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Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the Interlibrary Loan Services (ILL) is done systematically to support the 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 Receipt of Request for Library Materials

- 1.1 Upon receipt of request from registered member for library materials in other library, proceed to Section 2.0.
- 1.2 Upon receipt of request from third parties for library materials in PUSTAKA, proceed to Section 8.0.

2.0 Handling of Request

- 2.1 Upon receipt of request, the Librarian Assistant (LA) or Designated Officer (DO) shall then ask the user whether or not he is a registered member of PUSTAKA.
 - 2.1.1 If the user is a registered member, proceed to Section 2.2.
 - 2.1.2 If the user is not a member yet, the LA or DO shall advise the user to register as a member. If the user refuses to register, the process ends here. Refer to procedure **QP-IS-SB-01 Membership Management.**
- 2.2 Whenever there is a request for Inter Library Loan Service, The LA or DO shall verify the membership status of the user through the Member Management Module, Library Management System (ANGKA.SA2) before any transaction can be made. Verification of membership status can be done by using the user's valid official identification which refers to MyKad, MyKid, birth certificate, passport, driving license or students' cards.
 - 2.2.1 If the user's membership has expired, the LA or DO shall advise the user to renew his or her membership. Refer to procedure QP-IS-SB-01 Membership Management.

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- 2.2.2 If the user's membership has been deactivated due to outstanding amounts of fines or expiry of his membership, the LA or DO shall advise the user to settle all his outstanding fines to reactivate his membership. The LA or DO shall collect payment of fines from the user, reactivates his membership via Member Management Module, ANGKA.SA2 and issues receipt.
- 2.3 Upon completing the verification of 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 Inter Library Loan Services Agreement Form.
 - 2.3.2 If the user disagrees, the process ends here.

3.0 Contacting the Supplying Organizations

- 3.1 Upon receiving the complete FRM-IS-SB-03 Inter Library Loan Services Agreement Form, the LA or DO shall contact the supplying organization via e-mail 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 supply the library materials, the LA or DO shall submit a written official request to borrow the library materials.
 - 3.1.2 If the supplying organizations is not able to supply the library materials, the LA or DO shall inform the user accordingly via face-to-face conversation or telephone or email.

4.0 Agreement to Supply

- 4.1 Upon confirmation of the availability of the requested library material, the LA or DO shall inform the user via any of the following channels:
 - a. Email
 - b. Telephone
 - c. Infoblast

5.0 Receipt of Library Materials from Supplying Organizations

- 5.1 Upon receipt the library materials, the LA or DO shall check the physical condition of the library materials and counter confirm the physical condition with the supplying organization.
 - 5.1.1 If the library materials are in good condition, the LA or DO shall

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proceed to 6.0.

5.1.2 If the library materials are not in good condition, the LA or DO shall return the library material to 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 or telephone or info-blast to collect the library 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-I-SB-01 Service Rating Form to evaluate the Inter Library Loan Services rendered.

7.0 **Receipt of Borrowed Library Materials from Registered Members**

- 7.1 Upon receipt of borrowed library materials from registered members, the LA or DO shall check the physical condition of the library materials.
 - 7.1.1 If the library materials are in good physical condition, the LA or DO shall return the library materials to the supplying organization. The LA or DO shall then complete the FRM-IS-SB-03 Inter Library Loan Services Agreement Form.
 - 7.1.2 If the library materials are damaged, the user shall be advised to comply with any rules and regulations imposed by the supplying organization.

8.0 **Handling of Request from Third Parties**

- 8.1 Upon receipt of request from third parties, the LA or DO shall check the availability of the library materials in OPAC Module, ANGKA.SA2.
 - 8.1.1 If the library materials are not available, the LA or DO shall inform the requesting organizations via email to cancel the request.
 - 8.1.2 If the library materials are available, the LA or DO shall send the library materials together with letter of undertaking to requesting organizations.

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9.0 Receipt of Borrowed Library Materials from Third Parties

- 9.1 Upon receipt of borrowed library materials from third parties, the LA or DO shall check the physical condition of the library materials.
 - 9.1.1 If the library materials are damaged, the LA or DO shall request the requesting organizations to bear the incurred cost.

10.0 Control of Documented Information

- 10.1 Upon the establishment of the following documents, the LA or DO shall place the following documents in the Inter Library Loan File and keep the file in the Information Services Division.
 - a) Inter Library Loan Services Agreement Form
 - b) Service Rating Form
 - 10.1.1 The **Inter Library Loan File** shall be categorized as Open document and can be accessed by every staff.
 - 10.1.2 The **Inter Library Loan File** shall be kept for minimum 1 year.

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.

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