



Welcome address

by Prof. Dato' Dzulkifli Abdul Razak,
Vice-Chancellor, Universiti Sains Malaysia

Assalamu'alaikum and good morning,

Datin Masrah Hj. Abidin, Acting Chief Librarian and
Chairperson of the AUNILO Secretariat,

Dr. Alex Byrne, President of the International Federation of
Library Associations and Institutions, Acting Pro-Vice-Chancellor

and University Librarian of the University of Technology, Sydney,

Assoc. Prof. Dr. Zainal Ariffin, Deputy Dean (Postgraduate Studies), School of Management,
USM

Assoc. Prof. Dr. Piniti Ratananukul, AUN Executive Director, and

AUNILO working committee, guests and participants of the seminar.

I would like to welcome all of you to Penang and to this AUNILO Working Committee Meeting. I would like take this opportunity to congratulate Dr. Alex Byrne for his appointment as the President of IFLA and the Acting Pro-Vice-Chancellor of the University of Technology, Sydney; and to Assoc. Prof. Dr. Piniti Ratananukul for his appointment as the new Executive Director of the ASEAN University Network (AUN).

I would also like to congratulate the USM Library for the appointment of the AUNILO Secretariat 2004-2008. This Secretariat will collaborate with the AUN and coordinate activities among member libraries, such as the exchange and training programme for library personnel. The role of AUNILO includes cooperation through expertise and resource sharing among ASEAN libraries. It shares information and harness ICT for the development of world class libraries.

As we all have noted the theme of this second meeting is "Library Service Quality Assurance". Deliberations on quality assurance are initiative towards producing an evaluation criteria and indicator which could be standardized at our ASEAN level. This then could be compared against the ISO standard on library performance indicators ISO11620, 1998 and the IFLA guidelines for performance measurement in academic libraries.

USM Library's milestone towards achieving quality is marked by the success in acquiring the ISO 9002:1994 certification in 2001 for the Main Campus library. As required by the Standards Body, all certified institutions were to upgrade the 1994 version to the 2000 version. With this requirement, the Library then took the initiative of certification for all three campuses. Effective networking was necessary and thereby the introduction of documentation in a digital format (e-Doc) in 2002. Since then, they have succeeded in maintaining the certification and again in 2004, the Reassessment Audit has extended its certification to 2007.

I hope everyone will benefit from the exchange of ideas and deliberations toward achieving quality service assurance. I also hope delegates will have a fruitful meeting and discussion, and enjoy the stay in Penang.

Thank you very much.