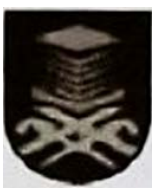

IML 604:

RESEARCH PROJECT IN LIBRARY AND INFORMATION SCIENCE

LIBRARY AUTOMATED LOAN SERVICES AMONG BACHELOR OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES STUDENTS IN UITM KEDAH: A STUDY ON USER SATISFACTION AND EASE OF USE

CHE NOOR ASMA BT CHE KOB

2009989963

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ABSTRACT

Today's library services are experiencing a period of rapid change. The environment for information and knowledge sharing has been transformed by technology, services has been convert into automated services and have became the daily tool for thousands of people, on both a personal and business level. These people no longer willing to spend their time for waiting and queued up for services that there were needed, but to go straight to the services and save their valuable time in the process. They also demand that the services were there whenever they needing it. Therefore, libraries throughout the world have given their best efforts in order to advance their services in order to fulfill the needs of the users. In this case, the use of Information Technology or ICT has become the first measurement and as the medium to solve these problems. From the use of Information Technology and Information Communication Technology in library services, has resulting into automated self-services. In this research scope which is automated self-check machine and book drop services. The researcher will interpret on users satisfaction and ease of use of automated loan services among the Administrative Science and Policy Studies students in UiTM Kedah. Through this research, researcher will try to gain as much as information regarding the users satisfaction and ease of use toward using the automated loan services.

Keywords: *Self-Check Machine, Book Drop, Automated Services, Library services, RFID Technology, Library Services, Circulation*