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Guidelines

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1 st May 2021	1 st May 2021

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These guidelines applies to the reference services at:

- a) Pustaka Negeri Sarawak, Kuching.
- b) Pustaka Negeri Sarawak, Miri.
- c) Pustaka Negeri Sarawak, Sibu.
- d) State Records Repository.

PHASE	EXPLANATIONS
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- 1.0 Reference Enquiry
- 1.1 User shall send their enquiry via:
 - a) Walk-In
 - b) Email
 - c) Social Media
 - d) Telephone
 - e) "Ask a Librarian" from E-Knowbase
- User shall submit their enquiry to "Ask a Librarian" via link: 1.2
 - https://www.pustaka-sarawak.com/eknowbase/
- 2.0 Answering E-Knowbase Reference Enquiry
- 2.1 Upon receipt of reference enquiry via E-Knowbase, designated Officer (DO) shall login at https://www.pustakasarawak.com/eknowbase/logingenie.php and select "Unanswered Question" option to answer the enquiry submitted by user.
- 2.2 DO shall select "Input Query" to create reference question and answer.

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