pustaka negeri sarawak | read. innovate. excel

Guidelines

Reviewed by:	Approved by:
Fiona Ravia Anak Asing	*Nurfarathul Aqma Binti Julani*
1 March 2026	1 March 2026

Online copy of this documented information is the latest

This guideline applies specifically for receiving of library materials in Pustaka Negeri Sarawak, Sibu.

1.0 RECEIPT AND VERIFICATION PROCESS FOR LIBRARY MATERIALS (PRINTED & NON-PRINTED)

1.1 Upon arrival of the library materials, Librarian and/or Designated Officer (DO) shall raise and acknowledge receipt of the library materials by completing the details in the **FRM-TS-SB-01 Rekod Penerimaan Bahan**.

1.2 Once library materials received, Librarian and/or Designated Officer (DO) shall check the library materials in accordance with receiving criteria as per below:

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

1.3 Upon receiving printed or non-printed library materials, the Library Assistant (LA) and/or Designated Officer (DO) shall verify the Delivery Order (DO) against the Purchase Order (PO). The following details must be checked:

a) Price;
b) Title;
c) Edition;
d) ISBN / e-ISBN (as applicable);
e) Publisher; and
f) Quantity.

2.0 PRINTED MATERIALS

2.1 In addition to verifying the Delivery Order details, the Library Assistant (LA) and/or Designated Officer (DO) shall inspect the physical condition of printed materials for:

a) Missing pages;
b) Misprints;
c) Loose binding;
d) Faulty product;
g) Incorrect ISBN; and
e) Incorrect title.

3.0 NON-PRINTED MATERIALS

3.1 For non-printed materials, the Librarian and/or DO shall receive an activation notification via email from the appointed supplier. Upon arrival, the materials shall be verified based on the criteria listed in **Section 1.3**, ensuring that the Delivery Order and item details match the Purchase Order.

4.0 UPDATING RECORDS & DOCUMENTATION

4.1 Once verification and inspection are completed, the Library Assistant (LA) and/or Designated Officer (DO) shall update all Purchase Order details in the **ANGKA.SA2 Library Management System: Acquisition Module.**

4.2 After updating all the details in **ANGKA.SA2 Library Management System: Acquisition Module**, Librarian Assistant (LA) and/or Designated Officer (DO) shall perform the following:

a) Signed, stamp receipt date and Pustaka Official Stamp on the invoice; and
b) Stamp and signed on the Delivery Order (DO).

5.0 HANDLING DISCREPANCIES

5.1 If any discrepancies are found during the verification process, refer to **Section 6.0 Rejection of Library Materials.**

6.0 REJECTION OF LIBRARY MATERIALS

6.1 The Librarian and/or Designated Officer (DO) shall notify the supplier of the rejection via one of the following communication methods:

a) Telephone;
b) E-mail;
c) Instant messaging applications (e.g. WhatsApp)

6.2 Rejected item(s) shall be returned to the supplier through courier services.

6.3 The Librarian and/or Designated Officer (DO) shall ensure that rejected item(s) are replaced with the exact same item(s) as originally ordered.

6.4 If the supplier is unable to replace the rejected item(s) within fourteen (14) working days, the supplier must submit a request for either cancellation or an extension of the delivery time in accordance with the **GL-TS-SB-01 Acquisition Guidelines, Section 3.0 Purchase Order Cancellation.**

7.0 Payment

7.1
a) Library Assistant (LA) shall prepare and sign payment documents accordingly:
   i. Invoice;
   ii. Purchase Order;
   iii. Delivery Order;
   iv. Item transaction from ANGKA.SA2 Library Management System: Acquisition Module; and
   v. Supporting document.

b) Library Assistant (LA) shall prepare and sign Payment Slip.

c) After checking all the document in (a) and (b), Assistant Librarian (AL) shall submit all complete document to Superintending Officer (SO) for check and sign.

d) Signed document shall be submitted to Finance Unit.

e) Prepare copy of 7.1 (a) and 7.1 (b) for filing purposes.