

Guidelines

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These guidelines apply to the request, retrieval, receiving and returning of weeded library materials at the Closed Stack for reference purposes at the Information Resource Centre.

No. EXPLANATIONS

1.0 Requesting Weeded Library Material

- 1.1 Users search for library materials via the Online Public Access Catalog (OPAC) or Library Management System apps.
- 1.2 Users provide the title, ISBN, and call number of the requested weeded library material to the staff at the Reference Counter.
- 1.3 The counter staff verifies the library material's status (weeded, closed stack) and records the request details.
- 1.4 The counter staff forwards the request to the Designated Officer (DO) responsible for retrieving items from the Closed Stack.

2.0 Retrieving Weeded Library Material

- 2.1 The DO retrieves the requested library material manually from the Closed Stack.
- 2.2 Once retrieved, the DO places a "Weeded" sticker at the right corner of the book cover for easy identification.
- 2.3 The DO notifies the counter staff that the library material is ready for in-house reference.
- 2.4 The counter staff informs the user via following channel that the library material is available for use.
 - 2.4.1 Pustaka on Phone Service (short messaging); or
 - 2.4.2 Phone; or
 - 2.4.3 E-mail; or
 - 2.4.4 Other communication channel.

3.0 Reference Service Process

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- 3.1 Before handing over the library material to the user, the counter staff shall:
- 3.1.1 Check the physical condition of the book for any existing damage.
 - 3.1.2 Record any damage found (if applicable).
 - 3.1.3 Hand over the book to the user for in-house reference.
 - 3.1.4 Inform the user that the library material must be returned at least 10 minutes before closing time.
 - 3.1.5 Request the user to place the library material in the designated return trolley.

4.0 Returning of Weeded Library Material

- 4.1 If the library material is received before 12:00 noon, the DO shall return it to the closed stack on the same day before the library close.
- 4.2 If the library material is received after 12:00 noon, it will be returned to the closed stack the following day.
- 4.3 If the library material is used during the weekend, it will be returned to the Closed Stack on the next working day.
- 4.4 The DO updates the internal records to indicate that the library material has been returned and re-shelved.