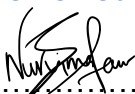


Guidelines

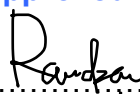
Reviewed by:



Dayang Nur Syima Binti
Awang Adrus

20th May 2026

Approved by:



Ramdzan Haji Saman

20th May 2026

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This guideline applies to access for Special Collection Materials at the State Records Repository (SRR) and Reference Counter at Special Collection Room, Level 1, Pustaka Negeri Sarawak (Bastin Room and Closed Stack Room).

EXPLANATIONS

1.0 Reference Service Process at Special Collection Room.

- 1.1 Once the special collection materials were retrieved from the Reference Counter at Special Collection Room, Level 1, Pustaka Negeri Sarawak, the Assistant Librarian (AL) and / or Designated Officer (DO) shall:
- 1.1.1 Fill in the *check-out logbook* available at reference counter Special Collection room.
 - 1.1.2 Deliver the special collection materials to the user. Scanned copies will be provided to the user if the condition of the materials is not permitted to be circulated.
 - 1.1.3 Reference materials can only be viewed and referred to at Open Stack Special Collection Room.
 - 1.1.4 Provide reference tools i.e., cradle, snake weight, gloves, pencil, magnifying glass, and apron (if needed) for the user.
 - 1.1.5 Allow the user to use one item at a time if the user requested to refer to more than one item.
 - 1.1.6 The next item shall be given after the user returns the item in hand.

2.0 Returning of Special Collection materials at Special Collection Room.

- 2.1 The processes for returning Special Collection materials at Pustaka Negeri Sarawak, the AL or DO at the counter shall adhere to the following rules:
- 2.1.1 For user who is doing research before the closing hour, the user shall return the material ten (10) minutes before closing hours.
 - 2.1.2 Place the material on the return tray provided by AL or DO when retrieving the material.
 - 2.1.3 AL or DO shall return the material to the shelf/ves on the same day or next working day after being used by the user at the Reference Area as stated below:
 - i. Bastin Room
 - ii. Close Stack Room

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- 2.1.4 Fill in the *check-out logbook* available at reference counter Special Collection room.

3.0 Reference Service Process at State Records Repository

- 3.1 The AL or DO is responsible for recording the reference query in the Department / Agency Records, Archives, and Special Collection Request Form within one (1) working day.
- 3.2 After the materials / items is retrieved from the repository room, the AL or DO shall immediately do the following action:
 - 3.2.1 Hand over the materials / items to the staff on duty at the reference counter, who will then deal with the user. Make sure the user has access to the necessary reference tools such as gloves, pencil, magnifying glass and an apron (if one is required).
 - 3.2.2 If a user requests to refer to more than one material / item, the user shall be allowed to use only one item / material at a time.
 - 3.2.3 After the user has handed up the first item / material, the subsequent material can be circulated to the user.

4.0 Returning of Special Collection materials at State Records Repository.

- 4.1 Upon completion of the process for return of material/item at State Records Repository, AL or DO at the counter shall adhere to the following rules:
 - 4.1.1 For user who is doing research before the closing hour, the user shall return the material within ten (10) minutes before the closing hours.
 - 4.1.2 Place the material/item in the return tray provided by AL or DO after retrieving the material/item.
 - 4.1.3 AL or DO shall return the material/item to the originated places on the same day or the next working day after used by the user at the Repository Room.

- 4.2 When the material/item have been returned to the Repository Room, the

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AL or DO shall immediately update the status on the Department/Agency Records, Archives, and Special Collection Request Form.

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