Quality **Procedure**

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Purpose

This procedure is established and maintained to ensure that the processes of receiving library materials are done systematically by the librarian and/or designated officers to support Quality Management System.

Scope

This procedure covers the process of receiving library materials from appointed suppliers within the contract period. It specifically applies to the receiving of library materials in Pustaka Negeri Sarawak, Kuching.

Process Details

1.0 Receiving of Library Materials

1.1 The Librarian or Library assistant (LA) or designated officer (DO) shall identify the library materials categorized as follows:

a) Printed Materials;
b) Non-Printed Materials.

1.2 Upon arrival of the library materials, Librarian or Library assistant (LA) or Designated Officer (DO) shall raise the **FRM-TS-01 Rekod Penerimaan Bahan Baru dari Pembekal**.

1.3 Once library materials received, the librarian or LA or DO shall check the ordered library materials in accordance with receiving criteria as per below:

a) Purchase Order;
b) Delivery Order;
c) Physical condition of materials (for printed materials);
d) e-International Standard Book Number (for e-book).

2.0 Receiving of Printed Materials

2.1 Once receipt of printed library materials, the Librarian, LA, or DO shall verify the received items against the corresponding Purchase Order (PO) and Delivery Order (DO) to ensure accuracy and alignment. The following details shall be checked:

a) Title;
b) Edition;
c) ISBN;
d) Publisher;
e) Quantity.

2.2 After checking the physical condition of printed materials, Librarian/DO/LA shall inspected for any faulty product :

a) Missing pages;
b) Misprints;
c) Loose binding; and
d) Faulty product

2.3 Once receipt and checking of printed library materials process id sone, the Librarian, LA , or DO shall update all relevant purchase order details in the ANGKA.SA2 Library Management System, including:

a) Invoice number
b) Invoice type
c) Invoice date
d) Order number
e) Status
f) Note: Date item received

2.4 After completing the data entry in the ANGKA.SA2 Library Management, the Librarian, LA, or DO shall:

a) Signed, stamp receipt date and Pustaka Official Stamp on the invoice;
b) Return a copy of the invoice to the supplier.

3.0 Receiving of Non-Printed Materials

3.1 The Librarian or LA or DO shall receive an activation notification of nonprinted materials via email from appointed supplier.

3.2 Upon thearrival of the non-printed library materials, the Librarian or LA or DO shall identify and check the library materials categorized as follows:

a) Title;
b) Edition;
c) e-ISBN;
d) Publisher;
e) Quantity.

The delivery order and item details must be align accurately with Purchase Order.

3.3 After verification, the Librarian or LA or DO shall notify the supplier to submit the invoice.

3.4 After receipt of the invoice, the Librarian or LA or DO shall complete the receiving process in ANGKA.SA2 Library Management System by updating the following details:

a) Invoice number
b) Invoice type
c) Invoice date
d) Order number
e) Status
f) Note: Date item received

3.5 After checking, the following actions shall be performed:

a) Signed, stamp receipt date and Pustaka Official Stamp on the invoice;
b) Return a copy of the invoice to the supplier.

4.0 Rejection of Library Materials

4.1 The Librarian or LA or DO shall reject any discrepancies and faulty item(s) and notify the supplier within three (3) working days from the date of receipt.

4.2 The Librarian or LA or DO shall complete the **FRM-TS-02 Rejection of Library Materials Form** and send it to the supplier with rejected item. The supplier shall return the completed form with replacement of Library Materials within fourteen (14) working days.

4.3 The Librarian or LA or DO shall notify supplier via:

a) Telephone; or
b) E-mail; or
c) Instant messaging applications.

4.4 The Librarian or LA or DO shall ensure the rejected item(s) is replaced with the same item(s) as per the original order.

4.4.1 If the supplier is unable to replace the item within fourteen (14) working days, the supplier shall request an extension of delivery order by notifying The Librarian or LA or DO through:

a) Letter; or
b) Email; or
c) Instant messaging applications.

5.0 Transit Storage for Library Materials

5.1 Upon completion of the receiving process, the Librarian or LA or DO shall store the printed library materials in the Transit Room.

6.0 Payment

6.1 After completion of the receiving and verification process, The Librarian or DO shall proceed to prepare the following document for payment processing:

i) Print transaction list from the ANGKA.SA2 Library Management System;

ii) Prepare payment slip and attach with the invoice, purchase order, delivery order, transaction list and supporting documents (if applicable);

iii) Submit all completed documents to Superintending Officer for review and sign;

iv) Submit the signed documents to the Finance Unit for further processing.

7.0 Payment Update

7.1 After receiving the completion payment details from Finance Division the LA and or DO shall update the payment statement in the ANGKASA.SA2 Library management system from New Statement to Paid Statement.

8.0 Control of Documented Information

8.1 After the completion of the receiving, the librarian and/or other DO shall submit the following document to the Finance Division.

8.1.1 The Invoice, Purchase Order, Delivery Order and Transaction List shall be categorized as "restricted" document and can be accessed by Technical Services Division and Finance Division staff.

8.1.2 The Invoice, Purchase Order, Delivery Order and Transaction List shall be kept for a minimum of 7 years.

8.2 Once the documents has reached the end of its retention period, it shall be disposed of in accordance with the records management practices of Pustaka Negeri Sarawak. Ordinance 1999