

Guidelines

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These guidelines recorded daily transaction service over the counter by Library Assistant (LA) or Designated Officer (DO).

1.0 Pre-Operational Duties

1.1 LA or DO shall:

- a) Ensure that all equipment and tools at the service counter are functioning properly.
- b) Log in to the Library Management System before commencing duty.
- c) Ensure all counter equipment is ready for use.
- d) Ensure lights and any exhibition equipment are switched on and functioning (where applicable).
- e) Ensure the RFID gantry is operating properly.
- f) Ensure shelves and books are neat, organized, and easily accessible.
- g) Ensure the receipt printer and A4 printer are functioning properly.
- h) Ensure that internet connectivity is available and accessible.
- i) Ensure that Online Database Angkasa.2 and OPAC are functioning and accessible.
- j) Ensure that computer terminals for user internet access are ready for use.
- k) Ensure the cash float (RM 75.00) is sufficient for counter transactions.

2.0 Operational Duties

- 2.1 Upon receiving a user's request for any counter transaction, refer to and comply with the relevant Quality Procedure:
 - a) QP-IS-SB-01 Membership Management
 - b) QP-IS-SB-02 Circulation Services
 - c) QP-IS-SB-03 Interlibrary Loan Services
 - d) QP-IS-SB-04 Reference Services
- 2.2 Log all books left on tables and trolleys for statistical record purposes.
- 2.3 Ensure that BookBear WhatsApp messages are monitored and responded to throughout operational hours.
- 2.4 Review the duty roster and perform tasks as scheduled.

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2.5 Ensure that every new member receives a User Education briefing.

3.0 Reporting and Escalation

3.1 LA or DO shall:

- a) Report any malfunctioning ICT equipment, lighting, or related issues to the ICT Unit or Technician immediately.
- b) Document issues in the appropriate log (if applicable) in accordance with internal reporting procedures.