

Quality Procedure

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Reviewed by:

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Purpose

This procedure is established and maintained to ensure that the Reference Services are being rendered effectively and efficiently in accordance with the approved procedure.

Scope

This procedure applies to the handling of reference enquiries at Pustaka Negeri Sarawak, Miri.

1.0 Receipt of Enquiry

1.1 Upon receipt of enquiry from a user via the following channels, the Reference Librarian (RL) or other Designated Officer (DO) shall record the reference enquiry in the **FRM-IS-MR-11 Reference Enquiries Log (REL)**:

- a) In person / walk in
- b) Telephone
- c) Instant messaging application
- d) Online (E-mail, Social Media Channels)
- e) Letter
- f) Facsimile

1.2 The RL or DO shall determine the category of the enquiry, either it is a First or Second Level Enquiry. Refer to the **GL-IS-MR-07 Determining the Categories of Reference Enquiries**.

2.0 First Level Enquiry

2.1 If it falls under the category of a First Level Enquiry, the RL or DO shall respond within one (1) working day through the following channels:

- a) In person / walk in
- b) Telephone
- c) Instant Messaging Application
- d) Online (E-mail, Social Media Channels)
- e) Letter
- f) Facsimile

- 2.2 Upon replying to the reference enquiry, the RL or DO shall update the record in the REL.

3.0 Second Level Enquiry

- 3.1 Upon receiving the Second Level Enquiry, RL or DO shall assist the user and use the **FRM-IS-MR-06 Reference Interview Form** to conduct an interview session, general inquiries shall be handled directly by RL or DO. Other enquiry related to:

i) Public Records and Archives, please refer to **QP-AM-02 Reference of PublicRecords, Archives and Sarawakiana Collections**.

ii) Special Collection please refer to **FRM-AM-04 Records/ Archives/ SpecialCollections Request Form**.

- 3.2 The RL or DO shall respond according to agreed date through the following channels:

- a) In person / walk in
- b) Telephone
- c) Instant Messaging Application
- d) Online (E-mail, Social Media Channels)
- e) Letter
- f) Facsimile

- 3.3 Upon replying the reference enquiry, the RL or DO shall update the record in the REL.

- 3.4 Upon completion of the services, the RL or DO shall request the user to rating the **FRM-IS-MR-01 Services Rating Form**.

4.0 Control of Documented Information

- 4.1 Upon the establishment of **FRM-IS-MR-06 Reference Interview Form**, the LA or DO shall place in **Reference Services File** and keep the file in Information Services Division.

4.1.1 The **Reference Services File** shall be categorized as Open document and can be accessed by every staff.

4.1.2 The **Reference Services File** shall be kept for minimum 1 year.

4.2 Upon the completion of data entry process for the **FRM-IS-MR-01 Service Rating Form** for Reference Services, the RL or DO shall keep the document at **Reference Services File** and keep the file in the Information Services Division.

4.2.1 The **Reference Services File** shall be categorised as open document and can be accessed by every staff.

4.2.2 The **Reference Services File** shall be kept for minimum 1 year.

4.3 Upon the establishment of **FRM-IS-MR-11 Reference Enquiries Log**, the LA or DO shall place in **Reference Services File** and keep the file in Information Services Division.

4.3.1 The **Reference Services File** shall be categorized as open document and can be accessed by every staff.

4.3.2 The **Reference Services File** shall be kept for minimum 1 year.

5.0 Disposal of Documented Information

5.1 Documented information generated as a result of Reference Services shall be disposed in accordance with Pustaka Negeri Sarawak records management regulations and practice.

Annexes

- a) FRM-IS-MR-01 Service Rating Form
- b) FRM-IS-MR-06 Reference Interview Form
- c) FRM-IS-MR-11 Reference Enquiries Log