

Guidelines

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This guideline applies to the access to Special Collection materials at the Reference Counter at:

a) State Records Repository (SRR). The types of collections available are as follow:

- i. Printed Sheet
- ii. Realia
- iii. Books
- iv. Pamphlets
- v. Manuscripts
- vi. Electronic Resources
- vii. Graphic Materials
- viii. Serial

b) Pustaka Negeri Sarawak (Bastin Collection and Closed Stack). The types of collections available are as follow:

- i. Rare books
- ii. Books
- iii. Graphic Materials

EXPLANATIONS

1.0 Reference Service Process for Special Collection Materials at State Records Repository

1.1 Enquiry or request from user for special collection materials received through Records / Archives / Special Collections Request Form via the following channels:

- a) In person / walk in
- b) Telephone
- c) Online
- d) Email
- e) Letter

1.2 The Assistant Librarian (AL) or other Designated Officer (DO) shall retrieve the special collection materials at the repository within one (1) working day.

1.3 Once the Special Collection materials been retrieved from the Repository, the AL or DO shall:

- a) Attached the "*Slip Pengiring*" in the requested file whereas the "*Slip Pengganti*" is to be placed in the item's box.
- b) Deliver the Special Collection materials to the staff at the

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- reference counter to be given to the user.
- c) Provide reference tools i.e, cradle, snake weight, gloves, pencil, magnifying glass, and apron (if needed) for the user.
- d) Allow user to use one Special Collection materials at one time if the user requested to refer more than one file/album/collection.
- e) The following Special Collections will be given after the user return the current file/album/collection in hands.

2.0 Reference Service Process for Special Collection at Pustaka Negeri Sarawak

2.1 Enquiry or request from user for Special Collection materials received via the following channels:

- a) In person / walk in
- b) Telephone
- c) Online (E-Knowbase, Social Med, Email, etc.)
- d) Letter

2.2 Upon receiving the request form:

- a) The Assistant Librarian (AL) or other Designated Officer (DO) shall retrieve the Special Collections at the Repository within three (3) working days.
- b) The Assistant Librarian (AL) or other Designated Officer (DO) shall retrieve the Special Collections at the Special Collections Room within one (1) working day.

2.3 Once the Special Collection materials has been retrieved from the Special Collection Room, Pustaka Negeri Sarawak, the Assistant Librarian (AL) or other Designated Officer (DO) shall:

- a) Fill in the check out log book available in the closed stack and Bastin Room.
- b) Deliver the special collections to the staff at the reference counter to be given to the user.
- c) Provide reference tools i.e, cradle, snake weight, gloves, pencil, magnifying glass, and apron (if needed) for the user.
- d) Allow user to use one item at one time if the user requested to refer more than one item.
- e) The following items to be given after the user return the current item in hands.

3.0 Reference Service Processes for State Planning Unit (SPU) materials

3.1 The Designated Officer (DO) shall inform the user to write an

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application letter to SPU for approval.

3.2 Once the approval granted by SPU, the Assistant Librarian (AL) or other Designated Officer (DO) shall:

- a) retrieve the requested material and hand over to the user within two (2) working days.
- b) Deliver the Special Collection materials to the staff at the reference counter to be given to the user.
- c) Provide reference tools i.e, cradle, snake weight, gloves, pencil, magnifying glass, and apron (if needed) for the user.
- d) Allow user to use one item at one time if the user requested to refer more than one item.
- e) The following items to be given after the user return the current item in hands.

3.0 Return of Special Collection materials

3.1 Upon completion of the process for return of Special Collection material at State Records Repository and Pustaka Negeri Sarawak, AL or DO at the counter shall adhere to the following rules:

- a) For user who is doing research before the closing hour, the user shall return the material within ten (10) minutes before the closing hours.
- b) Place the material in the return tray provided by Assistant Librarian (AL) or other Designated Officer (DO) after retrieving the material.
- c) Assistant Librarian (AL) or other Designated Officer (DO) shall return the material to the originated places on the same day or a day after used by the user at the Reference Area as stated below:
 - i. State Records Repository
 - ii. Bastin Collection
 - iii. Close Stack Room

Annex

- a FRM-AM-04 - Records / Archives and Special Collection Request Form

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