

# Quality Procedure

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## Purpose

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This procedure is established and maintained to ensure that the Interlibrary Loan Services (ILL) are done systematically in accordance with the approved procedures to support Quality Management System.

## Scope

This procedure applies to handle the Interlibrary Loan (ILL) Services done by Pustaka Negeri Sarawak, Sibu which includes:

- a) Request from and supply of library materials by registered members of PUSTAKA;
- b) Request and supply of library materials from third parties.

## Process Details

### 1.0 Receiving Requests for Library Materials

- 1.1 Upon receiving a request from a registered member for library materials from another library, proceed to Section 2.0.
- 1.2 Upon receiving a request from third parties for library materials in PUSTAKA, proceed to Section 8.0.

### 2.0 Handling of Library Material Requests

- 2.1 Upon receiving a request, the Library Assistant (LA) and/or Designated Officer (DO) shall confirm with the user if they are a registered member of PUSTAKA.
  - 2.1.1 If the user is a registered member, proceed to Section 2.2.

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- 2.2 The LA or DO shall verify the user's membership status through the Member Management Module of the Library Management System (ANGKA.SA2) before processing any transactions. Verification can be done using the user's valid official identification.
- 2.2.1 If the user's membership has expired, the LA or DO shall advise the user to renew their membership. Refer to procedure **QP-IS-SB-01 Membership Management**.
- 2.2.2 If the user's membership has been deactivated due to outstanding fines, the LA or DO shall advise the user to settle all outstanding fines to reactivate their membership. They will then collect the fine payments, reactivate the membership via the Member Management Module in ANGKA.SA2, and issue a receipt.
- 2.3 After completing the verification of the member, the LA or DO shall brief the user on the terms and conditions of ILL Services.
- 2.3.1 If the user agrees, the LA or DO shall then ask the user to complete the **FRM-IS-SB-03 Interlibrary Loan Services Agreement Form**.
- 2.3.2 If the user disagrees, the process ends here.
- 3.0 Contacting the Supplying Organizations**
- 3.1 After receiving the completed **FRM-IS-SB-03 Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)**, the LA or DO shall contact the supplying organization via email and telephone to inquire about the availability of the requested library materials within three (3) working days.
- 3.1.1 If the library materials are available and the supplying organizations are able to provide them, the LA or DO shall submit an official written request to borrow the materials.
- 3.1.2 If the supplying organization is unable to provide the library materials, the LA or DO shall inform the user accordingly through face-to-face conversation, telephone or email.

#### 4.0 Agreement to Supply

4.1 The LA or DO shall inform the user about the availability of the library materials via any of the following channels:

4.1.1 Email;

4.1.2 Telephone;

4.1.3 Infoblast

#### 5.0 Receiving Library Materials from Supplying Organizations

5.1 Upon receiving the library materials, the LA or DO shall check the physical condition of the library materials and confirm the physical condition with the supplying organization.

#### 6.0 Delivery of Library Materials to Registered Member

6.1 Upon receiving the library materials, the LA or DO shall inform the user via email, telephone, or Short Messaging Service (SMS) to collect the materials from PUSTAKA.

6.2 Prior to collection of the library materials, the user shall be requested to pay the processing fees for the per item services rendered.

6.3 Upon collection of the processing fees, the LA or DO shall generate the user with an official receipt.

6.4 Upon issue the official receipt, LA or DO shall inform the user to fill the **FRM-IS-SB-01 Service Rating Form** to evaluate the Inter Library Loan Services rendered.

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## 7.0 Renewing Borrowed Interlibrary Loan Materials

- 7.1 Extension of the borrowing period for library materials can be requested in person, by telephone, or via email.
- 7.2 Upon receiving a request for renewing Interlibrary Loan materials, the LA or DO shall contact the supplying organization via email or telephone.
- 7.3 Upon receiving the feedback from the supplying organization, the LA or DO shall acknowledge the users' feedback via telephone, email, or Infoblast.

## 8.0 Receive of Borrowed Library Materials from Registered Members

- 8.1 Upon receipt of borrowed library materials from registered members , the LA or DO shall check the physical condition of the library materials.
  - 8.1.1 If the library materials are in good physical condition, the LA or DO shall return the library materials to the supplying organization and complete the **FRM-IS-SB-03 Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)**.
  - 8.1.2 If the library materials are damaged or declared lost, the LA or DO shall contact the supplying organization via email or letter to request feedback on the case.
  - 8.1.3 Upon receiving feedback from the supplying organization, the LA or DO shall inform the user of the feedback via email or letter.
  - 8.1.4 For every payment made by the user, the LA or DO shall issue a receipt.
  - 8.1.5 If the user refuses to settle their fine, the process ends here.

## 9.0 Receiving Requests for Library Materials from Third Parties

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9.1 Upon receiving a request from third parties, the LA or DO shall check the availability of the library materials in the OPAC Module, ANGKA.SA2.

9.1.1 If the library materials are not available, the LA or DO shall inform the requesting organizations to cancel the request.

9.1.2 If the library materials are available, the LA or DO shall send them, along with a letter of undertaking to the requesting organizations.

## **10.0 Requesting Renewal of Borrowed Interlibrary Loan Materials from Third Parties**

10.1 Requests for extension of the borrowing period for library materials from third parties can be made via telephone or email.

10.2 Feedback regarding the extension of the borrowing period for library materials from third parties can be provided via email, letter, or telephone.

## **11.0 Receiving Borrowed Interlibrary Loan Materials from Third Parties**

11.1 Upon receiving borrowed library materials from third parties, the LA or DO shall check the physical condition of the materials.

11.1.1 If the library materials are damaged, the LA or DO shall request the requesting organizations to bear the incurred costs.

## **12.0 Control of Documented Information**

12.1 After completing the **FRM-IS-SB-03 Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)** and **FRM-IS-SB-01 Service Rating Form** for Interlibrary Loan Services, the LA or DO shall place the documents in the Interlibrary Loan File and keep the file in the **Information Services Division's cabinet**.

12.1.1 The Interlibrary Loan Services File shall be categorized as an open document accessible to all staff.

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12.1.2 The Interlibrary Loan Services File shall be kept for a minimum of one (1) year.

### **13.0 Disposal of Documented Information**

13.1 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.