

Master List/Matrix/Table

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No.	Processes	Internal Issues	External Issues
1.	Membership Management	Negative 1. Some users are unable to log into their membership Angka.sa2 account to link to Sarawak Pass for membership activation. 2. User is not aware of their existing Sarawak Pass to register as a member. 3. Lack of awareness on Sarawak Pass registration for Pustaka membership. 4. User is not aware of their Pustaka's Angka.sa2 account details. 5. No email notification about the user's account details. 6. Slow response times and connectivity issues occur during online registration due to inadequate network bandwidth to support simultaneous access and data transfer during peak periods. 7. Overcrowding and a lack of privacy for	Negative 1. No handphone for Sarawak Pass verifications. 2. No access to network connection upon OTP verifications. 3. User's handphone number does not match with the previous registered handphone number to Sarawak Pass. 4. Users must have active emails in order to register, which they still login or remember the username and password. 5. Foreigner cannot complete their registration due to unable to download Sarawak Pass app through the QR code provided. 6. Some users have registered using another individual's email address rather than their own.

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		users to register at the registration terminal. 8. The online membership registration are overly complex. 9. Some users cannot complete their online forms. 10. The staff are experiencing challenges in completing certain tasks as a result of internal restructuring. 11. The process of member registration is ineffective.	
		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.	Positive 1. The Library Management System (ANGKA.SA2) is hosted by SAINS.

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		5. Immediate use of service provided once registration of members successful. 6. Fast internet access. 7. Free library membership for lifetime.	
2.	Circulation Services	Negative 1. Increasing number of users long overdue circulation transaction and fines. 2. User does not update their contact details and difficult to send notification due reminder 3. Lack of awareness on circulation services. 4. Book Drop is not functioning and not properly maintained. 5. Lack of frequent reminder to the users with the long overdue circulation transaction and fines. 6. Lack of Book Drop machine monitoring. 7. Users are unable to return books using the Book Drop. 8. User are unable to check out books using the Kiosk.	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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		9. The user is having difficulty accessing the OPAC due to slow response times. 10. The user has requested a renewal of their books by responding to both the automated email and the Infoblast notification. 11. The staff are experiencing challenges in completing certain tasks as a result of internal restructuring.	
		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 ANGKA.SA2 web or app, telephone, Whatsapp, Message and walk in.
3.	Reference Services	Negative 1. Limited reference collection which includes printed and electronic.	Negative 1. Reference collection restricted and limited for circulation from other organization.

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		2. Certain online databases are difficult to access. 3. Reference enquiries are not fulfilled. 4. Insufficient number of library materials. 5. Low of online databases monitoring. 6. Connectivity issues and difficulty accessing online reference materials. 7. The library's network infrastructure is not robust enough to handle high traffic and data demand. 8. Lower quality research assistance. 9. Inadequate staff training and limited expertise. 10. The staff are experiencing challenges in completing certain tasks as a result of internal restructuring.	2. Users too depending on librarians for their assignments. 3. Different terms & conditions of Reference Service between the organization. 4. Urgency of user request for information from third parties. 5. Late approval or respond from supplying information organization.
		Positive 1. The counter staff are competent and experience in handling their duties.	Positive 1. Good relationship with other government agencies, NGO's, smart partners, volunteers

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		2. Access to online databases 24/7.	and community.
4.	Management of User Education Program	Negative 1. Lack of staff. 2. Wider scope of target group. 3. IL participants include (from babies to senior citizens). 4. Information Literacy session only available can be conducted physically onsite and offsite. 5. High cost to develop the online IL session. 6. Involved 3rd parties. 7. Ever changing of Information Literacy modules 8. Information seeking behavior change. 9. Vast development in ICT. 10. The staff are experiencing challenges in completing certain tasks as a result of internal restructuring.	Negative 1. Venue, logistic and facilities. 2. The willingness of the participants to participate the IL session. 3. Language barrier. 4. Illiterate of the IL participants 5. Poor internet connection. 6. Use of jargon words 7. The user is not focused and has no interest in the topic. 8. Last minute confirmation from participants 9. Late response from 3rd parties.

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		Positive 1. Strong resources to support the program. 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.	Positive 1. Good support and cooperation from the local community, government agencies, volunteers, federal and international collaborations. 2. Awareness of ILS/Online Database.
5.	Inter Library Loan	Negative 1. Longer time to deliver to the user. 2. Inability to get the requested book from the supplying library in time. 3. The ILL system is not integrated with the systems used by other libraries. 4. Delay in processing requests. 5. Delays in receiving the requested book. 6. The staff are experiencing challenges in completing certain tasks as a result of	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. Late approval or respond ILL on request/supplying from third parties. 5. Different terms & condition of Inter Library

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		internal restructuring.	Loan service of the supplying libraries. 6. Inconsistent of delivery by courier service provider.
		Positive 1. Service charge for inter library loan service is affordable. 2. Free and accessible catalog records in OPAC 24/7. 3. Excellent facilities and equipment for library materials searching. 4. Immediate use of service provided once registration of members successful. 5. Fast internet access. 6. Free library membership for lifetime.	Positive 1. Free and accessible catalog records in OPAC via State Union Catalog for library material searching.

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