Available online at https://ijikm.uitm.edu.my/

e-ISSN: 2289-5337

Journal of Information and Knowledge Management (2024) Vol. 14, No. 1

Journal of Information and Knowledge Management

Use of Information Resource Facilities and Services at PTAR Melaka City Campus During the COVID-19 Pandemic: The Experience of an Academic Library

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ARTICLE INFO

Article history:
Received 23 December 2023
Revised 10 February 2024
Accepted 1 March 2024
Online first
Published 1 April 2024

Keywords:
COVID-19
digital library
e-resources
information resources
academic libraries

ABSTRACT

The COVID-19 epidemic influenced the student population of the PTAR li-brary on the City Campus of Melaka in a number of ways, one of which was a change in the frequency and volume with which students utilised the campus's information resources. During and after the COVID-19 pandemic, the experiences of one of the University Library branches at UiTM were detailed in this article. Because of the widespread disruption to traditional classroom settings caused by the COVID-19 pandemic, the use of online courses backed by electronic libraries has become increasingly popular. The purpose of this study is to evaluate the use of physical and digital learning materials, as well as customer satisfaction, in a PTAR library prior to and during the COVID-19 epidemic. Applications, printed materials, documents, and films were the least-used media due to the constraints of working or studying from home, insufficient infrastructure, a lack of working space, and data subscrip-tions or wifi libraries. The global epidemic was considered to have both posi-tive and negative repercussions for academic libraries. It was suggested that the pattern, concept, and styles of modern information resources and facilities be expanded, that the library capitalise on its many open access re-sources, open data, open educational materials, open services, and open re-pository, and that the library acquire electronic devices immediately. This study aims to evaluate the pattern and scope of use of information resource facilities and services at PTAR Melaka City Campus, as well as the use of the digital library platform at the UiTM Melaka City Campus library.

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INTRODUCTION

The importance of libraries in open science has been acknowledged, discussed in numerous forums, and even explicitly acknowledged by international organisations and stakeholders. Academic libraries already support a significant portion of what constitutes "open science," including open access to publications and, more recently, open data. The study illustrates the role of libraries and librarians in promoting awareness, creating and sustaining services, and campaigning for causes. For the purpose of promoting library services, a descriptive sur-vey of 3,500 library patrons was conducted, and their information resources were accessible.

In higher education institutions, the library is an integral part of the education-al experience for students. Students visit the library for a variety of purposes other than conducting individual research, including group study, project collab-oration, taking advantage of electronic resources, and social activities. To sup-port the various forms of student learning, it is necessary to provide suitable physical and functional environments. Physical facilities considerably influence the learning environment that will attract the most students. However, there has been little research on the environ-mental effects of learning contexts. It is anticipated that the COVID-19 pandemic has altered the space usage patterns of students and resulted in a different number of students using the library's digital resources. In addition, the COVID-19 pandemic has compelled students to remain at home and study for extended durations.

As with the Spanish flu, the COVID-19 pandemic has sparked a crisis in global public health, and governments all over the world are working feverishly to put an end to its spread. The World Health Organization (WHO) confirmed the COVID-19 pandemic on January 30, 2020, and on March 11, 2020, the WHO declared the outbreak to be a pandemic emergency (Jegede, 2020). The United Nations Educational and Scientific Council (UNESCO) issued a press release on COVID-19 on March 24, 2020, which contained several unsettling findings, including "the number of students whose academic activities have been impacted by academic institutions." The number of children and young people affected by closures in 138 countries has nearly quadrupled to 1.37 billion, representing more than three out of every four children and youth around the world. In terms of the number of educators available, there are around 60.2 million fewer instructors working in schools today (UNESCO, 2020). Even though libraries are close to physical contact, this does not mean that they are not providing services through online and virtual/remote approaches. These challenges have had a significant impact on the roles of libraries as facilitators and supporters of institutions in achieving their academic objectives. COVID-19 pandemic pushed UiTM libraries out of the traditional services to provide hybrid services which com-bines physical and digital services and even provides a book delivery system for students.

Online services have become the norm for a couple of reasons: first, to ensure that public services, which have been rendered inoperable due to the pandemic and the closure of academic and classes due to various regimes of lockdowns and restrictions, are restored; and second, to ensure that access to information re-sources and services is provided to their respective communities. As a result, libraries all over the world are being impacted by the appearance and spread of the Coronavirus. As a result of this, the situation has prompted libraries all over the world, particularly academic libraries, to mobilize and provide a collection of valuable and trustworthy information in order to give people information that can be trusted and relied upon for the purpose of decision making. Ladan, Haruna, and Madu (2020) provided examples of the initiation of various types of libraries, each of which designated e-resources for a specific group of students in order to assist the student community in the challenging circumstances that arose as a result of the suspension of physical classes and the closure of physical libraries as a result of the COVID-19 lockdown. This study aims to determine the pattern and extent of the utilization of information resource facilities and

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services at PTAR Melaka City Campus as well as the utilization of the digital library plat-form at UiTM Melaka Melaka City Campus library.

BACKGROUND OF THE STUDY

UiTM Resource Center is the former name of PTAR, UiTM Melaka City Campus. It became fully operational in January 2007 and was located in Graha Maju Building on Jalan Hang Tuah Melaka. Now, UiTM Melaka City Campus was relocated in its own building, just next to Graha Maju building. PTAR is located on levels 1 and 12 of Melaka City Campus building, also known in Malay as Kampus Bandaraya Melaka (KBM), is the largest "city campus" of UiTM in Malaysia, with over 3,500 students and a 16-story building in the heart of Melaka city. It is also the only library in the UiTM system that operates in a 16-story building. Due to the effects of the tsunami, the administration of Resource Centre Level 12 was expanded in 2009 on the advice of the Malaysian Fire and Rescue Department at the time. As a result, the Level 1 Resource Centre was created. This resource center can accommodate 428 individuals simultaneously. The provided collection of reference materials corresponds to the Bachelor programs offered by the Faculty of Business Management, the Faculty of Hotel Management and Tourism, the Postgraduate Centre, and the Institute of Continuing Education and Professional Studies (iCEPS). Users have access to 41 computer terminals and OPAC terminals that provide Web-OPAC, online databases, e-books, and Institutional Repository (IR) terminal access. and e-journals. In spaces like "Learning Space @ 24/7," "Little Free Library," "Conversation Room," "Digital Facilities," "Exhibition Room," and "Speaker Conner," users can borrow and return different reference books and read newspapers, magazines, and local papers. The name of the UiTM Resource Center, Melaka City Campus, was changed to Tun Abdul Razak Library in 2020 (PTAR).

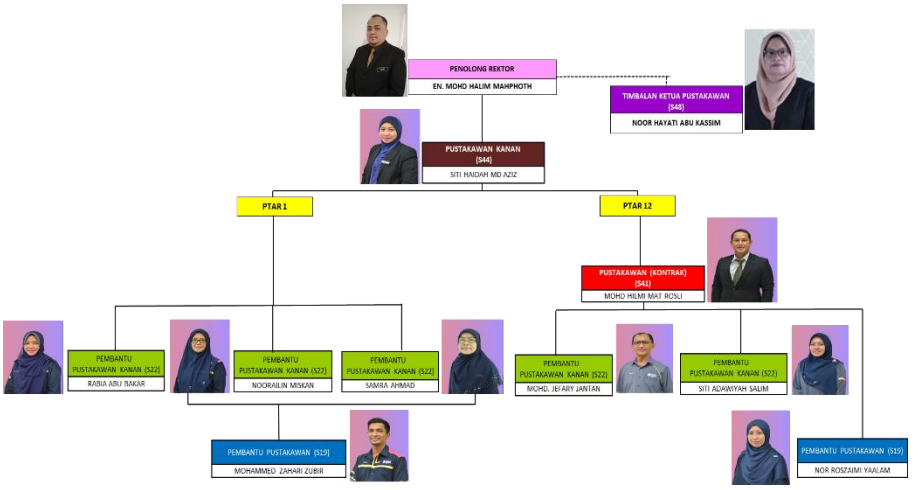

Figure 1: Organizational Chart of PTAR Branch City Campus in Melaka

PTAR Melaka Branch City Campus Personnel

Figure 1 shows. The PTAR Melaka Branch City Campus employs nine people at levels 1 through 12. PTAR Melaka Branch City Campus team (S41) consists of the Head of Library, who is a Senior Librarian (S44), and a Librarian. A group of executors consisting of up to 5 people for the position of Senior Assistant Librarian (S22) and up to 2 people for the position of Assistant Librarian (s19).

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Student Enrolment at the UiTM Melaka Branch City Campus

There are a total of 3,354 students from October 2022 to February 2023. There are 2766 full-time students and 434 part-time students among the 3,354 total individuals. The UiTM Melaka Branch City Campus offers programmes from the Faculties of Business Management and Administration and Hotel Management and Tourism. With 298 students enrolled in the first diploma/diploma degree, UiTM Melaka Branch City Campus also offers online education through the Institute of Continuing Education and Professional studies (iCEPS). BA 242 (Bachelor of Business Management and Administration (Finance)) and BA 243 (Bachelor of Business Management and Administration) are the available curricula (Human Resource Management). Graduate Studies/Graduate Institute of studies (IPSIS) and about 71 students participated in the EMBA (Executive Bachelor of Business Administration - aa701) programme at the doctoral (PHD) level.

PROBLEM STATEMENT

Academic libraries' traditional functions as community hubs and pillars of support were altered by the sudden global spread of the COVID-19 epidemic and the resulting increase in the number of individuals staying home. Departments at these tertiary universities ceased operations. It became uncertain when the epidemic would end, and it became clear that strategies to lessen the harm it is likely to cause, such as growing gaps in already restricted information availability and ignorance-causing variables, would be necessary. Libraries are critical to universities or communities, serving as learning resource centers to help academic or public institutions realize their goals and vision by providing a variety of services and facilities. Librarians play an important role in delivering relevant and high-quality information and resources to health care practitioners. They offer services such as book loans, study areas, meeting spaces, computer workstations, reference services, and consultations to help with curriculum and research. Libraries have previously implemented digital and internet services as technology has advanced. Digital library platforms offer e-books, e-reference, electronic journal access, document delivery, literature search, systematic reviews, research databases, the online public access catalogue (OPAC), and other online resources to academic instructors, staff members, students, and researchers. Furthermore, libraries are becoming venues for a range of activities. University libraries pro-vide venues that are very valuable to communities. (Umukoro & Tiamiyu, 2017).

Following the launch of the digital library platform at the Universiti Teknologi MARA (UiTM) Melaka library, there has been a significant drop in the number of students taking out physical copies of books. A portion of the university library's annual budget is allocated towards the acquisition of new textbook-related books, periodicals, and articles. This funding comes from UiTM Melaka. Students would rather utilize digital platforms that are available online rather than physically visiting the library. Librarians are intimidated that the majority of users are becoming 'library non-users' if the trend of declining number of active users is not ceasing. Library non-users are those who have the right to use it, but do not, for a specific period and/or for a specific sample collection (Sridhar, 1994). The administration of the university library, which was built with facilities specifical-ly for the use of students, has difficulties as a result of this development. An online interview with the librarian in charge of the UiTM Melaka branch was carried out as part of this case study on the PTAR Melaka City Campus. This research study will make use of the collected data, such as a statistical table out-lining the number of people who borrowed materials from the library between the years 2018 and 2022, as well as data regarding visitors that came to the library. Additionally, this research study will make use of data regarding individuals who came to the library. In addition, this research project will make use of data from individuals who visited the library during its course of investigation. This study also provides a description of the way the digital library platform is

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utilised at the PTAR Melaka City Campus. The purpose of this is to encourage students to make greater use of the physical resources offered by the library. Because of the shift-ing tendencies in library service delivery and information system solutions, sys-tem developers and information system adopters have been encouraged to investigate open-source technology solutions (Krishnamurthy, 2008).

LITERATURE REVIEW

In the past decade, digital library technology has become increasingly mature (Buchanan et al., 2021). The rapidly changing information landscape has compelled libraries to implement cutting-edge technologies to meet the information requirements of their patrons. Today, librarians use information and communication technology (ICT) to provide a variety of library services, including acquisition, cataloguing, preservation, circulation, and reference (Alkhanak and Azmi, 2011). The essence of digital libraries has changed to accommodate users' needs for information access. The conventional or traditional library has experienced a precipitous decline. Currently, the expansion of postsecondary education is un-precedented. This trend in education is largely the result of new technologies that have enabled academic programs to be delivered virtually. The emergence of digital libraries has attracted scholars from a variety of well-established academic disciplines around the world. A digital library is a simple entity whose content is provided through digital services. Visualizing the digital library is more com-plicated than many individuals and professionals believe. It must be incorporated with a suitable technology that can aid libraries in capturing insightful information. No partitions, cabinets, or checkout lines are present.

The demand for digital library systems is not, however, static (Buchanan et al., 2021). Currently, all academic libraries in Malaysia utilize a digital library plat-form that enables students to seek out information and journal articles without physically visiting the library. They can simply search online websites from the comfort of their own homes or elsewhere to obtain the information they need, which is quicker and more reliable. Students have not utilized the library's facilities on a small campus like the PTAR Melaka City Campus since the introduction of the digital library platform. In the absence of a digital platform, physical books are not checked out by students and are instead deposited on shelves. In order for students to completely utilize the digital and physical library platforms, librarians must therefore introduce something to pique their interest. Internet access was the most prevalent digital service in libraries, according to another research (Atanda et al., 2021).

Several research initiatives on digital library adoption have been conducted. Digital library definitions differ based on scholarly and professional interests in digital libraries. In the literature, there are multiple definitions of "digital library" that complement one another, as well as counterarguments. Witten and Bain-bridge (2003) defined a digital library as "a collection of digital artefacts, including text, video, and audio, as well as mechanisms for access and retrieval, selection, organization, and maintenance of the collection." The majority of library professionals believe that extant print-based libraries can be integrated with digital libraries with little effort. Old and new technologies are regarded as coexisting, as opposed to being supplanted. The evaluation of libraries will no longer be based solely on the size of their own collections, but also on the services they offer, particularly remote access to the resources of other information centers. Prior to a decade ago, David Raitt presented proposals for future public library automation systems, including projections for the 21st century and considerations for the adoption of new technologies (Raitt, 1993). A digital library is a centralized, networked collection of multimedia content. Digital library services have a distinct "culture" from traditional library services. One can only speculate as to whether the aforementioned "cultural shift" is a prerequisite for the development of digital libraries or whether there is a "culture lag" and changes occur as a result of the introduction of digital services. John Gould, an IBM researcher, found that if the image fidelity was high enough, reading from a screen could be as quick as reading from paper. However, according to recent data from Cafe Jus, people still prefer to read on paper.

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Even though modifications have been made, it does not appear that deeply ingrained patterns of work have changed. It also includes equipment for storage and communication, as well as the content and software required to replicate, emulate, and extend the services provided by traditional libraries based on paper and other tangible means of gathering, cataloguing, locating, and disseminating information (Chowdhury & Chowdhury, 1999; Alireza & Behrooz, 2008; Mittal & Mahesh). According to (Heradio et al., 2012), digital libraries are information repositories that offer supplemental services to audiences utilizing a variety of technologies. Additionally, contemporary technology has generated new expectations for digital libraries. The digital library (DL) of the future will be an ever-expanding system, which means that content, services, and usage patterns will evolve to meet new requirements and opportunities. It signifies that new technologies and services offered by a digital library will be added to satisfy and encourage system usage (Castellli & Pagano, 2003). In accordance with this definition, the components of the topic or candidates for review include:

i. Electronic resources – digital data in any medium;
ii. Technical capabilities for creating, searching and using information
iii. Information retrieval;
iv. Metadata and
v. The community of users and their information needs and uses.

Due to the advantages of this medium, the use of e-books and e-journals through digital libraries has increased globally. According to Soroya and Ameen (2021), the research conducted confirms that information users have adopted e-reading by choice or because they consider it inevitable in the digital paradigm. Shoham and Klaim-Gabbay (2019) discovered that Israeli faculty members have a more positive view of the virtual library than they do of the physical library. This result contradicts the results of previous research. Electronic books are a relatively new addition to the market for online-accessible electronic products, and industry professionals are still debating their usefulness. The number of accessible platforms for electronic books is steadily increasing, but there is still a lack of uniformity among these platforms, which poses a barrier. Reading electronic books, on the other hand, may have advantages such as speedier publication, less wasted space, and lower expenses. Numerous university libraries are beginning to integrate electronic books into their collections. Liverpool John Moores University is currently con-ducting an investigation into the number of academic libraries in the United Kingdom that provide patrons with access to electronic literature. The internet is the platform for many academic libraries' unrestricted access to e-book re-sources, and many of the same libraries' subscription services for e-books are also hosted online. There are various issues related with the rise of electronic books.

SERVICES AND FACILITIES AT PTAR MELAKA CITY CAMPUS

The PTAR Melaka Library campus offers users an extensive array of services and amenities in numerous formats. The primary objective is to make managing and assisting teaching and learning activities simpler. Due to the swift technological advancements, PTAR has already begun to adapt to the ever-changing technological landscape, particularly in this era. The collection of the library can be accessed on either of these two levels, which are located within the same building.

PTAR Melaka City Campus, Level 1

The strategic location on level 1 lets PTAR Melaka City Campus serve and offer physical services like borrowing books, magazines, and other printed materials, signing up for membership, looking for

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materials using OPAC, borrowing and returning reference resources, and borrowing from other libraries. In addition, the "Learningspace@24/7" reading area has been refurbished and improved for the convenience and comfort of PTAR Melaka City Campus users. The original location can only fit 24 individuals. This facility can now seat 60 people at once after being refurbished. Additionally, this facility is furnished with nearly 40 power outlets, air conditioning, and WiFi access. Additionally, the internet bandwidth at Melaka City Campus has been doubled to 1 GB. This area is available 24 hours a day, seven days a week.

Near Jalan Hang Tuah, the PTAR Melaka City Campus has created a "Little Free Library" (LFL) to promote the continuation of reading interest and the distribution of free reading materials to the local community. Users are permitted to obtain the book without restrictions or fees. They may return the book whenever they choose. There are no late fees or fines for late returns, and there is no requirement for library cards or membership cards. The Little Free Library (LFL) is a service that is continuously offered, maintained, and regulated directly by library staff according to a predetermined task schedule.

PTAR Level 12

Level 12 of the PTAR Melaka City Campus provides digital services such as 1 interactive touch screen smart panel size 65 inches with smart pen, wireless keyboard and mouse; 4 43-inch Android TV units with wireless keyboard and mouse; and 2 65-inch Android TV units with wire-less keyboard and mouse. Attendees who brought their own laptops will have access to 29 computer stations as well as 15 electricity outlets. There are also 10 discussion rooms with over 50 internet connections and electricity outlets. This meeting room, in addition to serving as a discussion room, is a multi-purpose space that may be utilized for a range of events. For small presentations, the room may accommodate 15 to 30 people. A small stage has been put up to host a range of activities, including a "Speaker Corner" with a 65-inch smart TV. There is also an exhibition space and Wi-Fi for library users on the twelfth level.

Photos 1-20 show the services and amenities provided at the PTAR Melaka Library. PTAR provides clear signage and procedures to facility users. The provided atmosphere met the objectives and criteria while also supporting users in be-coming acquainted with the library. According to Husaini et al., 2022 in their study on the library therapeutic landscape, this will create a welcoming environment for students and encourage them to use the libraries' resources and services. As an alternative site for learning activities, it will become the students' second home.

Photo 1: Main entrance of PTAR level 12. *(source: UiTM Kampus Bandaraya Melaka)*

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Photo 2: View from the entrance *(source: UiTM Kampus Bandaraya Melaka)*

Photo 3: Four units of Smart TV for student and lecturers to use during presenta-tion and discussion. (source: UiTM Kampus Bandaraya Melaka)

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Photo 4: A total of 42 computers for students to use to perform assignments. *(source: UiTM Kampus Bandaraya Melaka)*

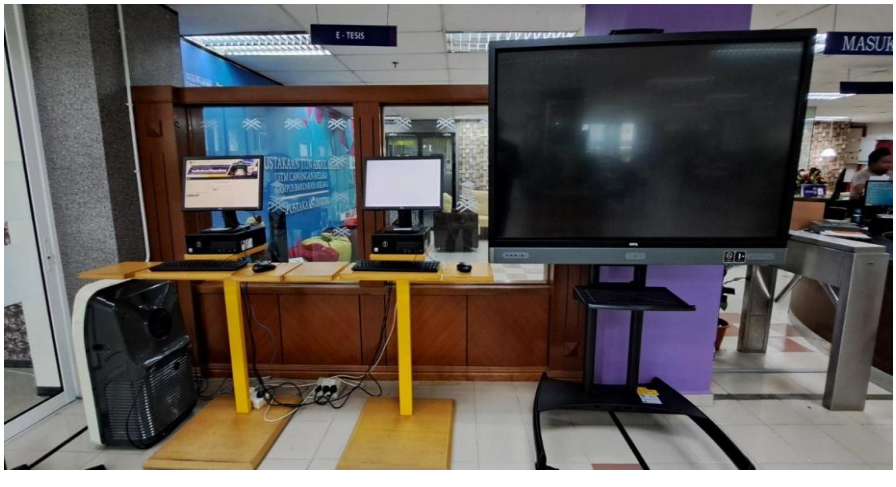

Photo 5: Two computers used as Institutional Repository (IR) terminals and a Smart TV for presentation, learning, broadcasting, and entertainment. (*source: UiTM Kampus Bandaraya Melaka)*

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Photo 6: A total of 10 discussion rooms are available for students and lecturers to conduct online discussion and class activities. Two Smart TVs are also provided to make it easier for students to make presentations. *(sources: UiTM Kampus Bandaraya Melaka)*

Photo 7: Lockers for students to keep their belongings and also a water filter provided by campus. *(source: UiTM Kampus Bandaraya Melaka)*

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Photo 6: Carrel desks for students to study and a collection of theses. *(source: UiTM Kampus Bandaraya Melaka)*

Photo 7: Mini stage for visitors to do activities such as choral speaking, dancing, leisure, entertainment and speaking. *(source: UiTM Kampus Bandaraya Melaka)*

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Photo 8: Places for leisure and relaxing while reading, learning or chit chat. *(sources: UiTM Kampus Bandaraya Melaka)*

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PTAR Level 1

Photo 9: Main entrance PTAR Level 1 *(sources: UiTM Kampus Bandaraya Melaka)*

Photo 10: Counter for users to deal with library staffs for any services. *(sources: UiTM Kam-pus Bandaraya Melaka)*

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Photo 11: Barrier gate at the main entrance of PTAR level *1 (source: UiTM Kampus Bandaraya Melaka)*

Photo 12: PTAR's selected and new arrival materials *(source: UiTM Kampus Bandaraya Melaka)*

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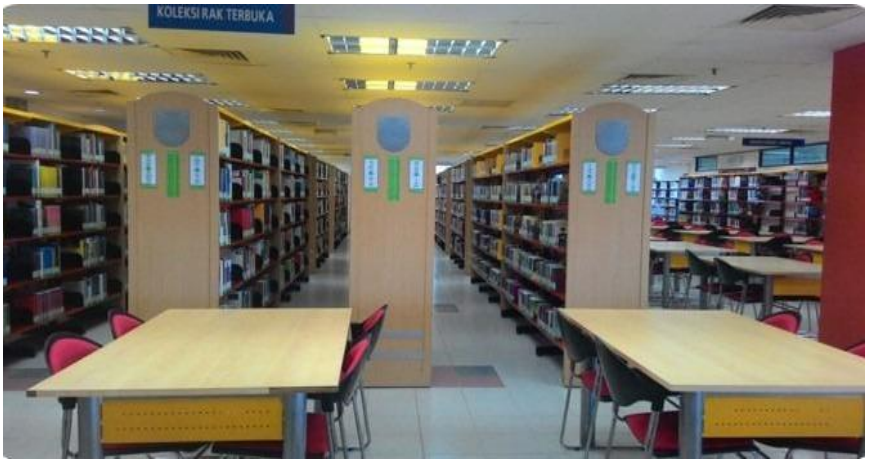

Photo 15: Open Shelves Collection *(source: UiTM Kampus Bandaraya Melaka)*

Photo 13: A collection of bound magazines/journals *(source: UiTM Kampus Bandaraya Melaka)*

Photo 17: Reading spaces can fit around 70 users at a time *(sources: UiTM Kampus Banda-raya Melaka)*

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Photo 14: Leisure space for students and lecturers to relax *(source: UiTM Kampus Bandaraya Melaka)*

Photo 19: LearningSpace@24/7 *(source: UiTM Kampus Bandaraya Melaka)*

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A space within the library known as LearningSpace@24/7 is available for use around the clock. It is essential for non-resident students to have a place to study, particularly during the weeks leading up to exams. It is the most frequented location in the PTAR. A camera counting system is utilized, which is a method that is also utilized in shopping centers, in order to collect the statistics regarding the number of visitors.

Photo 20: Little Free Library *(source: UiTM Kampus Bandaraya Melaka)*

Little Free Library

In order to foster a knowledgeable community, there must be a concerted effort that is both passively and actively mobilized, involving both the residents of the campus and the community at large in the process of putting appropriate initiatives into place. These initiatives should support the goal of the government to foster a knowledgeable society through the encouragement of reading and the pursuit of lifelong learning. The "Little Free Library" movement is a commendable endeavor that has been around for quite some time and has long been established in other countries. It was inspired by the idea of sharing reading materials for the community and expanding the reach and scope of the library beyond the confines of the physical walls of the academic institution. This is one of the many efforts being made to ensure the success of the Continuous Reading Encouragement Program and the distribution of reading materials throughout the community.

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This is one effort to succeed in the Continuous Reading Encouragement Pro-gram and the sharing of reading materials with the community.

- Targeting a very simple concept which is: -
- Take a book!
- Leave a book!
- No due dates - no return date
- No late fees - no late return fines
- No library cards required – no library membership card is re-quired.
- The doors are open every day of the week, 'twenty-four hours a day' - open every day of the week and 24 hours a day.

DISCUSSION

The librarian of the UiTM PTAR Melaka City Campus Library is producing and making available the following data table from 2018 to 2022. They record the number of visits to the library as well as the number of commodities borrowed over the course of the designated years. Following an outbreak of COVID-19 infections between 2020 and 2022, the quantity of books and papers borrowed by students may decrease between 2018 and 2022. The statistical table in Figure 1 shows that 1,498 items were borrowed in 2018, 1,333 in 2019, 624 in 2020, 288 in 2021, and 522 in 2022. Because the Malaysian government has imposed re-strictions by ordering individuals to stay at home to prevent the spread of the disease, several university libraries chose to introduce and improve their digital platform, which is their website, during COVID 19. This measure was done to make things easier for the kids. Since then, students have begun to use websites and online search engines to gather information instead of going to actual libraries to borrow books, as it is easier and more convenient to do so. Although e-books and other electronic resources are more effective in terms of information transmission, predicting the future of physical books in the next decade is difficult. The librarians are concerned that the library's tangible items are not being loaned or used to their full potential. As the conversation progressed, it became apparent that the librarian was concerned that the library's physical materials are not being loaned to students or utilized to their full potential.

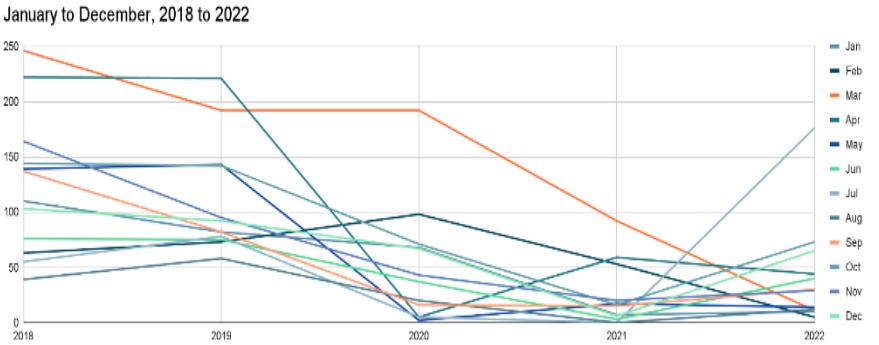

Figure 2: Number of materials borrowed from Year 2018-2022 *(source: UiTM PTAR Melaka City Campus)*

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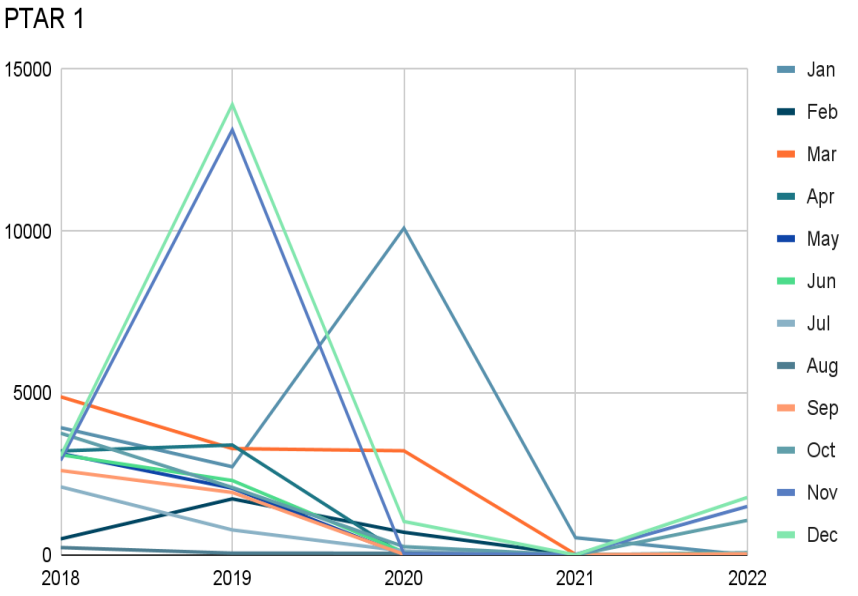

Figure 3: Number of Visitors from to PTAR 1 *(source: UiTM PTAR Melaka City Campus)*

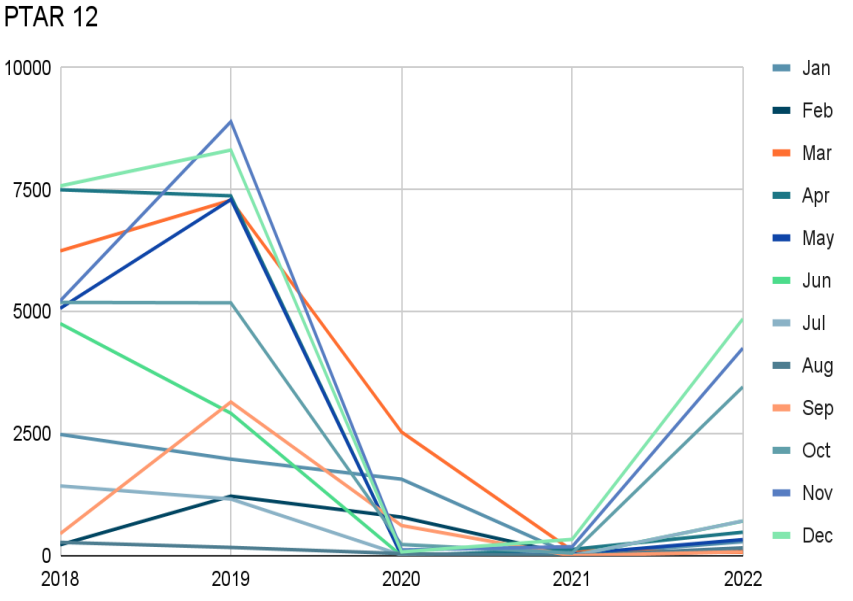

Figure 4: Number of Visitors from to PTAR 12 *(source: UiTM PTAR Melaka City Campus)*

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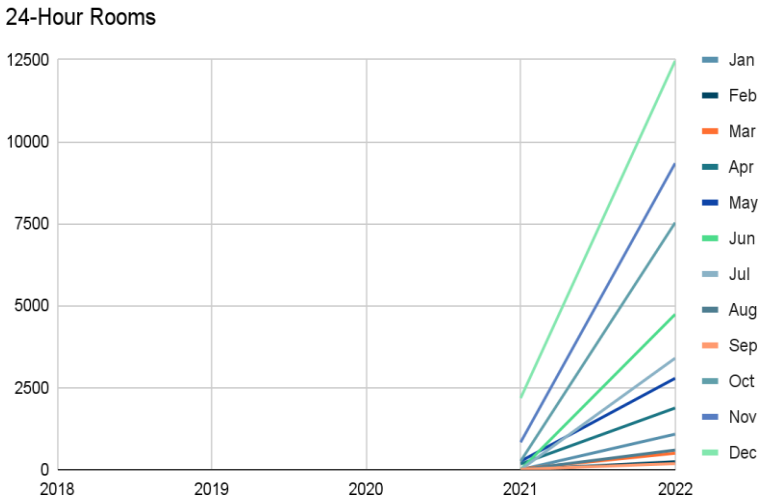

Figure 5: Number of Visitors from 24-hour Rooms *(source: UiTM PTAR Melaka City Cam-pus)*

Figure 2 to 4 shows the number of visitors who visit the library from the year 2018 to year 2022. Librarians from UiTM Melaka City Campus state that there are two library floors in the building which are PTAR 1 in floor 1 and PTAR 12 in floor 12. Floor 1 contains the printed materials and physical books in the library and Floor 12 provides a digital library which can be accessed by computers and room for 24 hours for students to stay and study.

From the statistics table 1, the number of visitors of PTAR 1 in 2018 is 33643, year 2019 is 47415, year 2020 is 15640, year 2021 is 603 and year 2022 is 4588. It is slowly decreasing in terms of visitor's number at PTAR 1. PTAR 2 shows that in 2018 the number of visitors is 46435, year 2019 is 54959, year 2020 is 6002, year 2021 is 873 and year 2022 is 15491. The trend shows there is a significant decrease in visitors from the year 2018 to 2021, but in 2022 students start to visit the PTAR 2 after the government slowly untightened the rules for students to study at campus and had a face-to-face class with lecturers. The 24 hours room which being introduced in year 2021 also has an increasing number of visitors during year 2022

According to librarians from the UiTM PTAR Melaka City Campus, the building has two library floors: PTAR 1 on level 1 and PTAR 12 on level 12. Level 1 includes printed materials and physical books in the library, while Level 12 includes a digital library accessible via computers and 24-hour study rooms where students can stay and study without time constraints. According to the statistics table, the number of visitors to PTAR 1 in 2018 was 33,643, 47,415 in 2019, 15,640 in 2020, 603 in 2021, and 4,588 in 2022. The number of visitors to PTAR 1 is gradually decreasing. According to PTAR 2, the number of visits in 2018 was 46,435, in 2019 it was 54,959, in 2020 it was 6,002, in 2021 it was 873, and in 2022 it was 15,491. The data indicates a large decline in visitors from 2018 to 2021, but students begin to visit the PTAR 2 in 2022 as the government gradually loosens the requirements for students to study on campus and have face-to-face classes with lecturers. The 24-hour rooms, which will be installed in 2021, will also see an increase in visitors in 2022.

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RECOMMENDATIONS AND SUGGESTION

It is recommended that the role of the government be to give more budget to improve librarians, particularly in the government sector such as local universi-ties, so that they are more inclined to be more lively with the passage of time, which is becoming more lively with technology and systems that are very impressive. According to Suleman (2021) digital library systems are not always success-fully implemented and sustainable in low resource environments, such as in poor countries and in organizations without resources. This is the suggestion that will attract users to visit the library. It is clear that private libraries are more techno-logically advanced than public libraries since they have superior management, make use of superior and more advanced technology, and have better facilities and utilities. In addition, the platform that needs to be stressed is the increasing use of computers by users in order to search for information, and the systems have to be updated on a regular basis in accordance with the progression of technology. The next step that libraries should take is to take aggressive action by creating attractive programs and promotions in order to get more people into the library. Librarians at PTAR believe that no matter how good the promotions are carried on, it does not give much improvement in terms of user attraction if the facilities and services provided are not meeting their satisfaction. Reaching user satisfaction is always involves a healthy annual budget to improve libraries facilities especially electronic devices e.g. printer and scanner and furniture to increase the comfort of learning settings. A cafeteria inside the library, along with other similar additions, could be beneficial for both convenience and utility. Al-ways provide training to librarians so that they may enhance their expertise in step with the growth of technology in the administrative management system. This will ensure that the internal administration runs smoothly. In today's world, libraries are being forced to undergo a transition towards digital venues. Because students and other library patrons will be able to make use of social media after it has been implemented, the library will need to incorporate it as an essential com-ponent of the services it offers. Students can find assistance on the internet, which is the sole surviving means of participation in the modern world. Even though it will take some time for everyone to acclimatize to the new standards imposed by the epidemic, these new standards will eventually become the norm. It is impossible to generalize about the effectiveness of therapeutic activities because each student's experiences and emotions are unique. This makes it im-possible to assess the efficacy of treatment. To maintain their current level of health and well-being, a significant number of individuals must engage in a wide range of activities and inhabit a variety of various locations. The metaphorical "landscape" of treatment is best depicted by the institution of the library, which serves as a major example of the site where therapy might take place.

CONCLUSION

Most libraries in the modern era have switched from traditional to digital systems, and there has been a significant shift in the number of people that visit the library. However, digital systems can also help people find information more easily. At the same time, with today's increasingly sophisticated system, users are less likely to visit the library. As a result, these libraries should take the initiative and be proactive in encouraging users to visit libraries in the future in order to make libraries the primary source of resources and references in a variety of specific subjects. Libraries, according to (Husaini, H., et al., 2022), should utilize social media and their respective websites. Because of the therapeutic landscape setting of the library, academic libraries and librarians are expected to be able to identify a wonderful library service that will have a beneficial influence on library consumers. The public library, according to these library therapeutic land-scape quality and satisfaction studies, acts as a second home, a learning center, a meeting place, a leisure center, and a center for human progress. Consider well-ness as a linked library service. Libraries must adapt to the digital age, especially with the emergence of COVID-19. It is critical to utilize the social media plat-form; not only will students and other library patrons be able to use it, but it should also be regarded as an integral component of library services. It functions as both an agent for introducing the

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library's information resources and collection, as well as a component of marketing to attract users to utilize and visit the library, which is the ultimate purpose of this undertaking. In a variety of ways, students can benefit from accessing the inter-net. Despite the fact that everyone will require time to adjust to the epidemic, the new guidelines will eventually become regular operating procedure and practice. Because each student's experiences and emotions are unique, generalizing about the efficacy of treatment activities is impossible. As a result, public libraries should broaden the scope of their services, as well as their collections and student resources. The global pandemic has had an impact on both the services pro-vided by libraries, the individuals who use them, and the efficiency of the library personnel who deliver those services in a variety of ways. As a result of the developments, the old operational models, methods, and corresponding interfaces are all undergoing noticeable and pronounced shifts.

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