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# Master List/Matrix/Table

Reviewed by:

Norlailawaty Ismail

Norlailawaty Ismail 1 October 2024 Approved by:

Ramdzan Haji Saman

Ramdzan Haji Saman 1 October 2024

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### Information Services Division - Matrix of Internal and External Issues

Processes	Internal Issues	External Issues
Membership Management	Negative	Negative
	<ol> <li>Some user are unable to log into their membership Library Management System (Angka.Sa2) account to link to Sarawak ID for membership activation.</li> <li>Duplication of user account.</li> <li>No identification document presented upon registration.</li> <li>Difficulties for library membership verification without valid email.</li> <li>User not updating membership profile due to not aware of their Pustaka's Angka.Sa2 account.</li> <li>The network bandwidth is not adequate to support the simultaneous access and data transfer during peak registration periods.</li> </ol>	<ol> <li>No handphone, no e-mail and internet connection for Sarawak ID verifications.</li> <li>User's handphone number does not match with the previous registered handphone number in their Sarawak ID account.</li> <li>User's does not have active e-mails in order to register as a member.</li> </ol>
	Positive	Positive
	<ol> <li>The Library Service Sector staffs are competent and experience in handling their duties.</li> <li>Excellent facilities and equipment for membership registration.</li> <li>Access to online databases 24/7.</li> <li>Member can register anytime and anywhere.</li> <li>Immediate use of service provided once registration of members successful.</li> <li>Fast internet access.</li> <li>Free library membership for lifetime.</li> <li>Wider coverage on membership promotion due to</li> </ol>	The Library Management System (ANGKA.SA2) is hosted by SAINS.

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	the application of online learning platform, virtual events and activities.	
2. Circulation Service	<ol> <li>Users long overdue circulation transaction and fines.</li> <li>Users not updating their contact details and difficult to send notification due reminder.</li> <li>The Library Management System disallows renewals at other branches because it is categorized by campus.</li> <li>The book drop system is not functioning properly due to sharing a server with the u-Pustaka system.</li> <li>Users cannot return books via the Book Drop because the books do not have RFID tags attached.</li> </ol>	<ol> <li>Negative</li> <li>The processes require Library Management System (ANGKA.SA2) and susceptible to system failure.</li> <li>Library staff have to deal with some difficult members which affect counter service.</li> <li>Long overdue, damaged/lost library materials deprive others from using the materials.</li> </ol>
	<ul><li>6. Users cannot renew long overdue books with outstanding fines through the library management system.</li><li>7. Users are unable to pay fines online for overdue books.</li></ul>	
	Positive	Positive
	The Library Service Sector staff are competent and experience in handling their duties.	<ol> <li>Users can return library material at branch library.</li> <li>User can borrow up to ten (10) library materials.</li> <li>Renewal library materials can be done via personal page, telephone, ANGKSA.SA2 apps and walk in.</li> <li>User able to perform self-check-out and reservation through ANGKA.SA2 apps.</li> </ol>

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### Information Services Division - Matrix of Internal and External Issues

3. Interlibrary Loan Services	<ol> <li>Negative</li> <li>Longer time to deliver to the user.</li> <li>Inability to get the requested book from the supplying library in time.</li> <li>There is no standardized online system used by libraries in Malaysia to manage interlibrary loan (ILL) applications.</li> <li>Delayed received of library materials from other libraries is due to courier issues.</li> </ol>	<ol> <li>Late approval or respond on ILL request/supplying from third parties.</li> <li>Different terms and condition for Inter Library Loan service of the supplying</li> </ol>
	<ol> <li>The Library Service Sector staffs are competent and experience in handling their duties.</li> <li>Service charge for Inter Library Loan service is affordable.</li> <li>Free and accessible catalog records in OPAC 24/7.</li> <li>Excellent facilities and equipment for library materials searching.</li> <li>Immediate use of service provided once registration of members successful.</li> <li>Fast internet access.</li> <li>Free library membership for lifetime.</li> </ol>	Positive  1. Free and accessible catalog records in OPAC via State Union Catalog for library material searching.
4. Reference Service	<ol> <li>Limited reference collection which include printed and electronic.</li> <li>Limited access to restricted collections (public records and government publications).</li> </ol>	<ol> <li>Reference collection restricted and limited for circulation from other organization.</li> <li>Users too depending on librarians for their assignments.</li> </ol>

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<ol> <li>Timely to compile the information requested which required further research.</li> <li>Connectivity issues and difficulties in accessing online reference materials.</li> <li>The library's network infrastructure is not robust enough to handle high traffic and data demands.</li> <li>Inadequate staff training and limited expertise.</li> </ol>	<ol> <li>Late approval or respond from supplying information organization.</li> <li>Different terms and condition of Reference Service between the organizations.</li> <li>Urgency of user request for information from third parties.</li> <li>Proxy, firewall and limited access to certain online databases.</li> </ol>
<ol> <li>The Library Service Sector staffs are competent and experience in handling their duties.</li> <li>Access to online databases 24/7.</li> </ol>	Good relationship with other government agencies, NGO's, smart partners, volunteers and community.

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