

Guidelines

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PHASES

EXPLANATIONS

1 FIRST LEVEL ENQUIRY

First Level Enquiry is defined as a transaction where a staff member finds or recommends relevant resources within the library, assists in the use of these resources or answers the enquirer's question either through the use of library tools or by reference to other sources. It includes directional and administrative enquiries.

PUSTAKA received all these enquiries at any service counters through following channels:

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

The category of the First Level Enquiry is as below, which requires very minimal reference work:

- a) Question on Pustaka's services (Library Services, Archives Services and Special Collection Services)
- b) Question on membership registration
- c) Question on circulation services
- d) Question on facilities provided
- e) Question on library operational time
- f) Question on bibliographic search
- g) Question on library activities (children activities, talks, forums, workshops, exhibitions etc.)
- h) Request for simple and straight forward information or facts or figures
- i) Where is what?

2 SECOND LEVEL ENQUIRY

Second Level Enquiry refers to enquiry which requires an in-depth research or specific information. If a user needs more specialized help, a staff member shall provide detailed information to the user.

Example: If the user need the information on SCORE or RECODA.

The Librarian will gather the information from appropriate agencies and provide (subject to Copyright Act 1987) to the user.