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Quality Procedure

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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 another Designated Officer (DO) is responsible for recording the reference query in the Department/Agency Records, Archives, and Special Collection Request Form within one (1) working day of receiving the enquiry or request from a user through one of the following channels:
 - a. In person / walk in;
 - b. Telephone;
 - c. Online;
 - d. Email;
 - e. Letter;
 - f. Facsimile;
 - g. Others (Archival Records Management System (ARMS), social media, Whatsapp, etc.).
- 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 requester refer to department / agency records, the requester shall register as *Pegawai Seranta Jabatan*. They also allow to refer to archives collection if needed.
 - b. If the requester refers to archive's collections or public records, the requester shall register as researcher.
- 1.3 After the reference enquiry/request is recorded, the AL or DO shall check the availability of the item within one (1) hour upon request and

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Revision No. : 8

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retrieve the materials from repository room within three (3) working day.

2.0 Reference Service Process

- 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 Hand over the materials to the staff on duty at the reference counter, who will then deal with the user. Make sure the user has access to the necessary reference tools, such as gloves, a pencil, a magnifying glass, and an apron (if one is required).
 - 2.1.4 If a user requests to refer to more than one file, the user shall be allowed to use only one file at a time.
 - 2.1.5 After the user has handed up the first file, the subsequent files can be circulated to the user.

3.0 Return of Department/Agency Records and Archives

- 3.1 Upon handling the use of requested records/files, the counter staff is required to:
 - 3.1.1 Inform the user conducting research that the materials must be returned ten (10) minutes prior to the SRR's closure time.
 - 3.1.2 Place the materials in the return tray until the next AL or DO on duty returns the documents and archives to the Repository Room.
- 3.2 When the records/files have been returned to the Repository Room, the AL or DO shall immediately update the status on the Request Form for Department/Agency Records, Archives, and Special Collection Request Form.

4.0 Control of Documented Information

4.1 Upon completion of the reference request by the requester, keep the Department/Agency Records, Archives, and Special Collection Request Form in the "Statistik Penggunaan Bahan Record di Kaunter Rujukan Repositori Record Negeri" file.

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Document No. : QP-AM-02

Revision No. : 8

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- 4.2 The "Statistik Penggunaan Bahan Record di Kaunter Rujukan Repositori Record Negeri" file shall be placed at SRR reference counter cabinet and shall be accessed by every staff.
- 4.3 The Statistik Penggunaan Bahan Record di Kaunter Rujukan Repositori Record Negeri file must be kept for five (5) years from the closing date.

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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: QP-AM-02 Document No.

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