

Quality Procedure

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Purpose

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

Scope

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

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

1.0 Membership Registration

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

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

1.2 For existing Pustaka member, the LA or DO shall advice the user to register Sarawak ID at dedicated Registration Terminal.

1.2.1 Upon completion of registration, the user shall proceed to Library Management System (ANGKA.SA2) for membership merging.

1.3 Upon completion of membership registration, the LA or DO shall brief and advise the user to fill in the **FRM-IS-MR-01 Service Rating Form**. Refer to GL- IS-MR-01 Handling of Service Rating Form.

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

1.4.1 Upon completion of registration Sarawak ID, the user shall proceed to Library Management System (ANGKA.SA2) for membership

activation.

1.4.2 For existing Pustaka member, the LA or DO shall advise the user to register Sarawak ID and then proceed to Library Management System (ANGKA.SA2) for membership merging.

1.5 For manual registration, the user shall fill in **FRM-IS-MR-14 Manual Membership Registration Form** when below situation occur:

- a) Server down.
- b) No internet access.

1.5.1 Upon completion the **FRM-IS-MR-14 Manual Membership Registration Form**, the LA or DO shall key in data into Member Management Module, Library Management System (ANGKA.SA2) within fourteen (14) working days.

1.5.2 To complete registration, the LA or DO shall advise the user to register Sarawak ID via <https://sarawakid.sarawak.gov.my/web/ssov1/login/>.

2.0 Renewal or Update of Membership Account

2.1 Renewal of membership account can be done via this channel :

- a) At the counter service
- b) Phone
- c) User Personal Page in ANGKA.SA2
- d) ANGKA.SA2 Mobile Apps

2.1 The notification for membership expiry shall be notified automatically via system-generated **e-mail thirty (30) days** before the actual membership expiry date.

2.2 When user request for membership renewal by walk in at the counter service, the LA or DO shall request the user to present valid official identity documentation which is refers to MyKad, MyKid, birth certificate, passport, driving license or students cards and ensure the following details;

- a) Membership block due to expiry
- b) Membership block due to circulation fines

- 2.2.1 If the user's account has been blocked due to membership expiry, the LA or DO shall renew his membership via Member Management Module, Library Management System (ANGKA.SA2) and generate receipt.
 - 2.2.2 If the user's account has been blocked due to unpaid fines, the LA or DO shall advise the user to settle all of his fines in order to use the service.
 - 2.2.3 When the user settle all his fine generate receipt and if the user refuse to pay his fines, the process ends here.
- 2.3 When user request for membership renewal by telephone, the LA or DO shall cross check information in ANGKA.SA2 with user and ensure the following details;
- a) Membership block due to expiry
 - b) Membership block due to circulation fines
- 2.3.1 If the user's account has been blocked due to membership expiry, the LA or DO shall renew his membership via Member Management Module, Library Management system (ANGKA.SA2) and generate receipt.
 - 2.3.2 If the user's account has been blocked due to unpaid fines, the LA or DO shall advise the user to settle all of his fines by using Top Up Balance and generate receipt.
 - 2.3.3 If the user refuses to pay his fines, the process ends here.
- 2.4 When user request for membership renewal by User Personal Page in ANGKA.SA2, the LA or DO shall received an email from ANGKA.SA2 System Administrator to process the renewal request.
- 2.4.1 The LA or DO shall click the link provided in the email and log in to LibraryManagement System (ANGKA.SA2).
 - 2.4.2 The LA or DO shall process the request and ensure the membership isnot blocked due to unpaid fine.

2.4.3 If the user's account has been blocked due to unpaid fines, and has insufficient Top Up Balance amount, the LA or DO shall remarks on the box provided.

2.4.4 The LA or DO shall submit response to the user. The user will received the acknowledgment on the online renewal request via his email.

2.5 The user can renew their membership via ANGKA.SA2 Mobile Apps.

3.0 Control of Documented Information

3.1 Upon the completion of data entry process of the **FRM-IS-MR-14 Manual Membership Registration Form** during offline, the LA or DO shall keep the document at **Manual Membership Registration Form File** and keep the file inthe Information Services Division.

3.1.1 The Manual Membership Registration Form File shall be categorised asOpen document and can be accessed by every staff.

3.1.2 The Manual Membership Registration Form File shall be kept for minimum1 year.

3.2 Upon the completion of data entry process for the **FRM-IS-MR-01 Service Rating Form** for Membership Management, the LA or DO shall keep the document at **Service Rating Form (Membership) File** and keep the file in the Information Services Division.

3.2.1 The **Service Rating Form (Membership) File** shall be categorised asOpen document and can be accessed by every staff.

3.2.2 The **Service Rating Form (Membership) File** shall be kept for minimum1 year.

4.0 Disposal of Documented Information

4.1 Documented information generated as a result of Membership Management shall be disposed in accordance with Sarawak State Government Record Management Regulations and practice.

Annexes

- a) FRM-IS-MR-01 Service Rating Form
- b) FRM-IS-MR-14 Manual Membership Registration Form