

# Master List/Matrix/Table

Reviewed by:

*Ahmad bin Samsudin*

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Ahmad bin Samsudin

1<sup>st</sup> April 2025  
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Approved by:

*Razak bin Rambili*

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Razak bin Rambili

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| Processes                        | Internal Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | External Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Acquisition of library materials | <b>Negative</b> <ol style="list-style-type: none"> <li>1. The acquisition of library materials is not systematically or effectively implemented.</li> <li>2. Ineffective selection of suitable library materials.</li> <li>3. Selection of library materials is conducted by individuals lacking subject matter knowledge.</li> <li>4. Selected titles do not align with collection development policies.</li> <li>5. Insufficient training and exposure on selection procedures.</li> <li>6. Inexperienced staff handling purchase listings and lacking training in ANGKA.SA2 Library Management System.</li> <li>7. Delays in preparing listings of selected library materials.</li> <li>8. Delays in acquiring catalog listings.</li> <li>9. Delays in uploading and generating Purchase Orders.</li> <li>10. Slow response to Draft Purchase Order requests and Purchase Order extensions from supplier.</li> </ol> | <b>Negative</b> <ol style="list-style-type: none"> <li>1. The economy is not encouraging thus making library materials becoming expensive.</li> <li>2. The local book industry is lethargic and there is not adequate supply of scholarly published materials.</li> <li>3. Delay budget approval due to proclamation of emergency.</li> <li>4. The uncertainties of cancellation due to out of stock/ out of print/ not yet publish etc.</li> <li>5. Unreliable supplier commitments, leading to frequent order cancellations or incomplete deliveries.</li> </ol> |
|                                  | <b>Positive</b> <ol style="list-style-type: none"> <li>1. The technical staffs are competent and experience in handling acquisition processes.</li> <li>2. The library has a well-structured collection development budget, ensuring continuous material</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Positive</b> <ol style="list-style-type: none"> <li>1. The supply and delivery of library materials are managed through contract agreements, often securing discounted prices.</li> <li>2. Book selection involves a broad range of</li> </ol>                                                                                                                                                                                                                                                                                                                  |

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|  | acquisition.<br>3. The acquisition process receives strong backing from stakeholders, ensuring sustainability and resource expansion. | contributors, including librarians, the public, government agencies, and NGOs, ensuring diverse and relevant collections.<br>3. Strong relationships with publishers and suppliers help ensure timely procurement and access to high-quality materials. |
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| Processes                                  | Internal Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | External Issues                                                                                                                                                                                                                   |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Organization of Acquired Library Materials | <b>Negative</b> <ol style="list-style-type: none"> <li>1. The process of organizing library materials is not done according established and practiced standard operating procedure.</li> <li>2. Delay in completing the original cataloguing of certain library materials.</li> <li>3. Lack of experience and knowledge of certain staff in doing the original cataloguing.</li> <li>4. Difficulty in determining the subject heading of certain library materials.</li> <li>5. Designated officer miss-categorized library materials.</li> <li>6. Designated officer miss-assign the location of library materials.</li> <li>7. Delay in verification of the bibliographic data that affect the cataloguing status.</li> <li>8. Not able to trace some bibliographic records registered in the ANGKA.SA2 Library Management System.</li> <li>9. Unavailability of ready stock of materials for labelling, wrapping and security tagging the library materials.</li> <li>10. The Technical Services staff is unable to do security tagging of the library materials.</li> <li>11. Frequent breakdown and slow response of the RFID system.</li> </ol> | <b>Negative</b> <ol style="list-style-type: none"> <li>1. Subscription to cataloging database and tools is expensive.</li> <li>2. Changes in standard of cataloging standards may be unnoticed, affecting consistency.</li> </ol> |

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|  | <b>Positive</b> <ol style="list-style-type: none"><li>1. The cataloging and classification follow international standard.</li><li>2. The technical staffs are competent and experience in handling their duties.</li><li>3. Fast and quick processing of physical item.</li></ol> | <b>Positive</b> <ol style="list-style-type: none"><li>1. International standard cataloging</li><li>2. Availability of free cataloging tools i.e. Union Catalogue, OPAC etc.</li></ol> |
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| Processes                      | Internal Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | External Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Receiving of Library Materials | <b>Negative</b> <ol style="list-style-type: none"> <li>1. Materials are not checked systematically, leading to errors.</li> <li>2. Slow processing of received materials causes backlogs.</li> <li>3. Missing or inaccurate records during the receiving process.</li> <li>4. Damage due to improper handling upon receipt.</li> <li>5. Staff members are not well-trained in receiving procedures.</li> <li>6. Insufficient space to properly store newly received materials before processing.</li> <li>7. Reliance on Library Management Systems (e.g., ANGKASA) which are prone to failures or downtimes.</li> <li>8. Materials are not promptly sent to the cataloguing unit for processing.</li> </ol> | <b>Negative</b> <ol style="list-style-type: none"> <li>1. Publishers or vendors do not meet delivery deadlines.</li> <li>2. Global or regional disruptions affect material availability.</li> <li>3. Missing or incorrect items in received shipments.</li> <li>4. Books and other materials arrive in poor condition.</li> <li>5. Imported materials are held up due to regulatory procedures.</li> <li>6. Difficulty in getting updates from suppliers on order status.</li> <li>7. Licensing or authentication problems with electronic materials.</li> </ol> |
|                                | <b>Positive</b> <ol style="list-style-type: none"> <li>1. Trained personnel handle materials accurately and efficiently.</li> <li>2. Well-structured receiving workflows ensure smooth processing.</li> <li>3. Proper record-keeping ensures accuracy.</li> <li>4. A systematic approach to checking material condition.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                          | <b>Positive</b> <ol style="list-style-type: none"> <li>1. Established agreements ensure timely and quality deliveries.</li> <li>2. Cost-effective purchasing strategies.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                              |

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