



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

RESEARCH PROJECT (IML 690)

ACADEMIC WRITING
THE EFFECTIVENESS OF LIBRARY REFERENCE SERVICE
IN TUN DR. ISMAIL LIBRARY,
UiTM JOHOR

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JULY 2014

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IML 690 INDUSTRIAL TRAINING: ACADEMIC WRITING

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**BACHELOR OF SCIENCE AND INFORMATION STUDIES (HONS) RESOURCE
CENTER MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT
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“DECLARATION OF ORIGINAL WORK”

Name : NOR SABARIAH BINTI AL-RAHIM

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Hereby, declare that:

- The work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- I hereby certify that the work is being presented in the Industrial Training Report in Perpustakaan Tun Dr. Ismail, UiTM Johor (PTDI). In the partial fulfillment of the requirement for Bachelor of Science and Information Studies with Honors (Resource Center Management).

ABSTRACT

The research purposed is to study about the effectiveness of library reference service in Perpustakaan Tun Dr. Ismail, UiTM Johor. This research cover about the medium that student mostly used and whether in-person or virtual library reference service. This research also finds out about his frequent question asked by the user in reference service. The user's perception of the librarian and library staff also has been discussed in this study in chapter four and five. This research will also cover about user's satisfaction toward library reference service. At the end of the research, it also has come out with the discussion about the data and finding. Relevant recommendation also being provide to support this research.

Keyword: *Library reference service, in-person, user's perception, frequent question, user's satisfaction, Perpustakaan Tun Dr. Ismail*

ACKNOWLEDGEMENT

I take this opportunity to express my profound gratitude and deep regard to my practical supervisor Madam Sufy Rabea Adawiya Binti Idris for her exemplary guidance, monitoring and constant encouragement throughout the course of my practical session. The blessing, help and guidance by her time to time shall carry me a long way in the journey of life on which I am about to embark.

I also take this opportunity to express a deep sense of gratitude Puan Maznah Binti A. Hamid, Chief Librarian Assistance of Perpustakaan Tun Dr. Ismail UiTM Johor Kampus Segamat for her cordial support, guidance and concern in which helped me in completing this research through various stages. Thank for showing clearly about the real working environment and responsibilities of being a worker.

Special thanks to all the librarians in Perpustakaan Tun Dr. Ismail, Puan Siti Rozana, Cik Mawar Noor and Encik Hafiz, whose help, stimulating suggestion and encouragement and all the staff in PTDI for their cooperation.

Thanks to my internship team members Aini Zatulua, Nurul Akma, Muhammad Helmirrul and Ainna Mohdana who assemble the part of give suggestions and for being a great team member along the internship session.

Last but not least, I am obliged to my parents for their du'a and for the whole support. I am nothing without them. Thanks to my brothers, sisters, Mohd Firdaus and friends for their constant encouragement without which this report would be possible.

Thank you.

Nor Sabariah Binti Al-Rahim