

Guidelines

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These guidelines recorded daily transaction service over the counter by Library Assistant (LA) or Designated Officer (DO).

NO	EXPLANATIONS
1.0	Daily Task at the Service Counter
1.1	Designated Officer (DO) shall ensure that the equipment and tools at the service counter are functioning properly.
1.2	DO shall log in to the Library Management System.
1.3	Upon receiving a user's request for any transaction over the counter, the DO shall refer to the relevant quality procedure.
1.3.1	QP-IS-01 Membership Management
1.3.2	QP-IS-02 Circulation Service
1.3.3	QP-IS-03 Interlibrary Loan
1.3.4	QP-IS-04 Reference Service
1.4	DO shall recorded following transaction in the <i>Rekod Tugas Harian</i> form:
1.4.1	Type of transaction
1.4.2	User information
1.4.3	Communication Channel (Phone/Walk-In/Email/Transit)
1.4.4	Circulation Information
1.5	The <i>Rekod Tugas Harian</i> form is also used during offline service to record transactions over the counter.
1.6	The DO shall submit the <i>Rekod Tugas Harian</i> to the Manager-on-Duty (MOD) to be signed at the end of the day.
1.7	The DO shall keep the completed form in the file <i>Rekod Tugas Harian</i> .

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