

Guidelines

Reviewed by:

Izaruddin Moss

1 September 2025

Approved by:

Ramdzan Haji Saman

1 September 2025

Online copy of this documented information is the latest

Document No. : GL-SWK-04
Revision No. : 0
Effective Date : 1st September 2025

This guideline applies to access for Special Collection materials at the Reference Counter at Special Collection Room, Pustaka Negeri Sarawak (Bastin Room and Closed Stack only). The types of collections available are as follow:

- i. Rare books
- ii. Books

EXPLANATIONS

1.0 Receive Enquiry for Special Collection Materials

1.1 Enquiry or request from user for special collection materials received via the following channels:

- a) In person / walk in
- b) Telephone
- c) Online
- d) Letter
- e) Email
- f) Facsimile
- g) Other (whatsapp, social media, etc)

1.2 Assistant Librarian (AL) or another Designated Officer (DO) shall retrieve the special collection materials at Bastin Room and Closed Stack within one (1) working day.

2.0 Reference Service Process at Special Collections Room

2.1 Once the special collection materials were retrieved from the Special Collection Room, Pustaka Negeri Sarawak, the AL or DO shall:

- a) Fill in the *check-out logbook* available at reference counter Special Collection room.
- b) Deliver the special collection materials to the user. Scanned copies will be provided to the user if the condition of the materials is not permitted to be circulated.
- c) Reference materials can only be viewed and referred to at Open Stack Special Collection Room.
- d) Provide reference tools i.e., cradle, snake weight, gloves, pencil, magnifying glass, and apron (if needed) for the user.
- e) Allow the user to use one item at a time if the user requested to refer to more than one item.
- f) The next item shall be given after the user returns the item in hand.

Online copy of this documented information is the latest

3.0 Returning of Special Collection materials

3.1 The processes for returning Special Collection materials at Pustaka Negeri Sarawak, the AL or DO at the counter shall adhere to the following rules:

- a) For user who is doing research before the closing hour, the user shall return the material ten (10) minutes before closing hours.
- b) Place the material on the return tray provided by AL or DO when retrieving the material.
- c) AL or DO shall return the material to the shelf/ves on the same day or next working day after being used by the user at the Reference Area as stated below:
 - i. Bastin Room
 - ii. Close Stack Room
- d) Fill in the *check-out logbook* available at reference counter Special Collection room.

Annexes

-

Online copy of this documented information is the latest

Document No. : GL-SWK-04
Revision No. : 0
Effective Date : 1st September 2025