

Quality Procedure

Reviewed by:

Norlailawaty Ismail

Norlailawaty Ismail
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Approved by:

Ramdzan Haji Saman

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Purpose

This procedure is established and maintained to ensure that Reference Services are rendered effectively and efficiently in accordance with the approved procedure.

Scope

This procedure applies to handling reference inquiries at Pustaka Negeri Sarawak.

1.0 Receiving of Enquiries

1.1 Upon receiving an enquiry from a user via the following channels, the Reference Librarian (RL) or other Designated Officer (DO) shall record the reference enquiry in the First Level Enquiry Form (<https://www.pustaka-sarawak.com/apps/file/kch/>):

1.1.1 In person / walk in

1.1.2 Telephone

1.1.3 Online (E-mail, Social Media Channels)

1.1.4 Letter

1.1.5 Facsimile

1.2 The RL or DO shall determine whether the enquiry falls under the First or Second Level category. Refer to GL-IS-07 – Determining the Categories of Reference Enquiries.

2.0 First Level Enquiry

2.1 If it falls under the category of a First Level Enquiry, the RL or DO shall respond within one (1) working day via the following channels:

2.1.1 In person / walk in

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- 2.1.2 Telephone
- 2.1.3 Online (E-mail, Social Media Channels)
- 2.1.4 Letter
- 2.1.5 Facsimile
- 2.2 Upon replying to the reference enquiry, the RL or DO shall update the record in the First Level Enquiry Form (<https://www.pustaka-sarawak.com/apps/fle/kch/>) within seven (7) working days.

3.0 Second Level Enquiry

- 3.1 Upon receiving a Second Level Enquiry, the RL or DO shall assist the user and use the Reference Interview Form (<https://www.pustaka-sarawak.com/rif-form-kuching.php>) to conduct an interview session. General inquiries shall be handled directly by the RL or DO. Other enquiries related to:
 - 3.1.1 Public Records and Archives, please refer to QP-AM-02 Reference of Department/Agency Records and Archives.
 - 3.1.2 Special Collections will use the FRM-AM-04 Department/Agency Records, Archives, and Special Collections Request Form.
- 3.2 The user shall fill in the Reference Interview Form manually when the following situation occurs:
 - 3.2.1 Server down.
 - 3.2.2 No internet access.
- 3.3 The RL or DO shall respond by the agreed-upon date through the following channels:
 - 3.3.1 In person / walk in
 - 3.3.2 Telephone (E-mail, Social Media Channels)
 - 3.3.3 Online

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3.3.4 Letter

3.3.5 Facsimile

3.4 Upon replying to the reference enquiry, the RL or DO shall update the record in the Reference Interview Form (RIF) within seven (7) working days.

3.5 Upon handing over the requested information, the RL or DO shall request the user to fill in the Services Rating Form.

4.0 Control of Documented Information

4.1 Upon completing the data entry process of the Reference Interview Form offline, the LA or DO shall place the form in the Reference Service File and keep it in the circulation counter cabinet (IS-C1) in the Information Services Division.

4.1.1 The manual Reference Interview Form shall be categorized as an open document, accessible to every staff member.

4.1.2 Documented information generated as a result of offline Reference Interview Form for reference services shall be retained for one (1) year from the date of creation.

5.0 Disposal of Documented Information

5.1 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.

Annexes

- a) Reference Interview Form
- b) Services Rating Form

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