

Master List/Matrix/Table

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Knowledge Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Knowledge management awareness.	1. Determination of awareness programs.	1. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		2. Program brief.	Explicit	Recorded in PustakaPedia.
	2. Scheduling of awareness programs.	1. Calendar of activities.	Explicit	Recorded in PustakaPedia.
		2. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Implementation of awareness programs.	1. Presentation slides.	Explicit	Recorded in PustakaPedia.
		2. Program report.	Explicit	Recorded in PustakaPedia.
		3. Lessons learned.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		4. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
2. Knowledge capture and sharing.	1. Identification of knowledge and its sources.	1. Management of organisational knowledge procedure.	Explicit	Recorded in PustakaPedia.
		2. Knowledge inventory.	Explicit	Recorded in PustakaPedia.

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	2. Capture of knowledge.	1. Management of organisational knowledge procedure.	Explicit	Recorded in PustakaPedia.
		2. Tutorial on the usage of PustakaPedia.	Explicit	Recorded in PustakaPedia.
	3. Promote usage of captured knowledge.	Management of organisational knowledge procedure.	Explicit	Recorded in PustakaPedia.
	4. Update of knowledge base.	Management of organisational knowledge procedure.	Explicit	Recorded in PustakaPedia.

Information and Communications Technology

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Corrective maintenance of ICT system.	1. Processing of complaint.	Corrective maintenance of ICT system.	Explicit	Recorded in PustakaPedia.
	2. Troubleshooting of faulty component.	Corrective maintenance of ICT system.	Explicit	Recorded in PustakaPedia.
	3. Acquisition of parts.	1. Purchasing control procedure.	Explicit	Recorded in PustakaPedia by Finance Management Division.

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		2. Borang Permohonan Pembelian.		
	4. Repair and replacement of parts.	Corrective maintenance of ICT system.	Explicit	Recorded in PustakaPedia.
2. Preventive maintenance.	1. Identification of equipment & frequency of preventive maintenance.	Preventive Maintenance.	Explicit	Recorded in PustakaPedia.
	2. Preparation of preventive maintenance schedule.	1. Preventive Maintenance. 2. Planned Preventive Maintenance (PPM) Form.	Explicit	Recorded in PustakaPedia.
	3. Implementation of preventive maintenance schedule	1. Preventive Maintenance. 2. Preventive Maintenance report.	Explicit	Recorded in PustakaPedia.
	4. Lessons learnt: System backup by Pustaka must be done by daily. Backup must be tested to ensure the validity.	Process.	Tacit	To establish a system backup procedure and input into PustakaPedia knowledge base.
3. System enhancement.	1. Processing of complaint.	Enhancement of ICT system.	Explicit	Recorded in PustakaPedia.
	2. System enhancement process.	Enhancement of ICT system.	Explicit	Recorded in PustakaPedia.

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4. Acquisition of ICT components.	1. Processing of user request.	Enhancement of ICT system.	Explicit	Recorded in PustakaPedia.
	2. Acquisition process.	1. Purchasing control procedure. 2. Borang Permohonan Pembelian.	Explicit	Recorded in PustakaPedia by Finance Management Division.
	3. Prepare documentation for asset management.	Asset management.	Explicit	Recorded in PustakaPedia.

Records Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Management of awareness program for records management.	1. Identification of awareness program.	1. Agency profile. 2. Report of previous program.	Explicit Explicit	Recorded in PustakaPedia. Recorded in PustakaPedia.
	2. Planning and scheduling.	Records management annual plan.	Explicit	Recorded in PustakaPedia.
	3. Execution of awareness program.	Letter to agency.	Explicit	Recorded in PustakaPedia.
	4. Report and customer feedback.	Report and customer feedback form.	Explicit	Recorded in PustakaPedia.

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2. Management of valuable public records (Administrative records).	1. Processing of request from department.	Borang pemisahan rekod.	Explicit	Recorded in PustakaPedia.
	2. Evaluation of Borang Pemisahan Rekod.	1. Borang pemisahan rekod. 2. Jadual Pemisahan Rekod Am. 3. Jadual Pemisahan Rekod Kewangan. 4. Arahan Keselamatan.	Explicit	Recorded in PustakaPedia.
	3. Planning and scheduling of appraisal exercises.	Schedule of appraisal	Explicit	Recorded in PustakaPedia.
	4. Execution to conduct appraisal.	2. Letter to agency. 3. Borang pemisahan rekod. 4. Jadual Pemisahan Rekod Am. 5. Jadual Pemisahan Rekod Kewangan. 6. Laporan Penilaian Rekod. 7. Customer feedback form.	Explicit and tacit	Recorded in PustakaPedia.
3. Management of SRARC Meeting.	1. SRARC Meeting.	Identify date for SRARC Meeting.	Explicit	Recorded in PustakaPedia.
	2. Preparing agenda for SRARC Meeting.	1. Agenda of meeting 2. Minute of previous meeting. 3. Laporan Penilaian Rekod.	Explicit	Recorded in PustakaPedia.

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	3. Execution of SRARC Meeting.	1. Finding and recommendation report. 2. Minutes of SRARC meeting.	Explicit	Recorded in PustakaPedia.
	4. Recommendation to Board of Management Meeting.	Decision paper for Board of Management approval.	Explicit	Recorded in PustakaPedia.
4. Management of destruction of non-archival records (Administrative records).	1. Decision and approval from SRARC and Board of Management.	Minutes of Board of Management meeting.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling.	Schedule to conduct disposal.	Explicit	Recorded in PustakaPedia.
	3. Execution to conduct disposal.	1. Borang pemisahan rekod. 2. Sijil Penentusahan Rekod Am.	Explicit	Recorded in PustakaPedia.
5. Management of destruction of non-archival records (Financial records).	1. Receiving request from department.	Borang pemisahan rekod.	Explicit	Recorded in PustakaPedia.
	2. Evaluation of Borang Pemisahan Rekod.	1. Borang pemisahan rekod. 2. Jadual Pemisahan Rekod Kewangan. 3. Arahan Perbendaharaan (Lampiran M). 4. Local Authority Financial Regulation 1997. 5. Arahan Keselamatan.	Explicit	Recorded in PustakaPedia.

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	3. Approval from Treasury Department/SFS and Jabatan Audit Negara Malaysia, Cawangan Sarawak.	Letter of approval from agency.	Explicit	Recorded in PustakaPedia.
	4. Planning and scheduling.	Schedule to conduct disposal.	Explicit	Recorded in PustakaPedia.
	5. Execution to conduct disposal.	1. Borang pemisahan rekod. 2. Sijil Penentusahan Rekod Kewangan.	Explicit	Recorded in PustakaPedia.

Archives Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Management of receiving of transfer file.	1. Checking the files against the approved transfer list.	1. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		2. Record of list of 7earnt7rring government agencies.	Explicit	Recorded in PustakaPedia.
		3. Laporan Penilaian Rekod.	Explicit	Recorded in PustakaPedia.
		4. Borang Pemisahan Rekod.	Explicit	Recorded in PustakaPedia.
			Explicit	Recorded in PustakaPedia.

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		5. Archives Accession Form.		
	2. Checking the condition of files.	Workflow.	Explicit	Recorded in PustakaPedia.
	3. Processing file.	1. Workflow.	Explicit	Recorded in PustakaPedia.
		2. e-preservation.	Explicit	Recorded in PustakaPedia.
	4. Key-in data in the Archives and Records Management System (ARMS).	QP-AM-01 Transfer and Receiving of Public Records and Archives.	Explicit	Recorded in PustakaPedia.
	5. Storage	QP-AM-01 Transfer and Receiving of Public Records and Archives.	Explicit	Recorded in PustakaPedia.
2. Management of receiving of migrated archives.	1. Checking the files against the migrated archives list.	1. Process.	Explicit	Recorded in PustakaPedia.
		2. Record of list of migrated archives.	Explicit	Recorded in PustakaPedia.
	2. Checking the condition of migrated archives document.	Workflow.	Explicit	Recorded in PustakaPedia.
	3. Description of migrated archives document.	Workflow.	Explicit	Recorded in PustakaPedia.
	4. Key-in data in the Archives and Records Management	Workflow.	Explicit	Recorded in PustakaPedia.

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	System (ARMS)			
	5. Update listing in RECARS (Records and Archives System).	Workflow.	Explicit	Recorded in PustakaPedia.
	6. Storage.	Workflow.	Explicit	Recorded in PustakaPedia.
3. Management of PUSTAKA photographs collection.	1. Receive the activities and programs photograph from appointed photographer or program owner.	1. Pustaka PhotoBank. 2. Transfer Form.	Explicit Explicit	Recorded in PustakaPedia. Recorded in PustakaPedia.
	2. Checking the photograph condition.	Workflow.	Explicit	Recorded in PustakaPedia.
	3. For softcopy, the photograph will be printed for preservation purposes.	Workflow.	Explicit	Recorded in PustakaPedia.
	4. Key-in data in the Archives and Records Management System (ARMS)	Handling of PUSTAKA photographs collection.	Explicit	Recorded in PustakaPedia.
	5. Storage.	Handling of PUSTAKA photographs collection.	Explicit	Recorded in PustakaPedia.
4. Management of awareness program for transfer file.	1. Identification of awareness program.	1. Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
		2. Record of list of transferring	Explicit	Recorded in PustakaPedia.

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		government agencies.		
	2. Planning and scheduling.	Yearly calendar activities for Archives Management awareness program.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Laporan pelaksanaan program 1File 1Week dan <i>Rescue Government Record and Archives Program</i> (REGRAP).	Explicit	Recorded in PustakaPedia.
5. Management of microfilm of archive materials.	1. Identify the collection to be microfilm.	Kriteria Pemilihan Rekod Untuk Digitalkan Dan Dimikrofilemkan.	Explicit	Recorded in PustakaPedia.
	2. Notify the department/agencies.	Correspondence.	Explicit	Recorded in PustakaPedia.
	3. Briefing with the department/agencies.	Planning and scheduling a meeting with department/agencies.	Explicit	Recorded in PustakaPedia.
	4. Conducting training for scanning and digitization process for selected department/agencies.	Workflow.	Explicit	Recorded in PustakaPedia.
	5. Implementation.	1. Borang Permohonan Pendigitalan dan Mikrofilem. 2. Log Pendigitalan dan	Explicit	Recorded in PustakaPedia.

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		Mikrofilem. 3. Log Pergerakan Mesin Pengimbas. 4. Terma dan syarat Pendigitalan dan Mikrofilem. 5. Laporan Pendigitalan dan Mikrofilem Projek.		
6. Handling of scanning service.	1. Identify the collection to be scanned.	Process.	Tacit	Recorded in PustakaPedia.
	2. Preparation of archives material for scanning.	Workflow.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Laporan Imbasan Bahan.	Explicit	Recorded in PustakaPedia.
7. Registration of department/ agencies representative.	1. Identifying focal person by department/agencies	1. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		2. Form/ Appointment Letter by department/ agencies	Explicit	Recorded in PustakaPedia.
	2. Key-in data for focal person in the Archives and Records Management System (ARMS).	1. Process.	Tacit	Recorded in PustakaPedia.
		2. Form/ Appointment Letter by department/ agencies.	Explicit	Recorded in PustakaPedia.
8. Reference of archive materials.	1. Receiving request from department/agencies via	1. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	official letter, e-mail, phone or fax.	2. Borang permintaan (Records/Archives Request Form).	Explicit	Recorded in PustakaPedia.
	2. Retrieval of archive materials from repository	1. Workflow. 2. Slip Pengganti and Slip Pengiring.	Explicit Explicit	Recorded in PustakaPedia. Recorded in PustakaPedia.
	3. Returning of archive materials to repository.	1. Workflow. 2. Borang permintaan (Records/Archives Request Form). 3. Laporan Rujukan Bahan Arkib.	Explicit	Recorded in PustakaPedia.
9. Circulation of archive materials.	1. Receiving request from department/agencies via official letter, e-mail, telephone or fax.	1. Process. 2. Borang permintaan (Records/Archives Request Form).	Tacit Explicit	Converted into explicit knowledge recorded in PustakaPedia. Recorded in PustakaPedia.
	2. Verification of the permission letter from creating department/agencies.	Workflow.	Explicit	Recorded in PustakaPedia.
	3. Retrieval of archives	1. Workflow.	Explicit	Recorded in PustakaPedia.

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	material from repository.	2. Slip Pengganti and Slip Pengiring.	Explicit	Recorded in PustakaPedia.
	4. Returning of archive materials to repository.	1. Workflow.	Explicit	Recorded in PustakaPedia.
		2. Borang permintaan (Records/Archives Request Form).	Explicit	Recorded in PustakaPedia.
		3. Laporan Peminjaman Bahan Arkib.	Explicit	Recorded in PustakaPedia.
10. Management of fumigation service for department/agencies.	1. Identify the department/agencies require for fumigation service.	1. Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		2. Records of list of government agencies.	Explicit	Recorded in PustakaPedia.
	2. Notify the department/agencies.	Correspondence.	Explicit	Recorded in PustakaPedia.
	3. Briefing with the department/agencies.	1. Planning and scheduling a meeting with department /agencies.	Explicit	Recorded in PustakaPedia.
		2. Permission for Access Notice Form	Explicit	Recorded in PustakaPedia.
	4. Implementation.	1. Sketch plan for fumigation	Explicit	Recorded in PustakaPedia.

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		area.		
		2. Laporan Perkhidmatan Pewasapan.	Explicit	Recorded in PustakaPedia.
11. Management of fumigation service for PUSTAKA archive collections.	1. Identify the archive collections that require fumigation.	1. Process.	Tacit	Converted into explicit knowledge and Recorded in PustakaPedia.
		2. Workflow.	Explicit	Recorded in PustakaPedia.
		3. Records of list of transfer file.	Explicit	Recorded in PustakaPedia.
		4. Records of list of migrated archives.	Explicit	Recorded in PustakaPedia.
		5. Records of list of PUSTAKA photograph.	Explicit	Recorded in PustakaPedia.
	2. Implementation.	1. Log book.	Explicit	Recorded in PustakaPedia.
		2. Laporan Perkhidmatan Pewasapan.	Explicit	Recorded in PustakaPedia.
12. Handling of conservation archive materials.	1. Identify the archive collections that require for preservation.	1. Process.	Tacit	Converted into explicit knowledge and Recorded in PustakaPedia.
		2. Workflow.	Explicit	Recorded in PustakaPedia.
	2. Implementation.	Laporan Pemuliharaan Bahan	Explicit	Recorded in PustakaPedia.

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Sarawakiana

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Management of awareness program for Legal Deposit.	1. Identification of awareness program	Record of list of Sarawak writers and publishers.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling	Jadual perancangan program kesedaran Legal Deposit.	Explicit	Recorded in PustakaPedia.
	3. Implementation	Laporan program kesedaran legal deposit.	Explicit	Recorded in PustakaPedia.
2. Management of Legal Deposit enforcement program.	1. Identification of enforcement program.	Record of list of Sarawak writers and publishers.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling.	Jadual Perancangan Program Penguatkuasaan Penyerahan Bahan-bahan Terbitan.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Laporan Program Penguatkuasaan Penyerahan Bahan-bahan Terbitan.	Explicit	Recorded in PustakaPedia.
3. Web Archiving.	1. Identification of Websites.	List of Sarawak Government Websites.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling.	(system manual name)	Explicit	Recorded in PustakaPedia.

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		Web Archiving Schedule.		
	3. Implementation.	Web archiving report.	Explicit	Recorded in PustakaPedia.
4. Management of e-TerbitS.	1. Register the request from Sarawak writers or publishers in e-TerbitS system.	e-TerbitS system manual.	Explicit	Recorded in PustakaPedia.
	2. Generating ISBN Numbers.	e-TerbitS system manual.	Explicit	Recorded in PustakaPedia.
	3. Notify the requester about the ISBN Numbers.	e-TerbitS system manual.	Explicit	Recorded in PustakaPedia.
5. Handling of Oral History recording.	1. Identification of Oral History program.	Recommendation by Board of Management / Chief Executive Officer.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling	Strategic planning / KPI.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Oral History transcript.	Explicit	Recorded in PustakaPedia.
6. Handling of updating e-Sarawak Gazette.	1. Determine the frequency of update.	Sarawak Gazette manual.	Explicit	Recorded in PustakaPedia.
	2. Processing and scanning of the materials.	Strategic planning / KPI.	Explicit	Recorded in PustakaPedia.
	3. Uploading in the portal.	Sarawak Gazette online.	Explicit	Recorded in PustakaPedia.

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7. Sarawak Authors Festival.	1. Identification of programs and activities.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	2. Planning and scheduling.	Sarawak Authors Festival program.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Report of previous program.	Explicit	Recorded in PustakaPedia.
	4. Lessons learnt: (Early promotion before the event).	Report of previous program.	Explicit	Recorded in PustakaPedia.
8. Sarawakiana Carnival.	1. Identification of programs and activities.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	2. Planning and scheduling.	Sarawakiana Carnival program	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Report of previous program	Explicit	Recorded in PustakaPedia.
	4. Publication of Sarawakiana Series	Report of previous program.	Explicit	Recorded in PustakaPedia.
	5. Lessons learnt: (number of participants involved with activities)	Report of previous program.	Explicit	Recorded in PustakaPedia.

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9. Management of Sarawak Authors Homepage.	1. Registration of request from Sarawak writers or publishers in Sarawak Authors Homepage.	Sarawak Authors Homepage manual.	Explicit	Recorded in PustakaPedia.
	2. Notify the requested about the registration.	Sarawak Authors Homepage manual.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Sarawak Authors Homepage manual.	Explicit	Recorded in PustakaPedia.
10. Sarawak State Bibliography.	1. Identification of content.	List of legal deposit materials received (for two years).	Explicit	Recorded in PustakaPedia.
	2. Compilation of bibliographic data	Workflow.	Explicit	Recorded in PustakaPedia.
	3. Publication design and production of Sarawak State Bibliography	Purchasing control (Finance.	Explicit	Recorded in PustakaPedia.
11. Management of Sarawakiana collections.	1. Selection of Sarawakiana materials.	Catalogue / Request.	Explicit	Recorded in PustakaPedia.
	2. Acquisition.	Purchasing Control (Finance)	Explicit	Recorded in PustakaPedia.
	3. Processing of Sarawakiana materials.	Manual Pemprosesan Bahan Perpustakaan	Explicit	Recorded in PustakaPedia.
	4. Materials ready for use.	Reference Service Procedure	Explicit	Recorded in PustakaPedia.

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12. Management of Sarawakiana publication.	1. Identification of Sarawakiana publication.	Process. Strategic planning / KPI.	Explicit	Recorded in PustakaPedia.
	2. Planning and schedule.	Sarawakiana Carnival program.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Report of previous program.	Explicit	Recorded in PustakaPedia.
13. Management of Legal Deposit materials.	1. Identification of Legal Deposit Materials.	List of	Explicit	Recorded in PustakaPedia.
	2. Acquisition.	Screening of Publication Guidelines.	Explicit	Recorded in PustakaPedia.
	3. Processing of legal deposit materials.	Manual Pemprosesan Bahan Perpustakaan.	Explicit	Recorded in PustakaPedia.
	4. Materials ready for use.	Reference Service Procedure.	Explicit	Recorded in PustakaPedia.
14. Management of Sarawakiana talks and exhibitions.	1. Identification of programs and activities.	Process.	Tacit	Convert tacit knowledge into explicit knowledge and record in PustakaPedia.
	2. Planning and scheduling.	Strategic planning / KPI.	Explicit	Recorded in PustakaPedia.
	3. Implementation.	Sarawakiana Carnival program.	Explicit	Recorded in PustakaPedia.
	4. Lessons learnt:	Report of previous program.	Explicit	Recorded in PustakaPedia.

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	(number of participants involved with activities)			
15. Management of K@Borneo initiatives	1. Identification of content.	Minutes of k@Borneo Committee meeting.	Explicit	Recorded in PustakaPedia.
	2. Planning and scheduling.	Strategic planning / KPI.	Explicit	Recorded in PustakaPedia.
	3. Publication design and production of book and upgrading of the k@Borneo portal.	Purchasing control (Finance).	Explicit	Recorded in PustakaPedia by Finance Management Division.

Innovation and Sustainability

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Establishment of Reading Corner.	1. Handling of request.	Process.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.
	2. Feasibility Study.	Feasibility Study Report.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.
	3. Requirement Study.	Feasibility Study Report.	Explicit	Recorded in PustakaPedia.
	4. Acquisition of components.	Process.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.

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	5. Installation.	Process.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.
	6. Testing and commissioning.	Process.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.
	7. Handing Over.	Process.	Tacit	Converted into explicit knowledge recorded in PustakaPedia.
	8. Lessons Learnt: Most of the reading corners are not properly maintained, resourced and serviced after the handing over.	▪ Reports. ▪ Random Survey to the villagers.	Explicit Tacit	Recorded in PustakaPedia. Converted into explicit knowledge recorded in PustakaPedia.
2. Management of Research.	1. Identification of research areas.	Policy and process.	Explicit	Recorded in PustakaPedia.
	2. Invitation of submission of research proposals.	Process.	Explicit	Recorded in PustakaPedia.
	3. Evaluation of research proposals	Evaluation criteria.	Explicit	Recorded in PustakaPedia.
	4. Preparation of memorandums of agreement (MOA)	Samples.	Explicit	

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3. Submission of Malaysia Plan Project.	1. Preparation of project brief for submission to the Sarawak Government.	Process.	Explicit	Recorded in PustakaPedia.
	2. Preparation of project summary, logical framework matrix and the Creativity Index for submission to the Federal Government.	Process.	Explicit	Recorded in PustakaPedia.
4. Customer Satisfaction Survey.	1. Preparation and update of online questionnaire.	Process.	Explicit	Recorded in PustakaPedia.
	2. Distribution of questionnaire via email.	Process.	Explicit	Recorded in PustakaPedia.
	3. Data cleaning and conversion.	Process.	Explicit	Recorded in PustakaPedia.
	4. Analysis of data and preparation of report.	Process	Explicit	Recorded in PustakaPedia.
5. Monitoring of Malaysia Plan Projects.	Physical Project			
	1. Update of physical progress in Sarawak Monitor.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Usage of Sarawak Monitor.	Sarawak Monitor User Manual and training.	Explicit	

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	Non-Physical Project			
	1. Update of key performance indicator in Sarawak Monitor.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Usage of Sarawak Monitor.	Sarawak Monitor User Manual and training.	Explicit	
6. Pustaka's Research Committee.	Terms of Reference.	Policy and process.	Explicit	Recorded in PustakaPedia.
7. Continual Improvement Program.	1. Identification of areas or processes for improvement.	ISO 9001:2015 documents.	Explicit	Recorded in PustakaPedia.
	2. Establishment of a continual improvement program.	ISO 9001:2015 documents.	Explicit	Recorded in PustakaPedia.
	3. Monitoring of continual improvement program	ISO 9001:2015 documents.	Explicit	Recorded in PustakaPedia.
8. Pustaka Advisory and Consultancy Services.	1. Receipt and processing of request.	Workflow chart.	Explicit	Recorded in PustakaPedia.
	2. Assignment of tasks and jobs.	Workflow chart.	Explicit	Recorded in PustakaPedia.
	3. Monitoring of services.	Workflow chart.	Explicit	Recorded in PustakaPedia.

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Technical Services

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Acquisition of Printed Library Materials.	1. Selection of Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015. Collection Development Policy.	Explicit	Recorded in PustakaPedia.
	2. Purchase of Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015. Collection Development Policy.	Explicit	Recorded in PustakaPedia.
	3. Receipt of Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015.	Explicit	Recorded in PustakaPedia.
	4. Cancellation of Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	5. Handling of Rejected Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	6. Received Library Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.

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	7. Control of Documented Information.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
2. Acquisition of Online Databases.	1. Subscription of Online Databases	QP-TS-01 Acquisition of Library Materials ISO 9001:2015 Collection Development Policy	Explicit	Recorded in PustakaPedia.
	2. Renewal of Online Databases.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	3. Payment of Subscription.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	4. Receiving of Invoice.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
3. Acquisition of Serials.	1. Purchase of Serial Materials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015 Collection Development Policy	Explicit	Recorded in PustakaPedia.
	2. Subscription of New Serials.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015 Collection Development Policy	Explicit	Recorded in PustakaPedia.

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	3. Renewal of Serials Subscription.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	4. Payment of Subscription.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	5. Receiving of Invoice.	QP-TS-01 Acquisition of Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
4. Gift & Exchange Program.	1. Selection of G&E material.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Identify recipients.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Send to recipients.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
5. Cataloging Library Materials.	1. Original Cataloging.	QP-TS-02 Organization of Acquired Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	2. Copy Cataloging.	QP-TS-02 Organization of Acquired Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	3. Import Cataloging.	QP-TS-02 Organization of Acquired Library Materials	Explicit	Recorded in PustakaPedia.

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	4. Merging, Update & Delete.	QP-TS-02 Organization of Acquired Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	5. Processing of library materials.	QP-TS-02 Organization of Acquired Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
	6. Bibliographic Record Verification.	QP-TS-02 Organization of Acquired Library Materials ISO 9001:2015	Explicit	Recorded in PustakaPedia.
6. Identification of Subject Heading.	1. Find appropriate heading in LCSH.	Process Library Congress Subject Heading	Explicit	1. Recorded in PustakaPedia. 2. Training
	2. Look for Appropriate Subdivisions In LCSH.	Process Library Congress Subject Heading	Explicit	1. Recorded in PustakaPedia. 2. Training
	3. Entries for subject heading.	Process Library Congress Subject Heading	Explicit	1. Recorded in PustakaPedia. 2. Training
	4. Interpreting entries LCSH.	Process Library Congress Subject Heading	Explicit	1. Recorded in PustakaPedia. 2. Training
7. Identification of Call Number.	1. Determine type of collection - Fiction	Process Dewey Decimal Classification	Explicit	1. Recorded in PustakaPedia. 2. Training

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	- Non fiction			
	2. Assign call number based on subject heading.	Process. Dewey Decimal Classification.	Explicit	1. Recorded in PustakaPedia. 2. Training
8. Weeding of Library Materials.	1. Determine the date.	Process.	Tacit	Record down in PustakaPedia
	2. General briefing on weeding exercise to all officers involved.	Process.	Tacit	1. Recorded in PustakaPedia. 2. Training
	3. Identification of the following criteria: ▪ Circulation statistic ▪ Year of publication / Age ▪ Physical condition of library materials ▪ Multiple copies	Process.	Tacit	1. Recorded in PustakaPedia. 2. Training
	4. Change the status of library materials from "available" to "weeded/in-repair/damaged/obsolete/BOS" in Angkasa Library Management System – Item Management.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	5. Relocation of weeded library materials.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
9. Stock Take of Library Materials.	1. Identification of areas for stock checking exercise.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		Email notification on Stock Take program.	Explicit	Recorded in PustakaPedia.
	2. Closure of the area to be stock take.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Informing staff and Sector ICT.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. Implementation of stock take exercise.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	5. Scanning of library materials and upload the scanned circulation item number (bar code).	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		Reports.	Explicit	Recorded in PustakaPedia.
	6. Generate report of stock take.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		Reports.	Explicit	Recorded in PustakaPedia.
	7. Present to the management.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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		Reports.	Explicit	Recorded in PustakaPedia.
	8. Lesson learned: Certain areas in Pustaka Negeri Sarawak are not covered by wifi, making it impossible to do stock take.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
10. Home Library Competition.	1. Preparation of project brief.	Kertas Kerja Pertandingan.	Explicit	Recorded in PustakaPedia.
	2. Announcement of home library competition.	Press Release. Website promotion.	Explicit	Recorded in PustakaPedia.
	3. Conduct workshop for participants and public.	Notes/Slides. References e.g. DDC.	Explicit Tacit	Recorded in PustakaPedia. Training.
	4. Selection and appointment panel of judges.	Report of similar held program. Recommendation from Sector Head.	Explicit Tacit	Recorded in PustakaPedia. Converted into explicit knowledge and recorded in PustakaPedia.
	5. Site visit and judging competition.	Schedule.	Explicit	Recorded in PustakaPedia.
	6. Presentation of award.	QP-CM-001: Purchasing Control.	Explicit	Recorded in PustakaPedia.

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	7. Lessons learned: a) Earlier planning for remote area. b) Not ready to participate.		Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
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Human Resource Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Generic and Specific Training: (Based on Pekeliling Perjawtan Negeri Sarawak Bilangan 5 Tahun 2016).	Identify Training Needs.	a) Training Quality Procedure. b) Training needs/requests.	Explicit	Recorded in PustakaPedia.
	Prepare Training Plan (TP).	Annual Training Calendar/Training Plan.	Explicit	Recorded in PustakaPedia.
	Monitor Training Execution.	Training checklist (before/during/after).	Explicit	Recorded in PustakaPedia.

Top Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
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Document No. : MT-WAKM-05
Revision No. : 0
Effective Date : 12 May 2022

1. Board of Management Meeting.	Procedures for Handling of Board meeting <u>Before the Meeting</u> Scheduling the meeting (confirm Chairman's date and venue). Managing: 1. Logistic requirements. 2. Venue and Refreshment. 3. Requesting for paper titles. 4. Setting Agenda of meetings. Managing Minutes of meeting: 1. Updating/editing of Minutes of meeting including Matter Arising, Progress Report, etc. 2. Managing Appendix and presentation slides, if any.	Process. Sarawak State Library (Amendment) Ordinance, 2009. Laws, Regulations. ▪ Policies and Procedures. ▪ Circulars (Internal and External). ▪ Minutes of Board meeting ▪ ISO QPs	Tacit Explicit Explicit	Documentation in PP Mentoring Training Self-study/Observation
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Conducting Pre-Board meeting (to confirm the papers and agenda). Circulating Meeting Document via Dropbox/Microsoft 365. Follow-up. Printing hardcopy (depend on request). <u>During the Meeting Day</u> 1. Setting up Meeting Room 2. Circulating supplementary papers 3. Displaying Agenda of Meeting 4. Recording the session 5. Taking notes during the meeting 6. Assisting with refreshment <u>After the Board Meeting</u> 1. Collecting back confidential papers/Board	▪ Online System ▪ E-mail notifications		
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	papers. 2. Uploading meeting recorder. 3. Photo taking Session. <u>Post Board meeting</u> 1. Recapping the main issues during the meeting. 2. Giving Reminder for actions to be taken and deadlines Circulating minutes of meeting. Managing status reporting from minutes of meeting. Making payment of Board Allowances. Best practices. Complaints/Compliments.			
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		Government Circular on Board Honorariums and allowances. Evaluation Feedback/Analysis. Reports.		
2. Article for Sarawak Library Journal (SLJ).	Process of preparing and submitting a manuscript for publication in SLJ Go to SLJ website for requirements. Identify and develop a topic. Do a preliminary search for information about the chosen topic Do literature review /Identify or locate materials relating to the topic Evaluating the sources Writing the paper & the abstract <u>Paper outline:</u> 1. The Introduction/Executive Summary	Process. Subject Matter Experts. http://myjms.mohe.gov.my/index.php/sljppns/ http://www.bibme.org/citation-guide/apa/ http://www.citationmachine.net/apa/cite-a-book email notification	Tacit Explicit	1. Converted into explicit knowledge and recorded in PustakaPedia. 2. Mentoring 3. Training 4. Workshop 5. Self-study

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	2. The Main Body 3. The Conclusion Citing the sources correctly Doing Proofreading Submitting to Journal Editor Acceptance notification -End of process Rejection with invitation to revise and resubmit -Do amendment/improvement & resubmit Rejection. -End of process			
3. Proposal paper.	Process for preparing proposal paper <u>Plan and preparation</u> Do a simple feasibility study or interest analysis to determine the following issues: 1. Who is the intended audience? 2. How much do they already	Subject Matter Experts Feasibility Report/Economic Report Community Profiling Report Survey report http://www.bibme.org/citation-guide/apa/	Tacit Knowledge Explicit Knowledge Procedural knowledge	Documentation in PP Mentoring Training Workshop

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know about your topic/subject? 3. What are the audience interested to know? 4. What can they learn from your proposal? 5. What are the WOW factors in your proposal/ what are the winning points in your proposal? <u>Clarify your issue:</u> 1. Objective of your proposal 2. Strength of your proposal 3. Methodologies 4.Expected outcomes & outputs of the proposal (e.g. to bring improvement/to upgrade) 5.Expected impact of your proposal 6. You, as the authority/subject expert in your proposal <u>Proposal implementation stages:</u> Do the following to show what the proposal intends to achieve by when 1. A timeline/Gantt chart 2. KPIs/targets/Deliverable	http://www.citationmachine.net/apa/cite-a-book email notification		
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	3. Budget/resources requirements <u>Conclusion:</u> 1. Suggest a solution/recommendation 2. Urgency/impact of your proposal <u>Paper outline:</u> 1. The Introduction/Executive Summary 2. The Main Body 3. The Conclusion Do draft & Edit Proofreading <u>Submission</u> Upon submission, you may get one of the following notifications 1. Acceptance notification - End of process 2. Rejection notification with invitation to revise and resubmit -Do amendment/improvement &resubmit 3. Rejection.			
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	-End of process			
4. Counselling.	1. Understanding counselling 2. Identifying staff in need of counselling 3. Getting staff to see the counsellor 4. Starting the counselling session 5. Dos and don'ts when counselling someone 6. Peer counselling 7. Managing grief	Pustaka counsellor Books Videos Professional counsellor	Implicit Explicit Explicit Implicit	Documentation/ Coaching Self-study Self-study Workshop
5. Disciplinary Action.	1. Understanding disciplinary issues 2. Preventing disciplinary issues 3. Initiating disciplinary action 4. Understanding the ordinance 5. Preparing the warning letter 6. Preparing the charges 7. Setting up investigation committee 8. Investigation committee proceeding	Statutory Bodies (Conduct and Discipline) Ordinance, 2004 Sector Head Corporate Management Books Lawyers at SAG Chamber	Explicit Implicit Explicit Implicit	Self-study/ workshop Documentation/ Coaching Self-study Workshop

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	9. Investigation report 10. Disciplinary Committee appointment 11. Disciplinary Committee meeting 8. Disciplinary Committee ruling			
6. Innovative and Creative Circle.	1. Project identification 2. Design thinking 3. ICC meeting 4. State ICC initiative 5. Report writing 6. ICC guidelines 7. ICC project presentation 8. ICC project data gathering 9. ICC project implementation 12. ICC project impact study	ICC Guidelines by JKM Circulars on ICC ICC Reports ICC Team Leader ICC Facilitator	Explicit Explicit Explicit Implicit Implicit	Self-study Self-study Self-study Documentation/ coaching Documentation/ coaching
7. Service Policy.	1. Identifying policy needs 2. Policy research 3. Drafting policy 4. Endorsement of policy 5. Review of policy	Other libraries publications Sarawak State Library Ordinance, 1999 Pustaka corporate information Sector Heads	Explicit Explicit Explicit Implicit	Self-study Self-study Self-study Documentation/ coaching
8. Maintenance Policy.	1. Identifying policy needs 2. Policy research 3. Drafting policy	Other organisations maintenance policy Books	Explicit Explicit	Self-study Self-study

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	4. Endorsement of policy 5. Review of policy			
9. Mentoring.	1. Understanding mentoring 2. Identifying mentors 3. Identifying mentee 4. Planning mentoring session 5. Initiating mentoring session 6. Evaluating mentoring session 7. Evaluating mentee 8. Evaluating mentor 9. Mentoring report writing	Books Pustaka Mentors	Explicit Implicit	Self-study Documentation/ coaching
10. ICT Policy.	1. Understanding Pustaka ICT Policy 2. Electronic mail policy 3. Computer security 4. Network security	Pustakan Negeri Sarawak ICT and Electronic Mail Policy Sector Head ICT	Explicit Implicit	Self-study Documentation/ coaching
11. Arahan Keselamatan.	1. Understanding Arahan Keselamatan 2. Security threats 3. Personal security 4. Document security 5. Physical security 6. Departmental Security Committee 5. Responsibilities of	Arahan Keselamatan book Official Secrets Act, 1972	Explicit Explicit	Self-study/ workshop Self-study/ workshop

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	Departmental Security Officer			
12. Occupational Safety and Health.	1. Understanding OSH	Occupational Safety and Health Act, 1994	Explicit	Self-study
	2. Understanding OSHA	Certified OSH officer	Implicit	Documentation/ coaching/ workshop
	3. General duties of employers	Guidance for the prevention of stress and violence at the workplace	Explicit	Self-study
	4. General duties of employees	Occupational Safety and Health (Safety and Health Officer) Regulations 1997	Explicit	Self-study
	5. Safety and health organisations	Occupational Safety and Health (Employers' Safety and Health General Policy Statements) (Exception)	Explicit	Self-study
	6. Notification of accidents, dangerous occurrence, occupational poisoning, occupational diseases and inquiry	Regulations 1995	Explicit	Self-study
	7. Enforcement and investigation	Kod Amalan Pencegahan dan Pembasmian Penyalahgunaan Dadah, Alkohol dan Bahan di Tempat Kerja, 2005	Explicit	Self-study
	8. Liability for offences	Garis Panduan bagi Keselamatan dan Kesihatan Pekerjaan Melibatkan Duduk Sewaktu Bekerja, 2003	Explicit	Self-study
		Guidelines for Manual Handling at Workplace 2018	Explicit	Self-study
		Garis Panduan bagi		

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		Keselamatan dan Kesihatan Pekerja bagi Pekerja yang Melibatkan Unit Paparan Video (VDU), 2003 Garis Panduan bagi Keselamatan dan Kesihatan Pekerja Melibatkan Berdiri Sewaktu Bekerja, 2002	Explicit Explicit	Self-study Self-study
13. Pustaka Corporate Knowledge.	1. The ordinance 2. The vision, mission, objectives, target and values of the Sarawak Civil Service 3. The vision, mission, objectives, target and values of the Pustaka 4. Pustaka balanced score card 5. Pustaka statutory functions	Sarawak State Library Ordinance, 1999 SCS 2010-2020 Pustaka website Pustaka BSC report	Explicit Explicit Explicit Explicit	Self-study Self-study Self-study Self-study
14. Knowledge Conference.	1. Initiation 2. Board approval 3. Secretariat selection and appointment 4. Venue selection 5. Working paper committee 6. Conference promotion 7. Courtesy call to officiating	Sector Head	Implicit	Documentation

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	VIP 8. Transportation arrangement 9. Opening ceremony 10. Press conference 11. Online system development 12. Closing ceremony 13. Conference program management			
15. International Collaboration.	1. Prospecting 2. Board's approval 3. State's approval 4. Drafting of MoA 5. Signing of MoA 6. Continuation of collaboration	Sector Head	Implicit	Documentation.
16. Librarians Association.	1. Persatuan Pustakawan Malaysia. 2. International Federation of Library Association and Institution (IFLA). 3. IFLA World Library and Information Congress.	PPM website IFLA website	Explicit Explicit	Self-study/ coaching.

Finance Management

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Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Payment.	1. Preparation of payment vouchers.	Fail Meja Pembantu Akauntan & Penolong Akauntan.	Explicit	Recorded in PustakaPedia.
		Payment voucher.	Explicit	Recorded in PustakaPedia.
	2. Upload payment to RHB Reflex Cash Management.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
		Report on successful payment from bank through email.	Explicit	Recorded in PustakaPedia.
	3. Give notification.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
2. Purchasing.	1. Direct Purchase.	Fail Meja Penolong Akauntan.	Explicit	Recorded in PustakaPedia.
		Quality Procedure.		
	2. Purchasing through quotation.	Fail Meja Penolong Akauntan. Quality Procedure.	Explicit	Recorded in PustakaPedia.
	3. Purchasing through tender	Fail Meja Penolong Akauntan. Quality Procedure.	Explicit	Recorded in PustakaPedia.
3. Fixed Deposit.	1. New placement of Fixed Deposit.	Fail Meja Penolong Akauntan.	Explicit	Recorded in PustakaPedia.

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	2. Renewal of Fixed Deposit.	Fail Meja Penolong Akauntan.	Explicit	Recorded in PustakaPedia.
	3. Withdrawal of Fixed Deposit.	Fail Meja Penolong Akauntan.	Explicit	Recorded in PustakaPedia.
4. Claims.	- Handling of Mileage Claims - Checking - Approval - Payment	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
	- Handling of Travelling Claims - Checking - Approval - Payment	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
	- Handling of Medical Claims - Checking - Approval - Payment	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
	- Handling of Reimbursement Claims - Checking - Approval - Payment	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
5. Advance.	1. Processing of advance payment.	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
	2. Payment.	Payment Voucher.	Explicit	To be recorded in PustakaPedia.

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	3. Reconciliation of account.	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
6. Yearly Budget.	1. Preparation of yearly budget.	Fail Meja Akauntan.	Explicit	To be recorded in PustakaPedia.
	2. Examine by management.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	3. Present to and endorse by the board	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Submit to State Financial Secretary Office	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
7. Request of Stationaries.	1. Processing of request Stationaries.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	2. Purchasing.	Quality Procedure.	Explicit	To be recorded in PustakaPedia.
	3. Receive & distribution.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Payment.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
8. Financial Statement.	1. Preparation of Financial Statement.	Fail Meja Akauntan	Explicit	To be recorded in PustakaPedia.
	2. Send Financial Statement to Jabatan Audit Negara.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.

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	3. Handling audit process.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Receiving audit report.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	5. Presentation to the Board.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
9. Bank Reconciliation.	1. Matching cash book and bank book transactions. 2. Endorsement.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
10. Salary Deduction.	1. Posting of deduction.	Fail Meja Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
	2. Preparation of payment vouchers.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
		Payment voucher.	Explicit	To be recorded in PustakaPedia.
	3. Upload payment to RHB Reflex Cash Management.	Process. Report on successful payment from bank through email	Tacit Explicit	Convert into explicit knowledge and record in PustakaPedia. To be recorded in PustakaPedia.

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11. Billing.	Prepare and posting Invoice to debtor.	Fail Meja Pembantu Akauntan dan Penolong Akauntan.	Explicit	To be recorded in PustakaPedia.
12. Revenue Received.	1. Handling of Revenue from Rental of Facilities. 2. Issuance of Official Receipt.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
	3. Handling of Revenue from Cash Collection (Counter Services).	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
	4. Handling of Miscellaneous Income. 5. Issuance of Official Receipt.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.

Facilities Management

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Corrective Maintenance of Facilities.	1. Handling of complaints.	Procedure for Corrective Maintenance. Borang Aduan Kerosakan/Kebersihan.	Explicit	To be recorded in PustakaPedia.
	2. Inspection by JA29.	Procedure for Corrective	Explicit	To be recorded in PustakaPedia.

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		Maintenance. Borang Aduan Kerosakan/ kebersihan.		
	3. Acquisition of parts.	Purchasing procedure control. Borang kuning (full name).	Explicit	To be recorded in PustakaPedia.
	4. Repair and restoration.	Procedure for Corrective Maintenance. Borang Aduan Kerosakan/ Kebersihan	Explicit	To be recorded in PustakaPedia.
2. Venue Rental.	1. Processing of request.	Garis Panduan Unit Pengurusan Fasiliti. Borang Tempahan Fasiliti.	Explicit	To be recorded in PustakaPedia.
	2. Check and confirm availability of Venue.	Garis Panduan Unit Pengurusan Fasiliti. Borang Tempahan Fasiliti.	Explicit	To be recorded in PustakaPedia.
	3. Preparation of place.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Billing.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
3. Vehicle Bookings.	1. Processing of request	Fail Meja Penolong Jurutera.	Explicit	To be recorded in PustakaPedia.

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	Vehicle.			
	2. Check and confirm availability of vehicle.	Fail Meja.	Explicit	To be recorded in PustakaPedia.
	3. To make sure vehicle in good conditions.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Recording of usage.	Fail Meja.	Explicit	To be recorded in PustakaPedia.
4. Vehicle Bookings.	1. Processing of request Vehicle.	Fail Meja Penolong Jurutera.	Explicit	To be recorded in PustakaPedia.
	2. Check and confirm availability of vehicle.	Fail Meja.	Explicit	To be recorded in PustakaPedia.
	3. To make sure vehicle in good conditions.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	4. Recording of usage.	Fail Meja.	Explicit	To be recorded in PustakaPedia.
5. Management of Work Environment.	1. Housekeeping works.	Fail Meja Penolong Jurutera. Quality Procedure.	Explicit	To be recorded in PustakaPedia.
	2. Temperature and Humidity Reading.	Quality Procedure.	Explicit	To be recorded in PustakaPedia.
	3. Checking of lighting.	Fail Meja Penolong Jurutera.	Explicit	To be recorded in PustakaPedia.
6. Pustaka Asset	1. Receiving of Assets.	Tatacara Pengurusan Aset Alih	Explicit	Recorded in PustakaPedia.

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Management.		Pustaka Negeri Sarawak.		
	2. Registration of Assets.	Tatacara Pengurusan Aset Alih Pustaka Negeri Sarawak.	Explicit	Recorded in PustakaPedia.
	3. Assets Sighting.	Tatacara Pengurusan Aset Alih Pustaka Negeri Sarawak	Explicit	Recorded in PustakaPedia.
	4. Board of Survey.	Tatacara Pengurusan Aset Alih Pustaka Negeri Sarawak	Explicit	Recorded in PustakaPedia.
	5. Write-Off.	Tatacara Pengurusan Aset Alih Pustaka Negeri Sarawak	Explicit	Recorded in PustakaPedia.
7. Meter Readings.	1. Checking of meter readings for water and electrical.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	2. Receiving form of meter readings.	Fail Meja Pembantu Akauntan.	Explicit	To be recorded in PustakaPedia.
	3. Billing.	FM	Explicit	To be recorded in PustakaPedia.
8. Preventive Maintenance of Facilities.	Maintenance of soft landscaping.	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.

Community Engagement

Domains	Knowledge Assets	Sources	Types	Methods of Capture
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1. Handling of Sarawak Children's Festival.	1. Planning of a program (Objective and target groups, place and date).	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
	2. Identify the potential collaborators.	a) Management of Community Engagement Programs procedure. b) Ika Picture House. c) SEDC (Sedidik). d) Jabatan Pendidikan Negeri Sarawak. e) Volunteers.	Explicit	Recorded in PustakaPedia.
	3. Invitation to the potential collaborators.	a) Email. b) Letter.	Explicit	Recorded in PustakaPedia.
	4. Established working committee.	Process.	Tacit	To established a procedure in setting up of working committee and record in PustakaPedia
	5. Identification of venue.	Working Committee	Explicit	Recorded in PustakaPedia.
	6. Identification of participants.	a) School. b) Kindergarten.	Explicit	Recorded in PustakaPedia.
	7. Identification methods of promotion.	a) Press conference. b) Social Media. c) Radio.	Explicit	Recorded in PustakaPedia.

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		d) Flyers. e) Banners. f) Book programs.		
	8. Implementation of the program.	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
2. Handling of Juh Nambah Ilmu.	1. Planning of a program (Objective and target groups, place and date).	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
	2. Courtesy visit to the Community leader (Ketua kaum, Penghulu).	a) Management of Community Engagement Programs procedure. b) Community leader.	Explicit	Recorded in PustakaPedia.
	3. Identification of suitable location (Recce).	a) Management of Community Engagement Programs procedure. b) Community leader.	Explicit	Recorded in PustakaPedia.
	4. Ensuring the needed equipment is available (electricity, Pa system, tent and etc).	Process.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	5. Identify the potential collaborators (YBs, Orang kampung, Ahli	a) Pejabat Daerah b) Perpustakaan Desa (PNM) c) Sarawak Libraries Directory	Explicit	Recorded in PustakaPedia.

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	Jawatankuasa, JKK and etc).	d) Perpustakaan Desa/Perpustakaan Awam		
	6. Invitation to the potential collaborators.	a) Letter. b) Process.	Tacit	To establish a procedure in setting up of working committee and record in PustakaPedia
	7. Established working committee.	Perpustakaan Desa/Perpustakaan Awam.	Tacit	Convert into explicit knowledge and record in PustakaPedia.
	8. Identification of participants.	a) Social media b) Newspapers	Explicit	Recorded in PustakaPedia.
	9. Identification methods of promotion.	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
	10. Implementation of the program.	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
3. Handling of Makersmeet.	1. Planning of a program (Objective and target groups, place and date).	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
	2. Identify the potential collaborators.	a) Management of Community Engagement Programs procedure. b) Tegas. c) MCMC.	Explicit	Recorded in PustakaPedia.

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		d) Jabatan Pendidikan Negeri Sarawak.		
	3. Invitation to the potential collaborators.	a) Email. b) Letter.	Explicit	Recorded in PustakaPedia.
	4. Established working committee.	Process.	Tacit	To establish a procedure in setting up of working committee and record in PustakaPedia.
	5. Identification of venue.	Working Committee	Explicit	Recorded in PustakaPedia.
	6. Identification of participants.	a) Tegas. b) MCMC. c) Jabatan Pendidikan Negeri Sarawak. d) Schools.	Explicit	Recorded in PustakaPedia.
	7. Identification methods of promotion.	a) Press conference. b) Social Media. c) Radio. d) Flyers. e) Banners. f) Book programs.	Explicit	Recorded in PustakaPedia.
	8. Implementation of the program.	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
4. Handling of Knowledge Camp.	1. Planning of a program (Objective and target	Management of Community Engagement Programs	Explicit	Recorded in PustakaPedia.

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	groups, place and date).	procedure.		
	2. Identify the potential collaborators.	a) Management of Community Engagement Programs procedure. b) Government Agencies. c) Non-Governmental Organizations.	Explicit	Recorded in PustakaPedia.
	3. Invitation to the potential collaborators.	a) Email. b) Letter.	Explicit	Recorded in PustakaPedia.
	4. Established working committee.	Process.	Tacit	To establish a procedure in setting up of working committee and record in PustakaPedia.
	5. Identification of venue.	Working Committee.	Explicit	Recorded in PustakaPedia.
	6. Identification of participants.	Working Committee.	Explicit	Recorded in PustakaPedia.
	7. Identification methods of promotion.	a) Press conference b) Social Media c) Radio d) Flyers e) Banners f) Book programs	Explicit	Recorded in PustakaPedia.
	8. Implementation of the programs.	Management of Community Engagement Programs procedure	Explicit	Recorded in PustakaPedia.

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5. Handling of Beneficiaries Satisfaction Rating Form (BSRF).	1. Distribution of Beneficiaries Satisfaction Rating Form (BSRF) to the participants.	a) Management of Community Engagement Programs procedure. b) Balanced Score Card initiative.	Explicit	Recorded in PustakaPedia.
	2. Collecting the Beneficiaries Satisfaction Rating Form from the participants.	a) Management of Community Engagement Programs procedure. b) Government Agencies. c) Non-Governmental Organizations.	Explicit	Recorded in PustakaPedia.
	3. Analysing the Beneficiaries Satisfaction Rating Form.	a) Management of Community Engagement Programs procedure. b) Balanced Score Card initiative (KPI).	Explicit	Recorded in PustakaPedia.
	4. Key in the data of Beneficiaries Satisfaction Rating Form to Balanced Score Card System.	a) Management of Community Engagement Programs procedure. b) Balanced Score Card initiative.	Explicit	Recorded in PustakaPedia.
6. Handling of Makerspace Activities.	1. Planning of a program (Objective and target groups, place and date).	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.
	2. Identify the potential	a) Management of	Explicit	Recorded in PustakaPedia.

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	collaborators.	Community Engagement Programs procedure. b) US Embassy. c) American Corner. d) Volunteers.		
	3. Invitation to the potential collaborators.	a) Email. b) Letter.	Explicit	Recorded in PustakaPedia.
	4. Identification of participants.	Public.	Explicit	Recorded in PustakaPedia.
	5. Identification methods of promotion.	Social Media.	Explicit	Recorded in PustakaPedia.
	6. Implementation of the program.	Management of Community Engagement Programs procedure.	Explicit	Recorded in PustakaPedia.

Majlis Bersama Jabatan

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Majlis Bersama Jabatan.	1. Planning and scheduling of quarterly meetings with the Management.	Process. MBJ Office bearers.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Identification of staff issues, concerns and problems.	Process. MBJ Office bearers.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	3. Meeting and discussion with the Management.	Process. MBJ Office bearers.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. Communicating the results of meetings with the Management to the staff.	Process. MBJ Office bearers.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	5. Adminstrating the MBJ biennial election.	Process. MBJ Office bearers.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

Information Services

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Reference Services.	1. Handling Reference Enquire Through Telephone.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Handling Reference Enquiry Through Email.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Handling Walk In Reference Enquiry.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. Handling Reference Enquiry Through Fax.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	5. Handling e-KNOWBASE.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	6. Handling librarian@sarawak email	Process. Email.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	7. Handling public records and archive reference.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia. To be transferred via mentoring approach.
	8. Handling Special Collection Reference.	Process.	Tacit	Record down in Pustakapedia To be transferred via mentoring approach
	9. Preparing reference Statistical Report.	- Process. - Reference Services Statistical Report.	Explicit	Recorded in Pustakapedia.
	10. Handling of Customer Satisfaction Rating Form.	- Process. - Reference Services Statistical Report.	Explicit	Recorded in Pustakapedia.
	11. Handling of New Arrival Book Review Through Social Media and U-Pustaka.	- Process. - Guidelines.	Explicit	Recorded in Pustakapedia.
2. User Education Program.	Library Tour & Guide.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
3. Reading Seeds.	1. Planning and scheduling.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	2. Implementation of Reading Seeds.	Module Reading Seeds.	Explicit	Recorded in Pustakapedia.
	3. Post program report.	Report and statistic.		
4. PANDei Module.	1. Planning and scheduling.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Implementation of PANDei.	PANDei Modules.	Explicit	Recorded in Pustakapedia.
	3. Post-program report.	Reports and statistics.	Explicit	
	4. Walk in User Education	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	5. Information Literacy Skills Session.	Guidelines.	Explicit	Recorded in Pustakapedia.
	6. Handling of Beneficiaries Satisfactory Rating Form	Guidelines. Analysis form.	Explicit	Recorded in Pustakapedia.
	7. Handling User Education Reports.	Process. User Education Statistical Report.	Explicit	Recorded in Pustakapedia.
	8. Renewal of Memberships.	Guideline.	Explicit	Recorded in Pustakapedia.
	9. Handling Walk In Membership Registration.	Guidelines.	Explicit	Recorded in Pustakapedia.

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	10. Handling Offline Membership Registration.	Guidelines.	Explicit	Recorded in Pustakapedia.
	11. Info-Blast.	Guidelines.	Explicit	Recorded in Pustakapedia.
5. Circulation Services	1. Handling Bulk Loan Services.	Guidelines.	Explicit	Recorded in Pustakapedia.
	2. Handling of Interlibrary Loan Services.	Guidelines.	Explicit	Recorded in Pustakapedia.
	3. Handling of Reserved Library Materials.	Guidelines.	Explicit	Recorded in Pustakapedia.
	4. Guidelines on Shelving of Items.	Guidelines.	Explicit	Recorded in Pustakapedia.
	5. Guideline of Shelve Reading.	Guidelines.	Explicit	Recorded in Pustakapedia.
	6. Circulation Counter Services Guidelines.	Guidelines.	Explicit	Recorded in Pustakapedia.
	7. Handling of Damaged Library Materials.	Guidelines.	Explicit	Recorded in Pustakapedia.
	8. Circulation Services Statistical Report.	Process. Angka.sa2	Tacit	Record down in Pustakapedia.
6. Library Marketing and Promotional.	7. Book Review.	Process. Guidelines.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	8. Promotion of Library Collections Through Social Media and Pustaka's website.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	9. Handling Thematic Exhibition.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	10. Membership Promotion	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

Corporate Communications

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Processing of Incoming Mails.	1. Registration of incoming mails in CACTUS.	Registry Policies.	Explicit	Recorded in PustakaPedia.
	2. Routing of incoming mails to the relevant officers.	Registry Policies.	Explicit	Recorded in PustakaPedia.
	3. Filing of incoming mails.	Registry Policies.	Explicit	Recorded in PustakaPedia.
2. Processing of Outgoing Mails.	1. Assignment of reference number requested by officer through CACTUS.	Registry Policies.	Explicit	Recorded in PustakaPedia.
	2. Dispatching the outgoing mails.	Registry Policies.	Explicit	Recorded in PustakaPedia.

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	3. Filing the outgoing mails.	Registry Policies.	Explicit	Recorded in PustakaPedia.
3. Handling of Closed Files.	1. Identification of closed files.	Sarawak State Library Ordinance.	Explicit	Recorded in PustakaPedia.
	2. Extraction of closed files	Arkib Negara Malaysia.	Explicit	Recorded in PustakaPedia.
	3. Sorting of closed files	Policies Registry	Explicit	Recorded in PustakaPedia.
	4. Transferring of closed files to the stack room.	Akta Rahsia Rasmi 1977.	Explicit	Recorded in PustakaPedia.
	5. Opening of new volume of the closed file.		Explicit	Recorded in PustakaPedia.
4. Preservation of Files.	1. Take the closed file from the Stack Room.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Update folio numbers inside the files and clear any attachment.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Provides new file cover and record all information related on the file cover.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. Update the specification form.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	5. Provide files list the Record Recovery Form (Borang	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

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	Pemisahan Rekod).			
5. Listing of Closed Files Into CFLATS.	1. CFLATS system was created on 2017.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. All closed files/documents will be listed into CFLATS.		Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Label the files location on the physical files & box files.		Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. After the file box full it will be transferred to close stack room.		Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
6. Reservation of Air Tickets and Hotel Accommodation.	1. Processing of Air Ticket and Hotel Accommodation.	Pekeliling Tempahan Tiket Penerbangan & Bilik Penginapan.	Explicit	Recorded in PustakaPedia.
		Borang Permohonan Pembelian/Perkhidmatan/Barangan.	Explicit	Recorded in PustakaPedia.
	2. Email notification of reserved Air Ticket and Hotel Accommodation.	Pekeliling Tempahan Tiket Penerbangan & Bilik Penginapan.	Explicit	Recorded in PustakaPedia.
7. Complaint Management.	1. Handling of Verbal Complaint.	Documented Information: a) Management of Customer	Explicit	To be recorded in PustakaPedia.

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	<u>Mistake to be avoided</u> - Complaint to be channelled to the respective officer (in 1 working day). - To acknowledged customer on the status of his complaint immediately.	Complaint. b) Verbal Complaint Form. c) Customer's Complaint Monitoring Log. d) Table of Quality Objective. e) Analysis of Data.		
	2. Handling of Written Complaint (letter, email). <u>Mistake to be avoided</u> Complaint to be channelled to the respective officer (in 1 working day) To acknowledged customer on the status of his complaint immediately.	Documented Information: a) Management of Customer Complaint. b) Complaint Form. c) Customer's Complaint Monitoring Log. d) Table of Quality Objective. e) Analysis of Data.	Explicit	To be recorded in PustakaPedia.
	Handling of online complaint (Socmed, Talikhidmat and Voicepoint, social media). <u>Mistake to be avoided</u> Complaint to be channeled to the respective officer (in 1 working day).	Documented Information: a) Management of Customer Complaint b) Complaint Form c) Customer's Complaint Monitoring Log d) Table of Quality Objective e) Analysis of Data	Explicit	To be recorded in PustakaPedia.

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	To acknowledged customer on the status of his complaint immediately.			
8. Management of Customer's perception.	1. Handling of Verbal Compliment (walk in customer). <u>Mistake to be avoided</u> To make sure the record to be updating in Customer's Perception Log.	Documented Information: a) Management of Customer's Perception. b) Customer Perception Monitoring Log. c) Table of Quality Objective. d) Analysis of Data.	Explicit	To be recorded in PustakaPedia.
	2. Handling of Written Compliment (Email, letter). <u>Mistake to be avoided</u> To make sure the record to be updating in Customer's Perception Log.	a) Customer's Written Feedback. b) Customer Perception Monitoring Log. To be shared in staff's assembly .	Explicit	To be recorded in PustakaPedia.
	3. Handling of Online Compliment (email, Voicepoint, Talikhidmat, social media).	a) Customer's Online Feedback. b) Customer Perception Monitoring Log.	Explicit	To be recorded in PustakaPedia.

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	<u>Mistake to be avoided</u> To make sure the record to be updating in Customer's Perception Log.	c) To be shared in staff's assembly.		
9. Customer's Suggestion Management.	1. Handling of Verbal Suggestion (walk in customer) <u>Mistake to be avoided</u> Suggestion to be channelled to the respective officer (in 1 working day).	Customer's Verbal Feedback.	Explicit	To be recorded in PustakaPedia.
	2. Handling of Written Suggestion (Email, letter). <u>Mistake to be avoided</u> Complaint to be channelled to the respective officer (in 1 working day).	Customer's Written Feedback.	Explicit	To be recorded in PustakaPedia.
10. Handling of Customer's Day.	1. Selection of venue to hold Customer's Day.	a) Set up the Working Committee.	Explicit	To be recorded in PustakaPedia.

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		b) Minutes of Meeting.		
	2. To decide on activities and program to be conduct during the Customer's Day (i.e. membership drive, quizzes).	Minutes of Meeting.	Explicit	To be recorded in PustakaPedia.
	3. Promoting Customer's Day.	a) Poster. b) Press Release.	Explicit	To be recorded in PustakaPedia.
11. Promotion of Activities.	1. Promotion in Pustaka's social media.	a) Poster. b) Uploading promotion and poster.	Explicit	To be recorded in PustakaPedia.
	2. Uploading announcement in CERMIN <u>Mistake to be avoided</u> ▪ Typo. ▪ Incomplete information.	a) Poster. b) Uploading announcement and poster.	Explicit	To be recorded in PustakaPedia.
	3. Uploading announcement in Infocast Kenyalang. <u>Mistake to be avoided</u> ▪ Typo. ▪ Incomplete information.	a) Poster. b) Uploading announcement and poster.	Explicit	To be recorded in PustakaPedia.

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	4. Uploading announcement in Mass Media. <u>Mistake to be avoided</u> To make sure press release to be sent to mass media at least three days before the event.	a) Poster. b) Uploading announcement and poster.	Explicit	To be recorded in PustakaPedia.
	5. Uploading announcement in Sarawaknet. <u>Mistake to be avoided</u> ▪ Typo. ▪ Incomplete information.	a) Poster. b) Uploading announcement and poster.	Explicit	To be recorded in PustakaPedia.
	6. Uploading announcement in CERMIN. <u>Mistake to be avoided</u> ▪ Typo. ▪ Incomplete information.	a) Poster. b) Uploading announcement and poster.	Explicit	To be recorded in PustakaPedia.
12. Program/Activities coverage.	1. Capturing picture of activity to upload in social media.	a) Pictures. b) Video / Live Feed.	Explicit	To be recorded in PustakaPedia.
	2. Live Feed to be updated in	a) Pictures.	Explicit	To be recorded in PustakaPedia.

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	social media. <u>Mistake to be avoided</u> ▪ Typo. ▪ incomplete information.	b) Video / Live Feed.		
13. Managing Gift Request.	Preparation Gift as per requested. <u>Mistake to be avoided</u> Gift to be prepared at least a day before event.	Gift Request Form.	Explicit	To be recorded in PustakaPedia.
14. Publication.	1. Pustaka's Annual Report. <u>Mistake to be avoided</u> ▪ Ensure all the officer in charge comply with the due date given. ▪ Typo. ▪ All the articles and graphic are prepared in bi-lingual (English and Bahasa Malaysia). ▪ High resolution pictures.	a) Setting up Working Committee. b) Compiling report for all sectors and campuses c) Index.	Explicit	To be recorded in PustakaPedia.

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	2. Happening. <u>Mistake to be avoided</u> ▪ Typo. ▪ All the articles and graphic are prepared in bi-lingual (English and Bahasa Malaysia). ▪ High resolution pictures ▪ Index to be prepared by TS Team.	Record on Newspaper cutting Index.	Explicit	To be recorded in PustakaPedia.
	3. Newsletter (Quarterly). <u>Mistake to be avoided</u> ▪ Calling for articles (email to all KBs and KSs). ▪ Ensure all the officer in charge comply with the due date given ▪ Typo. ▪ High resolution pictures.	Articles compilation.	Explicit	To be recorded in PustakaPedia.
15. Managing Request of Visit to Pustaka.	1. Receiving request for visit through formal letter.	a) Request letter. b) Monitoring log.	Explicit	To be recorded in PustakaPedia.
	2. Replying acceptance/	Acceptance/rejected letter.	Explicit	To be recorded in PustakaPedia.

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	rejected letter.			
16. Staff Assembly.	1. Compiling slides from all respective officers. <u>Mistake to be avoided</u> To make sure all the supplier comply with the due date given.	Email all respective officer to submit their info to be include in slide.	Explicit	To be recorded in PustakaPedia.
	2. Booking CEO's date.	Email send to CEO's PA to get CEO's available date.	Explicit	To be recorded in PustakaPedia.
	3. Booking for Venue.	Email to Facility Management Unit for booking of venue.	Explicit	To be recorded in PustakaPedia.
	4. Booking for laptop and ICT arrangement.	Email to Facility Management Unit for booking of venue.	Explicit	To be recorded in PustakaPedia.
	5. Doa Recital.	Schedule for Doa Recital (prepared yearly basis) To email appointed officer.	Explicit	To be recorded in PustakaPedia.
	6. Email invitation	Email invitation to all staff.	Explicit	To be recorded in PustakaPedia.
	7. Prepared and print Staff Attendance Sheet.	Staff Attendance Sheet.	Explicit	To be recorded in PustakaPedia.
	8. Script for Emcee.	Script.	Explicit	To be recorded in PustakaPedia.

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Internal Audit

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Internal auditing.	1. Audit program.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Annual audit plan.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	3. Compliance audit.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	4. Innovation audit.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.

Public Libraries in Sarawak

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. DBKU City Library	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	structure, staff strength, address and contact numbers.			
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
2. MBKS Resource Centre.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
3. Bau Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	libraries, organisational structure, staff strength, address and contact numbers.			
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
4. Lundu Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
5. Kota Padawan Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information –	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.			
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
6. Kota Samarahan Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
7. Simunjan Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
8. Serian Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
9. Sri Aman Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
10. Engkilili Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
11. Betong Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
12. Saratok Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
13. Sarikei Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
14. Bintangor Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
15. Kanowit Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
16. Sibul Rural Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
17. Sibul Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
18. Kapit Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
19. Matu Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
20. Mukah Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
21. BDA Public Library, Bintulu.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
22. Bekenu Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
23. Miri Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

Online copy of this documented information is the latest

	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
24. Marudi Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
25. Limbang Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.

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	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
26. Lawas Public Library.	1. History or background information.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	2. Corporate information – branch libraries, village libraries, organisational structure, staff strength, address and contact numbers.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	3. Services and facilities.	Annual reports.	Explicit.	Recorded in PustakaPedia.
	4. Statistics – collections, membership, circulation, activities.	Annual reports.	Explicit.	Recorded in PustakaPedia.

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Corporate Information

Domains	Knowledge Assets	Sources	Types	Methods of Capture
1. Pustaka Negeri Sarawak.	1. History.	a) Project brief. b) The Story of Pustaka Negeri Sarawak.	Explicit	Recorded in PustakaPedia knowledge repository.
	2. Vision and Mission.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Core functions	a) Official website. b) The Sarawak State Library Ordinance, 1999.	Explicit	Recorded in PustakaPedia.
	4. Campuses.	Annual reports.	Explicit	Recorded in PustakaPedia.
2. Corporate anthem.	1. History.	Process.	Tacit	Converted into explicit knowledge and recorded in PustakaPedia.
	2. Lyric.	The official website.	Explicit	Recorded in PustakaPedia.
3. Corporate logo.	Symbols and colours.	a) The official website. b) Project brief.	Explicit	Recorded in PustakaPedia.
4. Boards of Management	1. Background information.	Annual reports.	Explicit	Recorded in PustakaPedia.
	2. Membership.	The Sarawak State Library Ordinance, 1999.	Explicit	Recorded in PustakaPedia.
	3. Responsibilities and authority.	The Sarawak State Library Ordinance, 1999.	Explicit	Recorded in PustakaPedia.

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5. Library Services Sector.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
6. Depository Services Sector	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
7. Corporate management Sector	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
8. Pustaka Negeri Sarawak, Miri	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.

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	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
9. Pustaka Negeri Sarawak, Sibul	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
10. Information and Communications Technology Sector.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Development projects.	a) Annual reports. b) Project reports.	Explicit	Recorded in PustakaPedia.
11. Information Services Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.

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	3. Roles and functions.	The official website. Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
12. Technical Services Division	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
13. Community Engagement Services Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.

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	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
14. Records Management Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
15. Archives Management Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.

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	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
16. Sarawakiana Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.

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17. Corporate Management Division.	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
18. Finance and Facility Management Division	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
19. Human Resource Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website.	Explicit	Recorded in PustakaPedia.

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		b) Annual reports.		
	4. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
20. ICT Infrastructure Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
21. Website and Web Application Development Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
22. Knowledge Management Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.

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	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
23. Innovation and Sustainability Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Library physical projects.	a) 11 Malaysia Plan b) 12 Malaysia Plan c) Strategic plans. d) The Balanced scorecard. e) Annual reports.	Explicit	Recorded in PustakaPedia.

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24. Internal Audit Division.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
25. Information Services Division, Miri.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.

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	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
26. Technical Services Division, Miri.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
27. Corporate Management Division, Miri.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.

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	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
28. Community Engagement Services, Miri.	1. Background information.	Process	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	Process	Explicit	To be recorded in PustakaPedia.
	3. Roles and functions.	Process.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	Process	Explicit	To be recorded in PustakaPedia.
29. Sarawakiana Division, Miri	1. Background information.	Process	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	Process	Explicit	To be recorded in PustakaPedia.
	3. Roles and functions.	Process.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	Process	Explicit	To be recorded in PustakaPedia.

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30. Information Services Division, Sibü.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	Recorded in PustakaPedia.
31. Technical Services Division, Sibü.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans.	Explicit	To be recorded in PustakaPedia.

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		b) The Balanced scorecard. c) Annual reports.		
32. Corporate Management Division, Sibü.	1. Background information.	The official website.	Explicit	Recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	Recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	Recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
	5. Programs and initiatives.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
33. Community Engagement Services, Sibü	1. Background information.	Process	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	Process	Explicit	To be recorded in PustakaPedia.
	3. Roles and functions.	Process.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	Process	Explicit	To be recorded in PustakaPedia.

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34. Sarawakiana Division, Sibu.	1. Background information.	Process	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	Process	Explicit	To be recorded in PustakaPedia.
	3. Roles and functions.	Process.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	Process	Explicit	To be recorded in PustakaPedia.
35. Corporate Secretary.	1. Background information.	The official website.	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	The official website.	Explicit	To be recorded in PustakaPedia.
	3. Roles and functions.	a) The official website. b) Annual reports.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	a) Strategic plans. b) The Balanced scorecard. c) Annual reports.	Explicit	To be recorded in PustakaPedia.
36. Integrity Unit.	1. Background information.	Process	Explicit	To be recorded in PustakaPedia.
	2. Organisational structure.	Process	Explicit	To be recorded in PustakaPedia.

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	3. Roles and functions.	Process.	Explicit	To be recorded in PustakaPedia.
	4. Key performance indicators.	Process	Explicit	To be recorded in PustakaPedia.
37. Balanced Scorecard	1. Governance structure or terms of reference.	Policy.	Explicit	Recorded in PustakaPedia.
	2. Strategic themes, results, objectives, perspectives, key performance indicators and initiatives.	a) Policy. b) SCS Scorecard System.	Explicit	Recorded in PustakaPedia.
	3. Performances.	a) Performance reports. b) SCS Scorecard System.		Recorded in PustakaPedia.
	4. Updating of SCS Scorecard System.	a) Process. b) User manual.		Training and briefing.

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