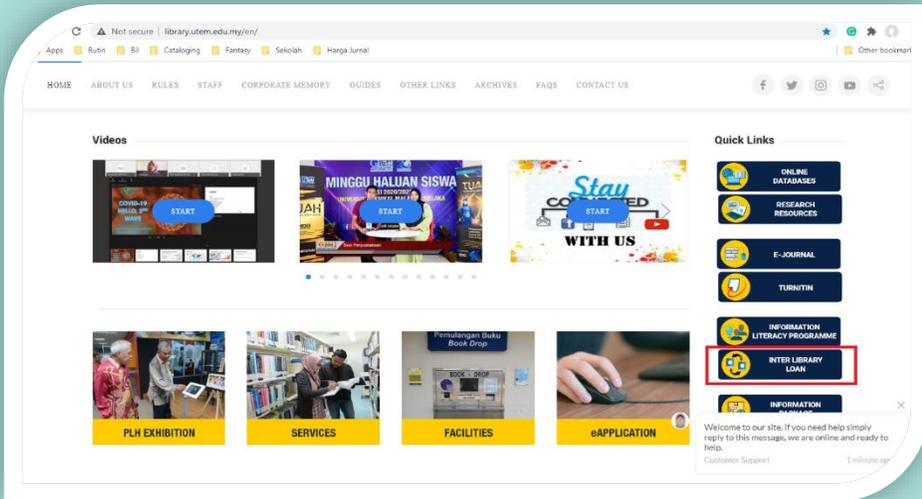
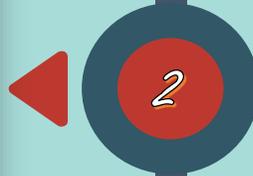
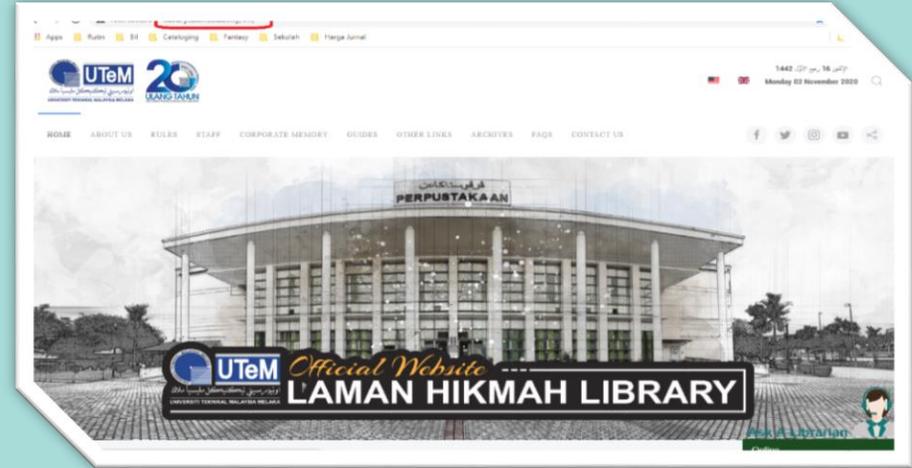




*HOW TO REQUEST
INTERLIBRARY LOAN (ILL)*



STARTUP



1 From the PLH portal, go to “Quick Links” menu

2 Click “Inter Library Loan”



Step by step to request ILL

3



Laman Hikmah Library Interlibrary Loan

Accurate and complete publication information will enable the Library staff to process your requests in the shortest possible time. If a citation is incomplete, the Library staff will make a reasonable effort to locate the material. However, if we cannot locate the material because the bibliographic is incomplete, the request will be cancelled and the user will be asked to resubmit.

For any enquiry please email or call us at spq@utem.edu.my or 06-270 1225/ 06-270 1206

*Required



Request Form

This request is purely for academic purposes only.



3 Interface of ILL e-form

Step by step to request ILL

4 Kindly fill up all required fields (*) in the form



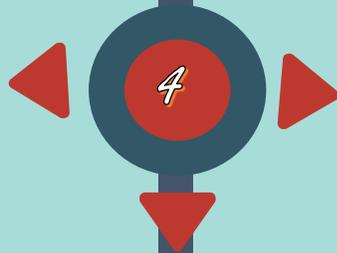
Request Form
This request is purely for academic purposes only.

Name *
Your answer
→ **Key in your name**

Email *
Your answer
→ **Your active email**

Institutions *
 UTeM
 Other institutions
 → **Tick UTeM**

Next
→ **Click "Next" for further required info**



Handphone Number *
Your answer
→ **Please key in your active number for any quires from our staf**

Item Required *
 Book
 Article
 Ebook
 → **Make sure you choose one item required only. For example : tick article**

Back **Next**
 → **Click "Next" for further required info
Click "Back" for editing info**



Student/ Staff ID *
Your answer
→ **Key in your student or staff ID**

Faculty/ Department *
 FKEKK
 FKE
 FKM
 FKP
 FTMK
 FPTT
 FTK
 PBPI
 IPTK
 PERPUSTAKAAN
 Other: _____
 → **Tick your exactly faculty or department**



Step by step to request ILL

1 Article / Ebook Title *

Your answer

2 Author (s) *

Your answer

3 Journal Title *

Your answer

4 Volume *

Your answer

5 Issue Number *

Your answer



4 Kindly fill up all required fields (*) in the form

6 Pagination *

For example - 150-159

Your answer

7 Year Published *

Your answer

8 DOI/URL/Call Number *

Your answer

9 Other Information *

Other information that may assist the library to locate the material. For example : ISBN, ISSN, Holding library, etc.

Your answer



Reference Services Review **3**

Vol. 47 No. 2, 2019 **4**

pp. 118-133 **6**

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9

Step by step to request ILL

Click "Submit" to send your application or Click "Back" for editing info

The current issue and full text archive of this journal is available on Emerald Insight at: www.emeraldinsight.com/0090-7324.htm

1 **Electronic reference services: a quality and satisfaction evaluation**

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RSR
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118

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Abstract

Purpose – An evaluation of libraries and their overall quality should consider the quality of the services they provide. Satisfaction in terms of the service provided is indicative of the quality of reference services and since these services are expensive, evaluation is therefore essential. This paper aims to outline the development of a structural equations model to evaluate service quality and user satisfaction with regard to the electronic reference service provided by Francisco Xavier Clavigero Library belongs to the Iberoamericana University, located in Mexico City.

Design/methodology/approach – This model suggests that service quality can be explained by way of the five dimensions of the SERVQUAL methodology, (reliability, assurance, tangibles, empathy and responsiveness) and in turn, quality explains both user satisfaction and the value of the service to its patrons. Finally, this model suggests that a positive increase in user satisfaction leads to a linear and positive increase in user loyalty. The evaluation considered 297 users who made at least one electronic reference request during 2014.

Findings – The adjustment of the structural model reveals that the latent variables that explain quality are reliability and responsiveness, and that quality explains satisfaction, which in turn explains user loyalty.

Originality – The generation of an indicator to evaluate the reference services enables identification of its strengths and weaknesses to offer a more efficient service, considering that it represents a significant percentage of the library's financial and human resources.

Keywords Library services, Satisfaction, Quality, User, Electronic reference services, Structural equation models

Paper type Research paper

Introduction

Among the various services provided by libraries and information centers are reference services. An evaluation of reference services is essential in any library to know the extent to which its work is performed adequately or not (Fuentes, 1999). As these services are costly, an ongoing evaluation and quality improvement process is necessary (Rehman *et al.*, 2011; Battley and Wright, 2012; Chow and Croxton, 2014; Akor and Alhassan, 2015; Ebijuwu *et al.*, 2016; Khobragade and Lihitkar, 2016). Reference services are provided face-to-face and/or online. This study specifically evaluates the online reference service, which comprises a collaboration between the library user and the librarian via a computer-based medium (Roesch, 2006). In recent years, with the explosion of information resources on the internet, the future of reference services has been questioned (Dove and Tyckoson, 2015; Madelynn, 2016; Smith and Wong, 2016; Thorpe, 2017). This situation has led to a change in the role of librarians, who now focus more heavily on the filtering and evaluation of resources

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