

Master List/Matrix/Table

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8th March 2023

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Processes	Internal Issues	External Issues
Membership Management	Negative 1. Some users are unable to log into their membership account. 2. User not updating their membership profile. 3. User not aware of the requirement of supportive document for registration. 4. User do not have personal e-mail address. 5. Lack of promotion on membership. 6. User forgot their registered Sarawak ID 7. The management of membership is not systematic 8. No compulsory requirement for the user to update his/her profile. 9. Some users are from rural areas with no internet access. 10. Slow registration process. 11. Networking problem. 12. Difficulties in merging user's Angka.sa2 Library Management System account with Sarawak ID. 13. Sarawak ID is third party application.	Negative 1. No handphone for verification code.
	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.	Positive 1) The Library Management System (ANGKA.SA2) is hosted by SAINS.

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	6. Fast internet access. 7. Free library membership for lifetime. 8. Access to multiple services of Sarawak Gov Agencies.	
Processes	Internal Issues	External Issues
Circulation Services	Negative 1. Difficulty in getting the user to update his/her profile in the Angka.sa2 Library Management System 2. Lack of promotion on how to use the library management system 3. Library materials borrowed at one campus cannot be renewed at other campuses 4. Library management system is sub categorized according to campuses 5. Failure of the book security system in detecting the movement of book in and out of the library 6. The processes of lending and returning of library materials are not effective and systematic 7. Book self-check out machine not functioning properly 8. Book drop not functioning properly 9. Staff fail to collect books returned via book drop 10. Book being reserved by user not taken up 11. The book security system is not properly maintained 12. The self-check out machine not properly maintained 13. The book drop is not properly maintain 14. Negligence in following the procedure to collect book from the book drop	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. Damaged/lost library materials deprive others from using it.

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	Positive 1) The Library Service Sector staff are competent and experience in handling their duties. 2) Stable budget to perform circulations	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 and walk in.
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Processes	Internal Issues	External Issues
Reference Services	Negative 1) Limited reference tools include printed and electronic 2) Limited access to restricted collections (public records) 3) Minimal usage of Reference Services due to multiple choice of databases offered by institute of higher learning. 4) Lack of promotion of Reference Services. 5) The records are kept manually. 6) Difficulties in categorizing reference enquiries. 7) Certain users are not aware of the function of Reference Services. 8) There is no system to capture the complete set of reference questions. 9) Lack of training on handling of reference questions. 10) Users are preferred to use online services. 11) Library environment is not conducive. 12) Lack of suitable and comfortable furniture and computers for users to search for information	Negative 1) Reference collection restricted and limited for circulation from other organization. 2) Late approval or respond from supplying information organization. 3) Different terms & condition of Reference Services between the organizations. 4) Urgency of user request for information from third parties.
	Positive 1) The counter staff are competent and experience in handling	Positive 1) Good relationship with other government

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their duties.
2) Access to online databases 24/7.

agencies, NGO's, smart partners, volunteers and community.

Processes	Internal Issues	External Issues
Management of User Education Program	Negative 1. The user education programme (UEP) is not fostered systematically. 2. Users are reluctant to come to the library during non-exam period. 3. Most of the users are not information literate. 4. The staff delivering the modules from different education background and skills. 5. Users are not very interested in the UEP. 6. Lack of awareness on the importance of Information Literacy among library users. 7. Lack of skilled staff in planning, implementing and coordinating UEP. 8. Lack of suitable and comfortable furniture and computers for conducting UEP. 9. Most users do not see the importance of having UEP compared to other information searching tools.	Negative 1) Language barrier. 2) Last minute confirmation from participants 3) Late response from 3rd parties
	Positive 1) Strong resources to support the program	Positive 1) Good support and cooperation from the local

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	2) Increase in membership 3) The staff are competent and experience in handling their duties. 4) Established module available for use 5) Increase in usage of library resources and services 6) Good rapport with public	community, government agencies, volunteers, federal and international collaborations. 2) Awareness of ILS/Online Database.
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Processes	Internal Issues	External Issues
Inter Library Loan Services	Negative 1) Low awareness and usage on inter library loan services. 2) Most users unaware of the inter library loan services. 3) The inter library loan services quite underutilized. 4) The inter library loan processes are done manually. 5) Book requested are restricted or unable to supply the book due to terms and conditions in borrowing reference book. 6) Timely in getting materials to end user. 7) Some requests are unable to process on the day the requests received due to time of request near to library operation hour closing. 8) Certain users are too dependent on staff in searching for books due to lack of information searching skills. 9) Communication breakdown between supplying libraries and staff in charge. 10) Although the book is available in OPAC, staff are unable to find the requested book on the shelf.	Negative 1) Limited and reference collection restricted for circulation by third parties 2) Late approval or respond ILL on request/supplying from third parties. 3) Different terms & condition of Inter Library Loan service of the supplying libraries. 4) Inconsistent of delivery by courier service provider.

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	Positive	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.	1) Free and accessible catalog records in OPAC for library material searching for everyone.

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