

Quality Procedure

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Purpose

This procedure is to ensure that the lending and returning of library materials via counter are done systematically and in accordance with the approved procedure in the Quality Management System.

Scope

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

- a) Circulation Module, Library Management System (ANGKA.SA2).
- b) Manual backup system (returning of library materials).
- c) Self Check Out Kiosk
- d) Book Drop
- e) ANGKA.SA2 Mobile Apps

1.0 Borrowing of Library Materials

- 1.1 In order to borrow library materials, the user shall approach the service counter. The Librarian Assistant (LA) or Designated Officer (DO) shall request for the user identification document for verification of membership status.

1.1.1 Valid identification document refers to MyKad, MyKid, driving license, passport or birth certificate.

1.1.2 If the membership is still valid, the LA or DO shall proceed with the lending process via Circulation Module, Library Management System (ANGKA.SA2).

1.1.3 The LA or DO scan the barcode of the library materials, desensitize the items and proceed to print the due date receipt.

1.1.4 The receipt will list the library materials that user have checked out along with its due dates.

- 1.2 If the membership has expired, the LA or DO shall advice the user to renew his membership. Please refer to **QP-IS-MR-01–**

Membership Management.

- 1.3 Borrowing library materials can also be made via self check out kiosk. The user shall insert MyKad or MyKid in the kiosk card slot. Scan book one by one and generate circulation receipt.

2.0 Returning of Library Materials

- 2.1 Library materials can be return via the following channel;
 - a) At the counter services during library operation hour.
 - b) At the book drop before or after or during public holidays.
- 2.2 When user return library material at the counter services, the LA or DO shall check the physical condition of the library materials, scan the barcode via Circulation Module, Library Management System (ANGKA.SA2) and sensitize the security strip.
 - 2.2.1 If the library materials are overdue, the LA or DO shall inform the user to settle the fines in order to enable him use the services.
 - 2.2.2 Upon any request for fines discount, **refer to step 7.0 in this procedure.**
- 2.3 When user return library materials via book drop, the LA or DO shall collect the library materials before and after library operation hour.
 - 2.3.1 Upon collection of library materials in the book drop, the LA or DO shall check the physical condition of the library materials, scan the barcode via Circulation Module, Library Management System (ANGKA.SA2) and sensitize the security strip.
- 2.4 When a user request to return borrowed library materials but the ANGKA.SA2 System is down, the LA or DO shall manually record details as in the **FRM-IS-MR-05 Manual Library Material Returning Form.**
 - 2.4.1 Upon completion of the form, the LA or DO shall check the physical condition of the library materials. Refer **GL-IS-MR-03 Determining The Category of Damaged Library Materials.**

2.4.2 Once the ANGKA.SA2 System is up, the LA or DO shall scan the barcode via Circulation Module, Library Management System (ANGKA.SA2) and sensitize the security strip.

2.4.3 If the library material is found overdue, the LA or DO shall inform the user accordingly via telephone.

2.5 Library materials can also be returned at the branch. The LA or DO shall fill in the **FRM-IS-MR-07 Transit Library Materials Returned Form**.

3.0 Extension of Library Materials Borrowing Period

3.1 Extension of library materials borrowing period through the following option.

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

3.2 When user request for extension of library materials borrowing period by walk in at the counter services, telephone or email, the LA or DO shall renew via Circulation Module, Library Management System (ANGKA.SA2) and ensure the following details;

- a) The due date of library materials
- b) Reservation of library materials
- c) Membership expiry

3.2.1 If the library materials are overdue, refer to steps 2.2.1

3.2.2 If the library materials are being reserved, the LA or DO shall inform the user that the borrowing period cannot be extended and required to return the library materials.

3.2.3 If the membership expiring in **fourteen (14) days**, the membership must be renewed before the extension can be done. **QP-IS-MR-01 Membership Management**.

- 3.2.4 If the library materials are not overdue or being reserved, proceed to renew and generate receipt.
- 3.3 Registered member may extend the library materials borrowing period via user personal page by sign in at <https://pustaka.librarynet.com.my> or at www.pustaka-sarawak.com before the due date.
- 3.4 Registered member may extend the library materials borrowing period via ANGKA.SA2 Mobile Apps before the due date.
- 3.5 The borrowing period of library material which is initially lent for a period of fourteen (14) days may be extended for an additional fourteen (14) days with **unlimited times of extension** library materials borrowing period.
- 3.6 Expired transit library materials can only be return at the branch but cannot be renewed.

4.0 Handling Reserved Library Materials

- 4.1 Registered members may reserved library materials that are already borrowed by other members via any of the followings;
- 4.1.1 Online reservation via user personal page by sign in at <https://pustaka.librarynet.com.my> or at www.pustaka-sarawak.com.
- 4.1.2 Onsite reservation by using **FRM-IS-MR-02 Library Material Reservation Form** if the system is offline.
- 4.2 Upon receive onsite reservation application, once the system is up, the LA or DO shall check the status of library materials via Library Management System (ANGKA.SA2) and contact the library members that borrow the library materials via telephone regarding the reservation application.
- 4.3 For online reservation, the reserved library material may not allowed for borrowing extension and pop-up notification by the Library Management System (ANGKA.SA2) to return the library material.

- 4.4 Upon receiving the reserved library materials, the LA or DO shall contact the applicant on the availability of the library and required to collect within three (3) working days.
- 4.5 For borrowing library materials, refer to steps **1.0**.
- 4.6 If the reserved library materials are not collected within agreed time frame, the library materials may open for circulation.

5.0 Handling of Due Reminders

- 5.1 When the borrowed library materials are **almost due, three (3) days** before the due date, the LA or DO shall notify the user via Infoblast system.
- 5.2 The user will also be notified automatically via system-generated e- mail.

6.0 Handling of Overdue Reminders

- 6.1 When the borrowed library materials are overdue the system automatically generate e-mail notification **three (3) days after due date** to notify the user.
- 6.2 The LA or DO shall send the **overdue notification** via Infoblast system three (3) days after the due date to notify the user.

7.0 Handling of Damaged or Lost Library Materials

- 7.1 When borrowed library materials are found damaged or declared lost during returning via counter service, the LA or DO shall then advise the user to pay the cost of damaged or lost library materials together with processing fee.
- 7.2 Via ANGKA.SA2 system, the LA or DO shall then print out receipt of payment for the user. **Refer GL-IS-MR-03 – Determine The Category Damaged Library Materials.**

8.0 Handling Request Discount for Overdue Fine or Lost of Library Materials

- 8.1 Upon any request for fines discount, the user fills in **FRM-IS-MR-08 Overdue Fine/Loss of Library Material Discount Request Form**.
- 8.2 Upon completion request form, the LA or DO shall submit to registry for management approval.
- 8.3 Upon management approval, the LA or DO shall notify the user to settle the fine via telephone.

9.0 Generating Reconciliation Report

- 9.1 Upon closing of library operation for the day, the LA or DO shall generate the reconciliation report via library management ANGKA.SA2 system.
- 9.2 LA or DO shall handover the reconciliation report to Manager on Duty (MOD) for verification and approval.
- 9.3 The MOD shall deposit the reconciliation report in safety box at Security Control Room.
- 9.4 During ANGKA.SA2 system offline, the LA or DA shall use **FRM-IS-MR-12 Manual Staff Reconciliation Report** to record the collection of the day.
- 9.5 The MOD shall use **FRM-IS-MR-13 Manual Summary Reconciliation Report** to record collection from the LA or DO. The MOD shall deposit the reconciliation report in safety box at Security Control Room.

10.0 Control of Documented Information

10.1 Upon the establishment of **FRM-IS-MR-05 Manual Library Material Returning Form**, the LA or DO shall place in **Manual Library Material Returning Form File** and keep the file in Information Services Division.

10.1.1 The **Manual Library Material Returning Form File** shall be categorised as Open document and can be accessed by every staff.

10.1.2 The **Manual Library Material Returning Form File** shall be kept for minimum one (1) year.

10.2 Upon the establishment of **FRM-IS-MR-08 Overdue Fines/Loss of Library Material Discount Request Form**, the LA or DO shall place in **Overdue Fines/Loss of Library Material Discount Request Form File** and keep the file in Information Services Division.

10.2.1 The **Overdue Fines/Loss of Library Material Discount Request Form File** shall be categorized as Open document and can be accessed by every staff.

10.2.2 The **Overdue Fines/Loss of Library Material Discount Request Form File** shall be kept for minimum one (1) year.

10.3 Upon the establishment of **FRM-IS-MR-07 Transit Library Materials Returned Form**, the LA or DO shall place in **Transit Library Materials Returned Form File** and keep the file in Information Services Division.

10.3.1 The **Transit Library Materials Returned Form File** shall be categorized as Open document and can be accessed by every staff.

10.3.2 The **Transit Library Materials Returned Form File** shall be kept for minimum one (1) year.

10.4 Upon the establishment of **FRM-IS-MR-02 Library Material**

Reservation Form, the LA or DO shall place in **Library Material Reservation Form File** and keep the file in Information Services Division.

10.4.1 The **Library Material Reservation Form File** shall be categorized as Open document and can be accessed by every staff.

10.4.2 The **Library Material Reservation Form File** shall be kept for minimum one (1) year.

10.5 Upon the establishment of **FRM-IS-MR-04 Damaged And Repairing Library Material Form**, the LA or DO shall place in **Damaged And Repairing Library Material Form File** and keep the file in Information Services Division.

10.5.1 The **Damaged And Repairing Library Material Form File** shall be categorized as Open document and can be accessed by every staff.

10.5.2 The **Damaged And Repairing Library Material Form File** shall be kept for minimum one (1) year.

10.6 Upon the establishment of **FRM-IS-MR-12 Manual Staff Reconciliation Report**, the LA or DO shall place in **Manual Reconciliation Report File** and keep the file in Finance Unit.

10.6.1 The **Manual Reconciliation Report File** shall be categorized as Open document and can be accessed by every staff.

10.6.2 The **Manual Staff Reconciliation Report File** shall be kept for minimum seven (7) year.

10.7 Upon the establishment of **FRM-IS-MR-13 Manual Summary Reconciliation Report**, the LA or DO shall place in **Manual Reconciliation Report File** and keep the file in Finance Unit.

10.7.1 The **Manual Reconciliation Report File** shall be categorized as Open document and can be accessed by every staff.

10.7.2 The **Manual Reconciliation Report File** shall be kept for minimum seven (7) year.

11.0 Disposal of Documentation Information

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

Annexes

- a) FRM-IS-MR-05 Manual Library Materials Returned Form
- b) FRM-IS-MR-07 Transit Library Materials Returned Form
- c) FRM-IS-MR-02 Library Material Reservation Form
- d) FRM-IS-MR-04 Damaged And Repairing Library Material Form
- e) FRM-IS-MR-08 Overdue Fines/Loss of Library Material Discount Request Form
- f) FRM-IS-MR-12 Manual Staff Reconciliation Report
- g) FRM-IS-MR-13 Manual Summary Reconciliation Report