

Quality Procedure

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01 December 2025

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01 December 2025

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Document No. : QP-AM-02
Revision No. : 9
Effective Date : 01 December 2025

Purpose

This procedure is established and maintained to ensure that the Reference Services and the processes of retrieving and returning of department/agency records and archives at State Records Repository (SRR) are rendered effectively and efficiently and in accordance with the approved procedure.

Scope

This procedure applies to the handling of reference enquiries at State Records Repository (SRR).

Process

1.0 Receive Enquiry for Department Records and Archives

- 1.1 The Assistant Librarian (AL) or Designated Officer (DO) is responsible for recording the reference query within one (1) working day of receiving the enquiry or request through Archival Records Management System (ARMS).
- 1.2 Before user request to refer to records and/or archives at State Records Repository, requester shall register via Archival Records Management System (ARMS):
 - a. If the requester is referring to records of a department or agency, the requester must be submitted through Departmental Custodian Officer (*Pegawai Seranta Jabatan*).
 - b. If the requester intends to access the archive's collections or public records, the requester shall register as researcher.
- 1.3 Upon receiving a request, the AL or DO shall:
 - a. Check the availability of the requested item within one (1) hour; and
 - b. Retrieve the materials from the repository room within three (3) working days and provide access to the item through digital view once the item is located; or
 - c. If the item is already digitized, provide access immediately within one (1) working day from the receipt of the request.

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2.0 Reference and Access Procedures

- 2.1 After the materials is retrieved from the repository room, the AL or DO shall immediately do the following action:
 - 2.1.2 The Accompanying Slip (*Slip Pengiring*) shall be attached to the requested file, while the Replacement Slip (*Slip Pengganti*) shall be placed inside the box containing the item.
 - 2.1.3 If the item has not yet been digitized, the AL or DO shall hand over the materials to the staff on duty for the digitization, enabling access through digital view.
 - 2.1.4 If the item is requested for physical view, the AL or DO shall hand over the materials to the staff on duty at the reference counter, who will assist the user. The AL or DO shall ensure the user has access to the necessary reference tools, including gloves, a pencil, a magnifying glass, and an apron (if one is required).
 - 2.1.5 If a user requests to refer to more than one file, the user shall be allowed to use only one file at a time.
 - 2.1.6 After the user has handed up the first file, the subsequent files can be circulated to the user.
 - 2.1.7 After each use, the AL or DO shall thoroughly check the returned item to ensure that all sheets of the file are intact and none are missing.
 - 2.1.8 Upon confirmation that all referred items have been returned and verified by AL or DO at the Reference Counter, the user shall access the Archival Records Management System (ARMS) to:
 - a. Update the status of the request as completed; and
 - b. Submit a service rating (smile or sad) prior to checking out.

3.0 Return of Department/Agency Records and Archives

- 3.1 Upon handling the return of requested department/agency records and/or archival material before the closing time, the AL or DO at the reference counter shall:

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- 3.1.1 Inform user(s) at the State Records Repository Reference Room that all records and archival materials must be returned at least ten (10) minutes prior to the State Records Repository Reading Room closing time.
 - 3.1.2 Verify the completeness and condition of the returned records and archival materials before placing them in the designated return tray.
 - 3.1.3 Ensure that the returned records and archival materials are securely kept in the return tray and subsequently returned to the Repository by the next day by AL or DO on duty, in accordance with established handling and security procedures.
- 3.2 When the records/files have been returned to the Repository, the AL or DO shall immediately update the status in Archival Records Management System (ARMS).

4.0 Control of Documented Information

- 4.1 All documented information required shall be created and accessed electronically through Archival Records Management System (ARMS).
- 4.2 Printed copies are considered uncontrolled unless otherwise specified.
- 4.3 Printed documents are not controlled and shall be clearly marked as:

"UNCONTROLLED COPY – FOR REFERENCE ONLY"
- 4.4 Printed copies shall not be used for official operations, audits, or decision-making unless specifically authorized. Responsibility for ensuring the accuracy and currency of printed copies rests with the user.

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5.0 Disposal of Documented Information

- 5.1 When the documents generated for Appraisal and Disposal of Public Records reaches its retention period, the CEO of Pustaka Negara Sarawak must be consulted for authorization to dispose of it.
- 5.2 Once approval is granted by the CEO of Pustaka negeri Sarawak, the documents generated by the Appraisal and Disposal of Public Records shall be disposed of in compliance with the Sarawak State Library Ordinance of 1999 and Pustaka's records management guidelines and practices.

Annexes

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