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QualityProcedure

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Approved by:

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This procedure is established and maintained to ensure that the lending and returning of library materials are done systematically to support the Quality Management System.

Scope

This procedure covers the process of lending and returning of library materials by registered members of Pustaka Negeri Sarawak, Sibu 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 Whenever a user wants to borrow a library material, the Librarian Assistant (LA) or Designated Officer (DO) shall request for the user identification document for verification of membership status.
 - 1.1.1 Valid identification document refers to MyKad, MyKid, driving license, passport or birth certificate.
 - 1.1.2 If the membership is still valid, the LA or DO shall proceed with the lending process via Circulation Module, Library Management System (ANGKA.SA2).
 - 1.1.3 The receipt will list the library materials that user have checked out along with its due dates.
 - 1.1.4 If the membership has expired, the LA or DO shall advice the user to renew his membership. Refer to QP-IS-SB-01-Membership Management.
- 1.2 After verification of membership, the LA or DO scan the barcode of the library materials and proceed to print the due date receipt.
 - Borrowing library materials can also be made via self-checkout kiosk. 1.2.1 the user shall insert MyKad or MyKid in the kiosk card slot. Scan book one by one and generate circulation receipt.

Returning of Library

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- 2.1 When user wants to return a library material, the LA or DO shall check the physical condition of the library materials, scan the barcode via Circulation Module, Library Management System (ANGKA.SA2).
 - a) At the counter services during library operation hour.
 - b) At the book drop before or after or during public holidays.
 - 2.2.1 If the library materials are overdue, the LA or DO shall inform the user to settle the fines in order to enable him use the services.
 - 2.2.2 Upon any request for fines discount, refer to step 8.0 in this procedure.
- 2.3 When user returns library materials via book drop, the LA or DO shall collect the library materials before and after library operation hour.
 - 2.3.1 Upon collection of library materials in the book drop, the LA or DO shall check the physical condition of the library materials, scan the barcode via Circulation Module, Library Management System (ANGKA.SA2).
- 2.4 When a user request to return borrowed library materials but the ANGKA.SA2 System is down, the LA or DO shall manually record details as in the FRM-IS-SB-05 Manual Library Material Returning Form.
 - Upon completion of the form, the LA or DO shall check the physical 2.4.1 condition of the library materials. Refer GL-IS-SB-03 Determining The Category of Damaged Library Materials.
 - Once the ANGKA.SA2 System is up, the LA or DO shall scan the 2.4.2 barcode via Circulation Module, Library Management System (ANGKA.SA2).
 - 2.4.3 If the library material is found overdue, the LA or DO shall inform the user accordingly via telephone.
- 2.5 If the user wants to return library materials borrowed from other branches, the LA or DO shall fill in the FRM-IS-SB-07 Transit Library Materials Returned Form.

Extension of Library Materials Borrowing Period 3.0

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Extension of library materials borrowing period through the following option.

- a) At the counter service
- b) Phone
- c) E-mail
- d) User Personal Page in ANGKA.SA2
- e) ANGKA.SA2 Mobile Apps
- 3.1 When a user request for extension of library materials borrowing period by walk in at the counter services, telephone or email, the LA or DO shall renew via Circulation Module, Library Management System (ANGKA.SA2) and ensure the following details:
 - a) The due date of library materials
 - b) Reservation of library materials
 - c) Membership expiry
 - 3.1.1 If the library materials are overdue, refer to steps 2.2.1.
 - 3.1.2 If the library materials are being reserved, the LA or DO shall inform the user that the borrowing period cannot be extended and required to return the library materials.
 - 3.1.3 If the membership expiring in fourteen (14) days, the membership must be renewed before the extension can be done. Refer to QP-IS-**SB-01 Membership Management.**
 - If the library materials are not overdue or being reserved, proceed to 3.1.4 renew and generate receipt.
 - a) Registered member may extend the library materials borrowing period via ANGKA.SA2 Mobile Apps before the due date.
 - b) The borrowing period of library material which is initially lent for a period of fourteen (14) days may be extended for an additional fourteen (14) days with unlimited times of extension library materials borrowing period.
 - c) Expired transit library materials can only be return at the branch but cannot be renewed.

4.0 **Handling Reserved Library Materials**

Registered members may reserve library materials that are already borrowed by other members via any of the followings:

a) Online reservation via user personal page by sign in at https://pustaka.librarynet.com.my or at www.pustakasarawak.com.

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- b) Onsite reservation by using FRM-IS-SB-02 Library Material **Reservation Form** if the system is offline.
- 4.1 Upon receipt of online reservation application, the LA or DO shall check the status of library materials via Library Management System (ANGKA.SA2) and contact the library members that borrow the library materials via telephone regarding the reservation application.
 - a) For online reservation, the reserved library material may not allowed for notification borrowing extension and pop-up Library Management System (ANGKA.SA2) to return the library material.
- 4.2 Upon receiving the reserved library materials, the LA or DO shall contact the applicant on the availability of the library and required to collect within three (3) working days.
 - 4.2.1 If the reserved library materials are not collected within the agreed time frame, the library materials will be placed back for open circulation.

5.0 **Handling of Due Reminders**

- 5.1 When the borrowed library materials are almost due, three (3) days before the due date, the LA or DO shall notify the user via Info-Blast system.
 - a) The user will also be notified automatically via system-generated e-mail.

6.0 **Handling of Overdue Reminders**

- 6.1 When the borrowed library materials are overdue, the system automatically generate e-mail notification three (3) days after due date to notify the user.
- 6.2 After the generation of e-mail notification, the LA or DO shall send the overdue notification via Info-Blast system three (3) days after the due date to notify the user.

7.0 **Handling of Damaged or Lost Library Materials**

- 7.1 When borrowed library materials are found damaged or declared lost during returning via counter service, the LA or DO shall then advise the user to pay the cost of damaged or lost library materials together with processing fee.
 - 7.1.1 Via ANGKA.SA2 system, the LA or DO shall then print out receipt of payment for the user. Refer GL-IS-SB-03 - Determine The Category **Damaged Library Materials.**

Handling Request Discount for Overdue Fine or Lost of Library 8.0 Online copy of this documented information is the latest

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Materials

- 8.1 Upon receipt of a request for fines discount, the LA or DO shall advise the user to complete the FRM-IS-SB-08 Overdue Fine/Loss of Library Material **Discount Request Form.**
- 8.2 Upon completion of the request form, the LA or DO shall submit to registry for management approval.
- 8.3 Upon management approval, the LA or DO shall notify the user to settle the fine via telephone.

9.0 **Generating Reconciliation Report**

- 9.1 Upon closing of library operation for the day, the LA or DO shall generate the reconciliation report via library management ANGKA.SA2 system.
- 9.2 After generation of the reconciliation report, LA or DO shall handover the reconciliation report to Manager on Duty (MOD) for verification and approval.
- 9.3 After verifying the reconciliation report, the MOD shall deposit the reconciliation report in safety box at Security Control Room.
 - 9.3.1 During ANGKA.SA2 system offline, the LA or DA shall use FRM-IS-SB-**12 Manual Staff Reconciliation Report** to record the collection of the day.
 - 9.3.2 The MOD shall use FRM-IS-SB-13 Manual Summary Reconciliation Report to record collection from the LA or DO. The MOD shall deposit the reconciliation report in safety box at Security Control Room.

10.0 Control of Documented Information

- 10.1 Upon the establishment of FRM-IS-SB-05 Manual Library Material Returning Form, the LA or DO shall place in Manual Library Material Returning Form File and keep the file in Information Services Division.
 - The Manual Library Material Returning Form File shall be 10.1.1 categorised as Open document and can be accessed by every staff.
 - 10.1.2 The Manual Library Material Returning Form File shall be kept for minimum one (1) year.

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Upon the establishment of FRM-IS-SB-08 Overdue Fines/Loss of Library Online copy of this documented information is the latest

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Material Discount Request Form, the LA or DO shall place in Overdue Fines/Loss of Library Material Discount Request Form File and keep the file in Information Services Division.

- 10.2.1 The Overdue Fines/Loss of Library Material Discount Request Form File shall be categorized as Open document and can be accessed by every staff.
- 10.2.2 The Overdue Fines/Loss of Library Material Discount Request Form File shall be kept for minimum one (1) year.
- Upon the establishment of FRM-IS-SB-07 Transit Library Materials 10.3 Returned Form, the LA or DO shall place in Transit Library Materials Returned Form File and keep the file in Information Services Division.
 - 10.3.1 The Transit Library Materials Returned Form File shall be categorized as Open document and can be accessed by every staff.
 - The Transit Library Materials Returned Form File shall be kept 10.3.2 for minimum one (1) year.
- Upon the establishment of FRM-IS-SB-02 Library Material Reservation 10.4 Form, the LA or DO shall place in Library Material Reservation Form File and keep the file in Information Services Division.
 - The Library Material Reservation Form File shall be categorized as Open document and can be accessed by every staff.
 - The Library Material Reservation Form File shall be kept for 10.4.2 minimum one (1) year.
- Upon the establishment of FRM-IS-SB-04 Damaged And Repairing Library 10.5 Material Form, the LA or DO shall place in Damaged And Repairing **Library Material Form File** and keep the file in Technical Services Division.
 - The Damaged And Repairing Library Material Form File shall be categorized as Open document and can be accessed by every staff.
 - 10.5.2 The Damaged And Repairing Library Material Form File shall be kept for minimum one (1) year.
- Upon the establishment of FRM-IS-SB-12 Manual Staff Reconciliation 10.6 Report, the LA or DO shall place in Manual Reconciliation Report File and keep the file in Finance Unit.

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- 10.6.1 The Manual Staff Reconciliation Report File shall be categorized as Open document and can be accessed by every staff.
- 10.6.2 The Manual Staff Reconciliation Report File shall be kept for minimum seven (7) year.
- Upon the establishment of FRM-IS-SB-13 Manual Summary Reconciliation 10.7 Report, the LA or DO shall place in Manual Reconciliation Report File and keep the file in Finance Unit.
 - 10.7.1 The Manual Reconciliation Report File shall be categorized as Open document and can be accessed by every staff.
 - 10.7.2 The Manual Reconciliation Report File shall be kept for minimum seven (7) year.

11.0 **Disposal of Documentation 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.

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