

Quality Procedure

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1 October 2024

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1 October 2024

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Document No. : QP-IS-01
Revision No. : 6
Effective Date : 1 October 2024

Purpose

This procedure shall ensure that the management of membership is conducted systematically and in accordance with the approved procedures to support the Quality Management System.

Scope

This procedure applies to the management of membership at Pustaka Negeri Sarawak as follow:

- a. Sarawak ID.
- b. Member Management Module, Library Management System (ANGKA.SA2).
- c. Manual registration offline.

1.0 Membership Registration

1.1 Upon receiving a user request to register as a member:

1.1.1 For on-site new membership registration, the Librarian Assistant (LA) or Designated Officer (DO) shall advise the user to register their Sarawak ID at the dedicated Registration Terminal.

1.1.1.1 Upon completing the registration of their Sarawak ID, the user shall proceed to the Library Management System (ANGKA.SA2) for membership activation.

1.1.2 For existing Pustaka members, the LA or DO shall advise the user to register their Sarawak ID at the dedicated Registration Terminal.

1.1.2.1 Upon completing the registration process, the user shall proceed to the Library Management System (ANGKA.SA2) to merge their membership.

1.1.3 For off-site registration, the LA or DO shall advise the user to register their Sarawak ID via <https://sarawakid.sarawak.gov.my/web/ssov1/login/>.

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- 1.1.3.1 Upon completion of registration of Sarawak ID, the user shall proceed to the Library Management System (ANGKA.SA2) for membership activation.
- 1.1.3.2 For existing Pustaka members, the LA or DO shall advise the user to register their Sarawak ID and then proceed to the Library Management System (ANGKA.SA2) for membership merging.
- 1.1.4 For manual registration, the user shall fill in Borang Pendaftaran Keahlian when the following situation occurs:
 - 1.1.4.1 Server down.
 - 1.1.4.2 No internet access.
- 1.1.5 After completing the Borang Pendaftaran Keahlian, the LA or DO shall enter the data into the Member Management Module within fourteen (14) working days.
- 1.1.6 To complete the registration process, the LA or DO shall advise the user to register their Sarawak ID via <https://sarawakid.sarawak.gov.my/web/ssov1/login/>.
- 1.2 Upon completing the membership registration, the LA or another DO shall brief and advise the user to fill out the Library Services Rating Form (online or manual). Refer to GL-IS-01 – Handling of Services Rating Form.

2.0 Renewal or Update of Membership Account

- 2.1 When a user's membership account is almost expired (30 days before the expiry date), the user shall be automatically notified via system-generated email or short messaging service (SMS).
- 2.2 Whenever a user requests to renew their membership account, the LA or another DO shall update their membership profile accordingly.
 - 2.2.1 If the user's account is still active, proceed to Section 1.3 in these procedures.

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2.2.2 If the user's account has been deactivated due to unpaid fines, the LA or DO shall advise the user to settle all fines and proceed to Section 2.3 of this procedure.

2.2.3 If the user refuses to pay his fines, this process ends here.

2.3 After updating the user's membership, the LA or DO shall collect fines from the user, reactivate their membership via ANGKA.SA2, and issue a receipt.

2.4 Whenever a user requests to renew their membership account via LibraryNet Account, the DO shall receive a notification email to approve the renewal request.

3.0 Control of Documented Information

3.1 Upon completing the data entry process of the FRM-IS-14 Manual Membership Registration Form offline, the LA or DO shall place the form in the Manual Membership Registration Form box and file it in the circulation counter cabinet (IS-C1), Information Services Division.

3.1.1 The manual Membership Registration Form box shall be categorized as an open document, accessible to every staff member.

3.1.2 Documented information generated as a result of offline membership services shall be retained for one (1) year from the date of creation.

4.0 Disposal of Documented Information

4.1 Documented information generated as a result of offline membership services shall be disposed of in accordance with the records management regulations and practices of Pustaka Negeri Sarawak.

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Annexes

- a. *Borang Penilaian Perkhidmatan*
- b. *Borang Pendaftaran Keahlian*

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