

Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the Inter library Loan Services (ILL) is done systematically and in accordance with the approved procedure to support the Quality Management System.

Scope

This procedure applies to handle the Inter library Loan (ILL) Services done by Pustaka Negeri Sarawak, Miri which includes:

- a) Request from and supply of library materials by registered members of PUSTAKA.
- b) Request and supply of library materials from third parties.

1.0 Receipt of Request for Library Materials

- 1.1 Upon receipt of request from registered member for library materials in other library, proceed to Section 2.0.
- 1.2 Upon receipt of request from third parties for library materials in PUSTAKA proceed to Section 8.0.

2.0 Handling of Request

- 2.1 Upon receipt of request, the Librarian Assistant (LA) or Designated Officer (DO) shall then ask the user whether or not he is a registered member of PUSTAKA.
 - 2.1.1 If the user is a registered member, proceed to Section 2.2.
 - 2.1.2 If the user is not a member yet, the LA or DO shall advise the user to register as a member. If the user refuses to register, the process ends here. Refer to procedure QP-IS-MR-01 Membership Management
- 2.2 The LA or DO shall verify the membership status of the user through the Member Management Module, Library Management System (ANGKA.SA2) before any transaction can be made. Verification of membership status can be done by using the user's valid official identification which refers to MyKad, MyKid, birth certificate, passport,

driving license or students cards.

2.2.1 If the user's membership has expired, the LA or DO shall advise the user to renew his or her membership. Refer to procedure **QP-IS-MR- 01 Membership Management**.

2.2.2 If the user's membership has been deactivated due to outstanding amount of fines, the LA or DO shall advise the user to settle all his outstanding fines in order to reactivate his membership. The LA or DO shall collect payment of fines from the user, reactivate his membership via Member Management Module, ANGKA.SA2 and generate receipt.

2.3 Upon completing the verification of member, the LA or DO shall brief the user on the terms and conditions of ILL Services.

2.3.1 If the user agrees, the LA or DO shall then ask the user to complete the **FRM-IS-MR-03 Inter Library Loan Services Agreement Form**

2.3.2 If the user disagrees, the process ends here.

3.0 Contacting the Supplying Organizations

3.1 Upon receiving the complete **FRM-IS-MR-03 Inter Library Loan Services Agreement Form**, the LA or DO shall contact the supplying organization via e-mail and telephone to inquire about the availability of the requested library materials within three (3) working days.

3.1.1 If the library materials are available and the supplying organizations are able to supply the library materials, the LA or DO shall submit a written official request or written request via an email to borrow the library materials.

3.1.2 If the supplying organizations is not able to supply the library materials, the LA or DO shall inform the user accordingly via face to face conversation or telephone or email.

4.0 Agreement to Supply

4.1 The LA or DO shall inform the user about the availability of the library materials via any of the following channels:

- a. Email
- b. Telephone
- c. Short Messaging Service (SMS)

5.0 Receipt of Library Materials from Supplying Organizations

- 5.1 Upon receipt the library materials, the LA or DO shall check the physical condition of the library materials and counter confirm the physical condition with the supplying organization.

6.0 Delivery of Library Materials to Registered Member

- 6.1 Upon receiving the library materials, the LA or DO shall inform the user via

email or telephone or SMS to collect the library materials from PUSTAKA.

- 6.2 Prior to collection of the library materials, the user shall be requested to pay the processing fees for the per item services rendered and process the payment Member Management Module, Library Management System ANGKA.SA2.

- 6.3 Upon collection of the processing fees, the LA or DO shall generate the user with an official receipt.

- 6.4 Upon issue the official receipt, LA or DO shall inform the user to fill in the **FRM-IS-MR-01 Service Rating Form** to evaluate the Inter Library Loan Service rendered.

7.0 Renewing Borrowed Inter Library Loan Materials

- 7.1 Renewal of library materials borrowing period can be requested via walk in, telephone or email.

- 7.2 Upon receipt of request for renewing Inter Library Loan materials, the LA or DO shall contact the supplying organization via email or telephone.

- 7.3 Upon received the feedback from the supplying organization, the LA or DO shall acknowledge the users on the feedback via telephone, email or SMS.

8.0 Returning Borrowed Inter Library Loan Materials

7.1 Upon receipt of borrowed library materials, the LA or other DO shall check the physical condition of the library materials.

7.1.1 If the library materials are in good physical condition, the LA or other DO shall return the library materials to the supplying organization. The LA or DO shall then complete the section F in **FRM-IS-MR-03 Inter Library Loan Services Agreement Form**.

7.1.2 If the library materials are damaged or declared lost, the LA or DO shall contact the supplying organization via email or letter for feedback on the case.

7.1.3 Upon receipt of feedback from the supplying organization, the LA or DO shall inform the user on the feedback via email or letter.

7.1.4 For every payment made by the user, the LA or DO shall issue receipt.

7.1.5 If the user refuse to settle his fine, the process end here.

8.0 Handling of Request from Third Parties

8.1 Upon receipt of request from third parties, the LA or DO shall check the availability of the library materials in OPAC Module, ANGKA.SA2.

8.1.1 If the library materials are not available, the LA or DO shall inform the requesting organizations via email or telephone.

8.1.2 If the library materials are available, the LA or DO shall send the library materials together with letter of undertaking to requesting organizations.

7.0 Renewing Borrowed Inter Library Loan Materials From Third Party

7.1 Renewal of library materials borrowing period from third party can be received via telephone or email.

7.2 Feedback for renewal of library materials borrowing period for third

party can be made via email, letter or telephone.

10.0 Reconciliation Report

- 10.1 Upon closing of library operation for the day, the LA or DO shall generate the reconciliation report via Library Management ANGKA.SA2 System.
- 10.2 LA or DO shall handover the reconciliation report to Manager on Duty (MOD) for verification and approval.
- 10.3 The MOD shall deposit the reconciliation report in safety box at Security Control Room.
- 10.4 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.
- 10.5 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.

11.0 Control of Documented Information

- 11.1 Upon the establishment of **FRM-IS-MR-03 Inter Library Loan Services Agreement Form**, the LA or DO shall place in **Inter Library Loan Services File** and keep the file in Information Services Division.
 - 11.1.1 The Inter Library Loan Services File shall be categorised as Opendocument and can be accessed by every staff.

11.1.2 The Inter Library Loan Services File shall be kept for minimum 1 year.

11.2 Upon the establishment of **FRM-IS-MR-01 Service Rating Form** for Inter Library Loan Services, the LA or DO shall place in **Inter Library Loan Services File** and keep the file in Information Services Division.

11.2.1 The **Inter Library Loan Services File** shall be categorised as Opendocument and can be accessed by every staff.

11.2.2 The **Inter Library Loan Services File** shall be kept for minimum 1 year.

12.0 Disposal of Documented Information

12.1 Documented information generated as a result of Inter Library Loan shall be disposed in accordance with Sarawak State Government records management regulations and practice.

Annexes

- a) FRM-IS-MR-03 Inter Library Loan Services Agreement Form
- b) FRM-IS-MR-01 Service Rating Form