Quality **Procedure**

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Purpose

This procedure is established and maintained to ensure that the processes of receiving library materials are done systematically by the librarian and/or designated officers to support Quality Management System.

Scope

This procedure covers the process of receiving library materials that were received from appointed suppliers within the contract period. It applies specifically for receiving of library materials in Pustaka Negeri Sarawak, Sibu.

Process Details

1.0 Receiving of Library Materials

1.1 Librarian or Library assistant (LA) or other designated officer (DO) shall identify the library materials categorized as follows:

a) Printed Materials;
b) Non-Printed Materials.

1.2 Upon arrival of the library materials, Designated Officer (DO) shall acknowledge receipt of the library materials by completing the details in the **FRM-TS-SB-01 Rekod Penerimaan Bahan.**

1.3 Once library materials received, the librarian or LA or DO shall check the ordered library materials in accordance with receiving criteria as per below within 1 working days:

a) Purchase Order;
b) Delivery Order;
c) Physical condition of materials (for printed materials);
d) e-International Standard Book Number (for e-book).

2.0 Printed Materials

2.1 Upon receiving the printed library materials, librarian or LA or DO shall check the Delivery Order and physical item details which should be tally with Purchased Order. The following details shall be checked:

a) Title;
b) Edition;
c) ISBN;
d) Publisher;
e) Quantity.

2.2 After checking the purchase order, librarian or LA or DO also need to check the physical condition of the library materials:

a) Missing pages;
b) Misprints;
c) Loose binding; and
d) Faulty product

2.3 Once receiving and checking printed library materials process is done, librarian or LA or DO shall update all purchase order details in ANGKA.SA2 Library Management System.

2.4 After updating all the details in ANGKA.SA2 Library Management System, librarian or LA or DO shall perform the following within 3 working days:

a) Signed, stamp receipt date and Pustaka Official Stamp on the invoice;
b) Return duplicate copy of the invoice to the supplier;
c) Make photocopy of the invoice for filing & record.

3.0 Non-Printed Materials

3.1 Librarian or LA or DO shall receive an activation notification of non-printed materials via email from appointed supplier.

3.2 Upon arrival of the non-printed library materials, Librarian or LA or DO shall identify and check the library materials categorized as follows within 1 working days:

a) Title;
b) Edition;
c) e-ISBN;
d) Publisher;
e) Quantity.

Delivery order and item details must be tally with Purchase Order.

3.3 After checking, Librarian or LA or DO shall notify supplier to submit the invoice.

3.4 Once invoice received, Librarian or LA or DO shall perform the receiving process in ANGKA.SA2 Library Management System.

3.5 After checking, Librarian or LA or DO shall perform the following within 3 working days:

a) Signed, stamp receipt date and Pustaka Official Stamp on the invoice;
b) Return duplicate copy of the invoice to the supplier;
c) Make photocopy of the invoice for filing & record.

4.0 Rejection of Library Materials

4.1 Librarian or LA or DO shall reject discrepancies and faulty item(s) to the supplier within three (3) working days after receiving the library materials.

Librarian or LA or DO need to fill in **FRM-TS-SB-02 Rejection of Library Materials Form** and sent to supplier with reject item by courier. The supplier shall return the form together with replacement item of Library Materials within fourteen (14) working days.

4.2 Librarian or LA or DO shall notify supplier via:

a) Telephone;
b) E-mail;
c) Instant messaging applications.

4.3 Rejected item(s) shall be delivered through courier to the supplier.

4.4 Librarian or LA or DO shall make sure the rejected item(s) is replaced with the same item(s) as prior order.

If supplier unable to replace within fourteen (14) working days, supplier shall request for cancellation or extension of delivery time by notifying Librarian or LA or DO via:

a) Letter; or
b) Email; or
c) Instant messaging applications.

5.0 Transit Storage for Library Materials

5.1 Once the receiving process is done, the Librarian or LA or DO shall store the printed library materials in the Closed Stack.

6.0 Payment

6.1 Once receiving and checking process completed, Librarian or DO shall proceed to prepare document as follow:

i) Print transaction list from ANGKA.SA2 Library Management System;
ii) Print payment slip;
iii) Prepare payment slip and attached with the invoice, purchase order, delivery order, transaction list and supporting documents;
iv) Submit all completed documents to Superintending Officer to be checked and signed;
v) Signed document shall submitted to finance division within 3 working days.

7.0 Control of Documented Information

7.1 After the completion of payment process, the librarian and/or other DO shall immediately keep the following document and filed in invoice file.

7.2 The complete payment document shall be categorized as 'restricted' document and can be accessed by Technical Services Division.

7.3 The letter of purchase order, purchase order, cancellation or rejection shall be kept for a maximum of 7 years.

8.0 Disposal of Documented Information

8.1 When the file has reached its retention period, the Head of Technical Services shall seek the advice of the Departmental Record Officer for the disposal of the file.