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Quality Procedure

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17 February 2025 18 February 2025

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Document No. : QP-TS-SB-03

Revision No. : 1

Effective Date : 18 February 2025

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 that were received from appointed suppliers within the contract period. It applies specifically for receiving of library materials in Pustaka Negeri Sarawak, Sibu.

Process Details

1.0 Receipt and Verification Process for Library Materials

- 1.1 This procedure ensures that all library materials are accurately categorized and verified upon receipt. Upon receipt of library materials, the Librarian or Designated Officer (DO) shall perform a thorough check of the library materials. This verification shall be conducted in accordance with the procedure outlined in the GL-TS-SB-06 Receiving of Library Materials, Section 2.0 and the library materials are categorized as follows:
 - a) Printed Materials; and
 - b) Non-Printed Materials.

2.0 Rejection of Library Materials

2.1 In the event of discrepancies or faulty items, the Librarian and/or Designated Officer (DO) shall reject the affected item(s) to the supplier within three (3) working days of receiving the library materials.

The Librarian and/or Designated Officer (DO) must complete the **FRM-TS-SB-02 Rejection of Library Materials Form** and send it to the supplier along with the rejected item(s) via courier. The supplier shall return the completed form and provide replacement items within fourteen (14) working days.

Process of Rejection of Library Materials shall be conducted in accordance with the procedure outlined in the GL-TS-SB-06 Receiving of Library Materials, Section 4.0.

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3.0 Transit Storage for Library Materials

3.1 Once the receiving and verification process is completed, the Library Assistant (LA) and/or Designated Officer (DO) shall ensure that the printed library materials are stored in the Transit Storage (Closed Stack).

4.0 Payment

4.1 Once the receiving and checking process for printed library materials is completed, the Assistant Librarian (AL) and/or Designated Officer (DO) shall proceed with the preparation of the documents and process for payment process as specified in **GL-TS-SB-06 Receiving of Library Materials, Section 5.0.**

5.0 Control of Documented Information

- 5.1 After the completion of payment process, the Librarian and/or DO shall immediately keep the following document and filed in invoice file.
- 5.2 The complete payment document shall be categorized as 'restricted' document and can be accessed by Technical Services Division.
- 5.3 The letter of purchase order, purchase order, cancellation or rejection shall be kept for a maximum of 7 years.

6.0 Disposal of Documented Information

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

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