

Master List/ Matrix/ Table

Reviewed by:

Norassima Sitam

25 February 2025

Approved by:

Ramdzan Haji Saman

25 February 2025

Online copy of this documented information is the latest

Document No. : MT-TS-03
Revision No. : 3
Effective Date : 1 March 2025

Processes	Internal Issues	External Issues
Acquisition of library materials	Negative 1) Collection purchases can only be made in the middle of the year due to delays in awarding tenders to suppliers. 2) The selection of suitable library materials is not effectively done. 3) The selection of library materials is done by officers/ individuals who lack knowledge's of the subject matter. 4) Certain officers are not aware that selection of library materials have to be done according to the Collection Development Policy. 5) Lack of exposure to Collection Development Policy. 6) User needs cannot be fulfilled. 7) Collection Development Policy restriction. 8) Delay in uploading and generating Purchase Order. 9) ANGKA.SA2 Library System breakdown and network problem	Negative 1) There are lack of local publications in the market. 2) Delivery process (Air, Sea & Land) took longer during Post Pandemic. 3) Courier service operation and administrative changes. 4) The economy is not encouraging thus making library materials and processing materials becoming expensive. 5) Library material will took longer period to be delivered due to delivery process. 6) Some library material ordered are only available based on demand. 7) Repeating titles and publication from publisher 8) Creative writing and publication—industry is getting lethargic and they are not educate to supply scholarly published materials. Less informative leisure reading material.

Online copy of this documented information is the latest

	Positive 1) The Technical Services Division has a strong collection development budget 2) Acquisition of library materials has support from stakeholder 3) Opportunity to explore and expose to new knowledge 4) Informative (etc. classification, subject, publication, publisher) 5) Networking expanding	Positive 1) The supply and delivery of library materials is based on contract basis and mostly with discounted price. 2) The book selection is done by notablenumbers of individuals, Subject Matters Expert, public, agencies, NGOs.
--	--	--

Online copy of this documented information is the latest

Processes	Internal Issues	External Issues
Organization of Acquired Library Materials	Negative 1) Not enough professional cataloguer to do translation of the bibliographic details. 2) Lack of cataloguer or staff that having skills in foreign language. (etc.; Arabic, Chinese, Tamil and Local language). 3) Not enough professional cataloguer to do original cataloguing & verification of bibliographic record. 4) Delay in completing cataloguing process. 5) ANGKA.SA2 Library Management System breakdown. 6) Technical Services staff unable to do the RFID tagged process. 7) RFID reader system breakdown. 8) Difficulties to get library materials tools. 9) Some of the library material processing tools are more in production.	Negative 1) Subscription to cataloguing database and tools are expensive.

Online copy of this documented information is the latest

	Positive 1) The cataloguing and classification follow international standard. 2) The technical staff are competent and experienced in handling their duties. 3) Quick processing of physical item.	Positive 1) International standard cataloguing. 2) Availability of free cataloguing tools i.e.Union Catalogue, OPAC etc.
--	--	---

Online copy of this documented information is the latest

Processes	Internal Issues	External Issues
Receiving of Library Materials	Negative 1) Librarian/ Assistant Librarian overlook certain checklist in the FRM-TS-01 <i>Rekod Penerimaan Bahan Baru dari Pembekal</i>. 2) Delay in checking book received. 3) Delay in updating the purchase order detail in Angka.sa2 system. 4) Delivery order or invoice may not match with the purchase order. 5) ANGKA.SA2 Library Management System breakdown and network problem.	Negative 1) Library materials may not arrive within expected time. 2) Received books in faulty condition. 3) Delay in receiving activation notification from supplier for non-printed materials. 4) URL link received may not be activated. 5) Online database breakdown and network problem.
	Positive 1) Online database can be accessed 24/7. 2) The technical staff are competent and experienced in handling their duties. 3) Quick receiving of physical resources. 4) Diverse library collections.	Positive 1) Good networking with vendor/publisher. 2) User able to access online database 24/7. 3) Fast response from Angka.sa2 system developer.

Online copy of this documented information is the latest