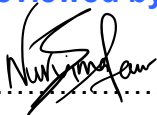


QUALITY PROCEDURE

Reviewed by:



Dayang Nur Syima Binti
Awang Adrus

20th May 2026

Approved by:



Ramdzan Haji Saman

20th May 2026

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Purpose

This procedure is established and maintained to ensure that the Reference Services and the processes of retrieving and returning of Special Collections materials at State Records Repository (SRR) and Reference Counter at Special Collection Room, Level 1, Pustaka Negeri Sarawak are rendered effectively and efficiently and in accordance with the approved procedure.

Scope

This procedure applies to the handling of reference enquiries at State Records Repository (SRR) and Reference Counter at Special Collection Room, Level 1, Sarawak State Library.

Definition of Terms

- a) Special Collection are collections about Sarawak, Malaysia and Borneo which are valuable, of historical value and complimentary of Sarawak's published or unpublished.

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Process**1.0 Received Enquiry for Special Collection Materials**

- 1.1 The types of collections available are as follow:
 - 1.1.1 Printed sheet
 - 1.1.2 Realia
 - 1.1.3 Pamphlets
 - 1.1.4 Manuscripts
 - 1.1.5 Electronic Resources
 - 1.1.6 Graphic materials
 - 1.1.7 Cartographic materials
 - 1.1.8 Rare Books
 - 1.1.9 Books
- 1.2 Enquiry or request from user for special collection materials received via the following channels:
 - 1.2.1 In person / walk in
 - 1.2.2 Telephone
 - 1.2.3 Facsimile
 - 1.2.4 Online
 - 1.2.5 Letter
 - 1.2.6 Email
 - 1.2.7 Others (WhatsApp, social media, etc.)
- 1.3 The Assistant Librarian (AL) and / or Designated Officer (DO) shall check the availability and retrieve the special collection materials within three (3) working days via the following guideline:
 - 1.3.1 GL-SWK-01 Access to Special Collection Materials.

2.0 Control of Documented Information

- 2.1 Upon completion of the reference request by the requester, keep the Department/Agency Records, Archives, and Special Collection Request Form in the Special Collection Request Form (working file).

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- 2.2 The Special Collection Request Form (working file) shall be kept at Sarawakiana Division.
- 2.3 The Special Collection Request Form (working file) file must be kept for five (5) years from the closing date.
- 2.4 Request by letter or fascimile, will be kept in Bahagian Sarawakiana – Sarawakiana Akses – Rujukan and the file shall be placed at Registry.
- 2.5 The Bahagian Sarawakiana – Sarawakiana Akses – Rujukan file must be kept for five (5) years from the closing date.

3.0 Disposal of Documented Information

- 3.1 When the documents are generated for disposal, the Records Management of Pustaka Negeri Sarawak must be consulted for authorization to dispose of it.
- 3.2 Once approval is granted by the CEO of Pustaka Negeri Sarawak, the documents generated for disposal shall be disposed of in compliance with the Sarawak State Library Ordinance of 1999 and Pustaka's records management guidelines and practices.

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