

Guidelines

Reviewed by:

Nur Faziella Syazmeen Hasli

1st March 2026

Approved by:

Nurfarathul Azma Julani

1st March 2026

Online copy of this documented information is the latest

Document No. : GL-IS-SB-13
Revision No. : 1
Effective Date : 1st March 2026

This guideline applies to the reference services at Pustaka Negeri Sarawak, Sibul.

1.0 Reference Enquiry

1.1 Users may submit their enquiries through the following channels:

- a) Walk-in;
- b) E-mail;
- c) Social media platforms;
- d) Telephone;
- e) "Ask a Librarian" via e-Knowbase.

1.2 Users submitting enquiries through "Ask a Librarian" shall access the service via the following link:

<https://www.pustaka-sarawak.com/eknowbase/>

2.0 Answering e-Knowbase Reference Enquiries

2.1 Upon receiving a reference enquiry through e-Knowbase, the Designated Officer (DO) shall:

- a) Log in to the e-Knowbase portal:

<https://www.pustaka-sarawak.com/eknowbase/login-genie.php>

- b) Select the "Unanswered Question" option to view and respond to enquiries submitted by users.

2.2 The DO shall select "Input Query" to create and complete the reference question and answer.