

Quality Procedure

Reviewed by:

Norlailawaty Ismail

Norlailawaty Ismail
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Approved by:

Ramdzan Haji Saman

Ramdzan Haji Saman
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Purpose

This procedure ensures that the lending and returning of library materials via the counter are done systematically and in accordance with the approved procedures outlined in the Quality Management System.

Scope

This procedure covers the process of lending and returning library materials via the counter by registered members of Pustaka Negeri Sarawak through the following systems:

- a. Circulation Module, Library Management System (ANGKA.SA2).
- b. Manual backup system (returning of library materials).

Procedure Details**1.0 Borrowing of Library Materials**

- 1.1 When a user approaches the service counter to borrow library materials, the Librarian Assistant (LA) or Designated Officer (DO) shall immediately request the user's identification document to verify their membership status.
- 1.2 After the membership has been verified, the LA or DO shall immediately scan the barcode of the library materials, deactivate the items and proceed to print the due date receipt.

2.0 Returning of Library Materials

- 2.1 When a user returns library materials at the counter, the LA or DO shall immediately scan each item to check the following details:
 - a. Overdue fines
 - b. Circulation transaction

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- 2.1.1 If the library materials are overdue, the LA or DO shall immediately inform the user to settle the fines in order for them to continue using the library services.
- 2.1.2 When requesting a fine discount, the user shall be advised to fill out the 'Borang Permohonan Diskaun Denda Lewat Pemulangan / Kehilangan Bahan Perpustakaan' for management approval.
- 2.1.3 When the management approves the fine discount request, the users shall pay the fines, and the LA or DO shall immediately issue a receipt.
- 2.2 When the user returns the library materials at the branch, the LA or DO shall immediately fill out the 'Borang Pemulangan Buku Transit'.

3.0 Extension of Borrowing Period

- 3.1 When a user requests to extend the borrowing period, the LA or DO shall immediately verify that the library materials are not overdue or reserved by other users.
 - a. Overdue
 - b. Reserved
- 3.1.1 If the library materials are overdue, please refer to step 2.0.
- 3.1.2 If the library materials are reserved, the LA or DO shall immediately inform the user that the borrowing period cannot be extended.
- 3.1.3 If the library materials are neither overdue nor reserved, please proceed to step 1.0.
- 3.2 After the LA or DO has determined that the library materials can be extended, they shall immediately inform the user to proceed with the extension of the borrowing period through the following options:
 - a. Phone
 - b. E-mail
 - c. User Personal Page in LibraryNet
 - d. At the service counter

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- e. User Personal Page in Angka.Sa2 App
- 3.2.1 If the user requests to extend their borrowing period through any of the above options, refer to GL-IS-02 – Extension of Borrowing Period.
- 3.2.2 Transit library materials can only be returned at the branch and cannot be renewed.

4.0 Handling of Due Reminders

- 4.1 When the borrowed library materials are almost due (3 days before the due date), the LA or DO shall notify the user via short messaging service (SMS).
 - 4.1.1 The user will also be automatically notified via system-generated email.

5.0 Handling of Overdue Reminders

- 5.1 The LA or DO shall send the overdue notification via short messaging service (SMS) three (3) days after the due date to inform the user.
 - 5.1.1 When the borrowed library materials are overdue, the system automatically generates an email notification three (3) days after the due date to inform the user.

6.0 Handling Reserved Library Materials

- 6.1 Registered members may reserve library materials that are already borrowed by other members via any of the following methods:
 - 6.1.1 Online reservations can be made via the user's personal page by signing in at <https://pustaka.library.net.com.my> or at www.pustakasarawak.com.
 - 6.1.2 Onsite reservations can be made by using the 'Borang Tempahan Bahan Perpustakaan' if the system is offline.

7.0 Handling of Damaged or Lost Library Materials

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- 7.1 If borrowed library materials are found damaged or declared lost during return via the service counter, the LA or DO shall immediately advise the user to pay the charges for damaged library materials along with a processing fee.
- 7.2 When the user has paid the charges for damaged library materials and the processing fee, the LA or DO shall immediately print out a receipt of payment for the user via the Library Management System.
- 7.3 When the LA or DO receives the damaged materials from the user, they shall immediately fill out the 'Borang Kerosakan dan Baik Pulih Bahan Perpustakaan.' Please refer to GL-IS-03 – Determine The Category Damaged Library Materials.

8.0 Manual Method of Receiving Returned of Library Materials

- 8.1 When a user requests to return borrowed library materials but the Library Management System is down, the LA or DO shall immediately write the following details on the Borang Pemulangan Buku Secara Manual (BPBSM) in two (2) copies (Office and User Copies):
 - 8.1.1 Date
 - 8.1.2 Name
 - 8.1.3 IC Number or Membership Number
 - 8.1.4 Telephone Number
 - 8.1.5 Barcode Number of the Library Material
 - 8.1.6 Title of the Library Material
 - 8.1.7 Signature of the LA on duty
- 8.2 After the SPBSM has been completed, the LA or DO shall immediately check the physical condition of the library materials. Please refer to GL-IS-03 – Determine The Category Damaged Library Materials.
- 8.3 When the Library Management System is in operation, the LA or DO shall immediately scan the barcode of the library materials to access their details from the system.
 - 8.3.1 If the library material is found to be overdue, the LA or DO shall immediately inform the user accordingly. Please refer to step 2.0.

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- 8.4 When the library materials have been checked in, the LA or DO shall immediately activate the security tag for the library material.

9.0 Generating Reconciliation Report

- 9.1 When the library closes its operations for the day, the LA or DO shall immediately generate the reconciliation report via the Library Management System.

- 9.1.1 If the Library Management System is offline, the LA or DA shall use the Manual Staff Reconciliation Report to record the collection of the day.

- 9.2 After generating the reconciliation report, the LA or DO shall immediately hand over the report, along with the collected money, to the Manager on Duty (MOD) for verification and approval.

- 9.3 After verifying the reconciliation report, the MOD shall deposit both the report and the collected money into the safety box at the Security Control Room.

- 9.3.1 The MOD shall use the Manual Summary Reconciliation Report to record the collection from the LA or DO.

10. Control of Documented Information 0

- 10.1 After the establishment of the Borang Pemulangan Bahan Perpustakaan Secara Manual, the LA or DO shall place it in the **Manual Library Material Returning Form File** and keep the file in the circulation counter cabinet (IS-C1), Information Services Division.

- 10.1.1 The Borang Pemulangan Bahan Perpustakaan Secara Manual File shall be categorized as an open document and can be accessed by all staff members.

- 10.1.2 The Borang Pemulangan Bahan Perpustakaan Secara Manual File shall be retained for a period of one (1) year from the date of its creation.

- 10.2 After the establishment of the Borang Permohonan Diskaun Denda Lewat Pemulangan, the LA or DO shall place it in the Overdue

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Fines/Loss of Library Material Discount Request Form File and keep the file in the Registry.

10.2. The *Borang Permohonan Diskaun Denda Lewat Pemulangan*
1 File shall be categorized as an Open document and can be accessed by every staff member.

10.2. The *Borang Permohonan Diskaun Denda Lewat Pemulangan*
2 File shall be retained for a period of one (1) year from the date of its creation.

10. After the establishment of *Borang Pemulangan Bahan Transit*, the LA or
3 DO shall place in the **Transit Library Materials Returned Form File** and keep the file in the circulation counter cabinet (IS-C1), Information Services Division.

10.3. The *Borang Pemulangan Bahan Transit* File shall be categorized
1 as an Open document and can be accessed by every staff member.

10.3. The *Borang Pemulangan Bahan Transit* File shall be retained for
2 a period of one (1) year from the date of its creation.

10. After the establishment of the *Borang Tempahan Bahan Perpustakaan*,
4 the LA or DO shall place it in the Library Material Reservation Form File and keep the file in the circulation counter cabinet (IS-C1), Information Services Division.

10.4. The *Borang Tempahan Bahan Perpustakaan* File shall be
1 categorized as an Open document and can be accessed by every staff member.

10.4. The *Borang Tempahan Bahan Perpustakaan* File shall be
2 retained for a period of one (1) year from the date of its creation.

10. After the establishment of *Borang Kerosakan dan Baik Pulih Bahan*, the
5 LA or DO shall place it in the Damaged and Repairing Library Material Form File and keep the file in the circulation counter cabinet (IS-C1), Information Services Division.

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- 10.5. The *Borang Kerosakan dan Baik Pulih Bahan* File shall be
1 categorized as an Open document and can be accessed by every staff member.
- 10.5. The *Borang Kerosakan dan Baik Pulih Bahan* File shall be
2 retained for a period of one (1) year from the date of its creation.
10. After the establishment of *Rekod Tugas Harian Perkhidmatan*, the LA
6 or DO shall place it in the *Rekod Tugas Harian Perkhidmatan* File and keep the file in the circulation counter cabinet (IS-C1), Information Services Division.
- 10.6. The *Rekod Tugas Harian Perkhidmatan* File shall be
1 categorized as an Open document and can be accessed by every staff member.
- 10.6. The *Rekod Tugas Harian Perkhidmatan* File shall be retained
2 for a period of one (1) year from the date of its creation.
10. After the establishment of Manual Staff Reconciliation Report, the LA or
7 DO shall submit the report to the Finance Division.
10. After the establishment of the Manual Summary Reconciliation Report,
8 the LA or DO shall submit the report to the Finance Division.
- 11. Disposal of Documented Information**
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11. Documented information generated as a result of Circulation Service
1 shall be disposed of in accordance with the records management regulations and practices of Pustaka Negeri Sarawak.

Annexes

- a. Borang Pemulangan Bahan Perpustakaan Secara Manual
- b. Rekod Tugas Harian Perkhidmatan

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- c. Borang Pemulangan Buku Transit
- d. Borang Tempahan Bahan Perpustakaan
- e. Borang Kerosakan dan Baik Pulih Bahan Perpustakaan
- f. Borang Permohonan Diskaun Denda Lewat Pemulangan / Kehilangan Bahan Perpustakaan

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