



CHAPTER 7: REFERENCE LIBRARIAN

MOHD HAFIZ BIN KASIRUN

Pustakawan Kanan

SYAIFUL HISYAM BIN SALEH

Pustakawan

MUHAMMAD SHAFIQ BIN AMIRULLAH

Pustakawan

MUHAMAD AZRIN BIN ISMAIL

Pustakawan

Pembudayaan Ilmu
Membentuk Adiwangsa

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MOHD HAFIZ BIN KASIRUN

Pustakawan Kanan
PTAR UiTM Kampus Rembau

Latar Belakang Pendidikan:

Sarjana Sains Maklumat (CDIM 770FLP)
UiTM Kampus Puncak Perdana
(2023 - kini)

Ijazah Sarjana Muda (Kepujian)
Pengurusan Maklumat dan Perpustakaan
UiTM Kampus Puncak Perdana
(2006 - 2008)

Diploma Pengurusan Maklumat
UiTM Kampus Segamat
(2003 - 2006)

Pengalaman Kerjaya:

INTI College Subang Jaya
Pelajar Latihan Industri,
Pembantu Perpustakaan & Pustakawan
2008 - 2009
Bahagian Terbitan Berkala

PTAR UiTM Shah Alam

Pustakawan
2009 - 2012
Unit Jurnal Bercetak

Perpustakaan Tun Dr. Ismail (PTDI)

UiTM Cawangan Johor, Kampus Segamat
Pustakawan & Pustakawan Kanan
2012 - 2017

Unit Perkhidmatan Pelanggan & Pengurusan Koleksi
Unit Sistem & Teknologi Maklumat
Unit Jurnal & Pangkalan Data

PTAR Kampus Kuala Pilah

Pustakawan Kanan
2017 - 2024

Unit Perkhidmatan Pelanggan & Pengurusan Koleksi
Unit Sumber Bercetak
Unit Penyelidikan, Pembelajaran & Rujukan
Unit Sistem Maklumat Perpustakaan
Unit Komunikasi Korporat

PTAR Kampus Rembau

Pustakawan Kanan
2024 - kini
Unit Sirkulasi & Rujukan
Unit Sumber Rujukan Universiti
Unit Pengurusan Data Penyelidikan &
Pendidikan Pengguna
Unit Korporat & Kolaborasi
Unit Perpustakaan Digital





Your Librarian

SYAIFUL HISYAM BIN SALEH

Pustakawan

PTAR UiTM Kampus Seremban

Latar Belakang Pendidikan:

Doktor Falsafah (Sains Maklumat)

Universiti Malaya

(2025 - 2028)

Ijazah Sarjana (Sains Maklumat)

2018-2020

Ijazah Sarjana Muda (Kepujian)

(Pengurusan Maklumat dan Perpustakaan)

UiTM Kampus Merbok, Kedah

(2007 - 2010)

Pengalaman Kerjaya:

Universiti Sultan Zainal Abidin

Pelajar Latihan Industri

2010

Sunway College Johor Bahru

2010-2011

Pustakawan

Bahagian Sirkulasi & Perkhidmatan Perpustakaan

Universiti Sultan Zainal Abidin

Pustakawan

2014 - 2019

Unit Sokongan Penyelidikan |

Unit Teknologi Perpustakaan |

Unit Pendidikan Pengguna

PTAR Kampus Seremban

Pustakawan

2019 - Kini

Unit Perkhidmatan

Pelanggan & Pengurusan Koleksi

Unit Penyelidikan, Pembelajaran & Rujukan

Pengurusan Data Penyelidikan &

Pendidikan Pengguna

Unit Komunikasi Korporat

Your Librarian

MUHAMMAD SHAFIQ AMIRULLAH

Pustakawan
PTAR UiTM Kampus Kuala Pilah

Latar Belakang Pendidikan:

*Sarjana Sains Maklumat (CDIM 770FLP)
UiTM Kampus Puncak Perdana
(2023 - kini)*

*Ijazah Sarjana Muda Sains Maklumat (Kepujian)
Pengurusan Perpustakaan
UiTM Kampus Rembau
(2017 - 2020)*

*Diploma Pengurusan Maklumat
UiTM Kampus Segamat
(2014 - 2017)*

Pengalaman Kerjaya:

*Perpustakaan Tun Abdul Razak, UiTM Kampus Kuala Pilah
Pustakawan
2024 - kini*

*Unit Pengurusan Perpustakaan
Unit Perkhidmatan Perpustakaan
Unit Perpustakaan Digital*

*Perpustakaan Tun Abdul Razak,
UiTM Kampus Rembau
Pustakawan (Kontrak)
2021 - 2024*

*Unit Perkhidmatan Perpustakaan
Unit Perpustakaan Digital*

*Siti Hasmah Digital Library,
Multimedia University
Pelajar Latihan Industri
2019*





Your Librarian

MUHAMAD AZRIN ISMAIL

Pustakawan

PTAR UiTM Kampus Kuala Pilah

Latar Belakang Pendidikan:

Sarjana Sains Maklumat (CDIM 770FLP)

UiTM Kampus Puncak Perdana
(2023 - kini)

Ijazah Sarjana Muda (Kepujian)

Pengurusan Maklumat dan Perpustakaan

UiTM Kampus Puncak Perdana
(2019-2021)

Diploma Pengurusan Maklumat

UiTM Kampus Puncak Perdana
(2014-2018)

Pengalaman Kerjaya:

IRHB Bank Bhd, Kuala Lumpur

Collection Officer (Credit Card)
(2010-2012)

PTAR UiTM Shah Alam Jalan Othman

Pembantu Pustakawan

(2012-2013)

Unit Perkhidmatan Pelanggan

PTAR UiTM Shah Alam

Fakulti Kejuruteraan

Pembantu Pustakawan

(2013-2018)

Unit Perkhidmatan Pelanggan

PTAR UiTM Shah Alam

Fakulti Undang Undang

Pembantu Pustakawan

(2018-2023)

Unit Rujukan dan Penyelidikan

PTAR UiTM Shah Alam

Pembantu Pustakawan Kanan

(2023-2024)

Unit Koleksi Khas

PTAR UiTM Kampus Kuala Pilah

Pustakawan

(2024-kini)

Unit Arkib Cawangan

Unit Sumber Rujukan Universiti

OBJECTIVES

By engaging in these sharing sessions, students will gain valuable insights, perspectives, and practical tips from experienced librarians, enhancing their understanding and readiness for the reference librarian profession.

- Examining the values and norms of ethics that reference librarians should adhere to, such as impartiality, confidentiality, and intellectual
- Talking on the value of flexibility and expertise in handling problems while dealing with various reference queries and difficulties.

SNOWBALL

**Write a word you associate with
reference service**

Pembudayaan Ilmu
Membentuk Adiwangsa

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WHAT DO YOU UNDERSTAND BY REFERENCE SERVICE?

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REFERENCE SERVICE?

Personalised

service directed towards the users.

It helps the readers in locating the sources of information relevant to their needs. Reference service also saves the precious time of the readers. It also contributes in enhancing the use of the resources and services of the libraries"

REFERENCE DESK ? READER'S ADVISORY SERVICE ? CONSULTATION DESK?

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CONCEPT

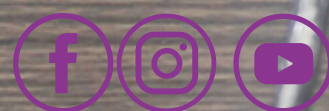
Reference service as a **personal service** to each reader in helping her/him to find the document, answering the particular query, **inpointedly, exhaustively and expeditiously.**

Reference service aims at providing the right book to the right reader at the right time".
"Raganathan"

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DIFFERENT MODES OF PROVIDING REFERENCE SERVICE

FACE-TO-FACE REFERENCE SERVICES

REFERENCE SERVICES THROUGH TELEPHONE

VIRTUAL REFERENCE SERVICE

LIKE CHAT, EMAIL, INSTANT MESSAGING

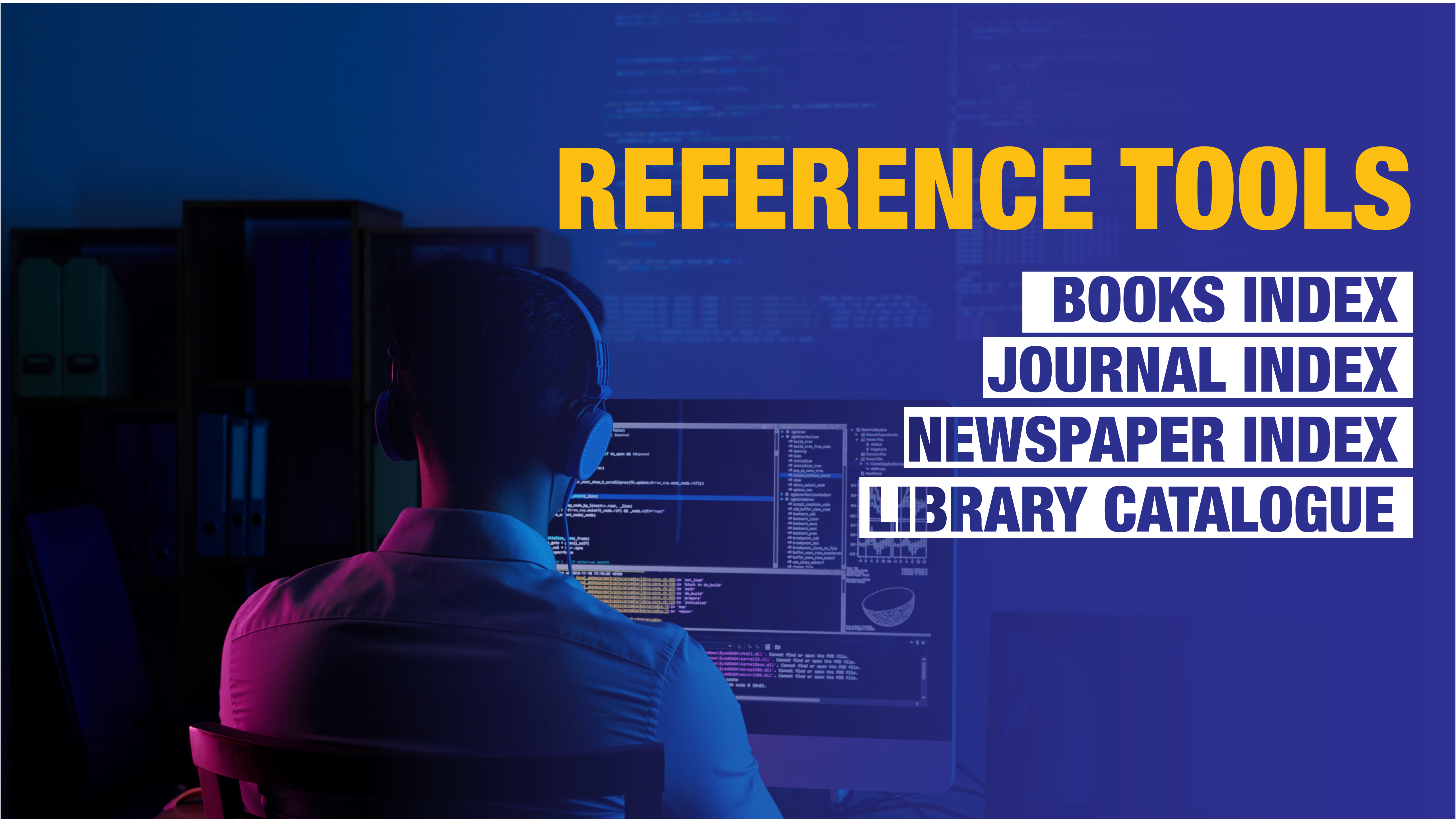
REFERENCE TOOLS

BOOKS INDEX

JOURNAL INDEX

NEWSPAPER INDEX

LIBRARY CATALOGUE



PAST REFERENCE TOOLS

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Illinois Department of Aging has P.O. Box 60 for questions and problems. 1/11/78 3:5+

AGED AND AGE -- EDWARDSVILLE

Edwardsville senior citizens attend film on street crime prevention. (photo) 4/7/77 3:4+

AHRENS, DORIS

14

Engaged to Gary Coalson. (photo) 2/23/77 5:1+

ALBRECHT SR., EMIL AND MARTHA (PRUEGNER)

15

Celebrate 50th anniversary. (photo) 1/15/78 5:1+

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PAST REFERENCE TOOLS CATALOGUE CARD



611
NOR Noraini Zakaria
Badan kita / Noraini Zakaria. Petaling Jaya : Prisma ,
c1992.
70 ms. : ill. (Siri Tahukah Anda?).
Menerangkan fungsi anggota badan dan sesuai untuk bacaan
semua murid.
ISBN 963-9665-36-7.

1. ANATOMI MANUSIA I. Judul II. Siri

(ENTRI UTAMA)

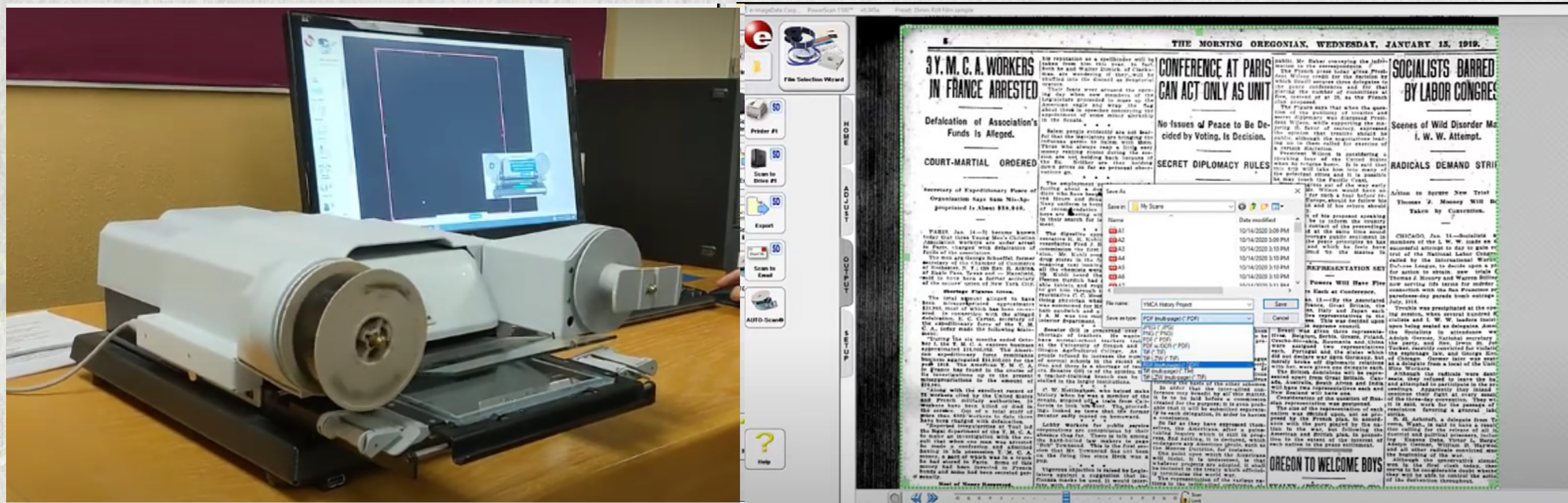
611
NOR Noraini Zakaria
Badan kita / Noraini Zakaria. Petaling Jaya : Prisma ,
c1992.

Menerangkan fungsi anggota badan dan sesuai untuk bacaan
semua murid.

PAST REFERENCE TOOLS MICROFILM & MICROFICHE



PAST REFERENCE TOOLS MICROFILM & MICROFICHE



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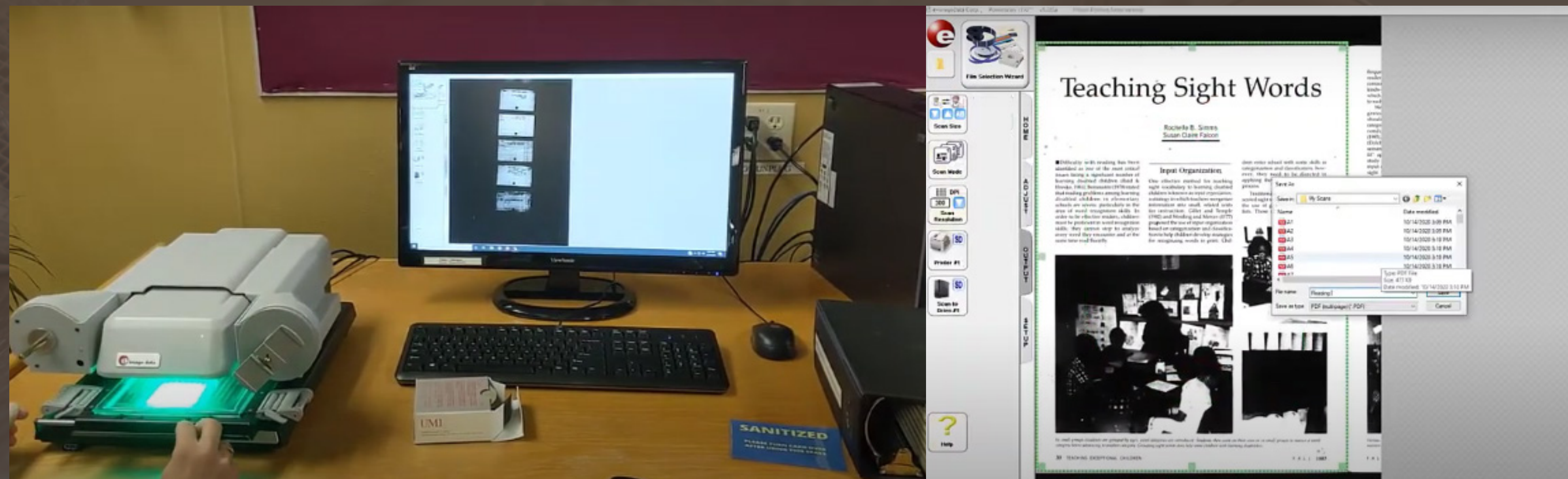
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PAST REFERENCE TOOLS MICROFILM & MICROFICHE



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REFERENCE QUERIES

DIRECTIONAL QUERIES
PROCEDURAL QUERIES
BASIC REFERENCE QUERIES
RESEARCH QUERIES

Pembudayaan Ilmu
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REFERENCE QUERIES

- Where is the text book section?
- Is a particular book available in the collection of the library?
- What fine has to be paid for the overdue books?
- How can I become a member of this library?
- How can I get a book reserved which is not available presently?
- What are the full-text articles available in the databases subscribed by the library on the application of data mining in information centres?

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I HAVE...
Google



A person is seen from behind, wearing a headset and sitting at a desk. They are looking at a computer monitor which displays lines of code. The background is dark with some blurred lights, suggesting an office or server room environment. The overall color scheme is dark blue and purple.

WELCOME

BE APPROACHABLE

FRIENDLY GREETING ; SMILE

DON'T LOOK BUSY

SPEAK IN RELAXE TONE

ASSURE PATRON YOU'RE THERE TO HELP

GATHER INFORMATION

PROVIDE YOUR FULL ATTENTION

NON VERBAL CUES, BODY LANGUAGE

ASK OPEN ENDED QUESTIONS

Pembudayaan Ilmu
Membentuk Adiwangsa

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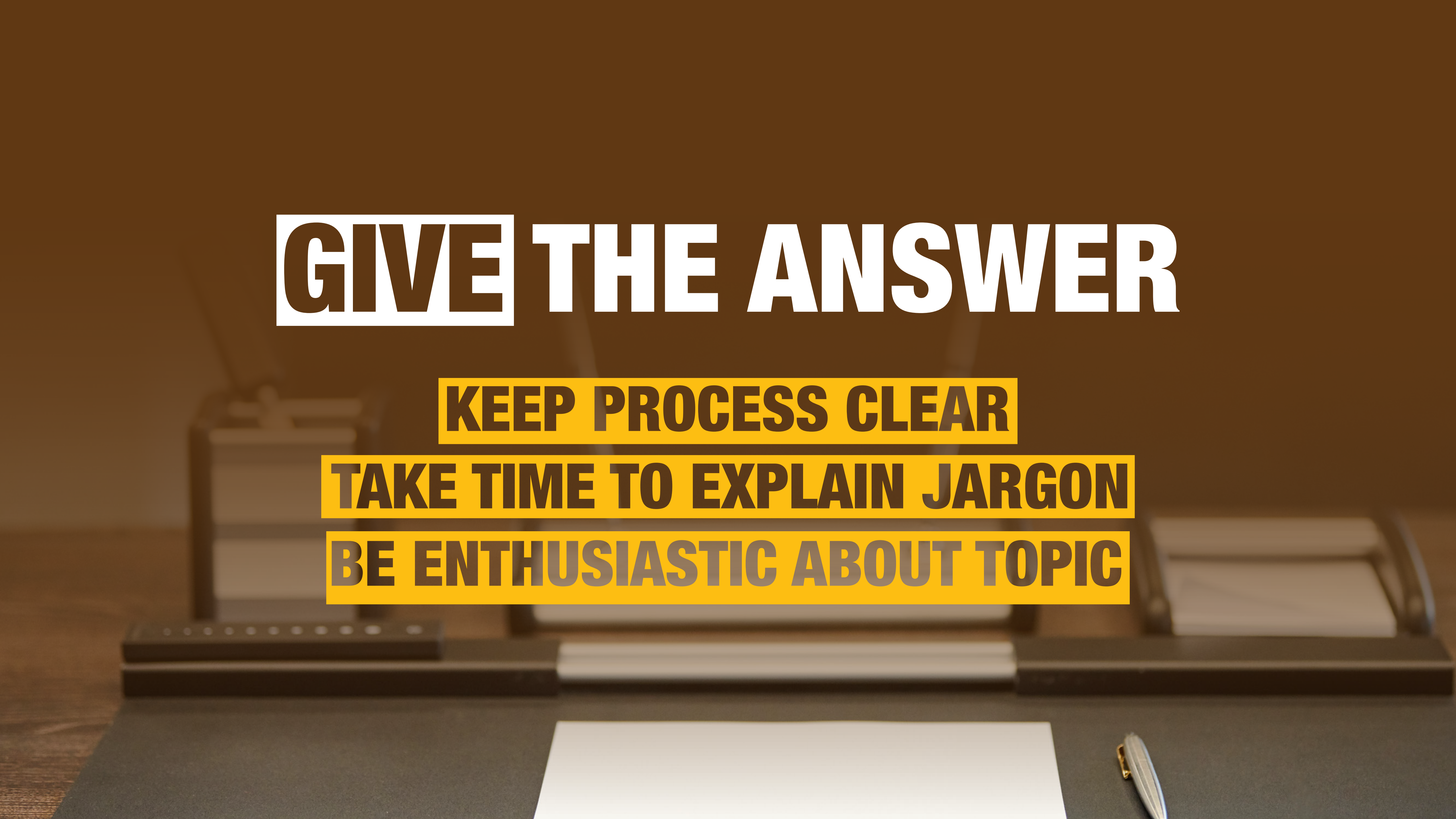
CONFIRM THE QUESTION

BE PATIENT

BE AWARE OF COMMUNICATION BARRIERS

MAKE SURE THE PATRON GETS WHAT THEY NEED



The background of the image shows a dark wooden desk. In the foreground, there is a white sheet of paper and a silver pen. In the background, a vintage typewriter is visible, slightly out of focus.

GIVE THE ANSWER

KEEP PROCESS CLEAR

TAKE TIME TO EXPLAIN JARGON

BE ENTHUSIASTIC ABOUT TOPIC

POINTS TO REMEMBER

- Reference service comprises those activities which are performed or undertaken for helping the users.
- Acquiring, organising and managing reference resources are integral activities for providing reference service
- It is responsible for increasing the use of resources and services of the library.
- The provision of reference service should be promoted among the users
- These services should also be evaluated in order to know that the users are real beneficiaries of these services. Evaluation helps in finding out if the reference service is useful for the readers .





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THANK YOU

Diterbitkan Oleh :

Unit Perkhidmatan Perpustakaan
Perpustakaan Tun Abdul Razak
UiTM Cawangan Negeri Sembilan

