

RISK REGISTER

PUSTAKA NEGERI SARAWAK

INFORMATION RESOURCES SECTOR - INFORMATION SERVICES DIVISION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Technological	Registration of membership.	The risk of declining library membership.	The complicated SarawakPass registration process, caused by multiple steps poses a risk of discouraging users from registering, resulting in reduced adoption and underutilisation of SarawakPass-enabled services.	QP-IS-01: Membership Management	2 (Unlikely)	2 (Minor)	4 (LOW)	1. Raise user awareness on SarawakPass account. 2. Engage with Unit Digitalisasi Perkhidmatan Awam Sarawak (SCSDU) as a smart partner in resolving issues arising from failures to link membership accounts with SarawakPass.	Norlailawaty Ismail, Information Services Division	On Going
			The absence of a valid e-mail address during registration, caused by users lacking access to or familiarity with e-mail usage, poses a risk of incomplete library membership registration and communication failure, resulting in delayed verification of membership.	QP-IS-01: Membership Management	2 (Unlikely)	2 (Minor)	4 (LOW)	1. Raise user awareness to register and maintain a valid email address for their Pustaka membership account to ensure successful verification and access to online services. 2. Provide assistance for users who need help creating or updating their email.		On Going
			The lack of a smartphone among some users, which prevents them from completing SarawakPass verification, poses a risk of failed library membership registration, resulting in user exclusion, delayed on-boarding and reduced access to library services.	QP-IS-01: Membership Management	2 (Unlikely)	2 (Minor)	4 (LOW)	Provide alternative verification methods at the counter.		On Going
Financial/ Operational	Circulation Services	Risk of loss or damage to library materials.	The loss or damage of library materials, caused by user non-compliance, poses a risk of member account suspension and reduced access to library services for affected users.	QP-IS-02: Circulation Services	2 (Unlikely)	2 (Minor)	4 (LOW)	Raise user awareness on borrowing responsibility, enforce replacement or penalty policy and conduct periodic stock checks.	Norlailawaty Ismail, Information Services Division	On Going

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Financial/ Operational	Circulation Services	Risk of accumulation of long overdue items and prolonged renewals.	Long overdue items and prolonged renewals, caused by delayed returns or extended borrowing periods, pose a risk to library services by reducing the availability of library materials for other users, disrupting circulation and potentially lowering overall user satisfaction.	QP-IS-02: Circulation Services	3 (Possible)	2 (Minor)	6 (Medium)	Increase the loan period from 14 days to 30 days to allow users more time to utilize borrowed library materials according to their needs.	Norlailawaty Ismail, Information Services Division	On Going
Technological	Circulation Services	Malfunctioning book drop facilities.	A malfunctioning book drop, caused by equipment failure or poor maintenance, poses a risk to circulation services by delaying item returns, reducing material availability for other users and disrupting the overall efficiency of library operations.	QP-IS-02: Circulation Services	2 (Unlikely)	2 (Minor)	4 (LOW)	Implement scheduled maintenance, daily functionality checks during the book collection and provide alternative return options during downtime.	Norlailawaty Ismail, Information Services Division Puspa Diana Jawi, ICT Infrastructure Division	On Going
Operational	Circulation Services	Weather-related disruptions to the BookBear service.	Weather-related disruptions to the BookBear service, caused by adverse weather conditions, pose a risk to circulation services by delaying deliveries and returns, limiting access to materials for users, and potentially reducing overall service reliability and user satisfaction.	QP-IS-02: Circulation Services	2 (Unlikely)	2 (Minor)	4 (LOW)	Enable flexible delivery scheduling by allowing rescheduling or temporary suspension during severe weather alerts.	Norlailawaty Ismail, Information Services Division	On Going
Operational	Interlibrary Loan Services	Risk of courier delivery inconsistency.	Inconsistent interlibrary loan deliveries due to weather-related courier disruptions pose a risk to library services by delaying the receiving and return of loaned materials, limiting timely access for users, and potentially affecting service reliability and user satisfaction.	QP-IS-03: Inter Library Loan	2 (Unlikely)	2 (Minor)	4 (LOW)	Enable flexible delivery scheduling by allowing rescheduling or temporary suspension during severe weather alerts.	Norlailawaty Ismail, Information Services Division	On Going