Universities – refer <u>Appendix 15</u>

❖ The resolutions of this discussion – refer <u>Appendix 16</u>

(Note: These reports and resolutions will appear in the Proceedings of the 7th Meeting of the AUNILO Committee which will be prepared by UP.)
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<td>7.</td>
<td>Other Matters</td>
<td>
7.1) Pathfinder series project

Chulalongkorn University Library will add some contents on the collection of the Peranakan of South East Asia pathfinder project.
Chiangmai University Library will add a pathfinder and provide the links and information regarding Lanna collection in the AUNILO portal.

7.2) Host for the Next AUNILO Committee Meeting

The proposed details of the next Meeting are as follows:
<table>
<tr><td>Host for the 8th Meeting of the AUNILO Committee (2012)</td><td>:</td><td>National University of Singapore (Singapore)</td></tr>
<tr><td>Tentative Date</td><td>:</td><td>March 2012</td></tr>
<tr><td>Venue</td><td>:</td><td>National University of Singapore (NUS)</td></tr>
<tr><td>Theme</td><td>:</td><td>To be informed</td></tr>
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<td>CU, CMU, USM</td>
</tr>
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		Accommodation : to be informed Host for the 9th Meeting of the AUNILO Committee (2013) : University of Malaya Library (UM) (Malaysia)	
8.	**Closing Remarks**	As closing remarks, the Chairperson thanked all present and expressed her gratitude to the UP Committee members for the arrangements made for the Meeting, AUN and AUNILO Secretariat for their excellent support to ensure the success of the 7th Meeting. The Meeting also recorded its appreciation to Mdm. Lourdes T. David, Mdm. Ana Maria Fresnido, Mdm. Susan O. Pador for their kind cooperation in ensuring the smooth running of the activities during the Meeting**.**	Notification

The Meeting was adjourned at 11.30 a.m.

Prepared by
AUNILO Secretariat

APPENDIX 2

Suggestions from AUNILO members – new name for ASEAN University Network Inter-Library Online (AUNILO)

1.	**ASEAN Collaboration of University Libraries**	**ACUL**
2.	ASEAN Cooperation on Academic/University Libraries	ACAUL
3.	ASEAN Cooperation on Academic Libraries	ACAL
4.	Cooperation of University Libraries in ASEAN	CULA
5.	Alliance of ASEAN University Libraries	AAUL
6.	ASEAN University Libraries Cooperation	AULC
7.	ASEAN University Libraries' Alliance	AULA
8.	ASEAN University Libraries' Office of Cooperation	AULOC
9.	ASEAN University Network Academic Libraries Alliances	AUNALA
10.	ASEAN University Library Cooperation	AUNILIB / AUNILIC
11.	ASEAN University Network Library Consortium	AUNLC
12.	ASEAN University Network Libraries	AUNLib / AUNLIB

UNIVERSITI SAINS MALAYSIA

AUNILO SECRETARIAT REPORT 2012/2013

1. AUNILO Committee

AUNILO Secretariat	:	Universiti Sains Malaysia (Malaysia)
AUNILO Portal Coordinator	:	Universiti Malaya (Malaysia)
Host for the 9th Meeting of the AUNILO Committee (2013)	:	University of Malaya (Malaysia) Date: 10th – 12th June 2013 Theme: *Engaging Users: Initiatives in a Changing Era*
Host for the 10th Meeting of the AUNILO Committee (2014)	:	Royal University of Phnom Penh (Cambodia)

All the AUNILO Meetings will be organised with collaboration of the AUNILO Secretariat and AUN secretariat.

2. AUNILO Secretariat

USM Library has been chosen again to continue to serve as AUNILO Secretariat from 2013 until 2018. The new Committee members are as follows:

Chairperson	:	Mr. Mohd. Pisol Ghadzali
Deputy Chairperson	:	Mr. Ali Abd Rahim
Secretary	:	Mdm. Radia Banu Jan Mohamad
Treasurer	:	Mdm. Noor Azlinda Wan Jan
Committee Members	:	Mdm. Engku Razifah Engku Chik Mr. Mohd. Nasir Md. Rashid
Task Force	:	Mdm. Asma Wati Ibrahim Mdm. Azizah Ahmad

3. Member Institutions

To date the AUNILO Committee composed of 26 member libraries from 10 ASEAN countries which are as follows:

No	Country	Library/Institution
1.	BRUNEI DARUSSALAM	Library Universiti Brunei Darussalam http://www.ubd.edu.bn/library/main.htm
2.	CAMBODIA	Hun Sen Library Royal University of Phnom Penh http://www.rupp.edu.kh
3.	CAMBODIA	Library Royal University of Law and Economics (RULE) http://www.rule.edu.kh/
4.	INDONESIA	Library Universitas Airlangga http://www.lib.unair.ac.id
5.	INDONESIA	UPT Perpustakaan UGM Universitas Gadjah Mada http://lib.ugm.ac.id/home.php
6.	INDONESIA	Perpustakaan Pusat Universitas Indonesia http://www.lib.ui.ac.id
7.	INDONESIA	Central Library Institute Technology of Bandung http://www.lib.itb.ac.id/
8.	LAOS	Central Library National University of Laos (NUOL) http://www.nuol.edu.la
9.	MALAYSIA	Perpustakaan Universiti Malaya http://www.umlib.um.edu.my/

10.	MALAYSIA	Perpustakaan Universiti Sains Malaysia http://www.lib.usm.my
11.	MALAYSIA	Perpustakaan Tun Seri Lanang Universiti Kebangsaan Malaysia http://pkukmweb.ukm.my/~library/
12.	MALAYSIA	Perpustakaan Sultan Abdul Samad Universiti Putra Malaysia http://www.lib.upm.edu.my
13.	MYANMAR	Universities' Central Library University of Yangon
14.	MYANMAR	Central Library Institute of Economics Yangon
15.	PHILIPPINES	De La Salle University Library De La Salle University - Manila http://www.dlsu.edu.ph/library
16.	PHILIPPINES	University Library University of the Philippines http://www.mainlin.upd.edu.ph
17.	PHILIPPINES	Rizal Library Ateneo de Manila University http://rizal.lib.admu.edu.ph/
18.	SINGAPORE	Nanyang Technological University Library Nanyang Technological University http://www.ntu.edu.sg/library
19.	SINGAPORE	Central Library Building National University of Singapore http://libpweb.nus.edu.sg/web/appmanager/lib/desk
20.	SINGAPORE	Library Singapore Management University http://www.library.smu.edu.sg
21.	THAILAND	Center of Academic Resources Chulalongkorn University

		http://www.car.chula.ac.th
22.	THAILAND	BUU Library Burapha University http://www.lib.buu.ac.th/webnew/indexe.html
23.	THAILAND	Mahidol University Library and Information Center Mahidol University http://www.li.mahidol.ac.th/
24.	THAILAND	Library Chiang Mai University http://www.lib.cmu.ac.th
25.	VIETNAM	Library and Information Centre Vietnam National University Hanoi http://www.lic.vnu.edu.vn
26.	VIETNAM	The Central Libray Vietnam National University - Ho Chi Minh City (VNU-HCM) http://www.vnulib.edu.vn

New Members Library Directors:

1) Dr. Vernon R. Totanes
   (Director)
   Rizal Library
   Ateneo de Manila University
   Philippines

2) Mdm. Nawang Purwanti
   (Library Director)
   Library
   Universitas Gadjah Mada
   Indonesia

4. 8th Meeting of the AUNILO Comittee

In this meeting, member country will be presenting a 15 – 20 minute consolidated country report on the "Enhancing Information Discovery through Mobile Technologies" covering content, guidelines on access and restrictions including future plan.

Enhancing Information Discovery through Mobile Technologies	
Country	**Presenter**
Brunei	Dr. Haji Suhaimi b. Haji Abdul Karim
Cambodia	Mr. Heng Sovannarith
Indonesia	Dr. Luki Wijayanti
Laos	Mr. Chansy Phuangsouketh
Malaysia	Dr. Nor Edzan Che Nasir
Singapore	Ms. Lee Cheng Ean
Thailand	Mdm. Chaweewan Swasdee
Vietnam	Dr. Nguyen Honh Sinh

5. Resolutions of 7th Meeting of the AUNILO Committee

The 8th Meeting of the AUNILO Committee was successfully held at National University of Singapore (NUS) on 1st – 2nd June 2012.
The AUNILO members had come out with resolution as follows:

No.	**RESOLUTIONS**	**ACTION**
1.	Preliminary Meeting between the AUN Secretariat, AUNILO Secretariat and host country is recommended before the Meeting.	AUN/AUNILOSecretariat, Host
2.	Next Meeting agenda should discuss the change of name of AUNILO. Secretariat should initiate the email of discussion for that matter.	Secretariat, Member countries
3.	Members are encouraged to contribute to enhance AUNILO portal. RSS feed will be created in the portal. Login id and password of the portal will be given to each member libraries to make it easy for them to post any relevant updates.	USM, UM, Member countries
4.	The option whether discovery service for central repositories or a server for harvester to be developed will be reviewed and a proposal will be drafted.	NUS, SMU

	Member libraries will be notified through email for further discussion.	
5.	AUNILO Secretariat will send invoices to all members regarding AUNILO portal enhancement fee at least 2 months before end of the year.	Secretariat
6.	Pathfinder on Peranakan collection will be uploaded into AUNILO Portal. Lanna collection of CMU will also be linked into the portal to enhance its content.	USM, CMU
7.	Proposal for training on Social Media will be drafted by UP and will be discussed among members. Training programmes suggested on social media for AUNILO librarians, eg. writing of apps. Meeting agreed that members can keep a look out for free apps that can be adopted by AUNILO member institutions as apps are not cheap to write or buy. Meeting also agreed to share good practices based on what institutions have implemented. Libraries can show other librarians what they know and selection of training can be based on preference. It is necessary to do fast because mobile technologies change very quickly. Good to have mobile technologies on AUNILO portal. NUS will check if service providers can suggest anything for AUNILO network. - NUS will collate a list of mobile technologies implemented by member institutions. Those who are relatively further ahead can train other librarians from AUNILO member libraries via virtual learning platforms such as webex. Other the librarians can come over and learn as interns. Meeting also set resolution to explore possibility of exchanging librarians to learn more of each other libraries' good practices. - It was suggested that it is important to adopt apps after taking into consideration users' expectation and usability. It is quite common to have technology-related	UP NUS NUS

	projects which are implemented without such considerations. SMU suggested exploring "library anywhere"website.	
8.	Meeting minutes and resolutions should be distributed 2 weeks after the meeting.	AUNILO Secretariat
9.	AUN will email the criterias on becoming AUNILO members to the Secretariat.	AUN

6. Pre-Meeting with the Host of the 9th AUNILO Meeting.

Pre-Meeting held with the host to discuss the preparation of the 9th AUNILO Meeting are as follows:

i) 1st meeting at Universiti Malaya on 13 February 2013
ii) 2nd meeting at Universiti Sains Malaysia on 19 March 2013
iii) 3rd meeting at Universiti Kebangsaan Malaysia on 19 April 2013
iv) 4th meeting at Universiti Putra Malaysia on 20 May 2013
v) 5th meeting at Universiti Malaya on 8th June 2013

7. Financial report

The report on the statement of account / AUNILO portal enhancement fee for 2010 - 2013 is as attached.

DISCUSSION ON AUNILO ENHANCING INFORMATION DISCOVERY THROUGH MOBILE TECHNOLOGIES
1st – 2nd JUNE 2012
NATIONAL UNIVERSITY OF SINGAPORE

No.	RESOLUTIONS	ACTION
10.	Preliminary Meeting between the AUN Secretariat, AUNILO Secretariat and host country is recommended before the Meeting.	**AUN/AUNILOSecretariat, Host**
11.	Next Meeting agenda should discuss the change of name of AUNILO. Secretariat should initiate the email of discussion for that matter.	**Secretariat, Member countries**
12.	Members are encouraged to contribute to enhance AUNILO portal. RSS feed will be created in the portal . Login id and password of the portal will be given to each member libraries to make it easy for them to post any relevant updates.	**USM, UM, Member countries**
13.	The option whether discovery service for central repositories or a server for harvester to be developed will be reviewed and a proposal will be drafted. Member libraries will be notified through email for further discussion.	**NUS, SMU**
14.	AUNILO Secretariat will send invoices to all members regarding AUNILO portal enhancement fee at least 2 months before end of the year.	**Secretariat**
15.	Pathfinder on Peranakan collection will be uploaded into AUNILO Portal. Lanna collection of CMU will also be linked into the portal to enhance its content.	**USM, CMU**

16.	Proposal for training on Social Media will be drafted by UP and will be discussed among members.	**UP**
17.	The theme and the date for the 9th Meeting will be announced later by the host.	**UM**
18.	Refined proposals on requirements of Institutional Repositories will be prepared within 3 months time.	**UM**
19.	Meeting minutes and resolutions should be distributed 2 weeks after the meeting.	**AUNILO Secretariat**
20.	AUN will email the criterias on becoming AUNILO members to the Secretariat.	**AUN**