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Guidelines

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1 st May 2021	1 st May 2021

Document No. : GL-IS-SB-12 Revision No. : 0 Effective Date : 1st May 2021

This guideline applies to the circulation and delivery of library materials at the Circulation Counter at:

- a) Pustaka Negeri Sarawak, Kuching
- b) Pustaka Negeri Sarawak, Miri
- c) Pustaka Negeri Sarawak, Sibu

PHASES EXPLANATIONS

- 1.0 Request for Library Materials
- 1.1 User shall search for library materials via Angka.sa2 app.
- 1.2 User shall share the library materials materials bibliographic description and fill in the following details:
 - a) Name
 - b) IC/Membership No.
 - c) Address
 - d) Contact
- 1.3 Enquiry or request from user for library materials received via the following channels:
 - a) Whatsapp
 - b) Telephone
 - c) Online
 - d) Email
- 2.0 Retrieving Library Materials
- Upon receipt of library material request from user, Reference Librarian (RL) shall inform Assistant Librarian (AL), or other Designated Officer (DO) via whatsapp to retrieve the library materials at the shelf.
- 2.2 Upon receipt of request detail, AL or DO shall check the availability of the library materials, AL or DO shall confirm the availability of library materials to RF via whatsapp RF to inform user on the library materials status.
- 2.3 Once the library materials been retrieved from the shelf, the AL or DO shall:
 - a) Check-out the library materials
 - b) Pack up the library materials
 - c) Inform RF once the request is ready to deliver

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Document No. : GL-IS-SB-12

Revision No. : 0

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GL-IS-SB-12 **Book Delivery Services (BookBear Services)**

- **Delivery of Library Materials** 3.0
- 3.1 Upon receipt of confirmation to deliver library materials, RF shall inform logistic to proceed with the delivery via whatsapp.
- Logistic shall inform user on the delivery timing. 3.2
- Logistic to deliver the library materials to user. 3.3

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