

2019
UITM KEDAH

InDeLib

International Innovation & Design in Library & Information Science Competition

HUMANIZING

InDeLib in the 21st century

14 OCT 2019
RAINBOW PARADISE BEACH RESORT, PENANG



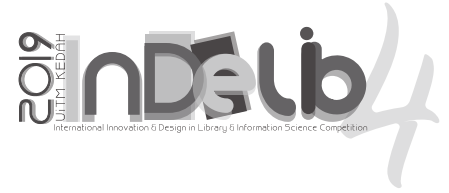
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ABSTRACT BOOK



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DIVISION & CATEGORY:
INNOVATION

E-REFERENCE@USM LIBRARY

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ABSTRACT: Rujukan di Perpustakaan Hamzah Sendut USM menjalani perubahan yang amat besar seiring dengan perkembangan teknologi dan keperluan pelanggan yang berbeza. Jika dahulu perkhidmatan rujukan ini lebih tertumpu kepada perkhidmatan yang memerlukan interaksi secara bersemuka (face-to-face) dalam bentuk bengkel, pertanyaan kaunter dan konsultasi, namun kini perkhidmatan rujukan diteruskan dengan cara yang berbeza dan lebih meluas. Dengan objektif utama memberikan perkhidmatan terbaik kepada pelanggan, perkhidmatan e-reference diperkenalkan di Perpustakaan Hamzah Sendut USM dalam variasi yang lebih segar seperti MOOC, online course, webinar, e-consultation, e-tutorial dan sebagainya.

Keyword: E-reference, di

Transformasi Perkhidmatan gital reference, online reference

Novelty & Uniqueness:

Perkhidmatan Rujukan yang komprehensif merangkumi aspek fizikal dan digital untuk impak yang lebih meluas.

Potential Commercialization:

Online Course, Webinar, e-consultation, training-of-trainers

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Category: Innovation – Organization





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