

Guidelines

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These guidelines apply to the handling of Interlibrary Loan (ILL) Services between the campus libraries of Pustaka Negeri Sarawak in Kuching, Sibul, and Miri. They do not apply to Interlibrary Loan (ILL) transactions between Pustaka and other information resource centres or libraries acting as supplying organisations.

1.0 Receiving Request from Member (Normal Request)

- 1.1 Upon receiving request from user, Designated Officer (DO) shall confirm if user is a registered member.
- 1.2 Verification of status using Library Management System:
 - 1.2.1 Active → Proceed.
 - 1.2.2 Expired/Inactive → Advise renewal. Refer QP-IS-01 Membership Management.
 - 1.2.3 Blocked → Settle fines first. Refer QP-IS-02 Circulation Service.
- 1.3 DO shall explain ILL terms and conditions as follows:
 - 1.3.1 Each book will be charged RM2.00.
 - 1.3.2 Available book shall be pick-up within seven (7) working days.
 - 1.3.3 If user did not collect the requested book within the specified time, the book will be returned to the owning library.
- 1.4 If the user agrees, DO shall then ask the user to complete the **Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)**.
- 1.5 If the user disagrees, the process ends here.

2.0 Receiving Request from Agency (Normal Request)

- 2.1 Upon receiving request from agency, the DO shall confirm if user is a registered member.
- 2.2 Verification of status using Library Management System:
 - 2.2.1 Active → Proceed.
 - 2.2.2 Expired/Inactive → Advise renewal. Refer QP-IS-01 Membership Management.
 - 2.2.3 Blocked → Settle fines first. Refer QP-IS-02 Circulation Service.
- 2.3 DO shall explain ILL terms and conditions as follows:

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- 2.3.1 Each book will be charged RM2.00.
- 2.3.2 Available book shall be pick-up within seven (7) working days.
- 2.3.4 If the agency Person In Charge (PIC) did not collect the requested book within the specified time, the book will be returned to the owning library.
- 2.4 If the PIC agrees, DO shall then ask the PIC to complete the **Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)**.
- 2.5 If the PIC disagrees, the process ends here.

3.0 Notifying the Supplying Organization

- 3.1 After receiving the completed **Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)**, the DO shall contact the supplying organization via email and telephone to inquire about the availability of the requested library materials within three (3) working days.
 - 3.1.1 If the library materials are available, the DO shall proceed with the request.
 - 3.1.2 If the supplying organization is unable to provide the library materials, the DO shall inform the user accordingly through face-to-face conversation, telephone or email.

4.0 Receiving Request from Member/Agency (Special Request)

- 4.1 **Illustrative example:** A user registered at Pustaka Sibu may request books from Pustaka Kuching through Pustaka Miri using the ILL service.
- 4.2 The DO shall take one of the following actions, as applicable:
 - 4.2.1 Advise the user to contact the library where he/she is registered to proceed with the request. If the user agrees, the process shall end at this stage; OR
 - 4.2.2 Contact the library where the user is registered on behalf of the user to notify the library that the user intends to submit an ILL service request at the campus library. Upon receiving confirmation from the library, the DO shall advise the user to complete the *Borang Perjanjian Pembekalan Penerbitan Bahan (BPPPB)* and email the completed form to the library.

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