# Perpustakaan Negara Malaysia

# System’s Interview Form

## Interview Details

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| Interviewer Name: |  | Date: |  | Time: |  |
| Interviewer Position: |  | | | | |

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| Interviewee Name: |  |
| Subject: |  |

## Questions to Ask Interviewee

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| Question #1: | What do you like the best about the current system? |
| Response: |  |

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| Question #2: | What do you find the most frustrating about the current system? |
| Response: |  |

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| Question #3: | Would you recommend us to keep using the current system? |
| Response: |  |

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| Question #4: | What do you say if we replace the library card with the new account system? |
| Response: |  |

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| Question #5: | Overall, how fast is it to complete your request (e.g. borrow a book) in the current system? |
| Response: |  |

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| Question #6: | If you could change one thing about the current system, what would it be and why? |
| Response: |  |

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| Question #7: | Overall, how easy to use do you find in the current system? |
| Response: |  |

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| Question #8: | How do you compare the current system with other libraries? |
| Response: |  |

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| Question #9: | Have you been fined before in out library? If so, do you think the fine system need to be improved? |
| Response: |  |

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| Question #10: | How can we improve the current system? |
| Response: |  |

## Additional Notes

# Perpustakaan Negara Malaysia

# System’s Interview Form (Sample Answers)

## Interview Details

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| Interviewer  Name: | Tan Ah Kau | Date: | 1/4/2019 | Time: | 2:00pm |
| Interviewer  Position: | Administrator | | | | |

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| Interviewee  Name: | Syaheer |
| Subject: | Understanding current system and in proposing a new system |

## Questions to Ask Interviewee

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| Question #1: | What do you like the best about the current system? |
| Response: | Library card, it shows many information about the user. E.g. Books borrowed, Fine due amount. |

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| Question #2: | What do you find the most frustrating about the current system? |
| Response: | Finding the books in the library. It is complicating for the user to search through the library shelves. |

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| Question #3: | Would you recommend us to keep using the current system? |
| Response: | No, the current system is too old and complicated to use. |

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| Question #4: | What do you say if we replace the library card with the new account system? |
| Response: | The user think he is excited to see the new account system to replace the library card because the current system required too much manual input. |

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| Question #5: | Overall, how fast is it to complete your request (e.g. borrow a book) in the current system? |
| Response: | It is OK. Sometimes the librarian could not find the information about the library card. |

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| Question #6: | If you could change one thing about the current system, what would it be and why? |
| Response: | The user thinks the ability to find the books faster should be improve as the time will not be wasted. |

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| Question #7: | Overall, how easy to use do you find in the current system? |
| Response: | It’s OK. The current system still provides some convenient thing such as library card. |

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| Question #8: | How do you compare the current system with other libraries? |
| Response: | Depends on which library. Some library is currently using the online system which is faster and effective than the current system. |

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| Question #9: | Have you been fined before in out library? If so, do you think the fine system need to be improved? |
| Response: | Yes, the fine amount should be generated automatically instead of calculating manually as the calculation will be wrong sometimes. |

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| Question #10: | How can we improve the current system? |
| Response: | The current system has too much manual input instead of automation. |

## Additional Notes