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| **GENERAL** | |
| ***Is there any dress code etiquette in the library?***  *Yes. Library users should follow the university dress code etiquette. Please* [*click here*](https://library.utem.edu.my/en/rules/dressing-code.html) *for more details.* | **Adakah terdapat etika kod pakaian di perpustakaan?** Ya. Pengguna perpustakaan harus mematuhi etika kod pakaian universiti. Sila [klik di sini](https://library.utem.edu.my/en/rules/dressing-code.html) untuk butiran lanjut. |
| ***How to access to Wi-fi facility in the library?***  *Wi-Fi facility is provided at no charge. Please refer to the wireless user guide.* | **Bagaimana untuk mengakses kemudahan Wi-fi di perpustakaan?**  Kemudahan Wi-Fi disediakan secara percuma. |
| **LIBRARY HOURS** | |
| ***What are the library's operating hours?*** *To view the hours of library service, please* [*click here*](https://library.utem.edu.my/en/rules/library-hours.html)*for more details.* | **Apakah waktu perkhidmatan perpustakaan?**  Untuk mengetahui waktu perkhidmatan perpustakaan, sila [klik di sini](https://library.utem.edu.my/en/rules/library-hours.html) untuk butiran lanjut. |
| **USER ACCOUNT** | |
| ***How to get a library user account?***  *You are eligible to have a user account if you are a registered UTeM student or staff.* | **Bagaimana untuk mendapatkan akaun pengguna perpustakaan?**  Anda layak untuk memiliki akaun pengguna jika anda pelajar atau kakitangan UTeM berdaftar. |
| [***What is the function of a library user account?***](https://ptta.uthm.edu.my/faq-user-account.html)  *By having a user account, you can check details of borrowing, fines, reservation and user current status. You could also change your password and renew your loan.* | **Apakah fungsi akaun pengguna perpustakaan?**  Dengan mempunyai akaun pengguna, anda boleh menyemak butiran peminjaman, denda, tempahan dan status semasa pengguna. Anda juga boleh menukar kata laluan anda dan memperbaharui pinjaman anda. |
| **LIBRARY MEMBERSHIP** | |
| ***How do UTeM staff and students apply for library membership?***   * *UTeM staff and students are automatically members of the library.* * *For further information, please contact the Circulation Counter at 06-2701200 during office hours.* | **Bagaimanakah cara kakitangan dan pelajar UTeM untuk memohon keahlian perpustakaan?**   * Kakitangan dan pelajar UTeM secara automatik adalah ahli perpustakaan. * Untuk maklumat lanjut, sila hubungi Kaunter Sirkulasi di talian 06-2701200 pada waktu pejabat. |
| ***Can individuals who are not UTeM students or staff apply for Library membership?***  *Yes. Individuals who are not UTeM students or staff can apply to become library members at the Circulation Counter during office hours. For more information, please refer to the*[*Library Membership*](https://library.utem.edu.my/en/guides/membership.html) *link.* | **Adakah individu bukan pelajar atau kakitangan UTeM boleh memohon keahlian Perpustakaan?** Individu bukan pelajar atau kakitangan UTeM boleh memohon untuk menjadi ahli perpustakaan di Kaunter Sirkulasi pada waktu pejabat atau menggunakan borang permohonan keahlian secara dalam talian. Untuk maklumat lanjut, sila rujuk pautan [Keahlian Perpustakaan](https://library.utem.edu.my/en/guides/membership.html). |
| **BORROWING & RETURNING** | |
| ***How many books can I borrow at one time?***  *Eligibility differs depending on the user category. Please*[*click here*](https://library.utem.edu.my/en/rules/loan-eligibility.html)*for more details.* | **Berapakah bilangan buku yang boleh saya pinjam pada satu masa?**  Kelayakan pinjaman adalah berbeza mengikut kategori pengguna. Sila klik [di sini](https://library.utem.edu.my/en/rules/loan-eligibility.html) untuk butiran lanjut. |
| ***How to renew book loan through online?***   * *Log in to User Account through portal library.* * *Click on ‘On-loan Item’ and choose the book from the list of borrowed books.* * *Click on ‘Renew’ at the bottom of borrowed list.* | **Bagaimana ingin memperbaharui tempoh pinjaman secara atas talian?**   * Akses Akaun Pengguna melalui laman web Perpustakaan. * Klik pada ‘*On-loan Item’* dan pilih buku yang ingin diperbaharui dari senarai pinjaman. * Klik pada menu ‘*Renew*’ di bawah senarai pinjaman. |
| ***How do I renew a book loan?***  *Borrowed book can be renewed online 2 times and can be done before or on the due date.* | **Bagaimanakah cara saya memperbaharui pinjaman buku?**  Buku yang dipinjam boleh diperbaharui secara dalam talian sebanyak 2 kali dan boleh dilakukan sebelum atau pada tarikh akhir pinjaman. |
| ***Why did I not successfully renew the book loan?***  *Loan renewal is not successful because:*   * *The loan period has expired.* * *The book has been reserved by another user.* * *Users have fines.* * *The maximum limit of online renewal of 2 times has been done.* | **Kenapa saya tidak berjaya memperbaharui pinjaman buku?**  Pembaharuan pinjaman tidak berjaya kerana:   * Tempoh pinjaman telah tamat. * Buku tersebut telah ditempah oleh pengguna lain. * Pengguna mempunyai denda. * Had maksimum pembaharuan secara dalam talian sebanyak 2 kali telah dipenuhi. |
| ***Where can I return a book?***  *You can return book at the Circulation Counter or at the Book Drop Machine outside the library. When the library is closed, you can use this Book Drop Machine to return book.* | **Di manakah saya boleh memulangkan buku?**  Anda boleh memulangkan buku di Kaunter Sirkulasi atau di Mesin Pemulangan Layan Diri yang terletak di luar perpustakaan. Mesin Pemulangan Layan Diri ini juga boleh digunakan untuk memulangkan buku pada waktu perkhidmatan perpustakaan ditutup. |
| ***Can i borrow the library materials without a student/staff card?***  *No, you cannot.* | **Bolehkah saya meminjam bahan perpustakaan tanpa kad pelajar/staf?**  Tidak, anda tidak boleh meminjam tanpa kad pelajar/staf. |
| **FINE & LOST BOOK** | |
| ***What happen if my book loan is overdue?*** When books on loan are not returned by the due date, users will be fined according to the following rates. Please [click here](https://library.utem.edu.my/en/rules/fine-rates.html) for more details. | **Apa yang berlaku jika pinjaman buku saya tertunggak?** Apabila buku yang dipinjam tidak dikembalikan pada tarikh akhir, pengguna akan dikenakan denda mengikut kadar berikut. Sila klik [di sini](https://library.utem.edu.my/en/rules/fine-rates.html) untuk butiran lanjut |
| ***Can I pay in cash for all paid services and fines?***  *You can’t. The library has implemented cashless payments for all paid services and fines.* | **Bolehkah saya membuat pembayaran secara tunai untuk semua perkhidmatan berbayar dan denda?**  Tidak boleh. Perpustakaan telah melaksanakan pembayaran tanpa tunai untuk semua perkhidmatan berbayar dan denda. |
| ***How do I report the loss of a library book?***  *Please refer to Circulation Counter. For further information, please contact the Circulation Counter at 06-2701200 during office hours.* | **Bagaimanakah cara untuk menyelesaikan urusan buku hilang?**  Sila berurusan di Kaunter Sirkulasi. Untuk maklumat lanjut, sila hubungi Kaunter Sirkulasi di talian 06-2701200 pada waktu pejabat. |
| ***What should i do when the loan material is lost?***   * *Please inform to the Circulation Counter immediately to avoid more fines for late return.* * *Borrowers will be given two (2) weeks to search for the items. If the items are still missing, the borrowers have three (3) options as follows:*   + *Replace with the latest edition of the book (consult the Librarian) and the RM25.00 processing fee will be exempted; or*   + *Pay the price of the latest edition of the book, RM25.00 processing fee and fine (if any) or*   + *If the price of an old library collection material is unavailable, locally published materials will be charged RM40.00 while internationally published materials will be charged RM150.00 and the processing fee.* | **Apakah yang perlu saya lakukan apabila bahan pinjaman hilang?**   * Sila maklumkan kepada Kaunter Sirkulasi dengan segera bagi mengelak denda yang lebih tinggi kerana pulang lewat. * Peminjam akan diberi masa dua (2) minggu untuk mencari barang tersebut. Sekiranya barang masih hilang, peminjam mempunyai tiga (3) pilihan seperti berikut:   + Gantikan dengan edisi terkini buku (rujuk Pustakawan) dan yuran pemprosesan RM25.00 akan dikecualikan; atau   + Bayar harga buku edisi terkini, yuran pemprosesan RM25.00 dan denda (jika ada) atau   + Jika harga bahan tiada, bahan terbitan tempatan akan dikenakan bayaran RM40.00 manakala bahan terbitan antarabangsa akan dikenakan bayaran RM150.00 dan yuran pemprosesan. |
| **INTERLIBRARY LOAN** | |
| ***How can I get a book or article that is not in the library?***  *You can use the [Interlibrary Loan Service](http://bit.ly/2rjanBB)* | **Bagaimanakah cara saya boleh mendapatkan buku atau artikel yang tiada di perpustakaan?**  Anda boleh menggunakan perkhidmatan [Sistem Pembekalan Penerbitan](http://bit.ly/2rjanBB). |
| ***What type of materials can be request through Interlibrary Loan Service?***  *You may request book chapters, conference papers, journal articles and books. However, it is subject to the lending policy of the library that provides this service.* | **Apakah jenis bahan yang boleh dipinjam melalui Perkhidmatan Sistem Pembekalan Penerbitan?**  Anda boleh memohon bab dalam buku, kertas persidangan, artikel jurnal dan juga buku. Walau bagaimanapun, ia tertakluk kepada polisi perpustakaan yang memberi perkhidmatan ini. |
| **POSTAL BOOK LOAN** | |
| ***How to use the Postal Book Loan service?***   * *Users can only request maximum 3 books per transaction.* * *Only books (open shelf) with ‘available’ status can be loaned.* * *Email to bookrequest@utem.edu.my (Title, Call Number and Author)* * *Get an addition of 14 days loan period from the user's original eligibility.* * *Delivery of books will be handled by courier using cash- on- delivery (COD) method and payment should be made by the requestor.* * *Books can only be posted locally (no overseas shipping).* | **Bagaimana cara untuk menggunakan perkhidmatan Pinjaman Secara Pos?**   * Maksimum 3 buku bagi setiap transaksi. * Bahan kategori “*Open Shelf”* dan berstatus *“Available”* sahaja yang boleh dipinjam. * Permohonan boleh di e-mel ke bookrequest@utem.edu.my berserta maklumat lengkap judul buku, nombor panggilan dan nama pengarang. * Dapatkan tambahan tempoh pinjaman 14 hari daripada kelayakan asal pengguna. * Penghantaran buku akan dikendalikan melalui kurier menggunakan kaedah tunai semasa penghantaran (COD) dan pembayaran hendaklah dibuat oleh pemohon. * Buku hanya boleh dipos di dalam negara (tiada penghantaran ke luar negara). |
| **ORDER AND COLLECT SERVICE** | |
| ***What is Order and Collect services?***  This service is provided to ease users to get the books that they wish to borrow without having to search for them at the shelves as usual. | **Apa itu perkhidmatan *Order and Collect?***  Perkhidmatan ini disediakan bagi memudahkan pengguna mendapatkan buku yang ingin dipinjam tanpa perlu mencarinya di rak seperti biasa. |
| ***How do I use the Order and collect service?***   * Please use the library OPAC to check which books are available in the library holdings before requesting. * Email to [bookrequest@utem.edu.my](mailto:bookrequest@utem.edu.my) (Title, Call Number and Author) * Only books with ‘Available’ status can be requested. * Library staff will contact you with a date and time to collect your books. Please remember to bring your student/staff card along with you. | **Bagaimana cara untuk saya menggunakan perkhidmatan Order and Collect?**   * Sila gunakan OPAC perpustakaan untuk menyemak buku yang terdapat di perpustakaan sebelum membuat permohonan. * Permohonan boleh di e-mel ke bookrequest@utem.edu.my berserta maklumat lengkap judul buku, nombor panggilan dan nama pengarang. * Hanya buku yang berstatus *'Available'* sahaja boleh dimohon. * Staf perpustakaan akan menghubungi anda dengan tarikh dan masa untuk mengumpul buku anda. Sila bawa bersama kad pelajar/staf anda. |
| **BOOK SUGGESTION** | |
| ***How do I suggest for books to be purchased by the library?***  Before you suggest any titles for library collection, please check via OPAC PLH as we might already have the title. If the title is unavailable in the OPAC, forward your suggestion as follows:  a) Email your suggestion to Acquisition Librarian as follows : (noraini\_mn@utem.edu.my)  b) List of details needed are as follows: i. Title ii. Author / editor iii. ISBN iv. Edition (if any) v. Volume (if any) vi. Publisher vii. Year  c) Title suggested must be LISTED in Teaching Plan  Only academic staff as well as management & professional staff are eligible to suggest new titles. Suggestions will be checked by our Monograph Unit. Purchasing the suggested title depends on the balance of current allocation. Purchasing will be cancelled because of certain factors such as out of stock, out of print, etc. |  |
| **BOOK DONATION** | |
| ***How do I donate my used books to PLH Library?***  Kindly contact our UTeM Collection, Gift and Exchange Unit at 06-2701239 or email noraini@utem.edu.my . Our officer will assist and guide for the next step. |  |
| **BOOK SUGGESTION** | |
| ***How do I suggest for e-Books and database to be subscribed by the library?***  Kindly contact our Electronic Resources Unit at 06-2701199 or email norshahila@utem.edu.my. Our officer will assist and guide for the next step. |  |
| **Repositori Institusi (IR) UTeM** | |
| ***What is UTeM Institutional Repository (IR)?***  *UTeM IR is an online digital collection that serve as a central repository for scholarly materials at UTeM that includes:*  *a. Article*  *b. Book Chapter*  *c. Conference*  *d. Book*  *e. Thesis*  *f. Patent*  *g. Technical report*  ***What is the UTeM IR platform?***  *UTeM IR Platform* [*https://eprints.utem.edu.my*](https://eprints.utem.edu.my)  ***How can I get an access to the full text of thesis or final year project?***  *The full text of the thesis or final year project is only available to UTeM community and email to repositoryplh@utem.edu.my. The application acceptance process takes three (3) working days, and access is only available for 14 days.* | ***Apakah Repositori Institusi (IR) UTeM?***  IR UTeM ialah koleksi digital dalam talian yang berfungsi sebagai pusat repositori bahan ilmiah yang merangkumi bahan:  a. Artikel  b. Bab dalam buku  c. Persidangan  d. Buku ilmiah  e. Tesis  f. Paten  g. Laporan teknikal  ***Apakah platform IR UTeM?***  <https://eprints.utem.edu.my>  ***Bagaimanakah mengakses teks penuh tesis atau PSM?***  Teks penuh tesis atau PSM hanya dibenarkan kepada warga UTeM dan perlu die-melkan kepada repositoryplh@utem.edu.my. Tempoh kelulusan permohonan mengambil masa 3 hari waktu bekerja dan pengaksesan hanya dibuka selama 14 hari sahaja. |
| **Koleksi Digital UTeM** | |
| ***What is the UTeM digital collection?***  *UTeM digital collection is university’s online digital archive that includes:*  *a. Audio*  *b. UTeM News*  *c. Book*  *d. Bulletin*  *e. Image*  *f. Final Year Project*  *g. Speech*  *h. Video*  ***What is the UTeM IR platform?***  *UTeM IR Platform https://eprints.utem.edu.my* | ***Apakah Koleksi Digital UTeM UTeM?***  Koleksi digital UTeM ialah arkib digital universiti dalam talian yang merangkumi bahan:  a. Audio  b. Berita UTeM  c. Buku umum  d. Buletin  e. Gambar  f. Projek Sarjana Muda  g. Teks Ucapan  h. Video  ***Apakah platform IR UTeM?***  https://digitalcollection.utem.edu.my |
| **Memori Korporat UTeM** | |
| ***What is UTeM Corporate Memory?***  *The UTeM Corporate Memory is the centre of collection and storage of historical materials and symbolism to the UTeM.*  ***What is UTeM Corporate Memory Platform?***  *UTeM Corporate Memory Platform https://library.utem.edu.my/* | ***Apakah Memori Korporat UTeM?***  Memori Korporat UTeM ialah pusat pengumpulan dan penyimpanan bahan-bahan sejarah dan simbolisme kepada UTeM.  ***Apakah platform Memori Korporat UTeM?***  <https://memorikorporatplh.utem.edu.my/> |