

APPENDIX A
COVER LETTER

4 June 1999

Survey on Information Needs of Academic Staff in a Digital Environment

I am conducting a small survey to find out more about the information needs of the academic staff at the University of Malaya in an increasingly digital environment.

As we move into a digital environment of computers, CD-ROMs, the Internet and electronic publishing, we need to know more about the information needs and expectations of users like yourself. This knowledge can help the university, and in particular the UM Library, to design systems and services that will better meet the needs of the academic staff. The enclosed survey attempts to seek answers on how academics like yourself find and use information.

I shall be grateful if you could spare a few minutes of your time to respond on how you presently seek information *for work-related purposes*, and your needs in an increasingly digital environment.

The information you provide will remain anonymous, and only summary statistics will be reported. The number on the form will only be used to follow-up on non-respondents and your identity will not be disclosed to anyone.

If you have any questions or need clarification, please feel free to contact me at Tel.

I shall be most grateful if you could return the completed form by 19 June 1999 via campus mail using the enclosed envelope.

Thank you for your cooperation.

Sincerely,

APPENDIX B
QUESTIONNAIRE

**INFORMATION NEEDS OF ACADEMIC STAFF
AT THE UNIVERSITY OF MALAYA IN A DIGITAL ENVIRONMENT**

This survey is being carried out to learn more about the current information seeking patterns of the academic staff at the University of Malaya, and their needs in an increasingly digital environment of computers, CD-ROMs, Internet and other electronic information resources. Your participation in this survey will be helpful in establishing a direction for future information services in the university.

Please answer the questions that follow by placing a check mark (✓) in the appropriate boxes or by writing the required information in the space provided.

A. Current Information Seeking Patterns

1. Which of the following professional work-related activities requires you to do the most information seeking? (Please mark the one activity which requires the most information seeking.)

- | | |
|--|--------------------------|
| Teaching (see scope note* below) | <input type="checkbox"/> |
| Research | <input type="checkbox"/> |
| Publishing | <input type="checkbox"/> |
| Consultancy | <input type="checkbox"/> |
| Administration (see scope note ** below) | <input type="checkbox"/> |
| Service to Professional Community | <input type="checkbox"/> |
| Others (Please state) | <input type="checkbox"/> |

2. In performing the activity you marked in Question 1 above, which sources of information do you use to meet your information needs? (Please mark all that apply.)

- | | |
|--------------------------------------|--------------------------|
| Personal collection of materials | <input type="checkbox"/> |
| UM Library (and/or branch libraries) | <input type="checkbox"/> |
| Other libraries in the Klang Valley | <input type="checkbox"/> |
| Professional colleagues | <input type="checkbox"/> |
| Resources on the Internet | <input type="checkbox"/> |
| Others (Please state) | <input type="checkbox"/> |

* (including preparation for teaching, actual teaching, follow-up activities and other teaching responsibilities, such as supervision of students)

** (including service on university or faculty/departmental committees)

3. Which of the sources marked in Question 2 on the previous page do you consider to be most important in meeting your information needs? (Please mark the one source you consider most important.)

Personal collection of materials	<input type="checkbox"/>
UM Library (and/or branch libraries)	<input type="checkbox"/>
Other libraries in the Klang Valley	<input type="checkbox"/>
Professional colleagues	<input type="checkbox"/>
Resources on the Internet	<input type="checkbox"/>
Others (Please state)	<input type="checkbox"/>

4. In performing the activity you marked in Question 1 on the previous page, which published information resources do you use in meeting your information needs? (Please mark all that apply.)

Books and monographs	<input type="checkbox"/>
Journals and periodicals	<input type="checkbox"/>
Conference papers	<input type="checkbox"/>
Theses and/or dissertations	<input type="checkbox"/>
Electronic resources (e.g. Internet)	<input type="checkbox"/>
Others (Please state)	<input type="checkbox"/>

5. Which of the published information resources marked in Question 4 above do you consider to be most important in meeting your information needs? (Please mark the one source you consider most important.)

Books and monographs	<input type="checkbox"/>
Journals and periodicals	<input type="checkbox"/>
Conference papers	<input type="checkbox"/>
Theses and/or dissertations	<input type="checkbox"/>
Electronic resources (e.g. Internet)	<input type="checkbox"/>
Others (Please state)	<input type="checkbox"/>

B. Perceptions on Role, Resources and Services Provided by UM Library

6. Have you used the University of Malaya Library (or any of its branch libraries) during the 1998/99 academic year for your work-related information needs?

Yes

☐

No

☐

If you marked No, what are your reasons for not using the library?

.....
(If you answered No to Question 6 above, please ignore Questions 7 to 14 and proceed to Question 15 on page 5.)

7. On the average, how often do you use the UM Library (or any of its branch libraries)?
(Please mark the one response that best describes your frequency of use.)

More than once a day

☐

Approximately once a day

☐

Between 2 and 5 times a week

☐

Approximately once a week

☐

Less than once a week

☐

Other (Please state)

☐

8. What are your main reasons for using the UM Library (or any of its branch libraries)?
(Please mark all that apply)

Examine new materials (books, journals, etc.)

☐

Borrow or return materials

☐

Photocopy materials

☐

Others (Please state)

☐

9. Using the scale below, how would you rate the collection of the following information resources at the UM Library (or any of its branch libraries that you use) in meeting your information needs? *(Please mark the appropriate box for each type of material.)*

	No Opinion	Very Poor				Very Good
Books and monographs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journals and periodicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conference papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theses and dissertations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic resources (e.g. CD-ROMs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media (Audio-Visual) resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (Please state.....)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Using the scale below, how would you rate the following services of the UM Library (or any of its branch libraries that you use) in meeting your information needs? *(Please mark the appropriate box for each category of service.)*

	No Opinion	Very Poor				Very Good
Circulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-Library Loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (Please state.....)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Generally speaking, how satisfied are you with the role of the library in meeting your information needs? *(Please mark the appropriate box.)*

No Opinion	Very Dissatisfied				Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. In your opinion, what areas (resources and/or services) of the library need to be improved?

.....

.....

13. In your opinion, what areas (resources and/or services) of the library can be reduced, scaled down or even eliminated completely?

.....

.....

14. In your opinion, what new resources and/or services need to be introduced in the library?

.....

.....

C. Information Technology Availability and Usage

15. Do you have access to a computer with Internet facilities, either from your office or other convenient location, which you can use for work-related purposes?

Yes ☐

No ☐

(If you answered No to Question 15 above, please ignore Questions 16 to 19 and proceed to Question 20 on page 6.)

16. Which of the following stand-alone activities do you use the computer for?

(Please mark all that apply.)

Word-processing ☐

Spreadsheets (Data keeping and analysis) ☐

Databases (Data and records management) ☐

Graphics and presentations ☐

Statistical analysis ☐

Others (Please state) ☐

17. Which of the following networked activities do you use the computer for?
(Please mark all that apply.)
- E-mail ☐
 - Searching for information through the Internet ☐
 - Online discussions and participation in newsgroups ☐
 - Downloading files from remote sources ☐
 - Others (Please state.....) ☐
18. Which of the following electronic resources do you use for your work-related purposes?
(Please mark all that apply)
- Reference resources (e.g. library catalogs) ☐
 - Primary resources (e.g. databases, digital images) ☐
 - Secondary resources (e.g. online journals and texts) ☐
 - Mixed media applications (e.g. computer-based learning) ☐
 - Others (Please state) ☐
19. What barriers, if any, do you experience in finding information through the computer for work-related purposes? *(Please mark all that apply to your situation.)*
- Unaware of availability of such information ☐
 - Lack of training/skills ☐
 - Lack of time ☐
 - Required information does not exist ☐
 - Others (Please state) ☐

D. Information Needs in a Digital Environment

20. Are you aware of digital information resources (e.g. Internet sites, newsgroups, electronic journals, electronic dissertations, online databases, etc.) in your area of specialization?
- Yes ☐
 - No ☐
21. Have accessed any of these digital information resources within the last 12 months?
- Yes ☐
 - No ☐
- 21a. If Yes, what types of digital resources have you accessed in the last 12 months?
-

21b. If No, what barriers have prevented you from accessing these digital resources?

.....

22. Have you used any of the digital information resources (e.g. online databases) available on the Internet through the UM Library?

Yes ☐

No ☐

23. If more of these digital information resources relevant to your needs are made available in future by the UM Library through the Internet, would you use them?

Yes ☐

No ☐

If No, what barriers prevent you from using them?

.....

24. Have you created any digital resources that are available on the Internet?

Yes ☐

No ☐

If Yes, what type of materials have you placed on the Internet?

.....

If No, what barriers prevent you from doing so?

.....

25. Have you placed your teaching materials on the Internet through the University of Malaya Multimedia Development Center (MDC)?

Yes ☐

No ☐

If No, what barriers have prevented you from doing so?

.....

26. If you were to produce your own digital resources (e.g. Internet web sites in your area of specialization), do you feel that such resources can be an asset in your teaching, research or other professional work-related activities?

Yes ☐
No ☐

27. Do you have your own homepage or web site (either through the university or through an external web-hosting service)?

Yes ☐
No ☐

28. What other hopes, expectations, concerns, etc. do you have related to your information needs in a digital environment, which you feel the university should keep in mind as it plans for the future?

.....

.....

.....

.....

.....

E. Demographic Information

29. Which academy/center/faculty/institute are you currently affiliated with?

Academy of Islamic Studies	<input type="checkbox"/>	Faculty of Economics & Admin.	<input type="checkbox"/>
Academy of Malay Studies	<input type="checkbox"/>	Faculty of Education	<input type="checkbox"/>
Center for Found. Studies		Faculty of Engineering	<input type="checkbox"/>
in Science	<input type="checkbox"/>	Faculty of Lang. & Linguistics	<input type="checkbox"/>
Cultural Center	<input type="checkbox"/>	Faculty of Law	<input type="checkbox"/>
Faculty of Arts and Soc. Sc.	<input type="checkbox"/>	Faculty of Medicine	<input type="checkbox"/>
Faculty of Business and Acct.	<input type="checkbox"/>	Faculty of Science	<input type="checkbox"/>
		Institute of Postgrad. Studies	
Faculty of Comp. Sc. &		and Research	<input type="checkbox"/>
Info. Tech.	<input type="checkbox"/>	Sports Center	<input type="checkbox"/>
Faculty of Dentistry	<input type="checkbox"/>		

30. What is your current academic rank?

Professor ☐

Associate Professor ☐

Lecturer ☐

Language Teacher ☐

Other (Please state) ☐

31. How long have you been teaching at the University of Malaya?

years

Thank you very much for your time and effort.

*Please return the complete questionnaire by **19 June 1999** using the enclosed envelope. If for some reason the envelope is missing, please use your own envelope and return by campus mail to*