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QualityProcedure

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2nd March 2022

Approved by:

4th March 2022

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: QP-IS-SB-04 Document No. Revision No.

: 1 : 4th March 2022 Effective Date

Purpose

This procedure is established and maintained to ensure that the Reference Services are being rendered effectively and efficiently in accordance with the approved procedure.

Scope

This procedure applies to the handling of reference enquiries at Pustaka Negeri Sarawak, Sibu.

1.0 Receipt of Enquiry

- 1.1 Upon receipt of enquiry from a user via the following channels, the Reference Librarian (RL) or other Designated Officer (DO) shall record the reference enquiry in the E-Reference Enquiries Log (Online Log)
 - a) In person / walk in
 - b) Telephone
 - c) Online (E-mail, Social Media Channels)
- 1.2 After registering the reference enquiry in the E-Reference Enquiries Log (Online Log), The RL or DO shall determine the category of the enquiry, based on GL-IS-SB-07 Determining the Categories of Reference Enquiries.
- 1.3 When the server is down, the RL or DO shall manually record details as in the FRM-IS-SB-11 Reference Enquiries Log.

2.0 First Level Enquiry

- 2.1 After confirming the enquiry as First Level Enquiry, the RL or DO shall respond within one (1) working day.
- Upon replying the reference enquiry, the RL or DO shall update the record in the E-REL withing seven (7) working days.

3.0 Second Level Enquiry

- 3.1 After confirming the Second Level Enquiry, the RL or DO shall assist the user and use the **FRM-IS-SB-06 Reference Interview Form** to conduct an interview session, general enquiries shall be handled directly by RL or DO. Other question related to:
 - Public Records and Archives, please refer to QP-AM-02 Reference of Public Records, Archives and Sarawakiana Collections at State

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Document No. : QP-IS-SB-04 Revision No. : 1

Revision No. : 1 Effective Date : 4th March 2022

Records Repository.

- Special Collections, please refer to GL-SWK-04 Access to Special ii) **Collection Materials.**
- 3.2 After completed the Second Level Enquiry, the RL or DO shall respond according to agreed date through the following channels:
 - a) In person / walk in
 - b) Telephone
 - c) Online (E-mail, Social Media Channels)
- 3.3 Upon replying the reference enquiry, the RL or DO update the record in the E-REL within seven (7) working days.
- 3.4 Upon completion of the services, the RL or DO shall request the user to rating the FRM-IS-SB-01 Services Rating Form.

4.0 **Control of Documented Information**

- 4.1 Upon the completion of following documents, The Librarian or DO shall keep the following document in the Reference Service File and keep the file in the Information Services Division.
 - a) Reference Interview Form
 - b) Services Rating Form
 - The Reference Services File shall be categorized as "Open" document and can be accessed by every staff.
 - 4.1.2 The **Reference Services File** shall be kept for minimum 1 year.

5.0 **Disposal of Documented Information**

5.1 When the file has reached its retention period, the Head of Information Services shall seek the advice of the Departmental Record Officer for the disposal of the file.

Document No. QP-IS-SB-04 : 1 : 4th March 2022 Revision No.

Effective Date