

# The Review of Library Service Rule's Tun Abdul Razak Puncak Alam Malaysia Library

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**Abstract:** The library moves in the service of users with all the resources they have. To maximize it, code of conduct is made as a reference for the implementation of services. Besides that, it also provides disciplined direction for users who visit the library. The UiTM library includes those who have done it well but need improvement so that the code of conduct is made more based on the behaviour of today's users. The method used in this study is qualitative, namely by interviews and observations to explore data and information about the code of conduct in the UiTM Library.

## 1 INTRODUCTION

The library does become the centre of all knowledge stored in printed and digital collections (Harisanty, Diba and Layyindah, 2020). The view of the library is true but gradually shifts. Where the library has begun to move in user service, in other words not only focus on managing books and collections (Suhariono *et al.*, 2022). But it starts to move to services that provide the widest creative opportunities for users, example such as service centres (Romadhona, Wati, *et al.*, 2022). The meaning that the library is a learning centre that means it can be used to support learning (getting information according to needs in the education level) (Romadhona, Kurniawan, *et al.*, 2022). Second, the learning centre functions as a learning centre (not just learning), meaning that the existence of a library is used as a place to support the learning and teaching process (Romadhona, 2022). Third, information resources centre that means that through the library all kinds and types of information can be obtained because of its function as the centre of information sources. Fourth, preservation of knowledge centre that the function of the library is also the centre of preservation of science as a result of the work and writing of the nation which is stored both as a collection of deposits, local content or

Gray literature. Fifth, dissemination of information centre, that library functions not only collect, process, service or preserve but also function in disseminating or promoting information. Sixth, dissemination of knowledge centre that besides spreading information the library also functions to disseminate knowledge (especially for new knowledge) (Romadhona, 2020).

The latest library services as above, which have been accommodated by the UiTM library (Tun Abdul Razak Puncak Alam Malaysia), certainly do not spontaneously serve but through design first. Library services to users are built from service design to service operations, because the more complex the service, the more complex the implementation design and the operational rules. One that is also an important part in user service is the service code of conduct that is included in the operation of library services (Romadhona, Subagyono and Agustin, 2022).

Library service rules are arranged in such a way as to adjust to the conditions of users visiting the relevant libraries (Subagyono, Chumaida and Romadhona, 2022). Basically, there are many variations or differences in behaviour and attitudes between users with each other, even with other library users. That difference in behaviour and attitude, the code of conduct is designed to adjust the conditions to provide effectiveness and efficiency of

services that will be received by users. In other words, it will be useful in serving users quickly and precisely. Quickly and precisely means that the services provided are carried out in a short time, while the exact purpose is to meet the needs of users who use library services (Romadhona, Kurniawan, *et al.*, 2022).

The code of conduct is also not only designed to be applied to users, but also as a standard work rule for librarians or library organizations themselves in serving users so as to minimize the potential for errors or violations from internal libraries. That is the problem, why code of conduct is an important part of user service. The problem that most often arises and is also experienced by the UiTM library is that there are several rules of code of conduct that are less flexible or still maintain conventional rules. In addition, rules of code of conduct cannot be separated from symbols, signs, or instructions regarding the rules of code of conduct that have been set. The most dominant problem is the lack of clarity of the signs or instructions because visually cannot be seen or the placement is not right. Therefore, the researcher focuses on discussing the rules of code of conduct that apply in UiTM and is associated with the characteristics of users in the modern information age.

## 2 LITERATURE REVIEW

### 2.1 Rules of Library Rules

According to the Dictionary of Indonesia Language (Kamus Besar Bahasa Indonesia) (2007) code of conduct is derived from two words namely governance and regulations, management is a rules (usually used compound) can be interpreted principle, rules and composition, how to construct a system. Whereas the code of conduct is organized according to the rules, neatly. so, discipline is a rule-a regulation that must be obeyed (discipline).

The library is available to serve the environment, especially users who incidentally are the dominant community around the library. To serve users, certainly library etiquette such as rules of conduct cannot be avoided, so that these aspects can be ascertained designed and announced. Rules of code of conduct that must be in the library are intended to guide users to resources and services in the library. So that later can ensure the maximization of access to collections and library services by users. In other words, according to Owolabi, Idowu and Aliu (2015) the rules of library discipline are to ensure

that all people who use libraries get maximum benefits from their facilities and also provide legitimacy to punish users who violate the rules.

Owolabi, Idowu and Aliu (2015) mentions that often one of the users is that academics will use the library as a meeting place, to talk to classmates about upcoming examinations, or as a quiet place to take a nap and in the afternoon, but when they suddenly use library resources to reach the goal of the activity they are working on, the results are that they tend to experience anxiety. Therefore, it is important to have a guide or set of rules for controlling students in library use.

Montviloff (1990) observed that libraries must formulate policies (including rules and regulations) to ensure the effective and efficient use of their sources of information. Designing and setting rules, principles, and strategies is nothing but to help realize the needs of libraries and users, because it is a guide to decision making, so that it can ensure that the goals and results of serving users are in accordance with the standards that the library has made.

Rules of conduct are generally designed and determined by the contents of the process or flow of library services. One of the things that is certain to exist and is essential is the rules of lending rules and returns such as member registration fees and especially delays. Delay in return is identical to the rules of regulation regarding fines. Rules of discipline regarding this fine are related to library income. Gill (2001) states that it is inappropriate for fines to be used as the library's main income. Fines are indeed enabled to ensure that there is no loss of library resources, namely collections and user discipline in borrowing collections. Besides that, fines are also related to library ethics, where Gill (2001) explained again that fines should not be set at a level that would prevent anyone from using the library. Fees are also sometimes charged for personal services, such as photocopying or using a printer. In other words, fines can be regulated in the code of conduct as a responsibility of the library and users regarding library resources. However, the rules of the fine are not to be made as heavily as possible because it will prevent anyone who wants to use and visit the library.

Rules and regulations not only focuses on the rules of running a service and accessing collections such as borrowing and repayment, but also the need for the rules of conduct library The behavior of library users, reaction to situations such as theft or destruction of the collection, or disruptive behavior, should not only submitted to the assessment of

librarians or reporters and reported parties, but also judged on the legal basis in the form of the rules of the library rules.

## 2.2 Signage

Warren and Epp (2016) states that libraries and librarians need to care about (signage) nameplate, search direction, room markers, and accessibility because all these factors directly impact library experience before they use library services. Signage is everywhere in the library, and while signage that is good will direct and provide information to users, ineffective signage will provide information that is wrong, frustrates, and upsets the user.

Warren and Epp (2016) states that even many researchers argue about signage that is good and right to be applied in libraries. For example such as the use of high contrast, large fonts, without containing too many illustrations, and placed in a position where the sign can be easily seen, with the aim of better signage readability (Barclay and Scott, 2012; Stempler and Polger, 2013). In addition, previous research on signage shows that library signage must avoid jargon. For example, O'Neill and Guilfoyle (2015) study shows that students who seek help in libraries prefer the term "help" and "research" above rather than "reference".

## 3 RESEARCH METHOD

The type of research that is used is research descriptive if with a qualitative approach. Information collection techniques are carried out in two ways, namely observation and interview. Observation is done by looking directly at the performance of the library staff. Interviews are conducted by asking several questions about how the influence of the code of conduct on the development of the library.

This research is in the Tun Abdul Razak Malaysia Library of the Mara Technological University (UiTM) Cawangan Selangor located in Puncak Alam, Kuala Selangor. UiTM is designed as a smart campus, this campus has a modern union that is suitable for fostering teaching activities, learning and investigation or research and development of knowledge among UiTM residents. The provisions of the sample in this study were informants who were employees of the Tun Abdul Razak Library. The number of informants was 3 employees who had library education backgrounds.

## 4 RESULTS AND DISCUSSION

Based on observations in the Tun Abdul Razak Puncak Alam Malaysia library, each service has a set of rules. Rules of code of conduct in the library are available on the official website, at the same time in the field it can be ascertained to be in the form of symbols or signs for the rules of the code of conduct, such as red marks which mean prohibited from speaking loudly and green marks for discussion rooms. The markers have been introduced by the library when conducting socialization during user service for each new student with the aim of creating code of conduction and comfort for its users. The purpose of designing and including the rules is that the users who visit the library do not cause noise at services or rooms that have been specifically designated as quiet rooms or silent rooms and do not cause confusion about the processes and flows of existing and expected related services can improve UiTM library services. The problem that is present is quite a cliché, namely the reading or signs of the related rules, but that problem is indeed present and requires improvement.

Mandel and Johnston (2019) states that in facilities in the library, librarians must first assess the signs needed, then develop a list of signs and locations to be placed, or even equipped with supporting photos, and study the list of signs to determine which signs should be removed or replaced and where additional marks are needed. Bosman and Rusinek (1997) recommend an inventory of all signs, paying attention to size, shape, colour, format, type, installation method, message, and their destination based on physical location, including photographs.

Rules of discipline are several, starting with the rules of speech. Rules of speech or crowd code of conduct have been set by the UiTM library into three parts, namely discussion, quiet and silent. Freedom to speak in a tone of voice loud enough can be done by visitors in the discussion room and free area. For quiet rooms, the rules are free to speak, but in a low voice, while the silent room is given a rule, you cannot speak at all or you can, but in a whisper. In addition to the above rules, plus supplementary rules that are equally important are prohibited from changing furniture settings or in other words not allowed to change/shift furniture, chairs cannot be code of conducted, collection vandals and furniture are not permitted and are not permitted dating/dating in the library.

These rules of code of conduct have been intended with a positive purpose but need

improvement which is based more on the needs of today's library users, where the style and behaviour of users from various times also change. In the current era of information technology and dominated by digital natives with all its instant and easy characteristics. Their learning and discussion patterns are also developing, namely multitasking, they can learn while doing other activities such as discussions, playing gadgets, etc. According to Connaway (2015) Infrastructure growth is not only about volume growth in content, but the growth of resources needed to meet service demands. Changes in the information environment require libraries to explore more about space and the concept of collaborating, learning, teaching, playing, relaxing, and researching. Moreover, the collection has been directed to electronic or digital so that the room can be maximized for the benefit of user activities.

Some rules that need to be revised because they need to be adjusted based on the development of the library that has been conceptualized as above, namely that library users can be allowed to be able to change the arrangement or arrangement of furniture such as chairs, tables and blackboards. That is because, the activities of today's users tend to be multitasking, so the room can be changed as flexibly as possible for them to be able to freely move and learn. Such a room, conceptually referred to as makerspace, where library space can be used for any purposes ranging from learning, discussion, or even as an entertainment and recreation space accompanied by furniture arrangements that can be changed according to user needs. If it is not possible to apply to all spaces, then it can be applied to certain rooms or specifically as makerspace spaces.

The second rule that is common in libraries is about eating and drinking. The rules for eating and drinking in the UiTM library are permitted as long as the place has been determined such as a self-service canteen on the second floor in the library, so visitors are not allowed to bring food from outside the library and bring it to a room that is forbidden to eat and drink. Rules regarding eating and drinking if specified are not permitted because indeed dirt or used food and drink can stain books or pollute the air and room temperature feared to affect the humidity of the book or even tarnish the collection directly. But on the other hand, many libraries, especially in America and Europe, have applied the rules and can eat and drink in any room. There are also restrictions on certain rooms such as discussion rooms, circulation but are not allowed in special reference rooms and collections. Pros and cons mark this rule, because some parties consider eating and

drinking can damage collections, while on the other hand eating and drinking is an activity of visitor freedom because of reading or learning requires.

Also based on the characteristics of multitasking users, the rules of code of conduct that can be changed to be adjusted are the rules of eating and drinking. The patterns or learning styles of each individual are different, especially with the current multitasking characteristics, so it is natural that eating and drinking can be allowed. At a minimum, it can be applied to special spaces such as discussion rooms and not just in the canteen. It is also possible in all rooms to be permitted but with only drinks without food. Even if it is possible for all rooms to be allowed to eat and drink, with consequences if there is damage to the collection, the user is obliged to replace the fine at the collection price.

In addition to the rules of code of conduct above which are pro-contra, there is one more rule that can also be seen from the side of the pros and cons of the rules of clothing for visitors to the library. Generally, the prevailing code of conduct is prohibited from wearing impolite clothes, if UiTM is called unprofessional clothing. One of them is a shirt/t-shirt, shorts/torn for men and shorts/short skirts for women and sandals. The neatness of hair is also regulated, where male students must be neat even though they are long but still neat, especially if tattooed is not allowed to enter as a visitor to the library.

Dressing problems are generally adjusted to the culture of the country, city or region and related universities. The problem of the type of clothing that is used must be according to the standards set must have been designed by library policy makers such as the head of the library and head of the service sector. Types of clothing such as t-shirts, shorts, and sandals if in Malay culture are indeed disrespectful and are interpreted as individuals who do not respect individuals and the place where they are located. Therefore, in a Malay country or a predominantly Muslim country like Malaysia and Indonesia, the dress code is very much considered because it involves culture and religion. So that it is understandable if the rules do not allow the use of t-shirts, short pants / skirts, and sandals. But the rules of dress code are not valid if in Europe, America and even Asia itself such as Singapore, Taiwan etc. There is freedom of dress that people believe in these countries because it is considered as freedom of expression and the appointment of individual identity.

Rules of code of conduct that are also prioritized are about borrowing and returning collections. Users

are prohibited from carrying out books without loan procedures. The rules of lending rules are also strict, if there is a loss of collections, there are consequences of severe penalties, namely anti-book plus RM 20.00 (20 Malaysian Ringgit) and late penalties or paying book prices plus RM 20.00 (20 Malaysian Ringgit) and late penalties, with own delay is worth RM 0.20 cents per day. If indeed there are still fine debts during the lecture, then the maximum payment is 2 weeks before students graduate or graduation, otherwise the graduation transcript will be arrested.

The rules of code of conduct were implemented by the library based on the library not only a room, but also facilities that support education. The existence of an code of conduct code of conduct can be used as a product of a library that aims to make all existing activities run smoothly and in a controlled manner ( in this case the user must obey the rules of code of conduct in the library ). In other words, the right to obtain library services for visitors, is also accompanied by the necessity to fulfil the obligation to comply with the rules and regulations that have been implemented. The obligation to obey the rules does not only function as a means of optimizing services but also as the responsibility of visitors in visiting can even characterize the personality of each user as an academic. Rules of code of conduct that have been established by the UiTM Library are in line with Owolabi, Idowu and Aliu (2015) that tighter measures are imposed to impose sanctions or punish every violator of library rules and regulations to ensure compliance with regulations and regulations. However, it should be noted that not all services can be given strict rules of conduct. Like for example the prohibition of eating and drinking, shifting furniture can be given flexible rules to adjust the characteristics of current library users which are dominated by digital natives.

In addition to the enactment of rules and regulations that are tightened specifically on certain services such as circulation of loans and returns, which function as repressive measures. Whereas preventive action can be done through a user service program when admitting new students. According to Owolabi, Idowu and Aliu (2015) more usage service programs must be made in the university library to enable students to be fully aware of the rules and regulations available so that they can always comply. Library users must be educated further through library orientation, and other means to always comply with library rules and regulations to ensure optimal and effective library use.

## 5 CONCLUSIONS

Rules of code of conduct are needed by libraries to regulate the purpose of the library itself and users in the use and service of the library. Rules can be made by adjusting the services in the relevant library and not behind the rules regarding user behaviour in the library UiTM includes running it all , such as the application of fines, provision of signage, and code of conduct behaviour of users in the library. But specifically, for user behaviour in the library, it can be further developed by adjusting the needs and characteristics of today's user behaviour, namely digital natives that prioritize multitasking, flexibility, and freedom. So that it is expected that the rules of conduct at UiTM do not curb the behaviour of today's users but still in accordance with culture and code of conduct in Malaysia.

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