

RISK REGISTER
PUSTAKA NEGERI SARAWAK

PUSTAKA SIBU: 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)	
IT	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 QP-IS-MR-01 Membership Management QP-IS-SB-01 Membership Management	2	2	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.	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 QP-IS-MR-01 Membership Management QP-IS-SB-01 Membership Management	2	2	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.	1. Information Services Division. 2. Digital Inclusion Division	On Going
			The lack of a handphone among some users, which prevents them from completing SarawakPass verification, poses a risk of failed library membership registration, resulting in user exclusion, delayed onboarding, and reduced access to library services.	QP-IS-01 Membership Management QP-IS-MR-01 Membership Management QP-IS-SB-01 Membership Management	2	2	Low	Provide alternative verification methods at the counter.	Information Services Division	On Going

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IT/ Operational	Circulation Services	Risk of personal data breach in library services.	The exposure of personal data on BookBear courier labels, caused by inadequate data masking practices, poses a risk of privacy breaches during library material delivery, potentially resulting in loss of user trust, complaints, and legal or regulatory repercussions for the library.	QP-IS-02 Circulation Services QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services	2	2	Low	Use unique member or transaction IDs in QR code format to replace full names and contact details, utilizing a system-generated BookBear transaction ID that couriers can scan.	Information Services Division	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 QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services	3	2	Medium	Raise user awareness on borrowing responsibility, enforce replacement or penalty policy and conduct periodic stock checks.	Information Services Division	On Going
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 QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services	3	2	Medium	To organize seasonal no-fee campaign for returning of library materials.	Information Services Division	On Going
IT	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 QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services	2	2	Low	Implement scheduled maintenance, daily functionality checks, and provide alternative return options during downtime.	Information Services Division	On Going

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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 QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services	2	2	Low	Enable flexible delivery scheduling by allowing rescheduling or temporary suspension during severe weather alerts.	Information Services Division	On Going
Operational	Circulation Services	Irrelevant library collection	Irrelevant library collection due to inadequate selection and evaluation processes may affect circulation services, leading to reduced material usage and lower user satisfaction.	QP-IS-02 Circulation Services QP-IS-MR-02 Circulation Services QP-IS-SB-02 Circulation Services PM-TS-01 Collection Development Policy QP-TS-01 Acquisition of Library Materials QP-TS-SB-01 Acquisition of Library Materials QP-TS-MR-01 Acquisition of Library Materials	2	2	Low	1. Establish a user-driven acquisition process by allowing patrons to suggest titles and resources. 2. Collaborate with subject matter experts or faculty (if applicable) to ensure collection relevance. 3. Adopt a demand-driven acquisition model for e-resources to align with actual usage. 4. Regularly benchmark the collection against similar libraries to maintain competitiveness and relevance.	1. Information Services Division 2. Technical Services Division	On Going

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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 receipt and return of loaned materials, limiting timely access for users, and potentially affecting service reliability and user satisfaction.	QP-IS-03 Inter Library Loan QP-IS-MR-03 Inter Library Loan QP-IS-SB-03 Inter Library Loan	2	2	Low	Enable flexible delivery scheduling by allowing rescheduling or temporary suspension during severe weather alerts.	Information Services Division	On Going
Operational	Reference Services	Difficult user behaviour at the service counter.	Difficult user behaviour at the service counter may disrupt reference services, leading to delays and reduced service quality.	QP-IS-04 Reference Services QP-IS-MR-04 Reference Services QP-IS-SB-04 Reference Services	2	2	Low	Provide customer service and conflict-handling training for staff, and establish escalation procedures for difficult cases.	Information Services Division Head of Human Resource Division	On Going

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Operational/ IT	Reference Services	Difficulty accessing online databases.	Difficulty in accessing online databases due to the absence of a backup internet connection or failover system may disrupt reference services, leading to delays and reduced user satisfaction.	QP-IS-04 Reference Services QP-IS-MR-04 Reference Services QP-IS-SB-04 Reference Services	2	2	Low	Propose to enhance network capacity and reliability by upgrading routers, switches, firewalls, and bandwidth to support stable and uninterrupted access to external database platforms.	Information Services Division	On Going
Operational/ IT	User Education & Digital Literacy Support	Risk of user misunderstanding, misusing, or being unable to adapt to library digital services. This may lead to misinformation, failed transactions, dependence on staff, privacy risks, and reduced service adoption.	Users lack awareness, digital skills, or understanding of how to use library platforms (e.g., SarawakPass, online databases, BookBear service, AI-assisted tools).	GL-IS-SB-08 Handling of User Education GL-IS-SB-12 Information Literacy Class Preparation and Coordination	2	2	Low	1. Develop structured User Education Modules (digital literacy, AI literacy, privacy awareness). 2. Conduct regular workshops, webinars, and in-person training for targeted user groups (students, senior citizens, new members). 3. Create visual micro-learning materials (short videos, infographics, step-by-step guides).	Information Services Division	On Going