

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 1**

**Yushiana Mansor
Ahmad Bakeri Abu Bakar**



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Editors

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7. ISSUES AND PROBLEMS OF REFERENCE SERVICES

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ABSTRACT

There are many problems which the four academic libraries which they need to settle. The main problems envisaged by them are budgetary, technical and staff issues. All agree that operating digital reference services is a costly business. The budget should be adequate to run the services including enough provision for payment of licensing fees. The staff must also be competent to operate the digital reference services but competent staffs are not easily found. Technical problems such as network or server problems need to be resolved as well.

7.1 INTRODUCTION

In providing digital reference service, these four selected libraries reported that they were having many problems and difficulties in the process of implementing such services (refer to Table 7.1). For UPM library, inadequate budget and staff constraint are the major problem in providing digital reference service. It is hard to find a competent IT staff or technician since the wages for the job is considered low. The existing staffs have very limited knowledge in digital reference service operations and they depend on the technical support staff to fix the problem. The software for real time digital