**LENDS AND RETURNS ANYWHERE**

@PERPUSTAKAAN AWAM KELANTAN (PPAK)

**INTRODUCTION**

We try our best to serve our members and users with friendly services and facilities. One of the facilities that we provide is Lends and Returns Anywhere. Lends and Returns Anywhere is a solution for Circulation Service problem in PPAK.

**OBJECTIVES**

Record shows most of borrowers are not returning their books on time, resulting in high overdue fines. Investigations found the cause of the problems are, users were unable to return the book on time, due to personal matters, working outstation, and the distance of the library from their places.

**BENEFIT TO COMMUNITY**

In order to reduce the number of late returned books, the processes are made easier and comfortable for users. Books can be borrowed and returned from any branch libraries in Kelantan.

**PRODUCT HIGHLIGHT**

The number of late-returned books and the amount of fines imposed have decreased since the service was enhanced. Users gave positive feedback and delighted with the enhanced service. The library will continue to provide good services and facilities to attract more users and to create a knowledgeable society.

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