COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
UiTM

COURSE NAME	:	LIBRARIES AND CUSTOMERS
COURSE CODE	:	IML257
SEMESTER	:	OCT 2024 – FEB 2025
PART	:	O4
GUIDELINE FOR	:	ASSIGNMENT 1
MARKS ALLOCATED	:	20%
TITLE OF ASSESSMENT	:	THE CHANGING ROLES OF LIBRARIAN AND ITS EFFECTS OF CUSTOMER SERVICES

Instructions:

- This is a group assessment (max 3 person).
- You are required to submit a write up on the topic.
- You must provide a good reference to support your discussions.
- You need to come up with a good structure for the discussions.
- A brainstorming sessions will help you a lot.

Suggested Contents:

	TOPIC	EXPECTATIONS
1.0	Introduction	• Introduce the topic. • Explain the keywords (Libraries / Librarian / Changing Roles / Future / Customer Service)
2.0	Discussion on the roles of librarian	• The evolutions of the roles of librarian • Focus on the roles of traditional librarian, current & future roles.
3.0	Customer Services in Libraries	• Focus on customer services as needed in Circulation and Reference Department. • Focus on any related services that centred for user in library. • Discuss on the elements of customer service.

4.0	Factors Affecting Customer Service	• Focus on affecting factors on the changing roles. • Elaborate more on the scope of new services/trends and how it affects the librarian.
5.0	Your Recommendations	• Explain & elaborate at least 5 recommendations for librarian to embrace the new roles in libraries.
	Conclusion	• Wrapping up the whole experience. • Provide a good finale.
	Reference	• Provide reference of your reading lists. • At least 20 materials (printed materials and non-printed material.

Expectations:

- This task is focused on the ability to understand and practice of the librarian's roles in providing a quality customer service.
- Submit a hard copy and a soft copy to your lecturer.
- **Due date**: Week 9 (softcopy & hardcopy)

~ Plan your day and have a nice one ~

"To acquire knowledge, one must study.
But to acquire wisdom, one must observe."
<u>Marilyn vos Savant</u>