

Quality Procedure

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1.0 Purpose

This procedure is established and maintained to ensure reference services are delivered effectively, consistently, and efficiently at Pustaka Negeri Sarawak to support Quality Management System, in achieving customer satisfaction and meeting customer needs.

2.0 Scope

This procedure applies to all reference enquiries received via in-person, telephone, online (email/social media/forms) or letter at Pustaka Negeri Sarawak.

3.0 Roles & Responsibilities

Reference Librarian (RL)

Primary handler; classifies enquiries; provides responses; records outcomes.

Designated Officer (DO)

Acts on behalf of RL when required; follows the same process.

4.0 Key Definitions

First Level Enquiry

Basic, factual, directional, or readily answerable using existing tools/resources within one (1) working day.

Second Level Enquiry

In-depth, requires reference interview, extended search/analysis, or coordination with other units; response date agreed with user.

5.0 Detail Procedure

5.1 Receive & Acknowledge of Enquiries

5.1.1 Whenever a reference enquiry is received through any approved channel (in-person, telephone, email, online form or

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letter), the RL/DO shall acknowledge receipt and confirm understanding of the request.

5.2 Classification of Enquiries

- 5.2.1 As soon as the reference enquiry is received, the RL/DO shall determine the enquiry category in accordance with GL-RS-XX '*Determining the Categories of Reference Enquiries*'.
- 5.2.2 After the enquiry category has been identified, the RL/DO shall record the classification in the relevant form (FLE for First Level; RIF for Second Level).

5.3 First-Level Enquiries

- 5.3.1 First-level enquiries shall be responded to within one (1) working day using the user's original channel of contact.
- 5.3.2 The enquiry details and outcome shall be recorded in the First Level Enquiry (FLE) Form, available at:

<https://www.pustaka-sarawak.com/apps/fle/kch/>.
- 5.3.4 The record shall be updated or closed within seven (7) working days from the date the reply is issued.

5.4 Second-Level Enquiries / Reference Interview

- 5.4.1 Whenever a reference enquiry requires escalation, the RL/DO shall conduct a reference interview using the Reference Interview Form (RIF), available at:

<https://www.pustaka-sarawak.com/rif-form-kuching.php>.
- 5.4.2 If the online system is unavailable (e.g., server downtime or no internet connection), the manual RIF shall be used, and the information shall be transcribed into the online system once access is restored.
- 5.4.3 The RL/DO shall agree on a response date with the user and communicate the agreed date through the user's preferred communication channel.

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- 5.4.4 For Public Records and Archives enquiries, refer to QP-AM-02. For Special Collections enquiries, use FRM-AM-04.
- 5.4.5 After responding, the RIF shall be updated or closed within seven (7) working days following the issuance of the response.
- 5.4.5 As soon as the session is completed, the RL/DO shall request the user to complete the Services Rating Form upon the handover of information, where applicable.

6.0 Records Management and Retention

- 6.1 Online records (FLE/RIF) constitute the official source of truth.
- 6.2 Documented information generated from the offline Reference Interview Form shall be retained for one (1) year from the date of creation.
- 6.3 When using the manual RIF (contingency), the form shall be filed in the Reference Services File located at the Reference Services Counter Cabinet. The document shall be retained for one (1) year and disposed of thereafter in accordance with records management regulations.
- 6.4 The manual RIF is classified as an “open document” for staff access unless it contains restricted information.

Annexes

- a) Reference Interview Form
- b) Services Rating Form

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