

Quality Procedure

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. : QP-IS-SB-04
Revision No. : 2
Effective Date : 1st March 2026

Purpose

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

Scope

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

Process Details

1.0 Receiving of Enquiries

1.1 Upon receiving an enquiry from a user via the following channels, the Reference Librarian (RL) or other Designated Officer (DO) shall record the reference enquiry in the First Level Enquiry Form (<https://www.pustaka-sarawak.com/apps/file/sibu/>):

- 1.1.1 In person / walk in;
- 1.1.2 Telephone;
- 1.1.3 Online (E-mail, Social Media Channels);
- 1.1.4 Letter;
- 1.1.5 Facsimile

1.2 The RL or DO shall determine whether the enquiry falls under the First or Second Level category. Refer to **GL-IS-SB-07 Determining the Categories of Reference Enquiries**.

2.0 First Level Enquiry

2.1 If it falls under the category of a First Level Enquiry, the RL or DO shall respond within one (1) working day via the following channels:

- 2.1.1 In person / walk in;
- 2.1.2 Telephone;
- 2.1.3 Online (E-mail, Social Media Channels);
- 2.1.4 Letter;
- 2.1.5 Facsimile

2.2 Upon replying to the reference enquiry, the RL or DO shall update the record in the First Level Enquiry Form (<https://www.pustaka-sarawak.com/apps/file/sibu/>) within seven (7) working days.

3.0 Second Level Enquiry

Online copy of this documented information is the latest

- 3.1 Upon receiving a Second Level Enquiry, the RL or DO shall assist the user and use the Reference Interview Form (<https://www.pustaka-sarawak.com/rif-form-sibu.php>) to conduct an interview session. General inquiries shall be handled directly by the RL or DO. Other enquiries related to:
- 3.1.1 Public Records and Archives, please refer to **QP-AM-02 Reference of Public Records, Archives and Sarawakiana Collections** at State Records Repository.
- 3.1.2 Special Collections will use the **FRM-AM-04 Department / Agency Records, Archives, and Special Collections Request Form**.
- 3.2 The user shall fill in the Reference Interview Form manually when the following situations occurs:
- 3.2.1 Server down;
- 3.2.2 No internet access.
- 3.3 The RL or DO shall respond by the agreed-upon date through the following channels:
- 3.3.1 In person / walk in;
- 3.3.2 Telephone;
- 3.3.3 Online (E-mail, Social Media Channels);
- 3.3.4 Letter;
- 3.3.5 Facsimile
- 3.4 Upon responding to the reference enquiry, the RL or DO shall update the relevant record in the **Reference Interview Form (RIF)** within **seven (7) working days**.
- 3.5 Upon delivering the requested information to the user, the RL or DO shall request the user to complete the **Services Rating Form** for service performance monitoring and improvement purposes.
- 3.6 For the implementation of **User Education Programmes**, the RL or DO shall refer to **GL-IS-SB-08: Handling of User Education**.
- 3.7 For the conduct of **Information Literacy Classes**, the RL or DO shall refer to **GL-IS-SB-12: Information Literacy Class Preparation and Coordination**.

4.0 Control of Documented Information

- 4.1 Upon completing the data entry process of the Reference Interview Form offline, the LA or DO shall place the form in the Reference Services File and

Online copy of this documented information is the latest

keep the file in the **Information Services Division's cabinet**.

- 4.1.1 The manual Reference Interview Form shall be categorized as an open document, accessible to every staff member.
- 4.1.2 Documented information generated as a result of offline Reference Interview Form for reference services shall be retained for one (1) year from the date of creation.

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.