

QUALITY PROCEDURE

Reviewed by:

Izaruddin Moss

1 September 2025

Approved by:

Ramdzan Haji Saman

1 September 2025

Printed copy of this documented information is invalid

Document No. : QP-SWK-02
Revision No. : 0
Effective Date : 1st September 2025

Purpose

This procedure is established and maintained to ensure that the Reference Services and the processes of retrieving and returning of Special Collections materials at State Records Repository (SRR) are rendered effectively and efficiently and in accordance with the approved procedure.

Scope

This procedure applies to the handling of reference enquiries at State Records Repository (SRR).

Definition of Terms

- a) Special Collection are collections about Sarawak, Malaysia and Borneo which are valuable, of historical value and complimentary of Sarawak's published or unpublished.
- b) Legal Deposit is a statutory provision, which obliges publishers to deposit copies of their publications in libraries in the country in which they are published as stipulated under Section 15 of the Sarawak State Library Ordinance 1999.

Process

1.0 Received Enquiry at State Records Repository

1.1 The types of collections available are as follow:

- 1.1.1 Printed sheet
- 1.1.2 Realia
- 1.1.3 Pamphlets
- 1.1.4 Manuscripts
- 1.1.5 Electronic Resources
- 1.1.6 Graphic materials
- 1.1.7 Cartographic materials
- 1.1.8 Restricted Collection (EPU)

1.2 The Assistant Librarian (AL) and / or Designated Officer (DO) is responsible for recording the reference query in the Department / Agency Records, Archives,

Printed copy of this documented information is invalid

and Special Collection Request Form within one (1) working day upon receiving enquiry or request from a user through one of the following channels:

- 1.2.1 In person / walk in
- 1.2.2 Telephone
- 1.2.3 Facsimile
- 1.2.4 Letter
- 1.2.5 Others (email, WhatsApp, social media, etc.)

- 1.3 After the reference enquiry / request is recorded, the AL or DO shall check the availability and retrieve the materials / item within three (3) working days via the following guideline:

- 1.3.1 GL-SWK-04 Access to Special Collection Materials.
- 1.3.2 GL-SWK-XX Access to Preservation Copy of Legal Deposit Materials

2.0 Reference Service Process

- 2.1 After the materials / items is retrieved from the repository room, the AL or DO shall immediately do the following action:

2.1.1 Hand over the materials / items to the staff on duty at the reference counter, who will then deal with the user. Make sure the user has access to the necessary reference tools such as gloves, pencil, magnifying glass and an apron (if one is required).

2.1.3 If a user requests to refer to more than one material / item, the user shall be allowed to use only one item / material at a time.

2.1.4 After the user has handed up the first item / material, the subsequent material can be circulated to the user.

- 2.2 For EPU materials, the AL / DO shall inform the user to write an application letter to EPU for approval. Once the approval granted by EPU, the AL or DO shall follow process in 1.2, 1.3 and 2.0.

Printed copy of this documented information is invalid

3.0 Return of Materials / Items

3.1 Upon completion of the process for return of material/item at State Records Repository, AL or DO at the counter shall adhere to the following rules:

3.1.1 For user who is doing research before the closing hour, the user shall return the material within ten (10) minutes before the closing hours.

3.1.2 Place the material/item in the return tray provided by AL or DO after retrieving the material/item.

3.1.3 AL or DO shall return the material/item to the originated places on the same day or the next working day after used by the user at the Repository Room.

3.2 When the material/item have been returned to the Repository Room, the AL or DO shall immediately update the status on the Department/Agency Records, Archives, and Special Collection Request Form.

3.3 **Received Enquiry at Reference Counter at Special Collection Room, Pustaka Negeri Sarawak (Bastin Room and Closed Stack only).**

3.3.1 For the process of receiving enquiry at Reference Counter at Special Collection Room, Pustaka Negeri Sarawak (Bastin Room and Closed Stack only), see GL-SWK-04 Access to Special Collection Materials.

4.0 Control of Documented Information

4.1 Upon completion of the reference request by the requester, keep the Department/Agency Records, Archives, and Special Collection Request Form in the Special Collection Request Form (working file).

Printed copy of this documented information is invalid

- 4.2 The Special Collection Request Form (working file) shall be kept it at Sarawakiana Division.
- 4.3 The Special Collection Request Form (working file) file must be kept for five (5) years from the closing date.
- 4.4 Request by letter or fascimile, will be kept in Bahagian Sarawakiana – Sarawakiana Akses – Rujukan and the file shall be placed at SRR Registry.
- 4.5 The Bahagian Sarawakiana – Sarawakiana Akses – Rujukan file must be kept for five (5) years from the closing date.

5.0 Disposal of Documented Information

- 5.1 When the documents are generated for disposal, the Records Management of Pustaka Negeri Sarawak must be consulted for authorization to dispose of it.
- 5.2 Once approval is granted by the CEO of Pustaka Negeri Sarawak, the documents generated for disposal shall be disposed of in compliance with the Sarawak State Library Ordinance of 1999 and Pustaka's records management guidelines and practices.

Annexes

-

Printed copy of this documented information is invalid