

Services

CIRCULATION SERVICES

Borrowing Only individuals registered with the Library may borrow books. Books can be borrowed at the Circulation Counter or Self-check Machine (Main & City Campus). Borrowers will be given a slip for reference. Borrowers are encouraged to view their borrowing transactions online. The borrowing of all Media Resources like cassette video, cassette audio, slides and digital sources like video CD, CD-ROM, diskette and DVD should be done at the Circulation Counter.

Returning Library materials borrowed must be returned to the Circulation Counter or by book drop which is available 24/7 before the due date. Fines will be imposed for items that are overdue. Students should return all library materials when they withdraw, discontinue, defer or graduate from the university programme.

Reminder/Overdue notice Reminders will be sent to staff only.

- Overdue reminder notice will be sent to staff one week before the due date.
- After one week of the due date, the first reminder notice will be made and 1 week grace period will be given. Fines will not be imposed during this period.
- The second reminder notice will be issued one week after the first notice, and fines will be imposed.
- The last reminder notice (third) will be issued two weeks after the second notice, and fines will be calculated accordingly.

Renewal Books can be renewed two (2) times only. Renewal can be done at the Circulation Counter or through online and should be done before the due date. Library materials which have been borrowed may be renewed provided that they have not been reserved by another user and have not had any overdue date or fines.

Reservation Only on loan books may be reserved. Reservations can be made at the Circulation Counter or through online. Reservation notice will be posted on the notice board. Materials reserved will be kept for one week only. The failure to collect will result in the materials being returned to the stacks.

Lost or damaged Items If a material is lost or damaged, an immediate report should be made to the Circulation Counter to enable appropriate action. A grace period of two weeks will be given to borrowers to search/replace the materials. If the items are still missing, the borrower should replace the items in one of the following three (3) ways including overdue fines (if imposed).

- Replace the book: the latest edition; Or
- Pay the current cost together with RM25 service cost; Or
- If the cost of the old item could not be determined, locally published materials will be charged RM40 and imported materials RM150 in addition to the service cost of RM25.

REFERENCE SERVICES

User Advisory Desk (MPP) Library users can also consult the librarian at the reference desk for any information. Using a structured reference interview, the librarian will help to clarify the information and determine what information sources are needed. Librarians can briefly teach a the user how to use the WebOPAC and how to use its advanced features, or recommend the proper subject words or terms that are used in the WebOPAC for the topic the user has in mind.

User Education Program (PPP) The objective of this program is to teach the library skills to users, and how to use the services provided by this library. This program is highly recommended for new and final year students. The class will be conducted by librarians following a fixed schedule or upon request.

Inter-Library Loan Service (ILL Service) Its implementation is to serve new reference materials in that particular IPTA/IPTS. In order to process the applications, users are required to fill in the forms of the inter-library loan which can be obtained from the reader advisory desk or circulation counter. The status of the applications will be notified through e-mail or phone. spp@utem.edu.my

Computer for Internet and work-related purposes Library also provide computer for user who want to surf the internet or doing their assignments provided in media area.

Online Databases Service Various databases either local or international can be accessed via:

- I. Online Databases
 - Local
 - Oversea
- II. Internal Resources
 - Past Examination Papers
 - Newspaper Cuttings
 - Seminar Papers

All the above databases can be accessed by library users through the library website at <http://library.utem.edu.my>.

Exhibition on current information The exhibits aim to provide knowledge and awareness on the recent and updated information from time to time.

New Material Corner New materials will be exhibited on a continuous basis and the materials can be borrowed through the standard practice of a borrowing process. A synopsis of each new material is to be exhibited on the library notice board.

Viewing Activities Only academic, documentary programmes and news are allowed. This activity includes selected television programmes, Astro and multimedia materials available in the Library collection. Selected videos viewing programmes are scheduled monthly at the library. Lectures or student can request to view the programming schedule.