The Malaysiana Collection is a unique collection of PNM and portrayed the pride of the nation. These collections are accumulated, preserved, and stored to ensure availability of the sources about Malaysia to the present and for posterity. With the wide variety of collections and services offered by the Malaysiana Information Centre (MIC), a division which manages the services of the Malaysiana collections. Many questions remain unanswered especially concerning users' awareness, usage patterns and users satisfaction. However little is known about how the MIC's services and collections are being used and whether the service provided meets the needs of the users. In short, libraries have been paying greater attention towards the library input, rather than the outputs although some elements of library evaluation may have been undertaken. These uncertainties provide a legitimate reason for research studies in this area is to be taken. This study rendered a survey using the questionnaire as the research instrument. The results of the study are based on a collection of survey questionnaires, personal interviews, and records of user requests for documents. From this study, a profile of user information needs was established; enabling the library management to identify, support, and provide an efficient delivery mechanism for meeting users' satisfaction.