

Quality Procedure

Reviewed by:

Nur Faziella Syazmeen Hasli

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Approved by:

Nurfarathul Azma Julani

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Purpose

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This procedure is established and maintained to ensure that the lending and returning of library materials via the counter are done systematically in accordance with the approved procedures to support Quality Management System.

Scope

This procedure covers the process of lending and returning library materials via the counter by registered members of Pustaka Negeri Sarawak through the following systems:

- a) Circulation Module, Library Management System (ANGKA.SA2);
- b) Manual backup system (returning of library materials).
- c) Self-Check Out Kiosk
- d) Book Drop
- e) ANGKA.SA2 Mobile Apps

Process Details

1.0 Borrowing of Library Materials

- 1.1 When a user approaches the service counter to borrow library materials, the Assistant Librarian (LA) and/or Designated Officer (DO) shall request the user's identification document to verify their membership status.
 - 1.1.1 Valid identification documents refers to MyKad, MyKid, driving license, passport or birth certificate.
- 1.2 Upon successful verification of membership, the LA or DO shall scan the barcode of the library materials, deactivate the security items, and print the due date receipt.

2.0 Returning of Library Materials

- 2.1 When a user returns library materials at the counter, the LA or DO shall immediately scan each item to check out the following details:
 - a) Overdue fines;
 - b) Circulation transaction
- 2.1.1 If the library materials are overdue, the LA or DO shall immediately inform the user to settle the outstanding fines in order to continue using the library services.
- 2.1.2 When requesting a fine discount, the user shall be advised to complete **FRM-IS-SB-08 Overdue Fine / Lost Material Discount Request Form** for

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management approval.

- 2.1.3 Upon completion of the form by the user, the LA or DO shall submit the form to management for review and approval.
- 2.1.4 Upon approval of the fine discount, the user shall pay the applicable fines, and the LA or DO shall issue an official receipt.
- 2.2 When the user returns the library materials at the branch which originated location other branches, the LA or DO shall immediately fill out the **FRM-IS-SB-07 Transit Material Returning Form**.
 - 2.2.1. After completing the form, the LA or DO shall verify the physical condition of the materials and arrange for the transfer of the materials to the originating branch.

3.0 Extension of Borrowing Period

- 3.1 When a user requests to extend the borrowing period, the LA or DO shall verify that the library materials are not:
 - a) Overdue; or
 - b) Reserved by other users.
 - 3.1.1 If the library materials are overdue, please refer Section 2.0.
 - 3.1.2 If the library materials are reserved, the LA or DO shall immediately inform the user that the borrowing period cannot be extended.
 - 3.1.3 If the library materials are neither overdue nor reserved, please proceed to Section 1.0.
- 3.2 After determining that an extension is permissible, the LA or DO shall inform the user to proceed with the extension via one of the following methods:
 - a) Telephone;
 - b) User Personal Page in LibraryNet;
 - c) At the Service Counter;
 - d) User Personal Page in Angka.sa2 application.
 - 3.2.1 For extensions requested through the above methods, refer to **GL-IS-SB-02 Extension of Borrowing Period**.
 - 3.2.2 Transit library materials shall only be returned at the branch and are not eligible for renewal.

4.0 Handling of Due Reminders

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- 4.1 When the borrowed library materials are almost due (3 days before the due date), the LA or DO shall notify the user via short messaging service (SMS).
- 4.1.1 The user will also be automatically notified via system-generated email.

5.0 Handling of Overdue Reminders

- 5.1 The LA or DO shall send the overdue notification via short messaging service (SMS) three (3) days after the due date to inform the user.
- 5.1.1 When the borrowed library materials are overdue, the system automatically generates an email notification three (3) days after the due date to inform the user.

6.0 Handling Reserved Library Materials

- 6.1 Registered members may reserve library materials that are currently on loan through the following methods:
- 6.1.1 Online reservations can be made via the user's personal page by signing in at <https://pustaka.librarynet.com.my> or at www.pustakasarawak.com.
- 6.1.2 Onsite reservations can be made by using the **FRM-IS-SB-02 Library Material Reservation Form** when the system is offline.

7.0 Handling of Damaged or Lost Library Materials

- 7.1 If borrowed library materials are found to be damaged or declared lost upon return, the LA or DO shall advise the user to pay the charges for damaged library materials along with a processing fee RM 20.00.
- 7.2 Upon payment, the LA or DO shall issue a receipt through the Library Management System.
- 7.3 When receives the damaged materials from the user, the LA or DO shall immediately fill out the **FRM-IS-SB-04 Damaged and Repairing Library Material Form** and handover to Technical Services for repairing process. Please refer to **GL-IS-SB-03 Determining The Category Damaged Library Materials**.

8.0 Manual Method of Receiving Returned of Library Materials

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- 8.1 When a user requests to return borrowed library materials but the Library Management System is offline, the LA or DO shall immediately write the following details on the **FRM-IS-SB-05 Manual Library Material Returning Form** in two (2) copies (Office and User Copies):
- 8.1.1 Date;
 - 8.1.2 Name;
 - 8.1.3 IC Number or Membership Number;
 - 8.1.4 Telephone Number;
 - 8.1.5 Barcode Number of the Library Material;
 - 8.1.6 Title of the Library Material;
 - 8.1.7 Signature of the LA on duty
- 8.2 After completing the **FRM-IS-SB-05 Manual Library Material Returning Form**, the LA or DO shall inspect the physical condition of the library materials. Please refer to **GL-IS-SB-03 Determining the Category of Damaged Library Materials**.
- 8.3 When the ANGKA.SA2 Library Management System is in operation, the LA or DO shall immediately scan the barcode of the library materials to access their details from the system.
- 8.3.1. If the library material is found to be overdue, the LA or DO shall immediately inform the user accordingly. Please refer to Section 2.0.
- 8.4 When the library materials have been checked in, the LA or DO shall immediately activate the security tag for the library material.

9.0 Generating Reconciliation Report

- 9.1 When the library closes its operations for the day, the LA or DO shall immediately generate the reconciliation report via the Library Management System.
- 9.1.1 If the Library Management System is offline, the LA or DA shall use the **FRM-IS-SB-12 Manual Staff Reconciliation Report** to record the collection of the day.
- 9.2 After generating the reconciliation report, the LA or DO shall immediately hand over the report, along with the collected money, to the Manager on Duty (MOD) for verification and approval.
- 9.3 After verifying the reconciliation report, the MOD shall deposit both the report and the collected money into the safety box at the Security Control Room.
- 9.3.1 The MOD shall use the **FRM-IS-SB-12 Manual Staff Reconciliation Report** to record the collection from the LA or DO.

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10.0 Control of Documented Information

10.1 After the establishment of any of the following forms:

- a) FRM-IS-SB-02 Library Material Reservation Form;
- b) FRM-IS-SB-05 Manual Library Material Returning Form;
- c) FRM-IS-SB-07 Transit Material Returning Form;
- d) FRM-IS-SB-08 Overdue Fine / Lost Material Discount Request Form;

The LA or DO shall place the completed form into its respective file and store the file in the **Information Services Division's cabinet**. All the form files listed above:

10.1.1 Shall be categorized as an Open document and can be accessed by every staff member.

10.1.2 Shall be retained for a period of one (1) year from the date of its creation.

10.2 Thereafter, after the establishment and completion of the following form:

- a) FRM-IS-SB-04 Damaged and Repairing Library Material Form

The LA or DO shall place the completed form into its respective file and store the file in the **Technical Services Division's cabinet**. All the form files listed above:

10.2.1 Shall be categorized as an Open document and can be accessed by every staff member.

10.2.2 Shall be retained for a period of one (1) year from the date of its creation.

10.3 Subsequently, after the establishment of any of the following forms:

- a) FRM-IS-SB-12 Manual Staff Reconciliation Report
- b) FRM-IS-SB-13 Manual Summary Reconciliation Report

The LA or DO shall submit the completed form to the **Finance Unit** for filing and record retention. All the form files listed above:

10.3.1 Shall be categorized as an Open document and can be accessed by every staff member.

10.3.2 Shall be retained for a period of seven (7) year from the date of its

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creation.

11.0 Disposal of Documented Information

- 11.1 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.