

Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the management of membership is conducted systematically and in accordance with the approved procedures to support Quality Management System.

Scope

This procedure applies to the management of membership at Pustaka Negeri Sarawak as follow:

- a) Sarawak Pass ID;
- b) Member Management Module, Library Management System (ANGKA.SA2); and
- c) Manual registration offline.

Process Details

1.0 Membership Registration

- 1.1 **For on-site new membership registration**, the Library Assistant (LA) and/or Designated Officer (DO) shall advise the user to register their Sarawak Pass at the dedicated Registration Terminal.

1.1.1 Upon completing the registration of their Sarawak Pass, the user shall proceed to the Library Management System (ANGKA.SA2) for membership activation.

- 1.2 **For existing Pustaka members**, the LA or DO shall advise the user to register their Sarawak Pass at the dedicated Registration Terminal.

1.2.1 Upon completing the registration of their Sarawak Pass, the user shall proceed to the Library Management System (ANGKA.SA2) for membership activation.

- 1.3 **For off-site registration**, the LA or DO shall advise the user to register their Sarawak Pass via <https://sarawakpass.sarawak.gov.my/authorize>.

1.3.1 Upon completing the registration of their Sarawak Pass, the user shall proceed to the Library Management System (ANGKA.SA2) for membership activation.

1.3.2 For existing Pustaka members, the LA or DO shall advise the user to register their Sarawak Pass and then proceed to the Library Management System (ANGKA.SA2) for membership merging.

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- 1.4 **For manual registration**, the user shall fill in **FRM-IS-SB-14 Manual Membership Registration Form** when the following occurs:
- a) Server down; and/or
 - b) No internet access.
- 1.4.1 After completing the **FRM-IS-SB-14 Manual Membership Registration Form**, the LA or DO shall enter the data into the Member Management Module, Library Management System (ANGKA.SA2) within fourteen (14) working days.
- 1.4.2 To complete the registration process, the LA or another DO shall advise the user to register their Sarawak Pass via <https://sarawakpass.sarawak.gov.my/authorize>.
- 1.5 Upon completing the membership registration, the LA or DO shall brief and advise the user to fill out the Library Services Rating Form (online or manual) in accordance with **GL-IS-SB-01 Handling of Services Rating Form**.

2.0 Renewal or Update of Membership Account

- 2.1 When a user's membership account is almost expired (30 days before the expiry date), the user shall be automatically notified via system-generated email or short messaging service (SMS).
- 2.2 Whenever a user requests to renew their membership account, the LA or DO shall update their membership profile accordingly.
- 2.2.1 If the user's account is still active, proceed to Section 1.2.
- 2.2.2 If the user's account has been deactivated due to unpaid fines, the LA or DO shall advise the user to settle all fines and proceed to Section 2.3 of this procedure.
- 2.2.3 If the user refuses to pay his fines, this process ends here.
- 2.3 After updating the user's membership, the LA or DO shall collect fines from the user, reactivate their membership via Library Management System (ANGKA.SA2) and issue a receipt.
- 2.4 Whenever a user requests to renew their membership account via LibraryNet account, the DO shall receive a notification email to approve the renewal request.

3.0 Control of Documented Information

- 3.1 Upon the completion of data entry process of the **FRM-IS-SB-14 Manual Membership Registration Form** during offline, the LA or DO shall keep the document in the **Manual Membership Registration Form File** and keep it in the Information Services Division's cabinet.
- 3.1.1 The Manual Membership Registration Form File shall be categorized as an Open document, accessible to every staff member.
- 3.1.2 Documented information generated as a result of offline membership services shall be retained for one (1) year from the date of creation.

4.0 Disposal of Documented Information

- 4.1 When the file has reached its retention period, the Head of Information Services shall seek the advice of the Departmental Record Officer for the disposal of the file.

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