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# Guidelines

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1 <sup>st</sup> May 2021	1 <sup>st</sup> May 2021

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Document No. : GL-IS-SB-04 Revision No. : 0 Effective Date : 1st May 2021

These guidelines cover borrowing and returning of library materials.

## PHASE EXPLANATIONS Borrowing of Library Materials

- 1. If the user a member, the LA or DO shall proceed the request to borrow the library materials via Circulation Module, Library Management System (ANGKA.SA2).
- 2. During offline services, the transaction will be recorded in "Rekod Tugas Harian Perkhidmatan" which contains as follows:
  - a) Type of transaction
  - b) User information
  - c) Communication Channel (Phone/Walk-In/Email/Transit)
  - d) Circulation Information
- 3. 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.

#### **Returning of Library Materials**

- 1. Upon receiving the library materials, LA or DO will check the physical condition of library materials, to see either it is in good condition or some forms of damages have happened to the library materials.
- 2. During offline service, if the library materials in good condition, the LA or DO shall process the library materials for returning and the transaction will be recorded in "Rekod Tugas Harian Perkhidmatan".
- 3. If the returning library material is damaged, refer to GL-IS-SB-03 Determining the Category of Damaged Library Materials and Section 6.0 in QP-IS-SB-02 Circulation Service for further action.

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