

**MANUAL
PENGUNAAN
PERKHIDMATAN
e-KNOWLEDGE**

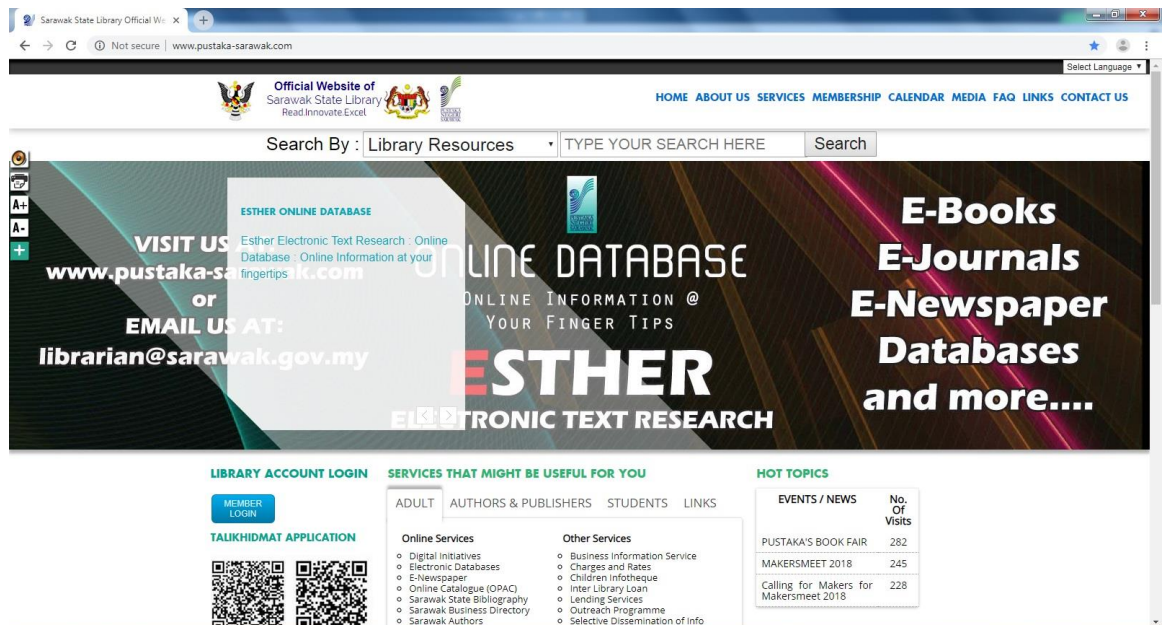
INTRODUCTION

e-KNOWBASE allows members of Pustaka Negeri Sarawak to search the most frequently asked questions (FAQs) and those enquiries which may be of help to others. The Pustaka's Reference Librarian have been collecting the most FAQs that related with Pustaka's services.

STEPS

LANGKAH-LANGKAH

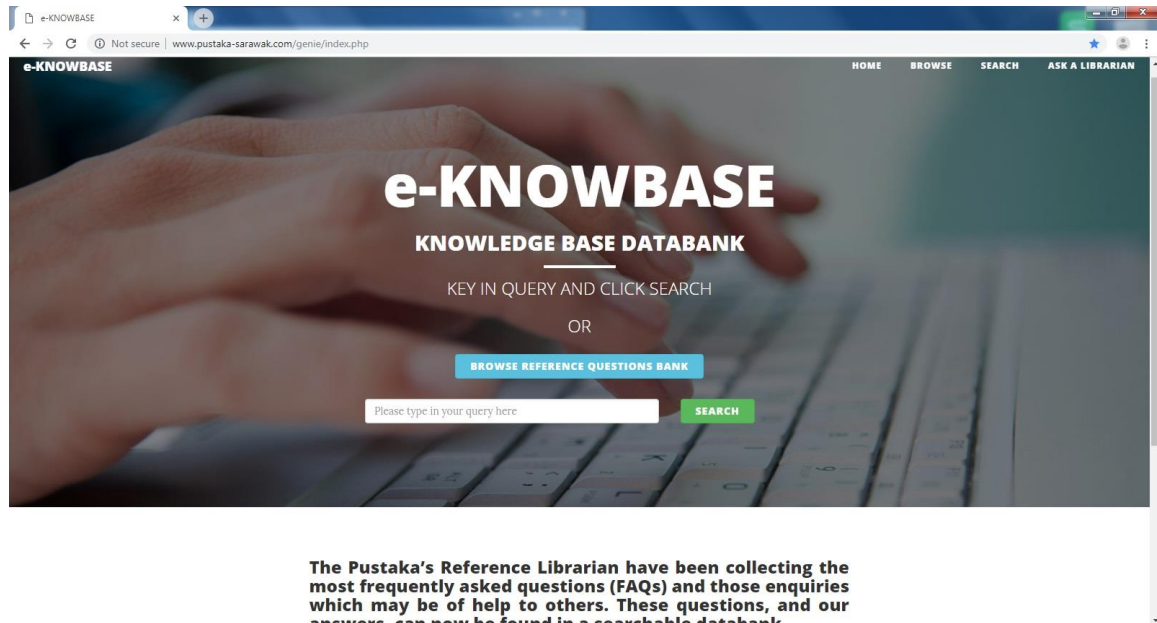
1. Go to main page of **Pustaka Negeri Sarawak** website.
<http://www.pustaka-sarawak.com>
*Sila masuki laman utama sesawang **Pustaka Negeri Sarawak**.*
<http://www.pustaka-sarawak.com>



2. Select **SERVICES**, then click **Online Services** and choose **e-KNOWBASE**.
*Pilih **SERVICES**, selepas itu klik **Online Services** and pilih **e-KNOWBASE**.*



3. **e-KNOWBASE** front page.
Laman utama e-KNOWBASE



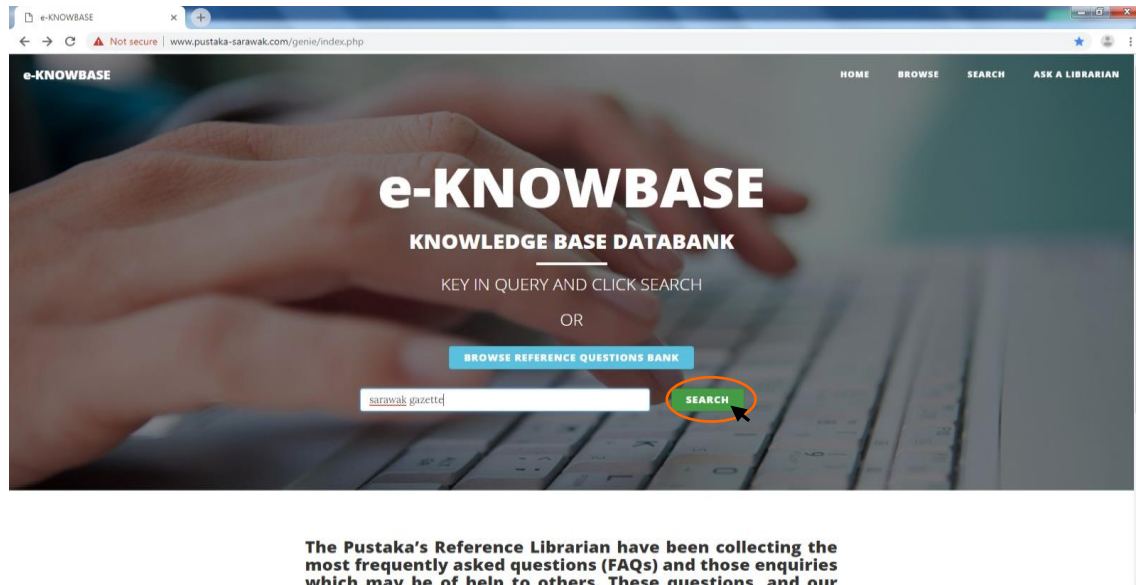
You can choose either to key in query and **SEARCH** or click **BROWSE REFERENCE QUESTION BANK**.

*Anda boleh pilih untuk mencari jawapan dengan memasukkan soalan dalam ruang **SEARCH** atau klik **BROWSE REFERENCE QUESTION BANK**.*

- Please type your query in Search space.
Sila taip pertanyaan dalam ruang pencarian.

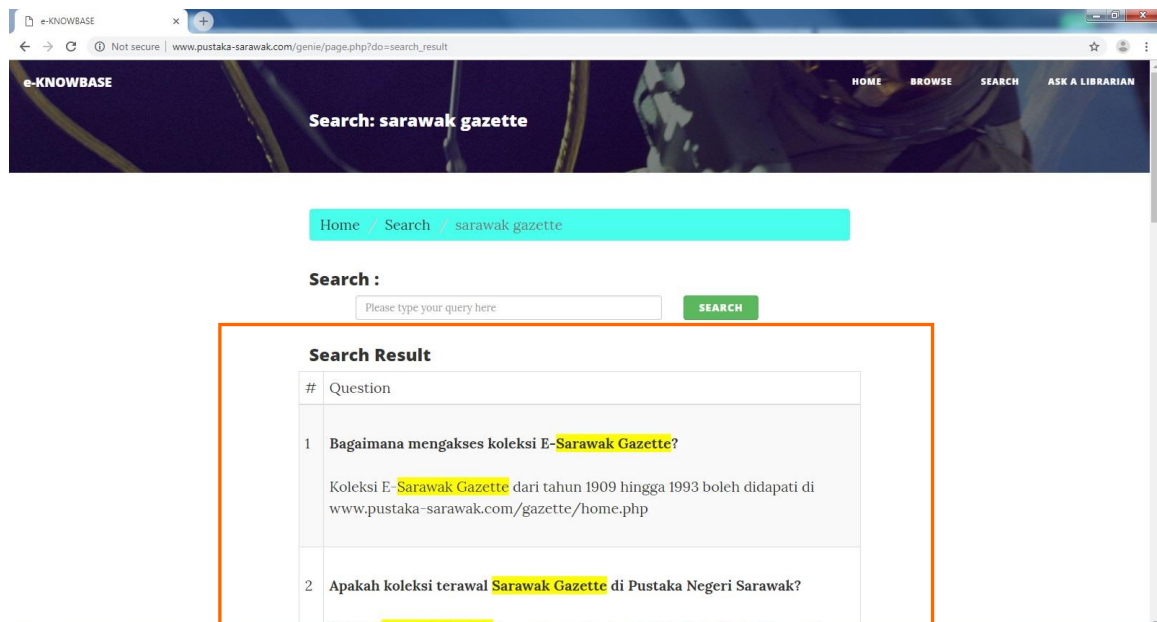
Example: sarawak gazette

Contoh : sarawak gazette

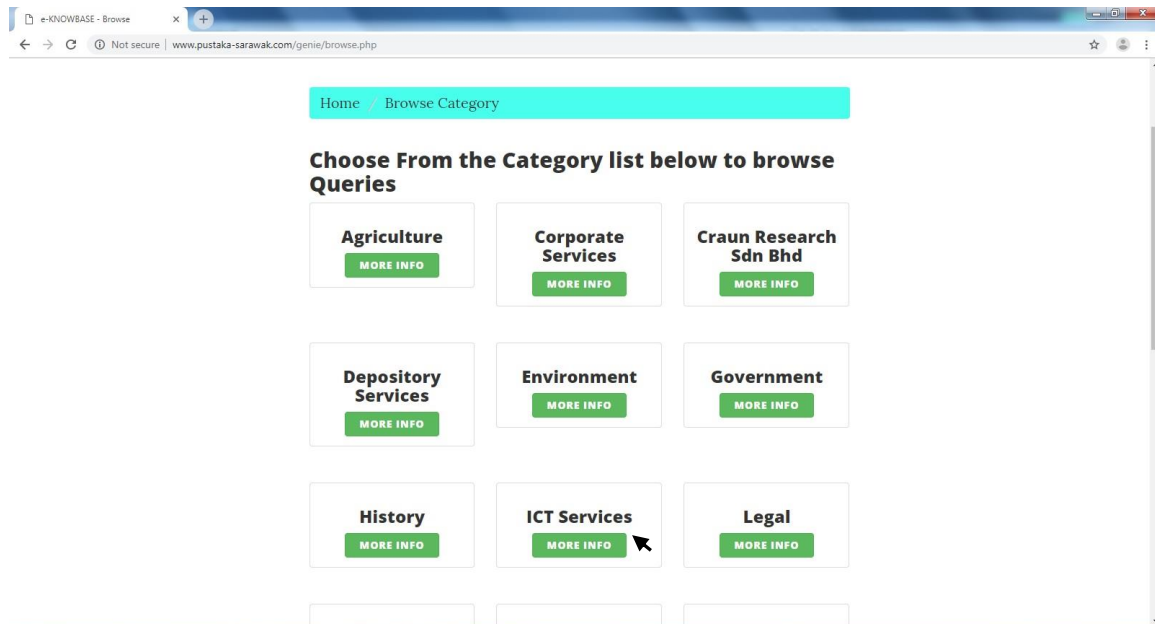


After you type query, please click **SEARCH** engine.
Selepas masukkan pertanyaan, sila klik engin carian.

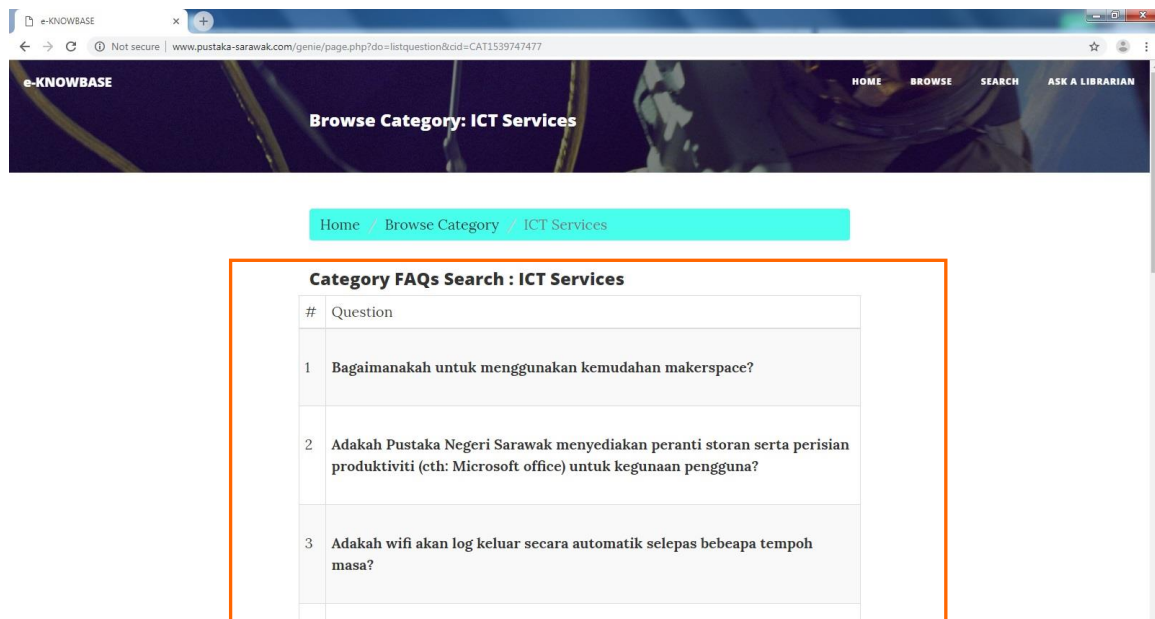
- List of FAQs and answer will appear after found in **DATABANK**.
*Senarai kekerapan soalan yang ditanya dan jawapan akan keluar selepas pencarian ditemui dalam **DATABANK**.*



6. You can select **BROWSE** to choose category which related with your query.
*Anda boleh pilih **BROWSE** to memilih kategori yang berkaitan dengan pertanyaan anda.*

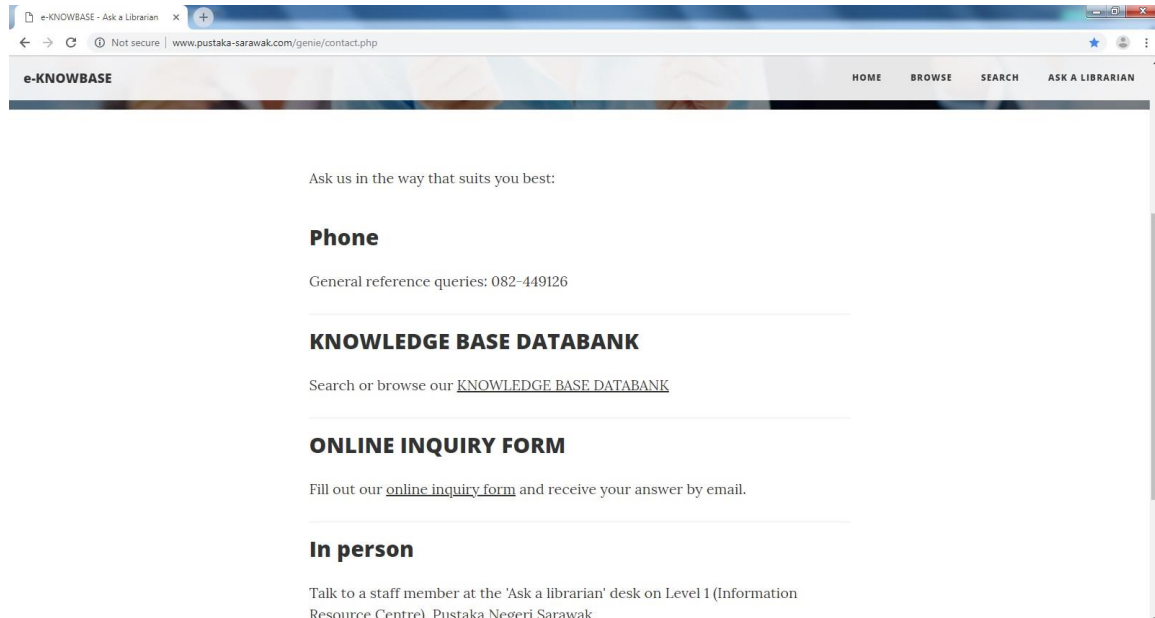


Example of selection: ICT SERVICES.
Contoh pilihan: ICT SERVICES



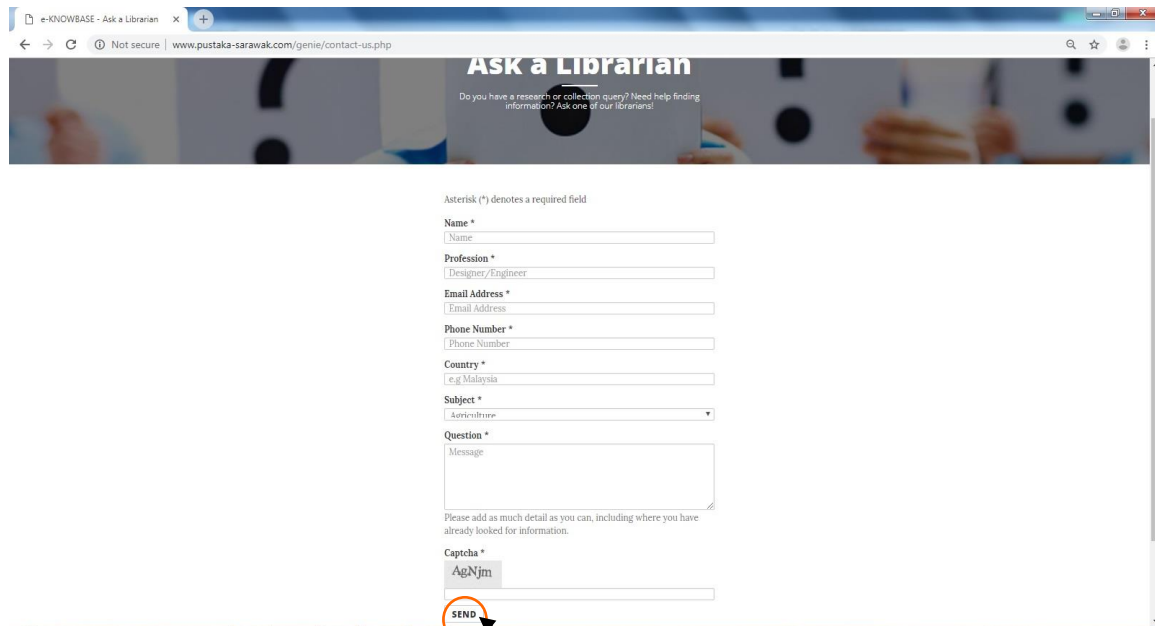
List of FAQs and answer will appear which related with **ICT services**.
*Senarai kekerapan soalan yang ditanya dan jawapan akan dipamerkan yang berkaitan dengan kategori **ICT Services**.*

7. You can select **ASK A LIBRARIAN** to choose methods to ask query.
*Anda juga boleh pilih **ASK A LIBRARIAN** untuk memilih kaedah yang disediakan untuk pertanyaan.*



The screenshot shows the 'e-KNOWLEDGE' website with a navigation bar containing 'HOME', 'BROWSE', 'SEARCH', and 'ASK A LIBRARIAN'. The 'ASK A LIBRARIAN' section is active, displaying the text 'Ask us in the way that suits you best:'. Below this, there are three options: 'Phone' with the number '082-449126', 'KNOWLEDGE BASE DATABANK' with a link to search or browse, and 'ONLINE INQUIRY FORM' with a link to fill out the form. The 'In person' option is also listed, describing the location at the 'Ask a librarian' desk on Level 1.

8. Select **ONLINE INQUIRY FORM** to submit your query through online.
*Pilih **ONLINE INQUIRY FORM** untuk menghantar pertanyaan melalui dalam talian.*



The screenshot shows the 'Ask a Librarian' online inquiry form. The form includes fields for 'Name *', 'Profession *', 'Email Address *', 'Phone Number *', 'Country *', 'Subject *', and 'Question *'. A 'SEND' button is highlighted with a red circle and a black arrow. The form also includes a 'Captcha *' field and a 'SEND' button. The form is titled 'Ask a Librarian' and includes a sub-header 'Do you have a research or collection query? Need help finding information? Ask one of our librarians!'. The form is located on the 'ASK A LIBRARIAN' page of the e-KNOWLEDGE website.

After fill out form, please click **SEND** to submit your contact information and question. Our librarian will send answer to the given email address. Make sure your address email is valid.

*Selepas mengisi borang, sila klik **SEND** untuk menghantar maklumat dan soalan. Pustakawan kami akan menjawab soalan melalui alamat email yang diberi. Pastikan alamat email adalah sah.*