



**IML604:
RESEARCH PROJECT IN LIBRARY AND INFORMATION SCIENCE**

**AN INVESTIGATION ON THE AWARENESS TOWARDS THE ISSUES THAT
INFLUENCE THE USAGE OF INTERLIBRARY LOAN AMONG
THE BACHELOR OF SCIENCE IN INFORMATION STUDIES (HONS.)
(LIBRARY & INFORMATION MANAGEMENT)
(IM 220) STUDENTS IN UiTM KEDAH.**

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AUTHENTICATION

I hereby declared that all piece of works provided for this study came from my own effort without any kind of plagiarism. Any other extemalliteratures, which I had used, have been included with its primary sources.

A handwritten signature in black ink, appearing to read 'Mastura Binti Mustapha', written over a dotted line. To the right of the signature is a small black square symbol.

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Abstract: *Interlibrary loan is a type of Reference Service in the library or Information Center. It can hardly define as when a book or other item needed unavailable for some reason, or not owned by the library, a patron may request that it be borrowed from another library by filling out a printed interlibrary loan request form at a service desk, or electronically via the library's Web site. Some libraries also accept ILL requests via e-mail or by telephone, usually under exceptional circumstances. Materials borrowed on Interlibrary Loan usually renewed on or before the due date. The study is an investigation on the awareness towards the issues that influence the usage of Interlibrary Loan (ILL). The respondents of the study are among IM220 students who are consists of 243 students but the sample is about 150 students but only 148 was given back to the researcher. The factors that influence the study are time, awareness and cost. This study used Random Sampling in order to collect data from respondents. The Statistical Package for Social Science (SPSS) is used to analyze data.*

Keywords: *Interlibrary Loan, Reference Service, time, cost, awareness, Sultan Badlishah Library*