NOW FINDING YOUR WAY AROUND IIUM LIBRARY IS A BREEZE!

Every year many students, new or returning, make their way to the campus. One of the most popular spots for studying and hanging out or getting online is the Library. However, it can sometimes be a challenge in finding their way around the Library. For this reason IIUM Library has taken the initiative in serving its customers.

Upon entering the Library, there are two main counters that are staffed throughout the opening hours to help you with your library needs.

- The Circulation Counter – handles membership, circulation transaction, fines, inter-library loan, facilities, etc.

- The Readers' Advisory Desk, a smaller pink and brown desk – helps with reference inquiries by library customers.

There are other counters too namely: Law Information Desk (helps customers at level 1 particularly information on laws), Multimedia Counter (helps with multimedia collection at level 3) and Serials Counter at level 4.

The counters assist library customers through its reference service. Now what is a Reference Service? It is one of the library's primary practices to provide rich and relevant services and resources to its customers. Therefore, the function of reference service is to direct customers to these services or resources through many initiatives. Among those are readers' advising assistance through direct face-to-face interaction or using telecommunication mediums, dissemination of information in anticipation of user needs or interests, directories or guides and many more.

In the IIUM Library's 2008 Customer Satisfaction Survey, the assistance at Readers' Advisory Desk was rated among the highest performer under 'Services' category. Apart from the survey, the statistics of reference enquiries compiled showed that the number of questions asked at the Desk rose from 10,262 in 2009 to 11,638 in 2010. The statistics are used as a basis for review of the service. For instance, previously there were 4 information counters one at each floor. The numbers have been reduced to only two (one each at level 1 and 2) in order to avoid confusion on the functionality of the different counters. The new location which is conveniently located near the library entrance has given an impact to its visibility, proximity and identification of the Reference Service.

Need more help? Contact us via homepage at http://lib.iium.edu.my, call us at 03-61954815 or be our friend through The Official IIUM Library facebook. We are always here for you.

Congratulations to

Dato’ Hj. Wan Mohd. Hj. Wan Kenel, Executive Director, Management Services Division International Islamic University Malaysia (IIUM) on being conferred the Darjah Insan Mahkota Pahang (DIMP) which carries the title “Dato’”.

By KDYMM Sultan Haji Ahmad Shah Al-Mustafa’in Billah ibni Almarhum Sultan Abu Bakar Ria'atuddin Al-Muadzam Shah DKP, DK, DKM, SSAP, SIMP, DMN, DK (Perak), DK (Johor), DK (Kelorat), DK (Terengganu), DK (Perlis), DK (Kedah), DKMB, DK (Brunei), DK (Negri Sembilan), DK (Selangor), Qaidah Bakti Al-Khira (South Arabia), Qaidah Al-Shahid Mubarak Al-Khira (Kuwait), Grand Order Of The Mugerghwa (South Korea), Hon. D. Lit (Malaya), LLB (Northrop USA), HON. D. Sc (Bedfordshire, UK), HON. PhD (Civil Engineering) (Universiti Malaysia Pahang) on the occasion of His Royal Highness 60th Birthday.

from

The Board of Directors, Management and Staff of IIUM