

Guidelines

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(A) Feedback Form Process 1

1. The Library Assistant (LA) or Designated Officer (DO) shall brief and advise users to fill in the FRM-IS-MR-01 Service Rating Form (SRF) once they have used the library services. Users are advise and encourage to rate the services rendered by staff.
2. The LA or DO shall collect the completed survey forms once users have signed off the usage the library services. However, this process applies to walk-in members only.
3. The LA or DO shall acknowledge the receipt of survey form by filling in the designated column for “official use” in the form.
4. The survey forms shall be kept by the LA or DO and the compiled data shall besubmitted to DO at end every month.
5. The compiled data shall be further analyzed by the DO or Head of Division for reporting to the management on monthly basis.

(B) Feedback Form Process 2

1. The LA or DO shall be informed on the findings of the survey accordingly.
2. Corrective actions shall be taken accordingly, in response to the findings.

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