

Guidelines

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Guideline for Handling and Answering E-Knowbase Reference Enquiries

1.0 Scope

This guideline applies to reference services provided at the following locations:

- a. Pustaka Negeri Sarawak, Kuching.
- b. Pustaka Negeri Sarawak, Miri.
- c. Pustaka Negeri Sarawak, Sibu.
- d. State Records Repository.

2.0 Reference Enquiry Submission

2.1 Channels of Enquiry

Users may submit reference enquiries through the following channels:

- a. Walk-in
- b. Email
- c. Social media
- d. Telephone
- f. 'Ask a Librarian' via E-Knowbase

2.2 E-Knowbase Submission

Users are encouraged to submit their enquiries via the 'Ask a Librarian service' through E-Knowbase at:
<https://www.pustaka-sarawak.com/eknowbase/>

3.0 Answering E-Knowbase Reference Enquiry

3.1 Accessing the System

Upon receipt of a reference enquiry via E-Knowbase, the Designated Officer (DO) shall:

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1. Log in to the E-Knowbase system at:
 <https://www.pustaka-sarawak.com/eknowbase/login-genie.php>
2. Select the **“Unanswered Question”** option to view pending enquiries.

3.2 Preparing the Response

The DO shall:

1. Select **“Input Query”** to create the reference question record.
2. Review the user's enquiry carefully to ensure full understanding of the information requested.
3. Conduct appropriate reference research using reliable and relevant sources.

3.3 Responding to the Enquiry

The DO shall:

1. Provide a clear, accurate, and appropriate response to the enquiry.
2. Ensure that the information provided complies with:
 - Copyright regulations
 - Data protection and confidentiality requirements
 - Applicable Pustaka policies and SOPs
3. Use clear and professional language suitable for public reference services.

3.4 Finalising the Record

After responding, the DO shall:

1. Review the response for accuracy and completeness.

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2. Submit and save the answer in the E-Knowbase system.
3. Ensure the enquiry status is updated accordingly.

4.0 Responsibilities

The DO shall

1. Responsible for reviewing, researching, responding to, and closing E-Knowbase reference enquiries promptly and professionally.

5.0 Quality Assurance

All responses shall:

1. Meet service quality standards
2. Support consistent and reliable reference services
3. Contribute to the accuracy and usefulness of the E-Knowbase knowledge base

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