Guidelines

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1.0 Introduction

1.1 This guideline establishes a systematic and efficient process for handling user requests for library materials in accordance with the library's acquisition procedure.

1.2 This guideline applies to all user requests received through the Book Request in Online Public Access Catalog (OPAC), email or any other designated request channels at Pustaka Negeri Sarawak.

2.0 Submission of User Requests

2.1 Users may submit requests for library materials through the following channels;

a) Book Request in Online Public Access Catalog (OPAC), Pustaka Negeri Sarawak
b) E-mail or any other designated request channels

3.0 Receiving the User Requests for Library Materials

3.1 The following are the methods for receiving applications;

a) New Purchase Request received via email from Library Management System ANGKA.SA2
b) Request received via email or any other designated channels

4.0 Checking User Requests

4.1 New Purchase Request received via email from Library Management System ANGKA.SA2.

4.1.1 Upon receiving an email notification of a **New Purchase Request**, the Library Assistant (LA) or Designated Officer (DO) shall check the request in the Library Management System ANGKA.SA2 under the Acquisition Module, **Purchase Request Management**.

4.1.2 The LA or DO shall **verify the request details**, ensuring that all required information such as title, author, edition and ISBN are included.

4.1.3 The LA or DO shall **review the user's request**, check the library collection for availability, and assess whether the requested material meets the acceptance criteria. They **shall update the system** and the monitoring log accordingly based on **their findings**.

4.1.4 After completing the review of the new purchase request, the LA or DO shall **notify** the Librarian or SO via email **to approve or reject** the **user's request**.

4.1.6 Upon **receiving the checked user request notification,** the Librarian or SO shall **approve or reject the request** in the Library Management

System ANGKA.SA2 under the Acquisition Module, Purchase Request Approval section.

4.1.7 Upon completion approval of the user request, the LA or DO shall listed the approved user request in user request listing record. If not, the LA or DO shall notify the users via email.

4.1.8 The LA or DO shall refer to GL-TS-MR-01 Acquisition of Library Materials Guidelines, Section 1.4, for the endorsed user request listing.

4.2 Request received via email or any other designated channels

4.2.1 Upon receiving a new purchase request via email or any other designated channels, the LA or DO shall verify the request details, ensuring all required information such as title, author, edition, and ISBN is included.

4.2.2 The LA or DO shall review the user's request, check the library collection for availability, and assess whether the requested material meets the acceptance criteria. They shall update the system and the monitoring log accordingly based on their findings.

4.2.3 After completing the review of the new purchase request, the LA or DO shall **notify** the Librarian or SO via email **to approve or reject** the **user's request**.

4.2.4 Upon **receiving the checked user request notification,** the Librarian or SO shall **approve or reject the request** and give a reply to the email.

4.2.5 Upon completion approval of the user request, the LA or DO shall listed the approved user request in user request listing record. If not, the LA or DO shall notify the users via email.

4.2.6 The LA or DO shall refer to GL-TS-MR-01 Acquisition of Library Materials Guidelines, Section 1.4, for the endorsed user request listing.

5.0 Monitoring of User Request of Library Materials

5.1 The Library Assistant (LA) or Designated Officer (DO) shall maintain a user requests for library materials monitoring log to track all user requests, including submission date, request details, and current status.

5.2 All updates to the user requests shall be recorded in the user requests for library materials monitoring log.

5.3 The LA or DO shall periodically review pending requests to ensure timely processing.

5.4 Any changes in status (approved, rejected, or pending) shall be updated in the monitoring log.

5.5 Users shall be notified via email regarding the status of their requests (approval, rejection, or additional information required).

5.6 If additional details are needed, the LA or DO shall communicate with the user to clarify or complete the request.

6.0 Criteria For Acceptance

The acceptance of these materials is based on the followings:

a) Relevance to Collection Development Policies (CDP)
b) Budget considerations
c) Legal and Copyright Compliance
d) Timeliness and Currency
e) Availability

7.0 Declining of user request

a) Inappropriate for the collections and does not meet the collection development policy (CDP).
b) Outdated materials, especially in the disciplines where the most current and accurate information is crucial (subject to Pustaka Negeri Sarawak Collection Development Policy).
c) Obsolete or Outdated Content
d) Legal & Copyright Restrictions
e) Availability from Other Sources
f) Format or Accessibility Issues