

Guidelines

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This guideline applies to the reference services at:

- a. Pustaka Negeri Sarawak, Kuching.
- b. Pustaka Negeri Sarawak, Miri.
- c. Pustaka Negeri Sarawak, Sibul.
- d. State Records Repository.

NO.**EXPLANATIONS****1.0 Reference Enquiry**

1.1 User shall send their enquiry via:

- 1.1.1 walk-in
- 1.1.2 e-mail
- 1.1.3 social media
- 1.1.4 telephone
- 1.1.5 "Ask a Librarian" from e-Knowledge

1.2 User shall submit their enquiry to "Ask a Librarian" via link:
<https://www.pustaka-sarawak.com/eknowledge/>

2.0 Answering E-Knowledge Reference Enquiry

2.1 Upon receipt of reference enquiry via e-Knowledge, designated officer (DO) shall login at <https://www.pustaka-sarawak.com/eknowledge/login-genie.php> and select "Unanswered Question" option to answer the enquiry submitted by user.

2.2 DO shall select "Input Query" to create reference question and answer.

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