# 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