

Master List/Matrix/Table

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Processes	Internal Issues	External Issues
1. Reference Service	Negative - Limited reference collection which include printed and electronic. - Limited access to restricted collections (public records and government publications). - Timely to compile the information requested which required further research.	Negative - Reference collection restricted and limited for circulation from other organization. - Users too depending on librarians for their assignments. - Late approval or respond from supplying information organization. - Different terms and condition of Reference Service between the organizations. - Urgency of user request for information from third parties. - Proxy, firewall and limited access to certain online databases.
	Positive - The Information Resources Sector staffs are competent and experience in handling their duties. - Access to online databases 24/7.	Positive Good relationship with other government agencies, NGO's, smart partners, volunteers and community.

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