



PERPUSTAKAAN  
SULTAN ABDUL SAMAD  
SULTAN ABDUL SAMAD LIBRARY  
مكتبة سلطان عبدالصمد



# PERPUSTAKAAN AKADEMIK BERTARAF DUNIA: *Perutusan* **KETUA PUSTAKAWAN** **ENCIK MAHBOB BIN YUSOF**

PERPUSTAKAAN SULTAN ABDUL SAMAD  
UNIVERSITI PUTRA MALAYSIA

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**TAHNIAH**

**ENCIK MAHBOB BIN YUSOF**

atas pelantikan sebagai

**KETUA PUSTAKAWAN  
UNIVERSITI PUTRA MALAYSIA**

Berkuat Kuasa 3 Januari 2023



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mahbobyusof I'm the newly appointed Chief Librarian of Universiti Putra Malaysia (UPM @uniputramalaysia). I feel honoured and duly grateful for this opportunity. The most heartfelt gratitude to UPM and also to Universiti Malaya (UM @unimalaya). Photo is the presentation of the appointment by YAM Tengku Syarif Laksamana Perlis Dato' Seri DiRaja Syed Razlan Syed Putra Jamalullail, Chairman, UPM Board of Directors. #librarian

5 January 2023

# 3 Januari 2023~

*Terima kasih kerana menerima saya!*



Perpustakaan  
menginspirasi



Pasukan kerja  
abad ke-21



Organisasi  
berprestasi tinggi



Library as place



Kesejahteraan



Innovation-driven  
librarianship



## **MENGINSPIRASIKAN!**

- Perpustakaan yang dapat menarik minat, membangkitkan kreativiti, dan meningkatkan literasi pengguna.

# LIBRARIANS PLAY IMPORTANT ROLES IN SOCIETY



We are the guardians of knowledge and culture

preserving and organizing books, journals, and other materials for future generations.



We are also educators and facilitators

helping people find the information they need, whether for academic, personal, or professional purposes.



We are also innovators and advocates

embracing new technologies and promoting literacy, diversity, and social justice in our communities.



We are also lifelong learners and collaborators

constantly updating our skills and knowledge and working with other professionals and organizations to enhance our services.



We are also passionate and dedicated

loving what we do and making a positive difference in the lives of our patrons and society at large.



**2023**

- Penghargaan ikhlas kepada staf kita yang dedikasi, semangat, dan usaha tanpa henti menjadi daya penggerak di sebalik kejayaan kita.



# Perutusan **100 Hari** Naib Canselor dan **Amanat 2024**

YBhg. Dato' Prof. Dr.  
Ahmad Farhan Mohd Sadullah

# TRUE NORTH



## MISI PENTING LAIN:

1



DNA UPM

- **Keterjaminan Makanan**
- **Pertanian**
- **Perbezaan Strategik Lain**

2



- **5 Fokus Utama KPT**  
Bagi Tahun 2024
- **Matlamat Pendidikan Tinggi**  
**11 Aspirasi YBM**

3



Matlamat Nasional  
**Malaysia Madani**

4



Matlamat Dunia  
**Matlamat Pembangunan Mampan (SDGS)**

# KERANGKA HALA TUJU STRATEGIK UPM



## Pencapaian Hasil, Berpaksikan Nilai dan Inklusif



**Bakat Kompeten yang Memudahcara**

**Sumber Mampan/Kelestarian Sumber**

**Governan (Tata Kelola yang Memudahcara)**

**Data dan Kebijakan**

**Promosi dan Penjenamaan**



# Běrtumpu dahulu baharu mēlompat



To get a good footing before you jump.

Last updated 27-12-23

# TRUE NORTH OF UPM

## PERPUSTAKAAN AKADEMIK BERTARAF DUNIA



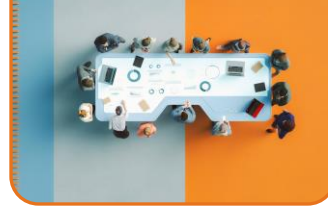
Pemahaman yang mendalam kepada keperluan dan harapan pengguna



Penyelesaian yang sesuai, kreatif dan berkesan bagi menyelesaikan masalah atau memenuhi kehendak pengguna



Perhatian, sokongan dan maklum balas yang positif dan berterusan kepada pengguna



Sikap profesional, mesra dan bertanggungjawab dalam setiap interaksi dengan pengguna



Hubungan jangka panjang yang baik dengan pengguna melalui komunikasi yang berkesan, jujur dan beretika



Mencari peluang meningkatkan kualiti perkhidmatan dan memberi nilai tambah kepada pengguna

Koleksi buku, jurnal dan sumber digital yang luas, berkualiti dan relevan dengan keperluan pengguna

Kemudahan dan perkhidmatan yang memenuhi keperluan pembelajaran, penyelidikan dan rekreasi pengguna

Staf yang profesional, kompeten dan mesra yang boleh memberi bimbingan dan sokongan kepada pengguna

Teknologi canggih dan terkini untuk meningkatkan akses, pengurusan dan penyebaran maklumat

Program yang menarik, bermakna dan berimpak untuk mempromosikan budaya ilmu, literasi maklumat budaya membaca dan kesedaran sosial pengguna

Kerjasama dan berkongsi ilmu dengan perpustakaan lain di dalam dan luar negara untuk memperkaya pengetahuan dan pengalaman pengguna



# PERPUSTAKAAN AKADEMIK BERTARAF DUNIA

Sebagai universiti penyelidikan yang terkemuka dan komited untuk mencapai matlamat dan aspirasinya, UPM wajib memiliki (*must have*) perpustakaan akademik bertaraf dunia iaitu perpustakaan akademik yang memenuhi piawaian antarabangsa.

# Piawaian ISO/TC 46 Information and Documentation



ISO 11620:2014(E) Information and documentation — Library performance indicators



ISO 16439:2014(E) Information and documentation — Methods and procedures for assessing the impact of libraries



ISO 2789:2022(E) Information and documentation — International library statistics



ISO/TR 11219:2012 Information and documentation - Qualitative conditions and basic statistics for library buildings — Space, function and design

**Kě-mana nak  
pěrgi layang-  
layang? Tali  
ada di-  
tangan kita**



# 6 TERAS



Pemahaman yang mendalam kepada keperluan dan harapan pengguna

Penyelesaian yang sesuai, kreatif dan berkesan bagi menyelesaikan masalah atau memenuhi kehendak pengguna

Perhatian, sokongan dan maklum balas yang positif dan berterusan kepada pengguna

**Sikap profesional, mesra dan bertanggungjawab dalam setiap interaksi dengan pengguna**

Hubungan jangka panjang yang baik dengan pengguna melalui komunikasi yang berkesan, jujur dan beretika

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**Sikap profesional,  
mesra dan  
bertanggungjawab  
dalam setiap  
interaksi dengan  
pengguna**

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PSAS perlu menekankan sikap profesional, mesra dan bertanggungjawab dalam setiap interaksi dengan pengguna.

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PSAS berusaha untuk memberikan perkhidmatan yang berkualiti, tepat dan efisien, serta memenuhi keperluan dan kepentingan pengguna.

---

PSAS juga menghargai maklum balas dan cadangan daripada pengguna untuk meningkatkan kualiti perkhidmatan.

# 6 ASAS



Koleksi buku, jurnal dan sumber digital yang luas, berkualiti dan relevan dengan keperluan pengguna

Kemudahan dan perkhidmatan yang memenuhi keperluan pembelajaran, penyelidikan dan rekreasi pengguna

**Staf yang profesional, kompeten dan mesra yang boleh memberi bimbingan dan sokongan kepada pengguna**

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Kerjasama dan berkongsi ilmu dengan perpustakaan lain di dalam dan luar negara untuk memperkaya pengetahuan dan pengalaman pengguna



**Staf yang profesional, kompeten dan mesra yang boleh memberi bimbingan dan sokongan kepada pengguna**

- PSAS perlu mencapai tahap kualiti dan prestasi yang setanding dengan institusi pendidikan tinggi terkemuka di dunia.
- Untuk merealisasikan matlamat ini, PSAS memerlukan staf yang profesional, kompeten dan mesra yang dapat memberikan bimbingan dan sokongan yang berkualiti kepada pengguna.
- Staf perlu mempunyai pengetahuan, kemahiran dan sikap yang sesuai dengan keperluan dan cabaran zaman.
- Staf juga mesti berkomunikasi dengan baik, berkolaborasi dengan rakan sekerja dan pihak berkepentingan, serta berinovasi dan kreatif dalam menyediakan perkhidmatan dan sumber yang memenuhi kehendak pengguna.



**Bagai sěmut měnghimpunkan mělukut**

LITTLE BY LITTLE



21ST-CENTURY WORKFORCE



# Pekerja abad ke-21

1. Mempunyai kemahiran, pengetahuan, dan sikap yang sesuai dengan keperluan dunia kerja yang semakin kompleks, dinamik, dan kompetitif.
2. Menguasai kemahiran abad ke-21 yang merangkumi kemahiran berfikir kritis, kreatif, komunikasi, kolaborasi, literasi digital, dan kewarganegaraan global.
3. Bersedia untuk beradaptasi dengan perubahan teknologi, ekonomi, sosial, dan budaya yang berlaku dengan pantas.

# Belum di-suroh sudah pergi, belum di-panggil sudah datang

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QUICK OFF THE MARK (prompt in action)



# Exceeding expectations involves going beyond what is required or anticipated.

Here are some strategies to exceed expectations

\*\* Remember, exceeding expectations is not just about doing more; it's about doing better. It demonstrates commitment, reliability, and can lead to more responsibilities and opportunities.

## Understand Expectations

- The first step is to understand the expectations clearly. This could be achieved through effective communication.

## Complete Work Ahead of Schedule

- Consistently completing work ahead of schedule can make you a valuable asset to any team.

## Think About the Team First

- High-performing individuals often have high standards for themselves and others. They help those around them and don't let mistakes slide.

## Quality of Service

- The quality of service is a key factor in exceeding expectations. For example, taking a little extra time to ensure a customer's issue is fully resolved can have a significant impact.

## Exceed Customer Expectations

- Meeting and exceeding customer expectations is crucial for business success. This could involve making the process easy for the customer, taking action regarding their request or issue promptly, and communicating on a channel that is convenient for them.

# 21<sup>st</sup> Century Mindset

## MINDSET

20th CENTURY PARADIGM	21st CENTURY PARADIGM
Me - Space	We - Space
Competition - Winner Takes All	Collaboration - Shared Win
Mind - IQ	Heart, Mind, Gut, Spirit, IQ, EQ, BQ, SQ
Logical, Rational	Intuitive, Wise, Knowing
Do, Achieve	Be, Feel, Perceive, Listen, Sense
Skills, Competency	Being-ness, Presence, Role Model
Structure, Strategy	Process, Higher Purpose, Culture
Fear, Ego, Power-Driven	Love, Care, Kindness, Love-Driven
Silos, Isolation	Systems, Communities, Networks
Being a Robot	Being Human

*Rina Bouius*

- Source: Blow Out The Old Leadership Mindset. LinkedIn, Published on April 11, 2015 <https://www.linkedin.com/pulse/blow-out-old-leadership-mindset-runa-bouius>



**GLENN LLOPIS** (pronounced "yó-pés") is the Chairman of the Glenn Llopis Group—a nationally recognized thought leadership, human capital, and business strategy consulting firm. As a senior advisor and speaker to Fortune 500 companies and beyond, Glenn is known as the "Opportunity Expert" for his ability to identify and solve for opportunity gaps that others don't see. He then guides leaders at those organizations to embrace a new type of thinking that helps them evolve and stay ahead of the rapid changes in the workplace and marketplace to drive growth. He is the best-selling author of the book *Earning Serendipity* and contributing writer to *Entrepreneur.com*, *Forbes*, *Huffington Post*, and *Harvard Business Review*. He has been recognized as a top 20 influential writer at *Forbes* and a top 100 leadership speaker and business thinker in *Inc.* magazine.

# GROWTH AND EVOLUTION IN TODAY'S BUSINESS REQUIRES A NEW LEADERSHIP MINDSET

*The Innovation Mentality* is a transformational journey—an urgent call-to-action for leaders like you to immediately apply evolutionary thinking, strengthen your wisdom, achieve significance, embolden business models, and reinvent the workplace to create and sustain a real competitive advantage in the marketplace.

"*The Innovation Mentality* stands out from the rest by its elegant simplicity to point out the obvious: We are no longer what we used to be. Enterprises that are focused on the past and the present will miss the future. Llopis knows where America's profitable future will be. He has lived it."

**MIKE FERNANDEZ**  
Chairman, MBF Healthcare Partners

"Our evolution and growth as a business is founded on an unwavering commitment to putting people, customers, and associates at the center of what we do. The six strategies in *The Innovation Mentality* elevate and strengthen our core values by reinforcing the importance of creating environments where authenticity is encouraged and deeply valued."

**GISEL RUIZ**  
Executive Vice President, International People Division at Walmart

"Llopis has identified a winning strategy for 21st century leadership: be forward thinking, embrace diversity of thought, and commit to strategically aligning the needs of your people, consumers and business."

**ROBERT W. STONE**  
President and CEO of City of Hope, A Cancer Research and Treatment Institution Dedicated to Innovation in Biomedical Research

"When it comes to our diverse, multi-generational workforce and customers, leaders have been solving for the wrong things far too long. *The Innovation Mentality* provides the wisdom to solve for the right things and guide companies of any size to seize one of the last remaining true bastions of growth opportunity."

**FRED DIAZ**  
Vice President and General Manager, North America Trucks and Light Commercial Vehicles, Nissan North America, Inc.

THE INNOVATION MENTALITY

# THE INNOVATION MENTALITY



LLOPIS

six strategies to disrupt the status quo and reinvent the way we work

## ARE YOU MISSING GROWTH OPPORTUNITIES THAT ARE RIGHT IN FRONT OF YOU?

Today's marketplace growth and business evolution requires leaders to immediately identify and close opportunity gaps by leveraging the full potential of their workplace culture, employees, teams, partnerships, and client and consumer relationships. This requires leaders to take ownership of a new mindset: *the innovation mentality*.

In this insightful yet practical book, Glenn Llopis brings attention to the alarming leadership identity crisis plaguing today's businesses and articulates the mindset behind *The Innovation Mentality* to help leaders like you recognize and capitalize on growth opportunities.

Llopis delivers an in-depth look at what it really means to be a leader and invites you to discover and implement six essential strategies designed to disrupt the status quo and reinvent the way you work. These six strategies will help you:

- Discover your leadership identity and what you solve for
- Define your workplace culture to attract and develop talent that best serves the marketplace
- Move employees from the status quo to a center of growth and innovation
- Embrace diversity and growth through innovation

# Innovation Mentality

Source: <http://thekatynews.com/wp-content/uploads/2017/03/Innovation-Mentality-Book-Cover-Final.png>



# Innovation-driven Librarianship

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Innovation-driven librarianship is a mindset that embraces change, creativity and collaboration in the library field.

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It is a way of thinking that challenges the status quo and seeks new opportunities for improving library services, resources and spaces.

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It is a practice that involves experimenting with new ideas, learning from failures and successes, and sharing best practices with other librarians and library users.

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It is a vision that aims to transform libraries into dynamic, inclusive and user-centered spaces that foster learning, discovery and community engagement.



# TO APPLY INNOVATION-DRIVEN LIBRARIANSHIP

We need to be curious, open-minded and willing to learn new things.

We need to identify the needs and preferences of our library users and stakeholders, and design solutions that meet them.

We need to collaborate with other librarians, library staff, library partners and library users, and leverage their skills, knowledge and perspectives.

We need to test our ideas, collect feedback, measure outcomes and make adjustments as needed.

We need to share our experiences, insights and lessons learned with others, and contribute to the library profession and the library community.



**Orang  
bėrsimpan  
baharu dia  
basoh  
kaki**

# Specific Skills In The Knowledge Economy Workplace

- Generating Solutions
  - critical thinking, heuristics, solutions, capacity building, value creation, contributing new knowledge
- Virtual Productivity
  - manipulating objects, digital probes and adaptive technologies, navigating environments, building models, testing attributes
- Data Fluency
  - aggregation and disaggregation, application, analysis, classification, categorization, hierarchization, curation
- Professional Capital
  - self-awareness, self-regulation, self-evaluation, values, standards, empathy, tenacity, grit, resilience, expertise
- New Literacies
  - cultural, visual, digital social-emotional, global, civic, scientific, information, media
- Working Cooperatively
  - with peers, coworkers, subject matter experts, coaches, mentors, partners, agencies, businesses
- Sharing Ideas
  - reading, writing, speaking, listening, document publishing, web conferencing, social networking
- Creativity
  - seeing, imagining, envisioning, describing, drawing, designing, innovating, inventing, producing

# **Organisasi berprestasi tinggi**

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Kualiti pengurusan

---

Keterbukaan dan berorientasi tindakan

---

Berorientasi jangka panjang

---

Penambahbaikan dan pembaharuan berterusan

---

Kualiti pekerja

---

Sentiasa berusaha untuk meningkatkan prestasi dan mencapai matlamat organisasi.

# High Performance Organisation Principles



We don't learn for the sake of learning. We learn to create value



Learning is everybody's everyday business



Managers create an environment where learning flourishes




We require coaching and learning but reward only the results

**NEVER STOP**

**LEARNING**

---





**We don't learn  
for the sake of  
learning.  
We learn to  
create value**







# Malu bertanya sēsat jalan

PUT YOUR PRIDE IN YOUR POCKET



**Jikalau  
ular  
mėnyusur  
akar, tak  
'kan hilang  
bisa-nya**

KINDNESS INVOLVES  
NO LOSS OF DIGNITY



While it is necessary to be  
**serious at work,**  
work should be

**FUN**



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# Fun In The Workplace

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<https://s-media-cache-ak0.pinimg.com/originals/10/5e/c4/105ec46cd901c03a9b6bf75345001613.jpg>

**Sěpěrti  
pinggan  
děngan  
mangkok,  
salah sikit nak  
běrantok**



**DOES HAVING FUN  
AT WORK MAKE YOU  
AND YOUR  
COLLEAGUE MORE  
PRODUCTIVE?**





# Asal tugas ada-lah beneh

WHERE THERE'S A WILL, THERE'S A WAY

sidi No. 01 Solo

Manajemen Perpustakaan dalam Rangka  
Mendukung Perguruan Tinggi yang Berkeunggulan Global

1. **Amir Hussain Md. Ishak**  
(Ketua PERPUN Malaysia)
2. **Drs. Koko Srimulyo, M.Si.**  
(Ketua FKP2TN Indonesia)
3. **Dr. Sutanto, DEA.**  
(Dosen Fakultas MIPA UNS)
4. **Prof. H. Kacung Marijan, Drs.,**  
(Staf Ahli Mendiknas Bagian Hubungan Internasional)

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edupac  
ONE STOP LEARNING SOLUTIONS



**Bagaimana bunyi gendang, bagitu-  
lah tari-nya**

Orders must be obeyed.





An aerial photograph of a winding river or stream flowing through a dense, lush green forest. The water is a clear, vibrant blue-green color. The forest is composed of various shades of green, indicating a rich, diverse ecosystem. The river meanders through the landscape, creating a central path that is the focus of the text.

# **Bujur lalu, lintang patah**

SWIM WITH THE STREAM (take the line of least resistance)



# **Běrtanjak baharu bėrtinjau**

RIGHT METHOD, i.e. doing things in the proper way  
Rise on your toes before you crane your neck.

**Sěpěrti  
golok kayu,  
tětak tak  
makan, jual  
tak laku**

WORTHLESS



**Sēperti kain  
panjang  
ēmpat, di-  
tarek ka-atas  
ka-bawah tak  
sampai**

YOU CAN'T PLEASE  
EVERYBODY



**Bunga yang harum ada juga duri-nya**

NO ONE IS PERFECT



**Bagai bunga  
dėdap,  
sunggoh  
merah,  
bėrbau tidak**

ORNAMENTAL BUT  
USELESS

**Kuat burong  
kěrana sayap,  
kuat kětam  
kěrana sěpit**



# Tangan mėnėtak, bahu mėmikul

NEVER IDLE







**Alah  
bisa  
buat  
biasa**

PRACTICE IS BETTER  
THAN THEORY


# **Kutu boleh di- sălisek**

A flea can be picked out of the hair. But not so easily as you might think.



**Sa-puloh bintang  
bertabur boleh-  
kah sama  
dengan bulan  
yang satu?**

OUTSTANDING

A man in a green shirt is operating a yellow motorboat on a river. The boat is filled with orange life jackets and blue gear. The water is brown and murky. The boat is moving towards the right side of the frame.

**Apa di-gadohkan?  
Pěngayoh sama  
di-tangan, pěrahu  
sama di-ayer**

IN THE SAME BOAT, WE ARE  
Our interests are identical