

# **Analisa Pangkalan Data E-Books Books24x7 dan Ebrary**

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7 & 8 Ogos 2007  
Hotel Promenade, Kota Kinabalu  
Sabah



# Kandungan

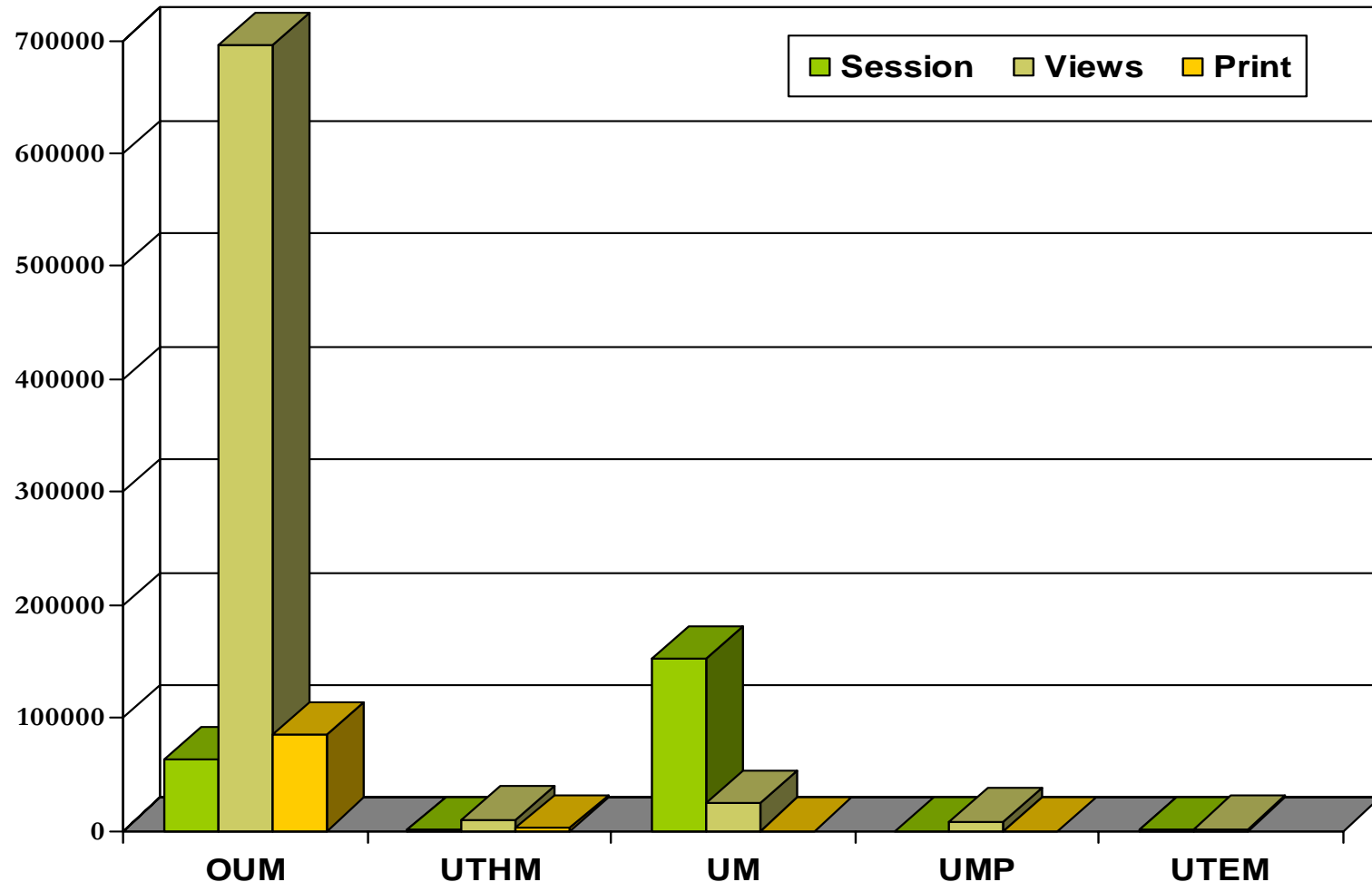
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- ❑ Statistik
- ❑ Ebrary: Graf perbandingan pengguna antara universiti
- ❑ Analisa Masalah
- ❑ Kontrak Perjanjian
- ❑ Pelan Strategik

# Statistik

BIL	PERKARA	NAMA PANGKALAN DATA					
		OUM		UTHM	UM	UMP	UTeM
		Books 24x7	Ebrary	Ebrary	Ebrary	Ebrary	Ebrary
1.	Tempoh Langganan	22 July 2006 – 21 July 2007	May 06 - April 07	1 Sept 06 – 31 August 07	August 06 - August 07	Jun 2006 – May 2007	May 06 - April 07
2.	Kos Asal Langganan 2006						
	Kos Langganan (RM) 2006						
3.	Jumlah User Licence	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
4.	Statistik Penggunaan (Jan-Dec 2006) :						
	Session	36,704	63,172	995	12,175	745	887
	Searches		–		-	-	–
	Fulltext Access :						
	Download				10, 436	317	
	Views		694,972	10,254	152, 797	8,663	727
	Print		84,959	2297	24, 353	522	1,802
	Pages	457,816	-	-	-	-	-

## Ebrary: Perbandingan penggunaan antara university





# Analisa Masalah

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- ❑ Accessibility
- ❑ Response Time (DOWNLOADING)
- ❑ Maintenance / Downtime
- ❑ Complaints received from users
- ❑ Customer service response time to enquiries / complaints
- ❑ Activation of access
- ❑ Usage statistic and reporting
- ❑ Quotation and invoicing matters

# Analisa Masalah

PERKARA	NAMA PANGKALAN DATA					
	OUM		UTHM	UM	UMP	UTeM
	Books 24x7	Ebrary	Ebrary	Ebrary	Ebrary	Ebrary
Masalah Yang Timbul Selama Tempoh Langganan :						
Accessibility						
Full text view	No	No	Yes	No	No	No
Download	No	No	Yes	No	No	No
Printing	No	No	Yes	No	No	No
Others : Email	No	No	No	No	No	No
Response Time (DOWNLOADING) :						
Slow						
Moderate			/			
Fast	/	/		/	/	/

# Analisa Masalah

PERKARA	NAMA PANGKALAN DATA					
	OUM		UTHM	UM	UMP	UTeM
	Books 24x7	Ebrary	Ebrary	Ebrary	Ebrary	Ebrary
Maintenance / Downtime :						
Short	/	/		/	/	/
Long						
Inform	/	/		/		/
Seldom			/			
Complaints received from users:						
Many						
Not many	/	/		/		/
None			/		/	



## Analisa Masalah

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**Accessibility** : Semua universiti mengesahkan aduan pengguna adalah amat sedikit

**Response Time** : Cepat

**Maintenance / Downtime** : Sebarang penyelenggaraan akan dimaklumkan terlebih dahulu melalui email dan jangkamasa 'downtime' adalah pendek.

**Complaint Received** : Tidak banyak / Tiada

**Complaint service response time to enquiries / compliant** :  
Cepat





# Masalah Aduan Pengguna

PERKARA	NAMA PANGKALAN DATA					
	OUM		UTHM	UM	UMP	UTeM
	Books 24x7	Ebrary	Ebrary	Ebrary	Ebrary	Ebrary
Activation of access						
Slow						
Fast	/	/	/	/	/	/
Usage Statistics and Reporting :						
Supplier						
Slow			/			
Fast	/	/		/	/	/
Own Organization	/	/	/	/	/	/
Quotation and invoicing matter	Fast	Fast	Fast	Fast	Fast	Fast

# Analisa Masalah

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- **Activation Access** : Cepat
- **Usage Statistics & Reporting** : boleh dilakukan sendiri dan cepat.
- **Quotation and Invoicing matters** : Cepat / 3 bulan sebelum tarikh tamat

# Kontrak Perjanjian

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- Kontrak adalah berdasarkan rundingan harga dan tempoh langganan.
- Kenaikan harga adalah berdasarkan kos penyelenggaraan dan tambahan judul dalam pangkalan data (5-15%)
- Pembaharuan adalah secara tahunan (12 bulan)

# Plan Strategik

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- Langganan pangkalan data berkaitan dengan program ditawarkan
- Mengadakan Bengkel Kemahiran Maklumat ( kakitangan dan pelajar)
  - Pusat Pembelajaran Wilayah (PPW)/ Pusat Pembelajaran Tempatan (PPT)
  - Kampus Utama : Tahap 1 dan Tahap 2
- Kursus OUMH1103 – wajib kepada semua pelajar
- Hari Bersama Pelanggan – anjuran pihak perpustakaan

Terima Kasih

[www.oum.edu.my](http://www.oum.edu.my)