

Master List/Matrix/Table

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Processes	Internal Issues	External Issues
Acquisition of library materials	Negative 1) The process of acquiring library materials is not done systematically and properly. 2) Unfamiliar with new acquiring library materials procedure. 3) The selection of suitable library materials is not effectively done. 4) Certain officers are not aware that selection & acquisition of library materials is to be done according to the procedure. 5) The selected library materials during selection are not entirely confirmed available. 6) Lack of training and exposure on the procedure for selection of library materials. 7) Delay in uploading and generating Draft Purchase Order and Purchase Order. 8) ANGKA.SA2 Library System breakdown and network problem. 9) Late in conforming new appointed suppliers. 10) Delay in acquiring library materials process. 11) Dealing with inexperience new suppliers.	Negative 1) The economy is not encouraging thus making library materials and processing materials becoming expensive 2) The uncertainties of cancellation due to out of stock/ out of print / not yet publish etc. 3) Some library materials ordered are cancelled by the suppliers. 4) Delay budget approval & distribution to all campuses.

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	Positive 1) The Technical Services Division staff are willing to learn new method and new procedure. 2) The Technical Services Division has a strong collection development budget. 3) Acquisition of library materials has support from stakeholders.	Positive 1) The supply and delivery of library materials is based on contract basis and mostly with discounted price. 2) The book selection is done by notable numbers of individuals, public, agencies, NGOs.
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Processes	Internal Issues	External Issues
Organization of Acquired Library Materials	Negative 1) Organization of Library Materials process is not done effectively. 2) Unable to do the RFID tagged process due to RFID reader system breakdown. 3) Delay in completing the cataloguing process. 4) The processes required Library Management System (Angka.sa2) and susceptible to system failure/down. 5) Lack of reference sources / tools of use in cataloging for Chinese language materials (e.g. British Library etc.) 6) Technical Services staff need to do the translation of the bibliographic details. 7) Some staff tend to overlooked the steps that they need to follow in the guidelines. 8) Lack of skill in repairing major damage in library materials. 9) Inexperience and lack of knowledge in handling the process. 10) Delay in processing of library materials after cataloguing activity.	Negative 1) Subscription to cataloguing database and tools are expensive. 2) Changes in standard of cataloguing unnoticed.

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	Positive 1) The cataloguing and classification follow International standard. 2) The technical staffs are competent in handling their duties. 3) Fast and quick processing of physical item. 4) The Technical Services Division staff are willing to learn new method and skills.	Positive 1) International standard cataloguing 2) Availability of free cataloguing tools i.e. Union Catalogue, OPAC etc.
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Processes	Internal Issues	External Issues
Receiving of Library Materials	Negative 1) Receiving of Library Materials process is not done effectively. 2) Lack of adequate storage for incoming materials. 3) Inefficient handling of unexpected delivery volumes. 4) Late deliveries in the afternoon, making it impossible for staff to check items on the same day. 5) Staff occupied in handling events such as SCLF, Book Fair, etc., causing delays in checking and processing new library materials received from suppliers. 6) Limited staff availability. 7) No clear prioritization of routine tasks during events. 8) External interruptions impacting process flow.	Negative 1) Delay or errors from suppliers in delivering materials. 2) Supply disruptions or logistics issues. 3) External conditions affecting delivery. 4) The uncertainties of cancellation due to out of stock/ out of print or unpublished materials. 5) Delivery schedules keep changing due to no stock of library materials.
	Positive 1) Skilled staff with knowledge of material standards. 2) Well-defined procedures for efficient material handling. 3) Use of technology (Angka.sa2) for library materials receiving process.	Positive 1) Reliable suppliers with proven track record. 2) Strong communication channels with suppliers. 3) Suppliers' adherence to delivery schedules (when stock is available).

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