

Guidelines

Reviewed by:

Nur Faziella Syazmeen Hasli

1st March 2026

Approved by:

Nurfarathul Azma Julani

1st March 2026

Online copy of this documented information is the latest

Document No. : GL-IS-SB-01
Revision No. : 1
Effective Date : 1st March 2026

This guideline explains the management process for handling the Services Rating Form.

1.0 Feedback Form Process 1

- 1.1 The Library Assistant (LA) or Designated Officer (DO) shall brief and advise users to fill out the Service Rating Form System once they have used the library services. Users are advised and encouraged to rate the services rendered by staff.
- 1.2 During offline service, the DO shall collect the completed survey forms once users have signed off after using the library services. However, this process applies to walk-in members only.
- 1.3 For printed forms, the DO shall acknowledge the receiver of the survey form by filling in the designated "office use" column on the form.
- 1.4 The survey forms shall be kept by the DO, and the compiled data shall be submitted to the DO at the end of every month.
- 1.5 The compiled data shall be further analysed by the DO or Head of Division for monthly reporting to management.

2.0 Feedback Form Process 2

- 2.1 The DO shall be informed of the findings of the survey accordingly.
- 2.2 Corrective actions shall be taken accordingly in response to the findings.

Online copy of this documented information is the latest