Quality**Procedure**

Reviewed by:	Approved by:
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Purpose

This procedure establishes and maintains a systematic process for receiving library materials, ensuring compliance with the approved process by the librarian or designated officer/library assistant. It supports the Quality Management System and aims to meet customer satisfaction by ensuring accuracy and quality in the acquisition process.

Scope

This procedure covers the process of receiving library materials from suppliers. It applies specifically to the receiving of library materials at Pustaka Negeri Sarawak, Miri.

Process Details

1.0 Receiving of Library Materials

1.1 Upon arrival of the library materials the Library Assistant (LA) or Designated Officer (DO) shall identify the library materials categorized as follows:
- a) Legal Deposit collections
- b) Gifts and Exchange collections
- c) Serial materials
- d) Acquired library materials through tender

1.2 Receiving Gifts and Exchange Collections

1.2.1 The LA or DO shall refer to **GL-TS-MR-04 Guidelines for Receiving Gift & Exchange Collections**.

1.3 Receiving of serial materials.

1.3.1 The LA or DO shall refer to **GL-TS-MR-06 Guidelines for Receiving Serial Materials**.

1.4 Receiving Legal Deposit Collections

1.4.1 The LA or DO shall refer to **GL-TS-MR-07 Guidelines for Receiving Legal Deposit Collections**.

1.5 Receiving of Sarawakiana materials.

1.5.1 Upon receiving library materials for Sarawakiana materials, the LA or DO shall issue the **FRM-TS-MR-01 Library Materials Receipt Record**.

1.5.2 Once the library materials received, the LA or DO shall create record of the item in ANGKA.SA2 Library Management System in Acquisition Module (Gift & Exchange/Legal Deposit).

1.5.3 The Library Assistant (LA) or Designated Officer (DO) shall print **FRM-TS-03 Material Processing Form,** stamp the **Library Material Inspection Checklist** and **Library Material Processing Checklist** on the back of the printed form, and attach the form to the item and forward to the Cataloguing Unit for cataloguing records.

1.6 Receiving Library Materials Through Tender

1.6.1 Upon arrival of library materials, Designated Officer (DO) or Library Assistant (LA) shall issue the **FRM-TS-MR-01 Library Materials Receipt Record.**

1.6.2 Upon receiving the library materials, Librarian or LA or DO shall check the Delivery Order, Invoice and physical item details which should be tally with Purchased Order. The following details shall be checked:

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

1.6.3 After checking the purchase order, Librarian or LA or DO also need to check the physical condition of the library materials:

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

If there is any defect or faulty item in the supply, fill in the **FRM-TS-MR-02 Rejection of Library Materials**, notify supplier via email or written letter within three (3) working days, and then return the library materials to the supplier by post. Repeat **1.6.1** after receiving the library materials. If no discrepancy, proceed to **1.6.4.**

1.6.4 Once checking printed library materials process is done, the Library Assistant (LA) or Designated Officer (DO) shall **perform the receiving process** in ANGKA.SA2 Library Management System.

1.6.5 The Library Assistant (LA) or Designated Officer (DO) shall print **FRM-TS-03 Material Processing Form,** stamp the **Library Material Inspection Checklist** and **Library Material Processing Checklist** on the back of the printed form, and attach the form to the item.

1.6.6 Upon receiving the library materials, forward the item immediately to the Cataloguing Unit for cataloguing records.

2.0 Transit Storage for Library Materials

For library materials that are still being processed or catalogued, the LA or DO shall store them in the Transit Area.

3.0 Payment

Once receiving and checking process completed, Librarian or DO shall proceed to prepare document as follow:

a) Print item transaction list from ANGKA.SA2 Library Management System.
b) Prepare **FRM-TS-MR-03 Borang Maklumat Pembayaran Bagi Perolehan Koleksi Pustaka** and attached with the invoice, purchase order, delivery order, item transaction list, cancellation listing (if any) and supporting document.
c) Submit all complete document to Superintending Officer to be checked and signed.
d) Signed document shall submitted to finance division.

4.0 Control of Documented Information

4.1 Upon completion of the receiving of library material processes, the Librarian and/or designated officer (DO) shall immediately forward the documented information such as purchase order, delivery order, invoice, FRM-TS-MR-03 Borang Maklumat Pembayaran Bagi Perolehan Koleksi Pustaka to **Finance Unit** for safekeeping in **Payment Voucher File**.

a) The Payment Voucher File shall be categorized as "Restricted" and can be accessed and maintained by Finance Unit staff.
b) The Payment Voucher File shall be kept for minimum 7 years.
c) Upon documented information has passed their retention periods, the Head of Finance Unit shall within 30 working days and through e-mail seek the permission of the Chief Executive Officer (CEO) to dispose in accordance with Sarawak State Government Record Management Regulations and practice.

4.2 Upon completion of the receiving library material processes, the Librarian and/or designated officer (DO) shall immediately forward the documented information such letter of rejection to Registry for safekeeping.

a) The documented information shall be kept in file based on awarded suppliers and shall be categorized as open document and can be accessed and maintained by Registry Unit staff.
b) The acquisition of library materials file shall be kept for minimum 7 years.
c) Upon documented information has passed their retention periods, the Registry Officer shall within 30 working days and through e-mail seek the permission of the Chief Executive Officer (CEO) to dispose in accordance with Sarawak State Government Record Management Regulations and practice.

5.0 Disposal of Documented Information

5.1 When the file has reached its retention period, the Head of Corporate Management Division shall seek the advice of the Departmental Record Officer for the disposal of the file.