

# Best Practices on User Driven Services: Experience of Dar al-Hikmah Library's Maintenance of Legal Resources

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## ABSTRACT

*A law library exists not only to store legal collections or resources but is also there to provide services to its users with specific information needs in legal study, research and practice. This is especially so in the world where changes in information technology, communication, teaching and learning styles are even more rampant. The services designed and offered must be driven to fulfill this specific needs of its users. The staff in charge of a law library also must possess knowledge about legal resources and the skill to retrieve them in order to serve their customers better. For this reason, this article illustrated the best practices on the maintenance and provision of service of the International Islamic University Malaysia Library's legal collection. This is a reflective paper based on review of related literature; the authors' observation and experience in managing the legal collection in the Dar al-Hikmah Library and the authors' effort in designing services which suit the specific needs of its users. The customers served are the internal customers within the university and external customers which includes the general public or private companies who have specific interest in legal resources. The paper also explained that to keep abreast with the changes in the needs of the customers, the Library also designed a continuing educational plan for its staff. Topics discussed include organizing the Library's legal resources; arrangement of the study areas; marketing the Library's legal resources and outreaching customers; and strengthening the law Library staff's hybrid skills and knowledge on legal resources, both in printed and online formats. The paper exemplified that an excellent mesh between good collection management, provision of service which meet the specific needs of its users and continuing education of the staff is the best approach in handling a law library. These best practices could be an exemplary model to any other law libraries.*

**Keywords:** Law library; legal resources; service provision; collection management; library marketing; library promotion; continuing education; library staff; library users; user driven services.

## INTRODUCTION

A law library consists of legal resources. The four main formats of legal resources are law books, law reports, law journals and statutes. In the past, most of these collections are provided in the printed format. However, in order to keep abreast of the changes in

information technology, a law library also provides digital and electronic resources in legal subject.

A law library will provide services and access to the legal resources to customers who mainly are law students, law lecturers, lawyers and the public who have specific interest in legal resources. In order to keep serving its users, a law library must keep abreast of the changes in information technology, communication, teaching and learning styles. The staff in charge of a law library also must possess knowledge about legal resources and the skill to retrieve them in order to serve their users better.

The Library of International Islamic University Malaysia (known as Dar al-Hikmah Library) contains within it an extensive collection on law. Serving one of the oldest faculties in campus, Ahmad Ibrahim Kulliyah of Laws (AIKOL), the Library dedicated the whole user area of its first floor, approximately 3209m<sup>2</sup>, to the Law Collection. The law collection is entrusted to the Law Information Unit's (LIU) staff for maintenance and service provision.

To ensure ease of use and search by its customers, the collection is smartly arranged. The law librarian and library staff who maintain the collection are also equipped with sufficient knowledge on librarianship and legal knowledge to assist searching of legal resources. As mentioned by Gates, 1963: "a law librarian must be skilled both in law and techniques of legal research. Law librarianship is an important, hybrid specialty, a part of the legal profession which combines legal skills and management skills".

This paper is written to illustrate the best practices of Dar al-Hikmah Library's maintenance and provision of service of its legal resources. User driven in the context of this paper means that the operation of the Library is designed to fulfill users' quest for legal resources. The Library no longer provides services in anticipation of their use. Instead, the services offered are driven by the changing needs and preference of its users.

It is based on the authors' observation, experience, practice and review of related literatures. The customers in mind are the students and lecturers of Ahmad Ibrahim Kulliyah of Laws (AIKOL), IIUM community such as the Kulliyah / Centre / Department / Institutes / Offices, students and lecturers from Malaysian Public and Private Universities and non-IIUM community such as lawyers, legal practitioners, publishers and public who have specific interest in legal resources.

This article will share the Library's practices on:-

1. Organizing the Library's legal resources;
2. Arrangement of the study area;
3. Marketing the Library's legal resources and outreaching customers;
4. Strengthening the law Library staff's hybrid skills and knowledge on legal resources, both in printed and online formats.

Generally, most of the best practices shared in this article can be applied to any type of law library. The collection management and service provision have been designed to fulfil the users' specific and ever changing needs to legal resources. It is hoped that the

ideas and practices can contribute to the current maintenance and service provision of a law library in other higher learning institutions in Malaysia or generally to any other type of special libraries worldwide.

## ORGANIZING THE LIBRARY'S LEGAL RESOURCES

In the Dar al-Hikmah Library, collections like statutes, law reports, law journals and law books are placed in separate locations for easy retrieval. Certain law libraries also arrange their book collection according to subjects and then followed by the different legal systems or jurisdictions. Whatever the arrangement is, the purposes are still the same which are to facilitate searching and ease of use to its customers.

The arrangement of legal sources in the Dar al-Hikmah Library is first according to the **type of the materials**. As mentioned before, books, journals, reports and legislations are given their own specific places. Due to this, they will not be mixed-up together on the same shelf as this will only confuse library customers. For easy identification, these resources are given codes called as Collection Code to indicate what type of resources they are:

Table 1: Codes for Legal Resources

Code	Collection
a	Legislation
b	Law Reports
c	Law Journals
d	Law Books/Monograph

The sources shown above are arranged on shelves which are separated further away from each other. Signage are placed on top of the collections to indicate what collection they are. If anyone is new to the Library, they can refer to the signage to ensure that they are at the right type of materials.

The legal resources within each type of materials are then arranged according to **subjects**. "Books are usually grouped on the shelves according to their subject. The subject dealt with in each book is indicated by numbers, or letters and numbers, which are usually written on the spine of the book. These symbols indicate the exact subject matter of each volume. They are also known as the classification number or classmark and bring together, in one area of the library, all books dealing with the same subject. The classification number serves two purposes: it indicates the subject of the book and tells you where the book is to be found on the shelves." (Thomas and Knowles 2001)

The resources in any libraries are classified according to two widely used classification systems called Library of Congress Classification Scheme (LCCS) and Dewey Decimal Classification (DCC). The major difference of the two systems is LCCS uses letters while DCC uses numbers as the identification. While LCCS has 21 main classes, DCC has 10 major classes. As most of the academic libraries in Malaysia, the Dar al-Hikmah Library

chooses LCCS as its classification system. That is why the classification used in the Library starts with the letter K.

The individual collection is then further *sub-arranged by jurisdiction*. Picture 1 is the synopsis of the Library of Congress Classification (Law) by jurisdiction. The class number “KPG” is used for Malaysia and the Library practices using class number “KPGG” for states in Malaysia.

### LIBRARY OF CONGRESS CLASSIFICATION (LAW) SYNOPSIS

K	LAW (GENERAL)
KD	LAW OF ENGLAND AND WALES
KDC	LAW OF SCOTLAND
KDE	LAW OF NORTHERN IRELAND
KDG	LAW OF ISLE OF MAN. CHANNEL ISLANDS
KDK	LAW OF IRELAND
KDZ	LAW OF NORTH AMERICA
KE	LAW OF CANADA
KF	LAW OF UNITED STATES
KG	LAW OF LATIN AMERICA
KGA – KGH	LAW OF MEXICO AND CENTRAL AMERICA
KGJ – KGZ	WEST INDIES CARIBBEAN AREA
KH	SOUTH AMERICA
KJV	LAW OF FRANCE
KJW	FRANCE REGIONS, PROVINCES, DEPARTMENTS, ETC.
KK	LAW OF GERMANY AND WEST GERMANY
KL	HISTORY OF LAW. THE ANCIENT ORIENT
KLA – KLW	EURASIA
KM – KPZ	ASIA
KNC – KPW	SOUTH ASIA, SOUTH EAST ASIA, EAST ASIA
KPG – KPGG	MALAYSIA
KQ – KTZ	AFRICA
KU – KWW	PACIFIC AREA
KWX	ANTARTIC

Figure 1: Synopsis of the Library of Congress Classification (Law) by Jurisdiction

As mentioned earlier, the Library organizes its legal resources according to four main categories which comprises of law books, law reports, law journals and statutes. These collections are differentiated by special codes as shown in Table 1.

The codes act as prefix to the call number and also determine the location of the different collections. It will become handy during the shelving process and physical retrieval of an item after its call number is located in the OPAC (Online Public Access Catalogue). Shown below are some examples of each codes by types and call number.

**a) Statutes**

Example 1: “statutes” with the code “a”. Table 2 shows the call number legend by code/prefix, class number, call number by subject and volume number.

“The Acts and ordinances of the Legislative Council of the Straits Settlements, from the 1st April 1867 to the 7th March, 1898”.

Call Number: a KPG 5001.85 M42 1898 v1

Table 2: Call number legend by code/prefix, class number, call number by subject and volume number

<b>Call Number</b>	<b>a</b>	<b>KPG</b>	<b>5001.85 M42</b>	<b>1898</b>	<b>v1</b>
<b>Legend</b>	Code / Prefix	Class Number by Jurisdiction	Call Number by Subject	Year	Volume Number

**b) Law Reports**

Example 2: “law reports” with the code “b”. Table 3 shows the call number legend by code/prefix, class number, call number by subject and volume number.

Re Steel & Ors. v The Conveyancing Strata Title Act 1961 (1968) 88 WN Pt 1 467  
W.N. = The New South Wales Weekly Notes

Call Number: b KUC 2.23 A2 NSWWN 1968 v88

Table 3: Call number legend by code/prefix, class number, call number by subject, abbreviation of the report title, year and volume number

<b>Call Number</b>	<b>b</b>	<b>KUC</b>	<b>2.23 A2</b>	<b>NSWWN</b>	<b>1968</b>	<b>v88</b>
<b>Legend</b>	Code / Prefix	Class Number by Jurisdiction	Call Number by Subject	Abbreviation of the Report Title	Year	Volume Number

**c) Law Journals**

Example 3: “law journals” with the code “c”. Table 4 shows the call number legend by code/prefix, class number, call number by subject, abbreviation of the Journal title, year and volume number.

“Salbiah Ahmad. (1990). Towards a common law on domestic violence for Malaysian. M.L.N., 1. 312 – 316.”

M.L.N. = Malaysian Law News

Call Number: c KPG 6 MLN 1990 Jan – Dec

Table 4: Call number legend by code/prefix, class number by jurisdiction, call number by subject, abbreviation of the journal title, year and volume number

<b>Call Number</b>	<b>c</b>	<b>KPG</b>	<b>6</b>	<b>MLN</b>	<b>1990</b>	<b>Jan - Dec</b>
<b>Legend</b>	Code / Prefix	Class Number by Jurisdiction	Call Number by Subject	Abbreviation of the Journal Title	Year	Volume Number

**d) Law Books**

Example 4: “law books” with the code “d”. Table 5 shows the call number legend by code/prefix, class number, call number by subject, abbreviation of the Journal title, year and volume number.

“Hedley, Steve. (20016). Tort. New York: Oxford University Press.”

Call Number: d30 KD 1949 H455T 2006

Table 5: Call number legend by code/prefix, class number by jurisdiction, call number by subject, author and year.

<b>Call Number</b>	<b>d30</b>	<b>KD</b>	<b>1949</b>	<b>H455T</b>	<b>2006</b>
<b>Legend</b>	Code/Prefix	Class Number by Jurisdiction	Call Number by Subject	Author	Year

As for “law books”, Dar al-Hikmah Library practices placement of location codes d2 – d69 to specify the law books location by subject. Table 6 is location of law books by subject from d2 – d69.

Table 6: Location of law books by subject from d2 – d69

<b>Location Codes for Law Books</b>	<b>Subject</b>
d2	Bibliography (general). Encyclopedias. Dictionaries. Maxims. Form books
d3	Periodicals. Yearbooks. Judicial statistics. Directories. Law reports related materials. Parliamentary publications. Citators. Indexes. Trials
d4	Society. Bar associations. Legal aid. Congresses. Collected works (non-serial).
d5	Legal research. Legal composition and draftsmanship. Legal education. Legal profession
d6	History of law. Biography
d7	Jurisprudence. Philosophy of law. Legal reform. Conflict of laws. General principles and concepts
d8	Private (civil) law
d9	Persons
d10	Domestics' relations. Family law
d11	Property
d12	Real property. Land law
d13	Public property
d14	Regional and city planning. Zoning. Building
d15	Personal property
d16	Intellectual and industrial property
d17	Trusts and trustees
d18	Estate planning. Succession upon death
d19	Contracts
d20	Mercantile law. Commercial law
d21	Contract of service. Contract for services
d22	Sale of goods
d23	Contracts involving bailments. Negotiable instruments
d24	Banking. Loan of money. Suretyship. Guaranty. Secured transactions
d25	Marketing of securities. Investments. Stock-exchange transactions
d26	Carriers. Carriage of goods and passengers
d27	Maritime commercial law
d28	Insurance
d29	Restitution. Quasi contracts. Unjust enrichment
d30	Torts. Reparation
d31	Agency. Associations. Company law
d32	Insolvency and bankruptcy. Creditors' right
d33	Economic policy. Economic planning
d34	Regulation of industry, trade and commerce. Occupational law
d35	Primary production. Extractive industries. Conservation of natural resources
d36	Manufacturing industries
d37	Food processing industries. Agricultural products

<b>Location Codes for Law Books</b>	<b>Subject</b>
d38	Construction and building industry. Contractors
d39	Trade and commerce
d40	Public utilities
d41	Transportation and communication. Information and communications technology (includes cyber law)
d42	The profession
d43	Social legislation. Labor law. Social insurance. Public welfare
d44	Public health. Sanitation. Environmental pollution
d45	Medical legislation
d46	Veterinary laws
d47	Food. Drugs. Cosmetics. Alcohol
d48	Public safety
d49	Control of social activities
d50	Education. Science and arts. Research
d51	Constitutional law
d52	Foreign relations
d53	Individual and state. Rights
d54	Religion and state
d55	Organs of the government. The Parliament. Executive branch. The judiciary. Judicial power
d56	Local government
d57	Administrative law, organization and procedure
d58	Government measures in time of war, national emergency, economic crisis
d59	Public finance
d60	National defense. Military law
d61	Courts. Procedure. Administration of justice
d62	Civil procedure. Evidence
d63	Judgements
d64	Arbitration and award
d65	Criminal law
d66	Criminal procedure. Evidence
d67	Law of nations. International law
d68	Law of the sea
d69	Space Law

**e) Other Law Collections**

Other than the four main law collections, there are other codes applied for some more collections which are available in the Law Library. Table 7 shows codes for these special law collections:-



Table 7: Codes for special law collections

No.	Code	Collection
i.	aic	Ahmad Ibrahim Collection
ii.	lsf	Loose Leaf
iii.	id	Islamic Law Books
iv.	ic	Islamic Law Periodicals
v.	ia	Islamic Law Statutes

The same practice applies where the codes will act as prefix to the call number and will also determine the location of the collection.

### ARRANGEMENT OF THE STUDY AREA

The Library in the past has always been known as a place where users can study in complete silence. As correctly been observed, it is the “reputation of the library as an environment in which silence is expected so that other customers may focus on their reading and study.” (Rowley 1995)

However, over the years, the attitude to study in silence has changed. The library is nowadays being used as a study space but also a place for social gathering. Users expect that they could not only study in silence but also expect that discussion or group discussions could be done in the library. Rowley again highlighted that academic libraries “have needed to accommodate different approaches to teaching and learning which recognize that students learn from each other and therefore at times need to work in groups in the library”. (Rowley 1995)

The LIU staff who maintain the library is also facing difficulty in ensuring silence in the Library. Staff had to keep making rounds in the study spaces to remind users to lower their voice or simply to leave the area if noise could not be controlled. Law students of IUM had also keep mentioning to the librarians that their subjects need to be learned through discussion and thus noise could not be avoided.

Seeing the changing needs to use the Law Library as a place for discussion, the Dar al-Hikmah Library had in 2016, made a major change to the law user area. The space now accommodates the different study styles of the users. The area has separate study areas for:

- a. Silent Area
- b. Discussion Area
- c. Learning common
- d. Carrel desks
- e. Carrel rooms

The task of the LIU staff is also now changed. They have to ensure that users do not intrude on each other’s study spaces. Users who are disturbed by noise in the Discussion Area are politely requested to utilized the Silent Area, and vice versa. Through this

initiative the Library has ensure all the needs for the different study styles are entertained.

## **MARKETING THE LIBRARY'S LEGAL RESOURCES AND OUTREACHING CUSTOMERS**

Dar al-Hikmah Library markets the legal resources and outreaches customers through:-

- a) Legal research skill class and library tour
- b) Law subject librarian / Liaison librarian for faculty
- c) Participation in faculty's events or programs
- d) Law Readers' Advisory Desk / Reference Desk
- e) Involvement in Law Library Group: Special Interest Group with Other Law Libraries Registered under Persatuan Pustakawan Malaysia (Librarians Association of Malaysia)

### **a) Legal Research Skill Class and Library Tour**

Dar al-Hikmah Library develops a special teaching module on Legal Research Skill. This module covers the searching techniques in locating legal resources, access to the physical collection and use of the online databases. The module is taught as it is or expanded to a more advanced nature depending whether the class is an undergraduate or a postgraduate level.

Teaching a Legal Research Skill class to law students would be very beneficial to share techniques and tricks of locating and retrieving legal resources. Offering a class is a way to get to know the librarian and to introduce a law library to a law school lecturers and students, so the customers will be more likely to seek help from the library in the future if they have already develop a relationship with the library staff (Runyon and Dabney 2013).

In this Library, the Legal Research Skill class is conducted in collaboration with a certain course in the faculty, i.e. Research Methodology class and Legal Methodology class. A teaching slot or slots will be given to the Law Librarian to conduct the Legal Research Skill class. The library believes that "giving a guest lecture in a substantive law course is a very useful way to inform students of the research resources that are available to them. Students will be more receptive to learning about resources if the research instruction is relevant to what they are studying in class" (Runyon and Dabney 2013).

For the undergraduate level, the Legal Research Skill is incorporated into their Legal Methodology class. On the other hand, for law postgraduate students, it is conducted within their Research Methodology class. The classes are handled by the law librarian or assisted by any librarians who have knowledge of legal research. As mentioned by Gates "All Law Librarians perform a teaching function to some extent, advising patrons on unfamiliar research materials. In law schools, the librarian may also instruct the students in legal bibliography, writing and research, either informally, as the students

encounter research problems, or through the medium of a conventional course". (Gates 1963)

Since the establishment of the law library, the law librarians had conducted Library Tours for undergraduate students under the Legal Methodology class. This served as a means to introduce the law collections to the students. Concentration was given on the printed resources, their arrangement, where to find them and how to use them. Later on, with consultation with the faculty, the law librarians came out with quizzes which students need to answer and submit to the Library. The results were then passed to the faculty for review or possible inclusion in the class marks.

In 2009, the law librarian concerned felt that library tour alone is not enough. As such, the Library's Legal Research Skill class was introduced. Concentration was given on understanding the content of the different law collections and also on the law databases. It started with one section in the Legal Methodology course. Seeing the good feedback received from the lecturer and students, other lecturers teaching other sections also requested similar classes to be conducted for their students. In 2010, the library class together with the library tour have been adopted as compulsory components in the Legal Methodology course.

To ensure the teaching module of the Legal Research Skills classes suits the requirements of the different levels of studies and subjects, the faculty is consulted. This shows a collaboration effort between the Library and the faculty. Appendix 1 is an example of the legal research skill content for law undergraduates and law postgraduates prepared and presented by the law librarian. Other than formal classes, the law library team also conduct library tours to new law students in order to introduce them to legal resources in the law library.

In Dar al-Hikmah Library, other than the law librarian, the staff of LIU are also entrusted with the tour duty. To ensure that the information shared by the staff to the students are correct and parallel between the sections, a proper guideline or module has been prepared. Meetings to ensure understanding of the module and hands-on training are done weeks ahead of the tour week. If needed, simulation practices are also conducted by staff who are entrusted with the tour duty.

#### **b) Law Subject Librarian / Liaison Librarian for faculty**

A law subject librarian is a liaison between the law school and the law library. As supported by Kirk, "Today, the law librarians are very much involved in the law school and collaborating with deans, faculty and staff to provide a well-rounded education for the law students". (Kirk 2008)

In Dar al-Hikmah Library, the law librarian will attend the AIKOL Board Meeting to represent the Library. It is an opportunity for the library to address any library related matters and to report library matters to the faculty board members. Furthermore, to be part of the faculty board member is a way to show the importance and visibility of the Library to the faculty. "Providing individualized services to students and faculty is a

specialized and targeted way to increase the visibility of your library” (Runyon and Dabney 2013).

Other than formal meetings, law librarians also entertain individual consultation request from the students and lecturers in the faculty. Individual consultation is important as “nothing can replace personal meetings with faculty members as a means of learning about their interests and needs” (Lenz 2004).

From time to time, the law librarian also contacts the law lecturers through email. The content of the emails could be programs conducted by the library, new books to purchase, guides on how to use online databases, new law books arrival or any library related services. The library believes that “the law librarian should contact with the library patrons once or twice a month. These contacts do not have to deal with totally new programs or services. They can be messages that remind patrons about existing products or services that the library has to offer. Or they can be helpful hints or information tidbits. The key thing is contact. This makes library patrons believe that the library is a place that is alive and interested in serving them” (Grunenwald and Traynor 1987). The law librarian’s main medium of contact has always been the emails. This ensure fast and vast distribution of information to the faculty. “Email marketing is essential to engaging with customers across a wide range of industries and It has become even more important with the ubiquity of mobile devices” (Rowe 2016).

### **c) Participation in Faculty Event or Program**

A law library and a law faculty must have a close relationship. A law library should take part in any events invited by the law faculty. For example, whenever the faculty organizes a program and invites the law library to do an exhibition on law related theme, the law library team must take the opportunity to fulfil the request.

AIKOL occasionally seeks the assistance from the law librarian to give presentations on law related topics. One such example is on Understanding Law Resources: Law Primary and Law Secondary resources. To ensure accuracy of content, discussions between the law librarian and law lecturers are done. The law librarian will then prepare a module to be presented complete with samples of the law primary and secondary resources to be used. The subject covered will focus on the four main law resources which are the statutes, law reports, law journals and law books. Appendix 2 is an example of a module prepared by the law librarian during the presentation of Understanding Law Resources for the Universiti Tun Hussein Onn Malaysia (UTHM) students who attended a course in AIKOL.

Exhibitions and presentations are opportunities to highlight the legal resources available in the law library. These exhibitions are mostly conducted in the faculty itself. “The more potential users find out about it, the more it will be used. To promote the special collection and its services, special collection librarians can prepare exhibits, host book signing receptions and plan lectures by authors and scholars with a particular interest in the subject area of the special collection” (Mayo-Jefferies 1994).

Dar al-Hikmah Library is always invited to participate in the annual Ahmad Ibrahim Memorial Lecture. What is occasionally done is, the Library will exhibit collections on the theme of the year. Exhibited also are the records of the previous year's lectures and also the special exhibition on the life and works of the late Professor Emeritus Tan Sri Datuk Ahmad Ibrahim, the first Dean of AIKOL.

Other than setting up law related exhibitions and presentations in the faculty, Dar al-Hikmah Library always offers spaces within the Library to the law faculty to conduct any events. This is because, the Library always believes that "in addition to being a place of learning and providing educational services, a library can also serve as a social hub for a school" (Runyon and Dabney 2013).

In IIUM, the Law faculty regularly involves in moot competitions. Therefore, mooters need to conduct research and optimize the legal resources in the law library as preparation for the competitions. The law lecturer in-charge will seek help from the law library team to give privilege to the mooters to use the legal resources in order to support their moot competition's requirements. One of the privileges given is an upgrade to the loan privilege of books. The Library also used to offer special discussion room for the mooters to have discussions and prepare their research materials.

#### **d) Law Readers' Advisory Desk or Reference Desk**

Reference desk plays an important role in an academic library to entertain enquiries from the customers. In Dar al-Hikmah Library, the reference desk at LIU is called the Law Readers' Advisory Desk. It is provided as an added value service to the main Readers' Advisory Desk available at level 2 of the Library. The Law Readers' Advisory Desk is a visible point to entertain enquiries from the customers regarding the law resources and can be a place to "market" or "sale" the law resources to the customers.

As Masuchika pointed out, "in academic libraries, there are two major points of sale. The first is the circulation desk, where authorized users are allowed to obtain materials for a limited time, return materials, pay fines and ask directional questions or questions pertaining to library policy. The second is the reference desk, usually occupied by trained librarians possessing the skills and knowledge to directly and indirectly satisfy the academic and intellectual needs of the scholar" (Masuchika 2013).

According to Poparad, the following are the services provided at the Reference Desk:-

1. "Answering basic research and computing questions in person and via chat, text, email and phone
2. Instructing patrons in using the library's discovery service, catalog and databases to find books, articles and media on or off campus
3. Providing interlibrary loan instruction for placing requests and retrieving fulfilled items
4. Assisting faculty and students with the campus-wide wireless network
5. Serving community users from affiliated institutions, and alumni in accordance with library policies" (Poparad 2015).

To ensure efficiency in service provision, the LIU team that are responsible to man the Law Readers' Advisory Desk are not only equipped with library related services but also skills and knowledge of the law resources. They are given formal and informal trainings on what to expect while manning the Law Readers' Advisory Desk. From time to time, training sessions are given to all the staff, especially to update them on new ways of legal information research, database searching and so on.

To further equip the law team on the law collection itself, they perform shelving works at the law collection. This is an added task entrusted on them as on the other floors, the shelving works are done by the Collection Management Unit. The Library feels that familiarization of the collection is essential for the law staff to enable them to fully embrace the collection and eventually could easily assist the customers with the physical collection.

**e) Involvement in Law Library Group: Special Interest Group with Other Law Libraries Registered under Persatuan Pustakawan Malaysia (Librarians Association of Malaysia)**

Librarians Association of Malaysia has initiated a number of special interest groups to gather all registered libraries in Malaysia based on subject. The objective is to nurture sharing knowledge between libraries in Malaysia based on subject interest. Law Library Group (LLG) is one of the special interest groups initiated. LLG consists of law librarian represented from the following libraries:-

- a) International Islamic University Malaysia (IIUM / UIAM)
- b) Universiti Kebangsaan Malaysia (UKM)
- c) Universiti Malaya (UM)
- d) Universiti Teknologi MARA (UiTM)
- e) Universiti Sains Islam Malaysia (USIM)
- f) Universiti Sultan Zainal Abiddin (UNISZA)
- g) Universiti Multimedia (MMU)
- h) Perpustakaan Parlimen Malaysia
- i) Suruhanjaya Sekuriti Malaysia (SSM / SCM)
- j) Institut Latihan Kehakiman dan Perundangan (ILKAP)
- k) Jabatan Peguam Negara
- l) Mahkamah Persekutuan Malaysia

LLG becomes a platform to promote professional relationship and networking between law libraries in Malaysia. The group encourages transfer of knowledge and knowledge sharing between law libraries. LLG will initiate law related programs and will invite other libraries to join the programs. "Library friends groups can support development and services for institutions" (Babb, 2006).

LLG will meet at least four times a year to discuss programs and set task force to ensure the programs organized are successful. Other than conducting programs and meetings,

the networking between law libraries is beneficial among the LLG members. Among the benefits are:-

- i. Support each other in terms of sharing of law collection through inter library loans. No libraries will have a complete law collection. Therefore, libraries are dependable on each other and would often ask another library for assistance in obtaining specific resources. For example, Suruhanjaya Sekuriti Malaysia Library team does not have a certain case report from India to support their court submission process. The Suruhanjaya Sekuriti Malaysia Library team will approach any of the LLG members including Dar al-Hikmah Library through Interlibrary Loan to get a copy of the required case.
- ii. Support newly established law libraries in Malaysia. For example, Universiti Sains Islam Malaysia (USIM) Library is developing their law collection to fulfill the Malaysian Qualifications Agency requirements for USIM law course accreditation. In order to get the law course accredited, USIM law library must have certain law collections to support the law course offered. USIM Library had approached Dar al-Hikmah Library to view its law collection through its OPAC. The Library team then contacted Dar al-Hikmah Library's Interlibrary Loan team to borrow the identified titles.
- iii. Suggest and offer expertise from institution to support programs organized by LLG. For example, LLG had organized a seminar on "Understanding Legal Agreement on Online Resources". For the program, Dar al-Hikmah Library had suggested a legal officer from IIUM Office of Legal Advisor to become one of the panelists during the seminar.
- iv. Offer venue for events, programs and meetings organized by LLG. For example, Dar al-Hikmah Library, USIM Library, UM Library, UKM Library, MMU Library had offer venues for events, programs and meetings organized by LLG. The courtesy of being host will instill the "friends in need is a friends in deed" among the LLG members. At the same time, being a host will indirectly market each institutions' names.
- v. Offer the public who are interested in legal resources to access collections in higher learning institutions' libraries. With LLG networking, the public, students and lecturers from other universities can access university libraries and do research using their legal resources. For entrance, access and usage, the public would need to adhere to the terms and conditions of the libraries visited. However, students and lecturers of the Malaysian Public and Private Universities that are registered under Librarians Association of Malaysia, can visit the libraries for free by simply providing their university staff /student card for identifications.

Due to the above benefits, Dar al-Hikmah Library has always ensured that its law librarian remains active in the LLG. This is especially so as it is the Library's belief that none of the law academic libraries could ever be 100% complete in its collection and services. Therefore, sharing of resources and expertise is essential. The better is our relationship with our peers, the better it is that we serve our own library customers.

### **STRENGTHENING THE LAW LIBRARY STAFF'S HYBRID SKILLS AND KNOWLEDGE ON LEGAL RESOURCES, BOTH IN PRINTED AND ONLINE FORMATS.**

All Library staff, including LIU staff are always encouraged to participate in knowledge sharing sessions and continuing education on legal resources conducted by the Library or by external parties. This is to ensure all are updated on the latest changes to the ways of searching for information or on the system itself. "Whether the term are called training, education or professional development, continuing education must teach you something new and supplement your existing skill set" (Matarazzo and Pearlstein 2012).

#### **a) Continuing Education for Law Information Unit Staff**

In order to strengthen the Law Librarian and Law Library staff's hybrid skill to retrieve legal resources both printed and electronic resources, a continuing educational session for LIU staff is provided. Such sessions are important to ensure that the staff are equipped with the skills and knowledge on legal resources to enable them to answer questions during their Readers' Advisory Desk duty. At the same time, it will build up confidence among the law library staff to present the legal resources to group of students during the library tour session.

A study group approach is used by the Law Librarian to conduct the knowledge sharing session for LIU staff. The staff will be assigned with a topic which they will study with the guidance from the law librarian. Later on, the staff need to present the topic they had studied to the rest of their colleagues.

Hands-on classes on law online databases are also organized and attended by LIU staff to enhance their skills in using the law online databases. The hands-on class is done internally and conducted by the law librarian.

To optimize usage of online databases, serial librarians occasionally organizes training sessions for the library staff and customers in general. The law librarian will promote the training sessions to the law faculty and invite law students and lecturers to attend.

These trainings will sharpen the knowledge and skills of LIU staff in optimizing the functions and content of the law online databases. The knowledge and skill learnt will become handy during the legal research skill class, library tours and during their duty at the Law Readers' Advisory Desk.

The Library also occasionally identified external courses specifically on law to be attended by LIU staff. One of those is the course organized by the Abu Yusuf Yaqub Al-



Khindi Library, the Law Library of the Attorney General's Chambers of Malaysia (Jabatan Peguam Negara) on the topic "Workshop on Amendment of Act / Subsidiaries Legislation and Introduction to Legal Resources (Bengkel Pengemaskinian Akta / Pemberitahuan Undangan dan Pengenalan Maklumat Perundangan)". Participants were exposed to the Malaysian act amendment exercise and introduced to Malaysian legal resources. LIU staff have been given the opportunity to attend such courses to further strengthen their skill and knowledge in handling the law collection.

#### **b) Knowledge Sharing Session for Dar al-Hikmah Library Staff**

From time to time, LIU team through the Law Librarian will conduct Knowledge Sharing Sessions on legal resources to the rest of the Library staff. The objective of the sharing session is to share some quick tips and tricks about legal resources so library staff in general are able to answer simple questions from customers.

The Knowledge Sharing Session is done annually where LIU will present a topic in the Information Services Section's sharing session. Upon request, the law librarian also conducts hands-on law online databases training during the event. Other than that, the law librarian also entertains requests from individual sections or units within the Library which would like to have a special sharing session for them. One such requests came from Bibliographic Control Section. The session had proven to be beneficial as cataloguers in BCS could understand more about the law subject and understand the special arrangement of the law resources in the Library.

### **CONCLUSION**

Dar al-Hikmah Library legal resources is an important asset to IIUM community. Its initial existence was to serve the Ahmad Ibrahim Kulliyah of Law's (AIKOL) students and lecturers. Later on, the service and collection was extended to the IIUM community such as Kulliyah / Centre / Department / Institute / Offices, students and lecturers from Malaysia Public and Private Universities and non-IIUM community such as lawyers, legal practitioners, publishers and public who are interested in the legal resources. As pointed out by Gates, "law libraries serve university law school faculties and students, government agencies, legislators and their staff, courts, bar associations, corporations, law offices and international agencies." (Gates 1963).

To offer excellent service to its community, the Library strives to inculcate lifelong learning spirit in all its staff. This is particularly needed by LIU staff as law is a special collection in the Library which collections occupy the whole service area of level one of the Library. "Law librarians can demonstrate that they have the knowledge and teaching methods needed to assist in making legal education more practical and understandable for law students. They also can show judicial, social and possible financial merits of helping public patrons to find the legal information that the public need. If law librarians are innovative, flexible and prudent in how they overcome the challenges facing them, they can be instrumental in the shaping of their profession's future as both educators and providers of legal assistance" (McLaughlin 2015).

The Law Information Unit in its daily operation has demonstrated the excellent mesh between good collection management and offering of service. For ease of use, it has arranged the physical collection which easily direct the customers to the type of law collections and sub-subjects they are looking for. For a specified legal research assistance, the law staff at the Unit have been trained to understand the law subject and the legal resources under their care. With these combined initiatives, the Dar al-Hikmah Library is proud of its excellence practice in handling the law collection within its premise. These best practices in service provision and collection maintenance are hoped to be good examples to any other libraries. The initiatives done by the Law Library have indeed fulfill all the promises made to the library users as stated in the Library's Client Charter: a) Provide quality and adequate information resources; b) Provide user friendly services; and c) Provide a conducive learning environment.

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## APPENDIX 1

### Legal Research Skill Module Content

Below are the legal research skill content covers under course subject:-

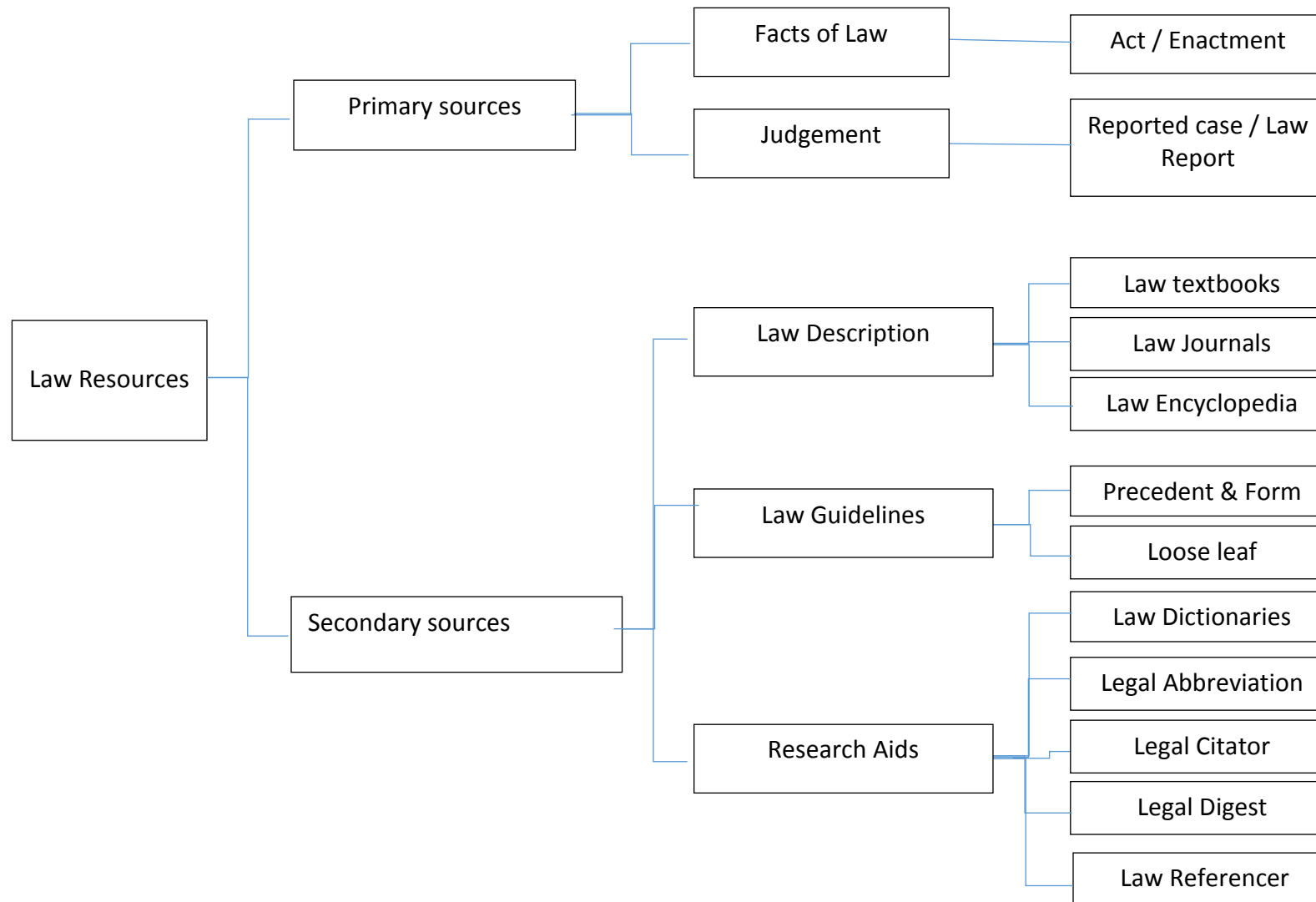
1. Legal Method for AIKOL Law Undergraduate:-
  - a. Law collection in IIUM Library
  - b. Understanding citations and law citations
  - c. Online Public Access Catalogue (OPAC)
  - d. Law Online Databases
  
2. Research Method for AIKOL Law Postgraduate:-
  - a. Research process
  - b. Law collection in IIUM Library
  - c. Understanding citations and law citations
  - d. Online Public Access Catalogue (OPAC)
  - e. Digital library services
  - f. IIUM thesis
  - g. Islamic law online database
  - h. Examination paper
  - i. Off campus access (to access online database and e-book from outside campus)
  - j. Law online databases

## APPENDIX 2

### Understanding Legal Resources: Sharing session with Universiti Tun Hussein Onn Malaysia (UTHM) Students

Table of Content:-

No.	Items	Page No.
1	Law Resources	
2	Act / Enactment (Primary sources)	
3	Reported case / Law Report (Primary sources)	



**Act / Enactment (Primary sources)**

Flow for Act / Enactment :-

No	Federal / Persekutuan	State / Negeri
1	Bills / Rang Undang-Undang – Notes : Warna biru. Ada huraian tentang sesuatu usul akta. Disediakan oleh Jabatan Peguam Negara. Dicitak oleh Percetakan Nasional Malaysia Berhad (PNMB)	Bills / Rang Undang-Undang Notes : Warna biru. Ada huraian tentang sesuatu usul akta.
2	Hansard / Dewan Rakyat (Perbahasan Parlimen)	Dewan Undangan Negeri
3	Hansard / Dewan Negara (Perbahasan Parlimen) / Handsard	
4	Act / Akta <b>in</b> Gazette / Warta	Enactment / Enakmen <b>in</b> Gazette / Warta
5	Pemberitahuan Undangan A : PU (A) – Notes : Mengandungi Undang-undang kecil dan kaedah utk menyokong Akta.	Pemberitahuan Undangan - Notes : Mengandungi Undang-undang kecil & kaedah utk menyokong Enakmen. serta tarikh–tarikh.
6	Pemberitahuan Undangan B : PU (B) – Notes : tarikh, perlantikan, pengisytiharan pilihanraya, pembubaran parlimen	
7	Amendment / Pindaan	Amendment / Pindaan
8	Example : <ul style="list-style-type: none"> <li>• Act 226 National Parks Act 1980</li> <li>• Act 313 National Forestry Act 1980</li> <li>• Act 317 Fisheries Act 1985</li> </ul>	Example: Pentadbiran Agama Islam... Selangor dan Enakmen A5 (pindaan)

**Reported case / Law Report (Primary sources)**

Case Citation:-

No.	Citation	Parties
1	[1997] 3 MLJ 32	Ketua Pengarah Jabatan Alam Sekitar v. Kajing Tubek
2	[2013] 4 MLJ 263	Wong Keng Liang v. Public Prosecutor
3	[2002] 2 MLJ 591	Sagong bin Tasi & Ors. v. Kerajaan Negeri Selangor & Ors.