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# **Master** List/Matrix/**Table**

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Processes	Internal Issues	External Issues
Membership Management	Negative	Negative
	<ol> <li>Some users are unable to log into their membership Angka.sa2 account to link to Sarawak ID for membership activation.</li> <li>User is not aware of his/her existing Sarawak ID to register as a member.</li> <li>Lack of awareness on Sarawak ID registration for Pustaka membership.</li> <li>User is not aware of his/her Pustaka's Angka.sa2 account details.</li> <li>Membership management is not done systematically/effectively.</li> <li>No email notification about the user's account details.</li> <li>Slow response times and connectivity issues during online registration.</li> <li>The network bandwith is not adequate to support the simultaneours access and data transfer during peak registration periods.</li> <li>Overcrowding and a lack of privacy for users to register at the registration terminal.</li> <li>The area designated for membership is too small.</li> <li>The online membership registration are overly complex.</li> </ol>	<ol> <li>No handphone for Sarawak ID verifications.</li> <li>No access to network connection upon OTP verifications.</li> <li>User's handphone number does not match with the previous registered handphone number to SarawakID.</li> <li>Users must have active emails in order to register, which they still login or remember the username and password.</li> </ol>
	12. Some users cannot complete their online forms.	
	Positive	Positive
	<ol> <li>The Library Service Sector staffs are competent and experience in handling their duties.</li> <li>Excellent facilities and equipment for membership registration.</li> </ol>	The Library Management System (ANGKA.SA2) is hosted by SAINS.

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Revision No. : 3

#### **Information Services Division – Matrix of Internal and External Issues**

Circulation Services	<ol> <li>Access to online databases 24/7.</li> <li>Member can register anytime and anywhere.</li> <li>Immediate use of service provided once registration of members successful.</li> <li>Fast internet access.</li> <li>Free library membership for lifetime.</li> <li>Negative</li> <li>Increasing number of users long overdue circulation transaction and fines.</li> <li>User does not update their contact details and difficult to send notification due reminder</li> <li>Lack of awareness on circulation services.</li> <li>Book Drop is not functioning.</li> <li>Book drop is not properly maintained.</li> <li>Lack of frequent reminder to the users with the long overdue circulation transaction and fines.</li> <li>Lack of Book Drop machine monitoring.</li> </ol>	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.
	<ul> <li>8. Users are unable to return books using the Book Drop.</li> <li>Positive</li> <li>1. The Library Service Sector staff are competent and experience in handling their duties.</li> <li>2. Stable budget to perform circulations</li> </ul>	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 personal page,
Reference Services	Negative  1. Limited reference collection which includes printed and electronic.	Negative     Reference collection restricted and limited for circulation from other organization.
	<ol> <li>Certain online databases are difficult to access.</li> <li>Reference enquiries are not fulfilled.</li> </ol>	Users too depending on librarians for their assignments.     Late approval or respond from supplying information

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	<ol> <li>Insufficient number of library materials.</li> <li>Low of online databases monitoring.</li> <li>Connectivity issues and difficulty accessing online reference materials.</li> <li>The library's network infrastructure is not robust enough to handle high traffic and data demand.</li> </ol>	<ul> <li>organization.</li> <li>4. Different terms &amp; condition of Reference Service between the organizations.</li> <li>5. Urgency of user request for information from third parties.</li> <li>6. Reference collection restricted and limited for circulation from other organization.</li> </ul>
	8. Lower quality research assistance. 9. Inadequate staff training and limited expertise.	<ol> <li>Users too depending on librarians for their assignments.</li> <li>Late approval or respond from supplying information organization.</li> <li>Different terms &amp; condition of Reference Service between the organizations.</li> </ol>
	Positive  1. The counter staff are competent and experience in handling their duties.  2. Access to online databases 24/7.	Positive  1. Good relationship with other government agencies, NGO's, smart partners, volunteers and community.
Management of User Education Program	<ol> <li>Negative</li> <li>Lack of staff</li> <li>Wider scope of target group</li> <li>ILL participants include (from babies to senior citizens)</li> <li>Information Literacy session only available can be conducted physically onsite and offsite</li> <li>High cost to develop the online ILL session</li> <li>Involved 3<sup>rd</sup> parties</li> <li>Ever changing of Information Literacy modules</li> <li>Information seeking behavior change</li> <li>Vast development in ICT</li> </ol>	<ol> <li>Negative</li> <li>Venue, logistic and facilities.</li> <li>The willingness of the participants to participate the ILL session.</li> <li>Language barrier.</li> <li>Illiterate of the ILL participants</li> <li>Poor internet connection.</li> <li>Use of jargon words</li> <li>User not focus have no interest on topic</li> <li>Last minute confirmation from participants</li> <li>Late response from 3<sup>rd</sup> parties.</li> </ol>
	Positive 1. Strong resources to support the program 2. Increase in membership	Positive  1. Good support and cooperation from the local community, government agencies, volunteers, federal and

Document No. : MT-IS-SB-04

Revision No. : 3

	<ol> <li>The staff are competent and experience         In handling their duties.</li> <li>Established module available for use</li> <li>Increase in usage of library resources and services</li> <li>Good rapport with public</li> </ol>	international collaborations.  2. Awareness of ILS/Online Database.
Inter Library Loan	<ol> <li>Negative</li> <li>Longer time to deliver to the user.</li> <li>Officer in charge is not available.</li> <li>Interlibrary service is not effective.</li> <li>Inability to get the requested book from the supplying library in time.</li> <li>Some staff are not trained well to this procedure.</li> <li>The ILL system is not integrated with the systems used by other libraries.</li> <li>Delay in processing requests.</li> <li>The process for following up on the requested book is manual.</li> <li>Delays in receiving the requested book.</li> </ol>	<ol> <li>Limited and reference collection restricted for circulation by third parties</li> <li>Late approval or respond ILL on request/supplying from third parties.</li> <li>Different terms &amp; condition of Inter Library Loan service of the supplying libraries.</li> <li>Inconsistent of delivery by courier service provider.</li> <li>Limited and reference collection restricted for circulation by third parties.</li> <li>Late approval or respond ILL on request/supplying from third parties.</li> <li>Different terms &amp; condition of Inter Library Loan service of the supplying libraries.</li> <li>Inconsistent of delivery by courier service provider.</li> <li>Inconsistent of delivery by courier service provider.</li> </ol>
	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.

Document No. : MT-IS-SB-04

Revision No. : 3

MT-IS-SB-04	Information Services Division – Matrix of Internal and External Issues	

Document No. : MT-IS-SB-04

Revision No. : 3