

**REFERENCE ENQUIRIES LOG (REL)**

PUSTAKA NEGERI SARAWAK, MIRI

Jalan Kipas, Miri City Fan

98000 Miri, Sarawak.

No. Tel : 085 - 422 525 No. Faks : 085 - 414 444

Laman Sesawang : www.pustaka-sarawak.com

Month : _____

No.	Date	Reference Query	Staff Feedback	Mode of Query	Location	Level of Query	Category of Query	Service Rating Form *if any.

Document No. : FRM-IS-MR-11

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Recorded by,

Compiled by,

Checked by,

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Name :

Name :

Name :

Date :

Date :

Date :

Legend :

MODE OF INQUIRY	LOCATION	LEVEL OF INQUIRY	CATEGORY OF INQUIRY
TEL = Telephone	MMG – Multimedia Galeri	1 – First Level of Inquiry	1 – Circulation Services
WI = Walk In	IRC – Information Resource Center		2 – Programs/Activities
Email	CI – Children Infotheque		3 – Memberships
Online (Social Media, WA)		2 – Second Level of Inquiry *require deep research for information	4 – Facilities (Computers/ Internet/ Wifi/ Venue
Letters			5 – Search Technique (OPAC, ILL, ILS)
			6 – Advisory and Guidance
			7 – Research Reference
			8 – Others

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