

Guidelines

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This guideline covers the process of determining the categories of reference enquiries.

1.0 First Level Enquiry

1.1 A First Level Enquiry is defined as a transaction in which a staff member finds or recommends relevant resources within the library, assists in their use, or answers the enquirer's question using library tools or by referring to other sources. It includes directional and administrative enquiries.

1.2 PUSTAKA receives all these enquiries at the Reference Desk counter through the following channels:

- (a) In person / walk in;
- (b) Telephone;
- (c) Online;
- (d) Letter;
- (e) Facsimile.

1.3 The category of the First Level Enquiry is as follows, requiring very minimal reference work:

- (a) Question on the usage of the Prohibited Library Materials collection.
Refer **GL-IS-SB-16 Management of the use of Prohibited Library Materials**;
- (b) Question regarding Pustaka's services (Library Services, Archives Services, and Special Collection Services);
- (c) Question on membership registration;
- (d) Question on circulation services;
- (e) Question on facilities provided;
- (f) Question on facilities provided;
- (g) Question on the library's operational time;
- (h) Question on bibliographic search;
- (i) Question on library activities (children activities, talks, forums, workshops, exhibition etc.)
- (j) Request for simple and straightforward information or facts or figures;

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and

(k) Where is what?

2.0 Second Level Enquiry

2.1 A Second Level Enquiry refers to an enquiry that requires in-depth research or specific information. If a user needs more specialized help, a staff member shall provide detailed information to the user.

(a) Example: If the user needs information on SCORE or RECODA, the librarian will gather the information from appropriate agencies and provide it to the user (subject to the Copyright Act 1987).