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Master List/ Matrix/ Table

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Processes	Internal Issues	External Issues
1. Membership Management	Negative 1. Some user are unable to log into their membership Library Management System (ANGKA.SA2) account to link to Sarawak ID for membership activation. 2. Duplication of user account. 3. No identification document presented upon registration. 4. Difficulties for library membership verification without valid email. 5. User not updating membership profile. 6. Lack of information on new features after system upgrade.	Negative 1. No handphone, valid email and internet connection for Sarawak ID verifications.
	Positive 1. The Library Service Sector staffs are competent and experience in handling their duties. 2. Excellent facilities and equipment for membership registration. 3. Access to online databases 24/7. 4. Member can register anytime and anywhere. 5. Immediate use of service provided once registration of members successful. 6. Fast internet access. 7. Free library membership for lifetime. 8. Wider coverage on membership promotion due to the application of online learning platform, virtual events and activities.	Positive The Library Management System (ANGKA.SA2) is hosted by SAINS.

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Processes	Internal Issues	External Issues
2. Circulation Service	Negative 1. Users long overdue circulation transaction and fines. 2. Users not updating their contact details and difficult to send notification due reminder. 3. Library Management System disallows renewal at other branches. 4. Library Management System are sub categorize according campuses. 5. Book drop is not functioning.	Negative 1. The processes require Library Management System (ANGKA.SA2) and susceptible to system failure. 2. Library staff have to deal with some difficult members which affect counter service. 3. Long overdue, damaged/lost library materials deprive others from using the materials.
	Positive 1. The Library Service Sector staff are competent and experience in handling their duties.	Positive 1. Users can return library material at branch library. 2. User can borrow up to ten (10) library materials. 3. Renewal library materials can be done via personal page, telephone, ANGKSA.SA2 apps and walk in. 4. User able to perform self-check-out and reservation through ANGKA.SA2 apps.
3. Inter Library Loan Services	Negative 1. Longer time to deliver to the user. 2. Inability to get the requested book from the supplying library in time.	Negative 1. Limited and reference collection restricted for circulation by third parties. 2. Late approval or respond on ILL request/supplying from third parties. 3. Different terms and condition for Inter Library Loan service of the supplying libraries. 4. Inconsistent of delivery by courier service provider.
	Positive 1. The Library Service Sector staffs are competent and experience in handling their duties. 2. Service charge for Inter Library Loan service is affordable. 3. Free and accessible catalog records in OPAC 24/7. 4. Excellent facilities and equipment for library materials searching. 5. Immediate use of service provided once registration of members successful. 6. Fast internet access. 7. Free library membership for lifetime.	Positive 1. Free and accessible catalog records in OPAC via State Union Catalog for library material searching.

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