

REFERENCE DESK SERVICES DURING COVID-19: TREND ANALYSIS OF UiTM CAWANGAN SELANGOR LIBRARY

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Perpustakaan
Tun Abdul Razak
Cawangan Selangor
Kampus Puncak Alam



PERSIDANGAN TAHUNAN
PERPUSTAKAAN MALAYSIA 2021
14-18 JUN 2021

Duduk@Rumah:
Perpustakaan & pustakawan bergelut semasa pandemik

Stay@Home:
Libraries and librarians striving during the pandemic

#MemajukanBangsa
#Thrivingforthenation

Organized by:



In Cooperation with



THE OFFICE OF LIBRARY
AND KNOWLEDGE
MANAGEMENT,
UNIVERSITI MALAYSIA
KELANTAN (UMK)

Sponsored by:



WILEY





Nurul Diana Jasni

Timbalan Ketua Pustakawan

Bahagian Perkhidmatan Perpustakaan

Perpustakaan Tun Abdul Razak,

UiTM Cawangan Selangor, Kampus Puncak Alam

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03 3258 4257 | 012 344 3362

publons

<https://orcid.org/0000-0002-1944-4176>



Nurul Diana Jasni

- Universiti Teknologi MARA
 - Librarian (2005-2015)
- Universiti Teknologi MARA
 - Senior Librarian (2015-Nov 2019)
- Universiti Teknologi MARA
 - Deputy Chief Librarian (Nov 2019-Present)
- **Members & Collaborations:**
 - Juruaudit Kehormat & Members - Persatuan Pustakawan Malaysia
 - Research Committee Medical Library Group
 - Mendeley Advisor Group
 - Mendeley Certified Librarian
 - SCOPUS Certification Librarian
 - Librarian IDEAS Team
 - Youtube Channel : Nurul Diana Jasni



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IMBAS KOD QR

<https://library.uitm.edu.my/>



CHAT
With Librarian



WHATSAPP
With Librarian



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MAKLUMAN UNTUK ANDA

SEPANJANG TEMPOH PELAKSANAAN PERINTAH KAWALAN PERGERAKAN (PKP), PERKHIDMATAN PERPUSTAKAAN DILAKSANAKAN SEPENUHNYA SECARA ATAS TALIAN MELALUI

PERKHIDMATAN PERPUSTAKAAN DIGITAL

Perkhidmatan dan kemudahan yang disediakan adalah seperti berikut:

- pengguna boleh meminjam buku mengikut syarat dan tatacara yang ditetapkan – <https://bit.ly/pinjamanbuku>
- Library eResources (Pangkalan Data Atas Talian, eBook, eJournal, Institutional Repository, Electronic Question Paper System)
- Program Pendidikan Pengguna dan aktiviti konsultasi penyelidikan secara atas talian
- Perkhidmatan konsultasi rujukan melalui Chat with Librarian
- Web Based Integrated Library System (WILS) – online renewal, Inter Library Loan (ILL) Cadangan bahan perpustakaan, status pinjaman/pemulangan dan sebagainya.
- Pengguna lain masih boleh terus menggunakan perkhidmatan perpustakaan digital melalui pautan <https://library.uitm.edu.my>

**Patuhi
SOP**



Memakai Pelitup Muka



Imbas Suhu Badan



Penjarakan Sosial
(1 meter)



Sentiasa mencuci tangan
/ guna Hand Sanitizer



Beratur mengikut garis
yang dilebelkan



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“CHAT WITH LIBRARIAN”

<https://ptar.uitm.edu.my/libchat>

QR Code

Perpustakaan Tun Abdul Razak Cawangan Selangor Kampus Puncak Alam

UNIVERSITI TEKNOLOGI MARA

Uitm di hatiku PTAR "LIBRARY for ALL"

ISO 9001

PTAR Kampus Puncak Alam @LIBITMSelangor Line/ptaripa ptar.uitm.edu.my/libchat puncakalam library

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PTAR Kampus Puncak Alam
Whatsapp Business Account

Scan this code to start a Whatsapp chat with PTAR Kampus Puncak Alam





<https://online.library.uitm.edu.my/rdms/>



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Reference Desk
Management System

Home

Staff On Duty

Contact Us



Nurul Diana Binti Jasni



User

Dashboard

Patron Check-In

Edit Checked-In

KIV

Duty Schedule

Patron Search

Search

Option

Search By : ☒ Patron ID ☐ IC/Passport ☐ Name ☐ All *very slow

Display : ☒ All ☐ Student ☐ Staff

[Custom Check-In](#)

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Perkhidmatan ini adalah hasil inovasi daripada projek Kumpulan Inovatif dan Kreatif (KIK) Kumpulan Kumpulan 1Pro
Pencapaian:

1. Peringkat Zon Tengah UiTM (2015) | Anugerah Emas | Anugerah Inovasi ICT
2. Peringkat UiTM (2015) | Anugerah Perak
3. Anugerah Inovasi Kementerian Pengajian Tinggi (AIKPT) 2015
4. Mini Konvensyen Team Excellence Wilayah Selatan 2016 | Anugerah Emas
5. Konvensyen Team Excellence Wilayah Selatan 2016 | Anugerah Emas
6. Annual Productivity & Innovation Conference and Exposition (APIC) 2016 | Anugerah Emas 3 Bintang | 10 Kumpulan Terbaik Sektor Awam
7. ICQCC 2017 (Oktober 2017)



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Reference & Consultation Services 2016 - 2020

612



2016

1,495



2018

1,550



2019

1,730



2017

2,315



2020





Reference Desk Session Year 2021 by Perpustakaan Tun Abd Razak, Puncak Alam



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Color	Month	01	02	03	04	05	06	07	08	09	10	11	12	Total
	Face to Face	17	7	22	18	9	14	0	0	0	0	0	0	87
	Email from Chat	35	5	31	24	24	14	0	0	0	0	0	0	133
	Telephone	9	5	32	27	24	1	0	0	0	0	0	0	98
	Email	13	6	3	8	17	33	0	0	0	0	0	0	80
	Social Media	21	20	18	38	31	21	0	0	0	0	0	0	149
	Instant Messenger	2	0	0	2	2	0	0	0	0	0	0	0	6
	Video Conferencing	0	4	0	12	11	7	0	0	0	0	0	0	34
	Other	2	0	3	0	1	5	0	0	0	0	0	0	11
	Total	99	47	109	129	119	95	0	0	0	0	0	0	598





Reference Desk Subject & Enquiries by Perpustakaan Tun Abd Razak, Puncak Alam

Total Subjects	
Online Databases :	206
Digital Collection :	20
Internet :	10
OPAC :	87
Law Reference Collections :	0
Reference Citations :	57
Facility & Services :	90
Validasi Penerbitan :	38
Record & Archive :	22
Galeri Tun Abdul Razak :	0
Others :	131
Total :	661

Total Enquiries	
Quick Reference :	207
Research Reference :	64
Search Technique :	169
Advice and Guidance :	258
Others :	88
Total :	786

2020





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Training of Trainers & Webinar Series Among UiTM Librarians During Covid-19 / MCO



DOTX DOTM

SPEAKER : DR MOHD ZULI BIN JAAFAR
(FOUNDER MZJ TEMPLATE)
SENIOR LECTURER, UNIVERSITI TEKNOLOGI MARA

TRAINING FOR TRAINERS (TOT) WORKSHOP
MODUL EASY WRITE WITH MICROSOFT WORD (LMS302)

MODUL OVERVIEW :
Modul 1 - The process of PC setting and identify appropriate icon for formatting/managing large document.
Modul 2 - Understand style and Template.dotx
Modul 3 - Format the body of the thesis
Modul 4 - Produce your full thesis Organized by Perpustakaan Tun Abdul Razak and Faculty of Applied Sciences

2 - 3 MARCH 2021 | 9:00 AM - 1:00 PM
via WEBEX

librariuitm uitmlibrary librariuitm

Nurul Diana Jasni Me MOHD ISMAIL BIN ABIDIN Host cikpuanfarawahidah

SYAIFUL HISYAM...

Publication Ethics & Publishing Tools
Syaiful Hisyam Saleh
Librarian
PTAR Negeri Sembilan
Seremban Campus

PhD Clinic@PTAR

Dr Zalfah binti Awang Zakaria
Bahagian Sumber Bercetak (BSB)
Jabatan Perancangan Dan Pembangunan
Perpustakaan (PPPP)
13 Januari 2021

DATE : 02 JUNE 2021
TIME : 02:30 PM - 04:30 PM
VIA : WEBEX

SPEAKER:
Mrs. Nurul Diana binti Jasni
DEPUTY CHIEF LIBRARIAN,
PERPUSTAKAAN TUN ABDUL RAZAK,
UITM CAWANGAN SELANGOR

PARTICIPANT : OPEN TO ALL UITM STUDENT AND STAFF

DATASTREAM AND EIKON DATABASE (MODULE 102)

MODUL OVERVIEW: e-certificate will be provided to all participant

- What's new with Datastream and Eikon
- Introduction to Eikon and Datastream
- Installation Guide for Eikon and Datsatream
- Features on Eikon Web
- Guide on using Datastream Excel add-in to retrieve time series & static data.

For More information contact :
Mr. Mohd Ismail (ismailabidin@uitm.edu.my)
Mr. Mohd Hazrul (hazrul@uitm.edu.my)
WhatsApp : +603-5543 8581

FREE! CLASS

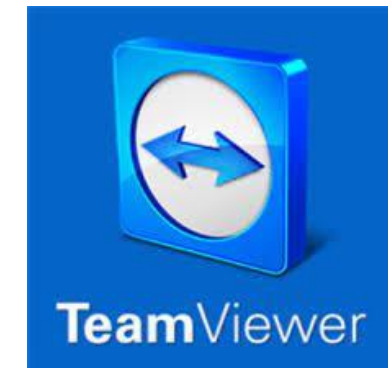
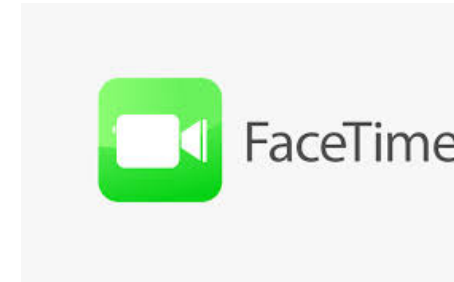
librariuitm uitmlibrary librariuitm



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- ✓ Reference librarian service desk skills
- ✓ Extensive remote reference services
- ✓ Digital competencies in providing reference desk assistance
- ✓ Expanded virtual reference
- ✓ Improve their digital knowledge, ICT skills and
- ✓ Explore the right tools and provide a virtual reference desk efficiently
- ✓ Improve skills TOT / Webinar / Online Workshop





Competencies for Academic Reference Librarian

- ✓ **General Skills : Collection Management, Classification, Searching Skills, Research Skills**
- ✓ **Digital / ICT Skills : Online Searching, Social Media, Hardware & Software Troubleshoot**
- ✓ **Personal Skills: Verbal communication, Adaptability, Flexibility, Self-Motivation, Conflict management, Stress Management**

