



LAPORAN TAHUNAN 2020

ANNUAL REPORT 2020

Baca.Reka.Cemerlang
Read.Innovate.Excel



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Pengenalan / Introduction

VISI / VISION

Menjadi wadah maklumat dan ilmu bagi negeri Sarawak.

To be the reservoir and fountain of information and knowledge to the State.

MISI / MISSION

Memberi capaian kepada sumber maklumat dan memelihara warisan intelek negeri Sarawak.

To provide access to information resources and to preserve Sarawak's intellectual heritage.

OBJEKTIF / OBJECTIVE

Menggalakkan pembudayaan ilmu pengetahuan di negeri Sarawak.

To promote acculturation of knowledge in the State.



Perutusan Pengerusi, Lembaga Pengurusan Message From The Chairman, Board Of Management



YBhg. Tan Sri Datuk Amar (Dr.) Haji Hamid Bugo

Assalamualaikum warahmatullahi wabarakatuh

Saya dengan sukacitanya menyampaikan laporan tahunan ke-20 saya sebagai Pengerusi Lembaga Pengurusan, Pustaka Negeri Sarawak (Pustaka).

Sudah setahun sejak pandemik COVID-19 melanda dan mengubah corak kehidupan kita dengan banyak cara. Tetapi, penglibatan kami dengan komuniti tidak berhenti. Perkhidmatan kami diperkukuhkan secara dalam talian. Kami melancarkan Book Bear Service, perkhidmatan penghantaran buku percuma.

Strategi kami untuk menghadapi pandemik COVID-19 adalah memahami bagaimana ia memberi kesan kepada masyarakat dan kami sendiri. Membaca adalah kaedah paling mudah dan paling praktikal untuk mempelajari semua aspek pandemik COVID-19. Hanya bergantung pada media sosial mungkin tidak memadai untuk membantu pengguna.

Pustaka telah menyediakan sumber maklumat dalam buku bercetak, e-buku, jurnal dan majalah dalam talian dan artikel.

Pustaka akan terus memberikan perkhidmatan yang membantu membina minda, mendorong pemikiran kritis dan menjadi sumber maklumat.

Bagi pihak ahli Lembaga Pengurusan Pustaka, saya ingin mengucapkan terima kasih dan berbangga dengan staf Pustaka atas dedikasi, sikap positif dan inovasi dalam masa yang sukar ini. Dan kami juga amat berbesar hati atas sokongan Kerajaan Negeri.

Harapan kami agar Pustaka sentiasa bersinar agar pengguna dapat menikmati semua perkhidmatan ditawarkannya.

Baca.Reka.Cemerlang.

I am pleased to be presenting my 20th annual report as the Chairman of the Board of Management, Pustaka Negeri Sarawak (Pustaka).

It has been a year since the COVID-19 pandemic impacted our lives in many ways. However, our engagement with the community has not stopped. Our services are intensified online. We launched our Book Bear Service, a free book delivery service.

Our strategies to face the COVID-19 pandemic are to understand how it impacts the community and us. Reading is the easiest and most practical way to learn all aspects of the COVID-19 pandemic.

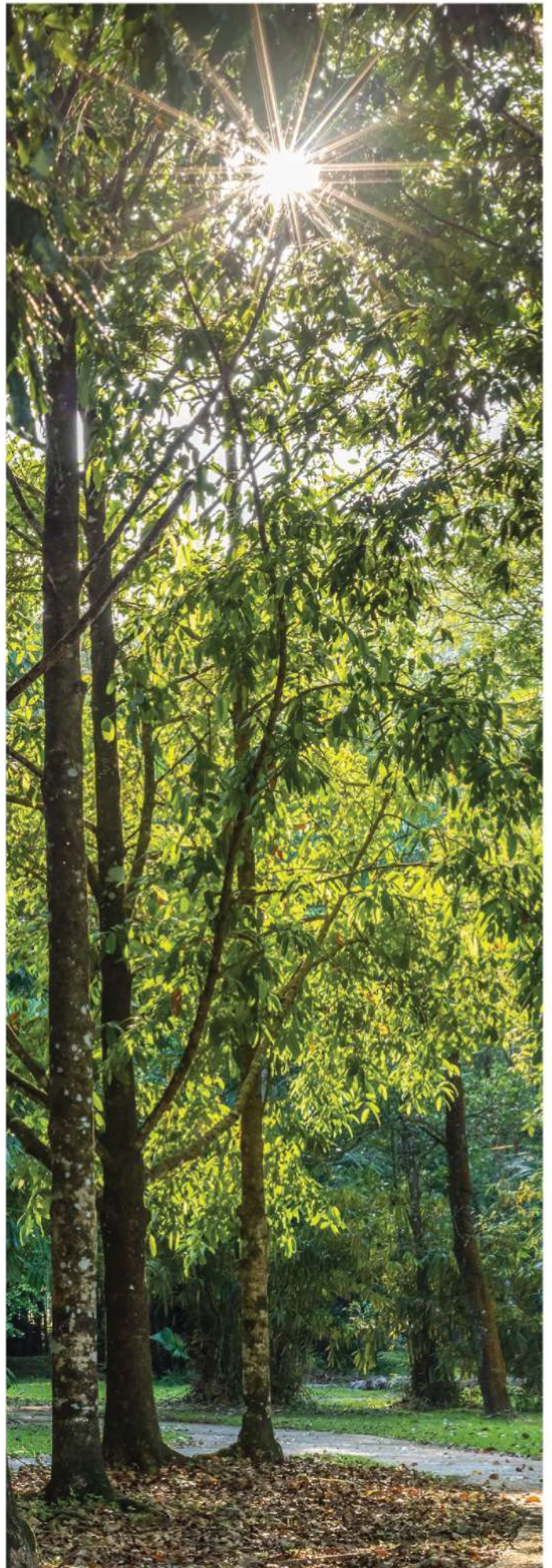
To solely depend on social media may not be enough to help others in need. Pustaka has provided information resources in printed books, e-books, online journals and magazines, and other articles.

Pustaka will continue to provide services that help build curious minds, encourage critical thinking and be the cradle of information.

On behalf of Board members, I thank you and I am proud of our Pustaka staff for their dedication, positive attitude and innovation in these difficult times. We are also mindful of the generous support of the State Government.

Please keep our Pustaka alive and enjoy all that it offers.

Read.Innovate.Excel.



Perutusan Ketua Pegawai Eksekutif Message From The Chief Executive Officer



Dr. Hajah Rashidah Haji Bolhassan

Kepada pelanggan yang dihargai...

Tahun 2020 merupakan ulang tahun ke 20 Pustaka Negeri Sarawak. Sejumlah program telah dirancang dari ke semua kampus untuk meraikan bersama-sama pengguna, pihak berkepentingan dan rakan pintar.

Kami juga tidak terlepas daripada impak daripada pandemik COVID-19 yang melanda dunia, dan dari 16hb Mac hingga Jun, Pustaka tidak pernah menutup pintu selama dua puluh tahun perkhidmatannya. Dan setelah dibuka semula kepada orang awam, terdapat beberapa siri penutupan sepanjang tahun ini kerana kes COVID-19 telah meningkat.

Walaupun Pustaka telah ditutup secara fizikal, perkhidmatan yang diberikan kepada pengguna menggunakan mod digital sepenuhnya. Tempoh Perintah Kawalan Pergerakan (PKP) telah meletakkan tuntutan Pustaka sebagai perpustakaan digital dengan menguji sama ada kita dapat mencapai

tahap perpustakaan yang benar-benar digital. Pada mulanya, staf melalui keluk pembelajaran yang curam, bekerja dari rumah, bekerja dengan pasukan yang mengatur perkhidmatan dalam talian dari jauh. Pada bulan yang pertama penutupan digunakan untuk belajar dengan cepat, menanda aras perkhidmatan yang lain, bukan hanya industri di bidang perpustakaan tetapi juga industri perkhidmatan lain. Perkhidmatan Pustaka berjalan dengan lancar, dari penghasilan kandungan kepada penghasilan prosedur operasi standard norma baru, dalam jangkaan pembukaan Pustaka setelah ianya ditutup.

Pustaka telah menjadi penerbit penciptaan kandungan digital, untuk pengguna dan badan kerajaan, terutama dalam menyokong literasi berkaitan COVID-19. Pelbagai platform media sosial dioptimumkan sebagai saluran komunikasi kami di dalam penyampaian perkhidmatan dan berkolaborasi dengan Unit Komunikasi Awam

Sarawak, UKAS dalam mempromosikan perkhidmatan dan sumber-sumber perpustakaan.

Pustaka telah mempelopori literasi digital komuniti dengan menggunakan platform pembelajaran dalam talian PANDEI (People Accessible Network for Digital Empowerment and Inclusivity) kami, yang telah dirasmikan sebelum penutupan. Platform pembelajaran ini kemudiannya menganjurkan modul pembelajaran dalam talian dari agensi dan Kementerian lain dalam Perkhidmatan Awam Negeri. Daripada inisiatif ini, terdapat peningkatan yang ketara di dalam jumlah pengguna digital dan penciptaan kandungan digital.

Walaupun sumber elektronik disediakan kepada pengguna, masih ada permintaan untuk buku fizikal; oleh itu, perkhidmatan BookBear telah dimulakan. Perkhidmatan ini merupakan perkhidmatan penghantaran buku percuma yang beroperasi di kawasan Kuching, Miri dan Sibul.

Dengan Perintah Kawalan Pergerakan (PKP), sekolah-sekolah menawarkan pembelajaran dalam talian, dan akses internet di beberapa kawasan yang terpinggir secara geografi, adalah masih dan merupakan satu cabaran. Dengan kolaborasi American Corner Sarawak, Pustaka telah memulakan Pustaka in a Box untuk mengatasi kekurangan akses internet. Pustaka in a Box menggunakan peranti Raspberry Pi yang menggunakan telefon pintar, tablet atau komputer sebagai medium untuk pihak sekolah mengakses pelbagai sumber-sumber Pendidikan di luar talian. Sepuluh sekolah telah menerima inisiatif ini dalam tahun 2020, dan perancangan akan lebih banyak lagi yang menerima inisiatif ini.

Di sebalik pandemik, terdapat peluang untuk Pustaka mengadakan beberapa program khas, seperti Sarawak Authors Festival 2020 pada bulan Ogos; perasmian kampus Sibul oleh YAB Ketua Menteri Sarawak pada 21hb Oktober 2020 dan pengumuman semasa perasmian, Anugerah Perpustakaan Awam Sarawak 2020.

Pustaka juga ditugaskan oleh Kerajaan Negeri, melalui Sarawak Multimedia Authority (SMA), untuk membantu mentadbir empat puluh dua Pusat Komuniti Digital (DCC) di seluruh Negeri, dengan kerjasama Kementerian Kerajaan Tempatan dan Perumahan. Objektif utama DCC adalah untuk masyarakat, yang tidak dapat menanggung perbelanjaan peranti dan penyambungan, untuk menggunakan DCC dan menjadi peserta aktif di

dalam Ekonomi Digital Negeri.

Pustaka terus mengambil bahagian dalam anugerah di pelbagai peringkat sebagai salah satu langkah penambahbaikan dan refleksi berterusan mengenai kedudukan Pustaka di dalam industri perkhidmatan. Di peringkat Negeri, Pustaka mengambil bahagian dalam :

1. Anugerah Kecemerlangan Penguatkuasaan
2. Kempen Riben Biru
3. Tempat ke-2 untuk Anugerah Mayor's Award untuk Halaman Lanskap Organisasi Kerajaan
4. Anugerah Pasukan Berprestasi Tinggi – Projek Pertandingan Warisan Budaya Tempatan (PWBT)
5. Anugerah Cabaran Inovasi Inklusif 2020 – Augmented Reality Informative Collection (ARIC) & PWBT Project

Di peringkat Nasional, Pustaka mengambil bahagian dalam :

1. Anugerah Pustakawan Harapan yang dianjurkan oleh Persatuan Pustakawan Malaysia (PPM)
2. Anugerah Pustakawan Cemerlang oleh Persatuan Pustakawan Malaysia (PPM)

Akhirnya di peringkat antrabangsa, kami mengambil bahagian dalam :

1. IFLA Biblibre International Library Marketing Award – Makersmeet Project @ Pustaka Negeri Sarawak
2. EIFL Public Library Innovation
3. International DUBLIN Literary Award 2020
4. IFLA Green Library Award 2020
5. UNESCO International Literacy Prizes – Confucius Literacy Prize
6. World Smart City Award

Pustaka juga telah menyiapkan rancangan strategik untuk 2021-2025, sejajar dengan Rancangan Malaysia ke 12. Ini adalah tahun yang mencabar bagi kita semua, dengan banyak program dan aktiviti dihentikan. Namun, saya sangat mengagumi rakan sekerja saya kerana dapat mengharungi ribut ini dengan menyesuaikan diri dan meningkat pada kesempatan tersebut, komited dan berdedikasi terhadap memberikan perkhidmatan kepada komuniti.

Saya ingin mengucapkan terima kasih dan penghargaan yang tulus atas bimbingan dan dedikasi Pengerusi dan Ahli Lembaga Pengurusan

kami, dan sokongan daripada Kerajaan Negeri. Kami akan terus berusaha untuk belajar dan berinovasi untuk memberikan perkhidmatan yang terbaik kepada semua orang.

Ini merupakan tahun terakhir saya berkhidmat sejak memegang jawatan sebagai Ketua Pegawai Eksekutif sejak tahun 2003. Saya akan bersara pada Suku Pertama 2021. Telah menjadi penghormatan, pengembaraan pembelajaran, dan kami telah menyiapkan organisasi sebagai perpustakaan digital, dari tahap perancangan hingga pelaksanaannya. Pandemi COVID-19 adalah bukti utama kemampuan dan ketangkasan kita sebagai perpustakaan digital. Kami juga telah menghasilkan Perpustakaan, The People's Place, dibuktikan dengan penggunaan taman kami oleh para pelanggan; perkahwinan; graduasi, dan acara yang diadakan di fasiliti kami, dan penggunaan perkhidmatan kami, daripada permintaan buku, hingga ke pencarian rekod. Kepada semua pengguna, kolaborator, rakan pintar dan pihak berkepentingan, terima kasih saya ucapkan.

An honour to serve

Dear valued customers...

2020 was Sarawak State Library's 20th anniversary. A host of programs were lined up across the Library's campuses to celebrate with users, stakeholders and partners.

But we were not spared from the impact of the COVID19 pandemic that gripped the world, and from March 16th until June, the Library had never closed its doors that long in its 20 years of service. And after reopening to the public, there were a series of closures over the year due to rising COVID cases.

Although the Library was closed physically, services rendered to users went on full-fledged digital mode. The movement control order (MCO) period puts the Library's claim as a digital library to test whether we can rise to those levels of expectations of a truly digital library. Initially, the staff went through steep learning curves, working from home, working with teams orchestrating online services remotely. The first month of lockdown was spent learning quickly, benchmarking others, not just industries in the library sphere but also other service industries. The library went on full steam, from content creation to creating new norma standard operating procedures, in anticipation of library opening after the lockdown.

The Library became a content creation production house, for users and other government bodies, especially on advocating COVID-related literacies. Various social media platforms were optimized as our communication channels for service delivery and by collaborating with the State's communication house, UKAS, in promoting our services and library resources.

The Library spearheaded community digital literacy using our PANDEI (People Accessible Network for Digital Empowerment and Inclusivity) online learning platform, which was launched just before the lockdown. This learning platform later hosted online learning modules from other agencies and ministries in the State Civil Service. From these initiatives, there was a marked increase in the numbers of digital users and the creation of digital contents.

While electronic resources are being made available to users, there were still requests for physical books; thus, the Book Bear Service was initiated.

This service is a free book delivery service operating within Kuching, Miri and Sibu urban areas only.

With MCO, schools offered lessons online, and internet access at some geographically marginalized areas was, and still is, a challenge. In collaboration with American Corner Sarawak, the library initiated Pustaka in a Box to address the lack of internet accessibility. Pustaka in a Box uses a Raspberry Pi device that uses a smartphone, tablet or computer as a medium for schools to access various educational resources offline. Ten schools received this initiative in 2020, and more are in the pipeline to receive this initiative.

Despite the pandemic, there were windows of opportunities last year for the Library to hold a few special programs, and these were the Sarawak Authors Festival 2020 in August; the official launch of our Sibu campus by the YAB Chief Minister of Sarawak on October 21st 2020 and the announcement during the launching ceremony, of Sarawak Public Library Awards 2020.

The Library was also commissioned by the State government, through Sarawak Multimedia Authority (SMA), to help administer 42 Digital Community Centers (DCC) throughout the State, in collaboration with the Ministry of Local Government and Housing. The main objective of these DCCs is for the community, who cannot afford the device and connectivity expenses, to use the DCCs and become active participants in the State's Digital Economy initiatives.

The Library continued to participate in awards at various levels as one of our measures for continuous improvements and a reflection on where we stand in the service industry. At State Level, the Library participated in:

1. Anugerah Kecemerlangan Penguatkuasaan
2. Blue Ribbon Campaign
3. 2nd place for the Mayor's Award for Halaman Lanskap Organisasi Kerajaan
4. High Performance Team Award– Projek Pertandingan Warisan Budaya Tempatan (PWBT)
5. Anugerah Cabaran Inovasi Inklusif 2020 – Augmented Reality Informative Collection (ARIC) & PWBT project

At the National level, we participated in:

1. Anugerah Pustakawan Harapan organized by the Persatuan Pustakawan Malaysia (PPM)
2. Anugerah Pustakawan Cemerlang by the Persatuan Pustakawan Malaysia (PPM)

Finally, at the International level, we participated in:

1. IFLA Biblibre International Library Marketing Award – Makersmeet Project @ Pustaka Negeri Sarawak
2. EIFL Public Library Innovation
3. International DUBLIN Literary Award 2020
4. IFLA Green Library Award 2020
5. UNESCO International Literacy Prizes – Confucius Literacy Prize World Smart City Award

The Library has also prepared its strategic plans for 2021-2025, in line with the 12th Malaysia Plans preparations.

It was a challenging year, for all of us, with many programs and activities being halted. Still, I have high admiration for my colleagues for being able to weather this storm by adapting and rising to the occasion, committed and dedicated towards continued services to the community.

I would like to express my heartfelt gratitude and appreciation for the guidance and dedication of our Chairman and our Board Members, and the generous support from our State Government. We will continuously strive to learn and innovate to give excellent service to everyone.

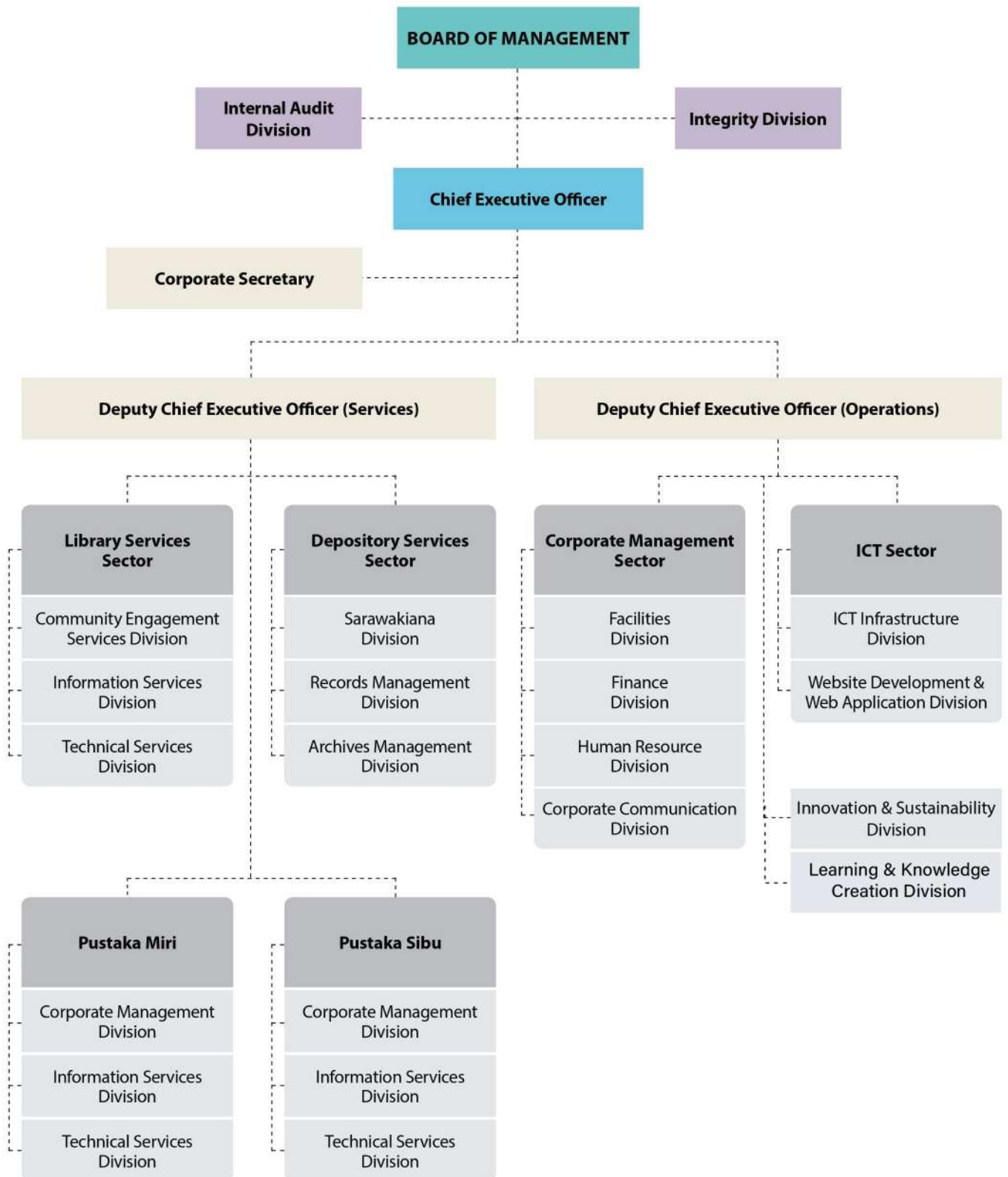
This is my last year in service, since helming the post as the Chief Executive Officer since 2003. I will retire in 1st Quarter in 2021.

It has been an honour, a learning adventure, and we have prepared the organization as a digital library, from the planning stage till the execution of its services. The COVID19 pandemic is the ultimate proof of our ability and agility as a digital library. We have also made the Library, THE PEOPLE'S PLACE, evidenced by the patrons' usage of our parks; weddings, graduations, and events held at our facilities, and usage of our services, from book requests, to records search.

To all our users, collaborators, partners and stakeholders, my utmost thanks.

An honour to serve

Organization Chart



The Board Of Management



**YBhg. Tan Sri Datuk Amar
(Dr.) Haji Hamid Bugo**
Chairman



**YBhg. Datu
Laura Lee Ngien Hion**
Deputy Chairman



**YBrs. Prof. Dr.
Shahren Ahmad Zaidi Adruce**
Member



**YBrs. Dr.
Rita Manurung**
Member



**YBhg. Datu
William Patrick Nyigor**
Member



**YB Cr. Ir.
Lo Khere Chiang**
Member



**YBrs. Puan
Maizan binti Ismail**
Member



**YBhg. Datu
Haji Ismail bin Mohd Hanis**
Ex-officio

The Management



**Dr. Hajah
Rashidah Haji Bolhassan**
Chief Executive Officer



Japri Bujang Masli
Deputy Chief Executive Officer
(Operations)



Arpah Haji Adenan
Deputy Chief Executive Officer
(Services)



Wan Mazli Wan Razali
Sector Head
(Information & Communications
Technology)



Hayati Haji Sabil
Sector Head
(Depository Services)



Hajah Salina Haji Zawawi
Sector Head
(Regional Manager, Miri)



Fairul Azli Banchit
Sector Head
(Regional Manager, Sibul)



Razak Rambili
Sector Head
(Library Services)



Laurena Aloh
Sector Head
(Corporate Management)

The Staff

Pustaka Negeri Sarawak, Kuching



Pustaka Negeri Sarawak, Miri



Pustaka Negeri Sarawak, Sibü



PERKHIDMATAN DEPOSITORI DEPOSITORY SERVICES

Selaras dengan keperluan Seksyen 3 *Establishment and Management of Sarawak State Library, SSLO 1999*, Pustaka Negeri Sarawak telah menjalankan fungsi dan peranannya dalam menyampaikan perkhidmatan Perpustakaan dan perkhidmatan Depositori Negeri. Walaupun berhadapan dengan pandemik COVID-19 Pustaka Negeri Sarawak mampu menjalankan perkhidmatan dan aktiviti-aktiviti yang telah dirancang walaupun kebanyakannya dijalankan melalui secara maya. Perkhidmatan dan aktiviti-aktiviti yang telah dijalankan telah dilaporkan di sini mengikut fungsi utama Pustaka Negeri Sarawak.

Inline with Section 3, *Establishment and Management of Sarawak State Library, SSLO 1999*, the Sarawak State Library has accomplished its role and functions in delivering the Library and Depository Services. Despite the challenges imposed by the COVID-19 pandemic in 2020, the Sarawak State Library was still able to deliver its services and activities, although most of them were carried out virtually. These activities and programs as reported in the report are in line with the Sarawak State Library's main functions.

Kempen 1 Fail 1 Minggu / 1 File 1 Week Campaign

Kempen 1Fail 1 Minggu memberikan panduan kepada Pegawai Rekod Jabatan tentang kaedah dan cara memproses rekod sebelum memindahkan rekod tersebut ke Repositori Rekod Negeri (SRR). Satu kempen telah dijalankan yang telah melibatkan 11 peserta dan berjaya menghasilkan pemindahan sebanyak 2564 rekod oleh pelbagai jabatan dan agensi kerajaan sepanjang tahun 2020.

The 1File 1Week Campaign initiative provides guidance to the Departments to process and select records to transfer to the State Records Repository (SRR). One campaign was conducted, involving 11 participants, resulting in the successful transfer of 2564 records by various Government departments and agencies throughout 2020.



Pemindahan Rekod Dan Bahan Arkib / Transfer of Records And Archives

Sebanyak 44,508 rekod dan 522 fail telah dipindahkan oleh 18 jabatan dan agensi kerajaan di Sarawak.

44,508 records and 522 files were transferred by 18 State Government departments and agencies

44,508

Rekod /
Records

522

Fail /
Files

Serahan Bahan (SSLO, 1999 CHAP 29) / Legal Deposit (SSLO, 1999 CHAP 29)



Buku / Books



Bahan Bersiri / Serials



Efemeral / Ephemeral



Sarawak Government Gazette



Unprinted Items



Laporan / Report



Kertas Seminar /
Seminar Papers



Suratkhabar / Newspaper

Penerimaan Bahan-bahan Terbitan Berdasarkan Judul Dan Kuantiti 2020 /
Items Received Based On Titles And Quantities 2020



Sejarah lisan adalah satu kaedah di mana memoir seseorang tokoh dirakamkan secara wawancara. Tokoh-tokoh yang dipilih biasanya terdiri daripada mereka yang menyumbang maklumat bersejarah dari penglibatan dan pengalaman peribadi, oleh kerana perhubungan mereka secara langsung dengan watak, masa atau peristiwa tertentu.

Oral history is a method in which the memoirs of a person is recorded. The chosen individuals are usually those who can contribute historical information from their own involvement and experience, or because of their direct contact with certain characters, times or events.

◀ YBhg. Tan Sri Safri Awang Zaidell, mantan Timbalan Setiausaha Kerajaan Negeri Sarawak.
YBhg. Tan Sri Safri Awang Zaidell, former Deputy State Secretary.



YBhg. Tan Sri Datuk Amar Dr. Haji Bujang Mohamed Nor, mantan Setiausaha Kerajaan Negeri Sarawak.
YBhg. Tan Sri Datuk Amar Dr. Haji Bujang Mohamed Nor, former State Secretary.



YBhg. Tan Sri Datuk Amar Mohamad Morshidi Abdul Ghani, mantan Setiausaha Kerajaan Negeri Sarawak.
YBhg. Tan Sri Datuk Amar Mohamad Morshidi Abdul Ghani, former State Secretary.



Sesi Sejarah Lisan : Warisan Sarawak, Gajah Olen dan busana tradisional adat persandingan Melayu Sarawak bersama Encik Danny Mohamad Zulkifly yang telah diadakan pada 3 Oktober 2020.

Oral history session : Warisan Sarawak, Gajah Olen dan busana tradisional adat persandingan Melayu Sarawak with Mr. Danny Mohamad Zulkifly held on 3rd October 2020.



Sesi Sejarah Lisan : Memori pengalaman era pendudukan Jepun (Japanese Occupation) bersama Encik Edward Lakin Mansel yang telah diadakan pada 14 Oktober 2020.

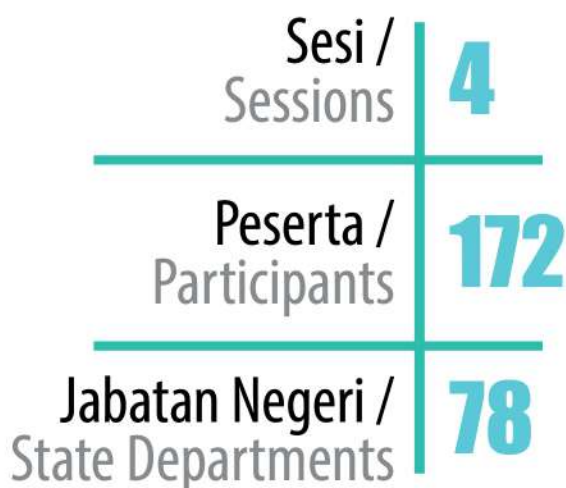
Oral history session : Memory During Japanese Occupation with Mr. Edward Lakin Mansel held on 14th October 2020.

Penyerahan Bahan-bahan Terbitan / Legal Deposit

Sarawak State Library Ordinance, 1999 Section 15 (1) and (2),
Delivery of copies of library resources published in Sarawak

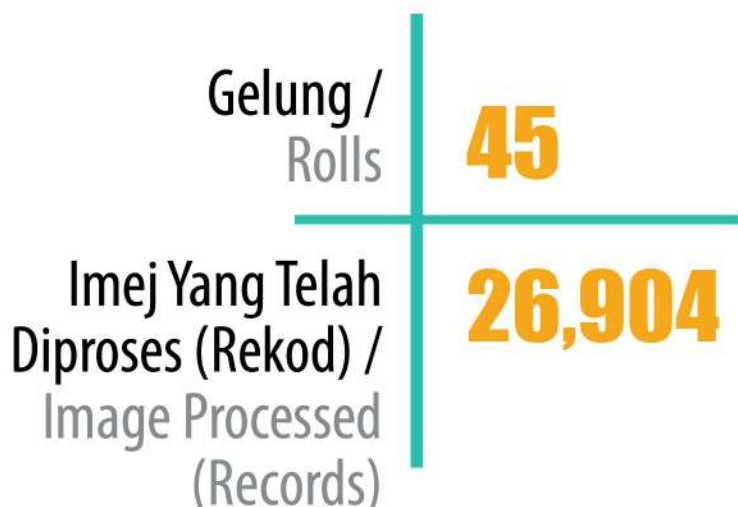
Penyerahan bahan-bahan terbitan merupakan satu keperluan di bawah undang-undang yang mewajibkan setiap penerbit dan penulis untuk menyerahkan bahan terbitan mereka kepada Pusat Serahan dalam Negeri di mana terbitan tersebut dilakukan. Tujuan utama penyerahan bahan adalah untuk memastikan agar khazanah penulisan di negeri ini dapat dipelihara bukan sahaja untuk kegunaan penyelidik dan cendekiawan hari ini tetapi juga untuk generasi yang akan datang.

Legal Deposit is a statutory provision, which obliges publishers to deposit copies of their publications to libraries in the country in which they are published in. The main purpose is to preserve the nation's literary heritage and make them accessible for present and future generations.



Taklimat Penguatkuasaan Kesedaran Penyerahan Bahan-Bahan Terbitan
Briefing on Enforcement of Legal Deposit

Perkhidmatan Pendigitalan Dan Mikrofilem / State Digitization And Microfilm Service



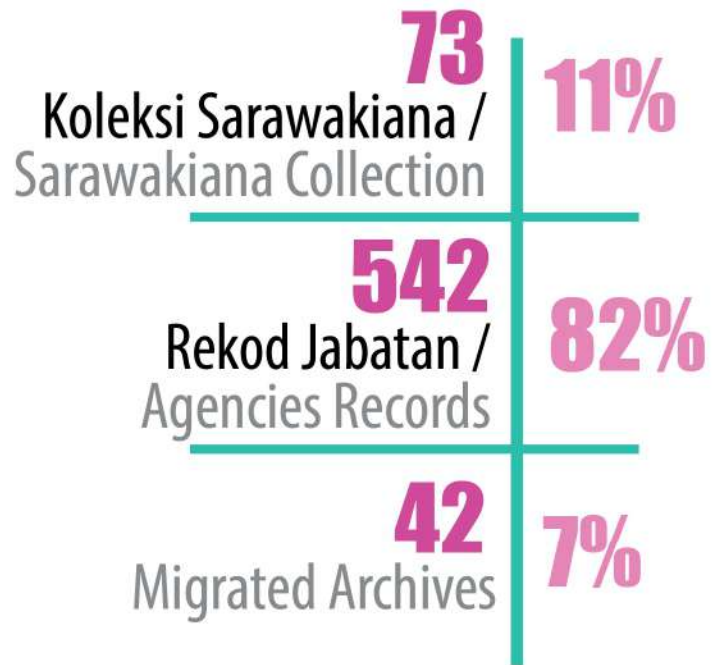
45 gelung mikrofilem telah dihasilkan dan 26,904 rekod kerajaan telah berjaya disimpan di dalam bentuk mikrofilem.

45 rolls of microfilms covering 26,904 government records were produced.

Penggunaan Koleksi Arkib Dan Sarawakiana / Usage of Archives And Sarawakiana Collections

Pada tahun 2020, sebanyak 812 bahan telah dirujuk oleh pengguna. Penggunaan koleksi tertinggi adalah koleksi rekod/fail jabatan/agensi dengan keseluruhan jumlah 542 judul (82%) diikuti oleh koleksi Sarawakiana dengan jumlah 73 judul (11%) dan penggunaan koleksi *Migrated Archives* dengan jumlah 42 judul (7%).

In 2020, 812 materials were used and referred to by users. The highest usage are the departmental records with a total of 542 titles (82%), followed by Sarawakiana collections with 73 titles (11%) and the records retrieved through Migrated Archives with 42 titles (7%).



Lawatan Khidmat Nasihat / Advisory Visits

Pustaka Negeri Sarawak telah melakukan lawatan Khidmat Nasihat Pengurusan Rekod ke 27 buah jabatan dan agensi kerajaan negeri sepanjang tahun 2020. Seramai 95 orang pegawai yang bertanggungjawab dalam pengurusan fail dan rekod di jabatan telah terlibat dalam sesi ini. Pustaka Negeri Sarawak carried out Records Management Advisory visits to 27 state department and agencies. Ninety five management officer were involved in the advisory sessions.



Pelupusan Rekod Awam / Disposal Of Public Records

Rekod /
Records

3,957

Pelupusan rekod jabatan telah dijalankan sebanyak 18 kali pada tahun 2020 melibatkan 3,957 rekod.

18 records disposal projects, involving 3957 records, were carried out.

Jabatan Negeri /
State Departments

18



Taklimat Pengurusan Rekod / Records Management Briefing

Peserta /
Participants

430

Sesi /
Sessions

12

12 sesi taklimat pengurusan rekod telah dijalankan sepanjang tahun 2020.
Twelve Records Management briefings were carried out in 2020.



Kursus Pengurusan Rekod / Records Management Training



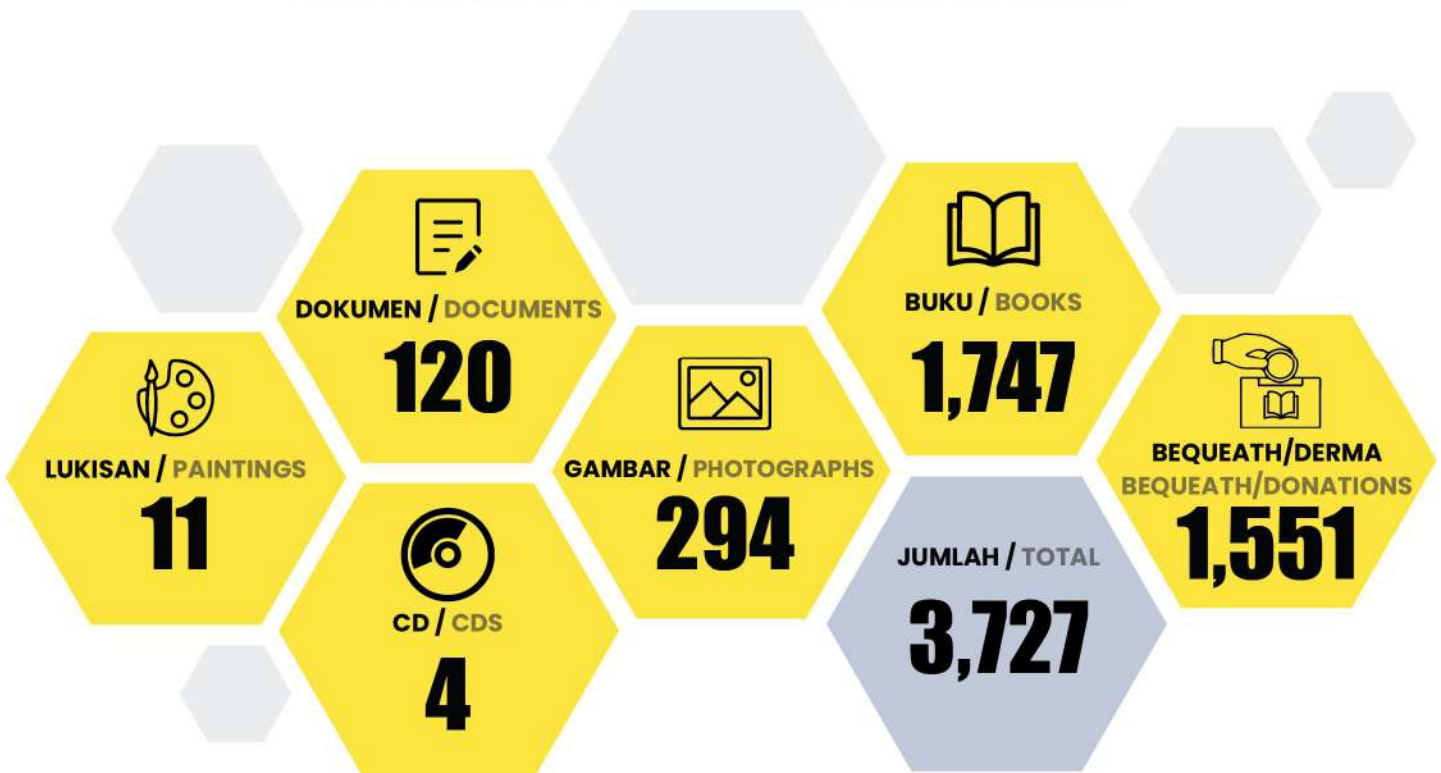
Sesi / Sessions	6
Peserta / Participants	162
Jabatan Negeri / State Departments	6

Kursus pengurusan rekod telah dijalankan sebanyak 6 kali pada tahun 2020 dan melibatkan sebanyak 6 jabatan dan agensi serta telah dihadiri oleh 162 orang pegawai.

Six records management trainings were conducted in 2020 with 6 departments and agencies, and 162 officers.

Koleksi Khas / Special Collection

JUMLAH PEROLEHAN KOLEKSI SARAWAKIANA 2020 / TOTAL ACQUISITION OF SARAWAKIANA COLLECTIONS IN 2020



Unit Koleksi Khas telah memperoleh sejumlah 3,727 bahan baru melalui kaedah pembelian. Bahan-bahan yang telah dibeli termasuk peta, lukisan, arca, gambar, buku dan perolehan dari wakaf / derma.

A total of 3,727 new items were acquired by the Special Collection Unit through purchases and donation. Items purchased included maps, paintings, sculptures, photographs, and books.

Aktiviti-aktiviti Yang Telah Dijalankan / Activities Organised



Ceramah Sarawakiana / Sarawakiana Talks



Gambar sekitar Ceramah Sarawakiana : History of Sarawak before 1840, 21 Februari 2020 di Bilik Koleksi Khas, Pustaka Negeri Sarawak, Kuching. Penceramah adalah Encik Tom Mclaughlin dan Puan Suriani Sahari.

Photos captured during Sarawakiana Talk : History of Sarawak before 1840, held on 21st February 2020 in The Special Collection Room, Sarawak State Library, Kuching. The speaker was Mr. Tom Mclaughlin and Puan Suriani Sahari.



#SarawakStateLibrary #PustakaNegeriSarawak
Ceramah Sarawakiana, Digital and Media Literacy : The Way Forward BY DR JOSEPH RAMANAIR (UNIMAS)

Gambar sekitar Siri Ceramah Sarawakiana: Digital and Media Literacy, The Way Forward pada 28 Ogos 2020, di laman rasmi media social (Facebook dan Youtube) Pustaka Negeri Sarawak. Penceramah jemputan adalah Dr. Joseph Ramanair, Fakulti Bahasa dan Komunikasi, UNIMAS.

Photos taken during Sarawakiana Talk Series: Digital and Media Literacy, The Way Forward on 28 Ogos 2020, at Pustaka's official social media (Facebook and Youtube). The invited speaker was Dr. Joseph Ramanair, Faculty of Language and Communication UNIMAS.

Pameran Sarawakiana / Sarawakiana Exhibitions



Pameran bertajuk 'Seni Anyaman Tradisional' yang diadakan pada 2 Januari 2020 – 31 Mac 2020 di Bilik Koleksi Khas, Pustaka Negeri Sarawak. Exhibition entitled 'Seni Anyaman Tradisional' was held on January 2nd, 2020 – 31st March, 2020 at the Special Collection Room, Sarawak State Library.

Bengkel / Workshops



Gambar sekitar Bengkel Seni Sulaman Cabut Tradisional Melayu Sarawak yang telah dijalankan selama empat (4) hari iaitu pada 29 Februari 2020 hingga 1 Mac 2020 dan 7 Mac 2020, 8 Mac 2020 Galeri Multimedia TM, Pustaka Negeri Sarawak. Fasilitator adalah Puan Dayang Noraizimah Awang Ibrahim dan Puan Dayang Rohayati Awang Ibrahim.

Photo taken during Bengkel Seni Sulaman Cabut Tradisional Melayu Sarawak. It was held for four (4) days on February 29th, 2020 to March 1st, 2020 and March 7th, 2020 – March 8th, 2020 at Gallery Multimedia TM, Sarawak State Library. Among the facilitators were Puan Dayang Noraizimah Awang Ibrahim and Puan Dayang Rohayati Awang Ibrahim.

Taklimat / Briefings



Gambar sekitar Taklimat '1Village 1Story' yang diadakan pada 13 Mac 2020 di Kompleks Islam Sibui. Photo taken during Briefing on 1Village 1Story, 13th March 2020 at Kompleks Islam Sibui.

Pada tahun 2020, sebanyak 8,327 hits dicatatkan oleh Portal Sarawakiana dan rekod tertinggi dicatatkan pada bulan Mac iaitu sebanyak 1,097 hits. E-Sarawak Gazette pula mencatatkan jumlah sebanyak 4,960 hits pada tahun tersebut dan rekod tertinggi dicatatkan pada bulan November sebanyak 588 hits.

In 2020, a total of 8,327 hits were recorded for Sarawakiana Portal, with the highest recorded in March (1,097). E-Sarawak Gazette recorded a total of 4,960 hits and the highest was recorded in November with 588 hits.



PERKHIDMATAN PERPUSTAKAAN LIBRARY SERVICES

Penggunaan Sumber Maklumat / Information Resources Utilization



132,602

Pinjaman Bahan Perpustakaan / Books Borrowed

Jumlah buku fizikal yang dipinjam dari Pustaka Negeri Sarawak (Kuching, Miri dan Sibul).
Printed books borrowed at Pustaka Negeri Sarawak (Kuching, Miri and Sibul).



296,752

Akses Digital / Virtual Visitors

Jumlah muat turun dari laman web Pustaka Negeri Sarawak, pangkalan data yang dilanggan, e-buku, portal Sarawakiana dan e-Sarawak Gazette.
The number of downloads from Pustaka's website, subscribed online database, e-books, Sarawakiana portal and e-Sarawak Gazette.



65,519

Soalan Rujukan yang Diterima & Dijawab / Reference Enquiries Received & Fulfilled

Jumlah soalan rujukan yang diterima dan dijawab di Pustaka Negeri Sarawak (Kuching, Miri dan Sibul).
Total number of reference enquiries received and fulfilled at Pustaka Negeri Sarawak (Kuching, Miri and Sibul).



18,962

Penggunaan Dalaman / Onsite Usage

Penggunaan dalaman bahan perpustakaan di Pustaka Negeri Sarawak (Kuching, Miri dan Sibul).
Onsite usage of library materials at Pustaka Negeri Sarawak (Kuching, Miri and Sibul).



4,984

Agensi / Agency

86

Bahan Perpustakaan /
Library Materials

Pinjaman Pukal / Bulk Loan

Jumlah agensi dan buku yang dipinjam di bawah perkhidmatan pinjaman pukal di Pustaka Negeri Sarawak (Kuching, Miri dan Sibul).
The number of agencies and books borrowed under the bulk loan services at Pustaka Negeri Sarawak (Kuching, Miri and Sibul).



47

Permohonan diterima dan dibekalkan / Requests received and fulfilled

70

Bahan perpustakaan diterima dari perpustakaan lain / Library materials received from other libraries

Pinjaman Antara Perpustakaan / Inter Library Loan

Jumlah permohonan diterima dan dibekalkan melalui Pinjaman Antara Perpustakaan (Kuching, Miri dan Sibul).
Number of requests received and fulfilled through Inter Library Loan (Kuching, Miri and Sibul).



360,650

Jumlah Penggunaan Sumber Maklumat / Total Number of Information Resources Utilised

Jumlah sumber maklumat yang digunakan di Pustaka Negeri Sarawak (Kuching, Miri dan Sibul) dan Repositori Rekod Negeri.
Number of information resources utilised at Pustaka Negeri Sarawak (Kuching, Miri and Sibul) and the State Record Repository.



179,586

Jumlah Ahli Aktif Tahun 2020 / Total Number of Active Members in 2020

Bilangan ahli aktif Pustaka Negeri Sarawak (Kuching, Miri dan Sibul).
The number of active members for Pustaka Negeri Sarawak (Kuching, Miri and Sibul).



2.4

Purata Penggunaan Sumber Maklumat oleh Pengguna Perpustakaan pada Tahun 2020 / Average Usage of Information Resources by Library Members in 2020

Penggunaan sumber maklumat secara purata oleh pengguna di Pustaka Negeri Sarawak (Kuching, Miri dan Sibul) dan Repositori Rekod Negeri.
This refers to the average usage of information resources by library users at Pustaka Negeri Sarawak (Kuching, Miri and Sibul) and State Record Repository.

Promosi & Aktiviti Utama Secara Maya Melalui Sosial Media / Main Events & Promotion Been Held As Virtually

Tahun 2020 merupakan tahun yang penting kepada Pustaka, kerana kami meraikan ulangtahun Ke-20 Pustaka Negeri Sarawak sejak kami mula membuka pintu kami kepada orang ramai pada 2 Januari 2000 yang lepas.

Bersempena dengan Ulangtahun Ke-20 tahun Pustaka Negeri Sarawak, pelbagai Program Utama dan Aktiviti Tahunan telah dirancang dan dijadualkan antaranya adalah Konsert, Sarawakiana, Jazz & Busking", Jom Baca, World Quran Hour, International Archives Week, Book Run, International Knowledge Conference, Hari Integriti, Festival Pengarang Sarawak, Mendapatkan Kebijaksanaan di Perpustakaan (OWL) & Makers Bootcamp. Aktiviti/program ini akan diadakan dari Januari hingga Disember 2020.

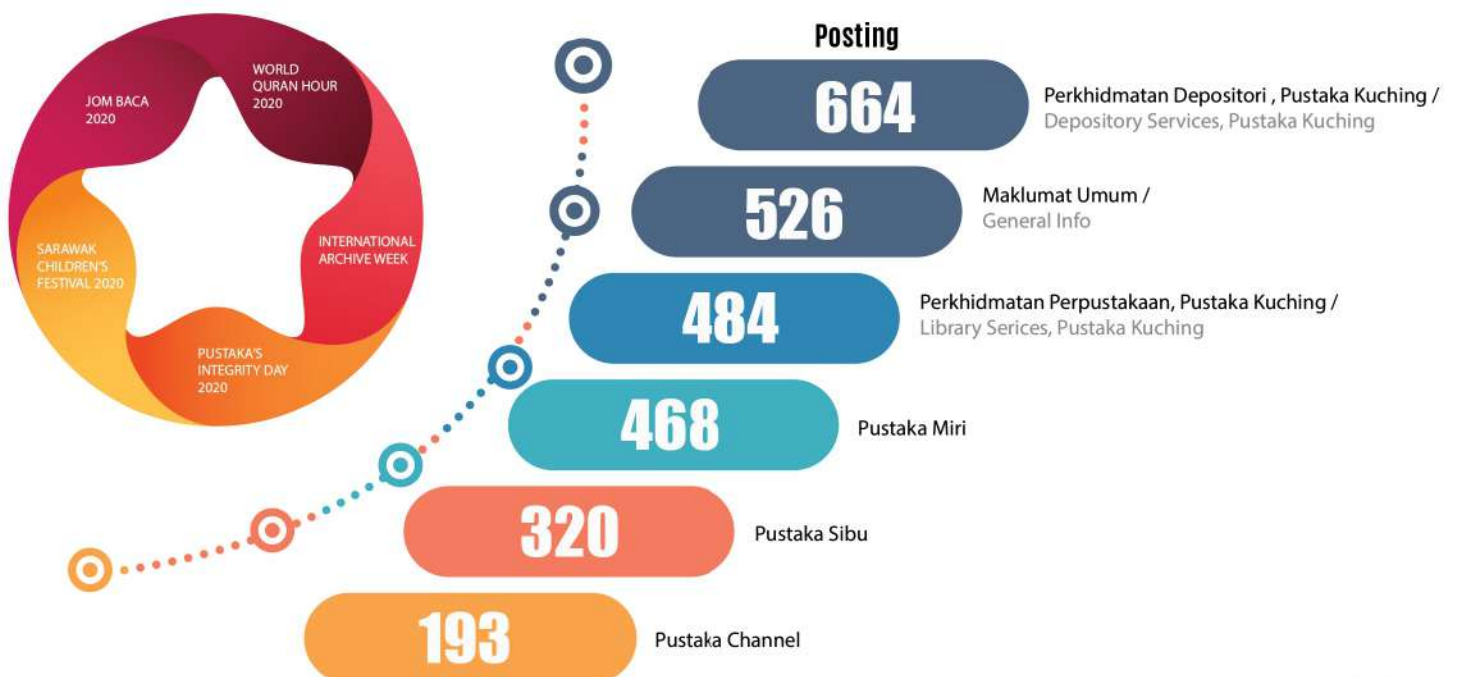
Sehubungan itu, Pustaka Negeri Sarawak terpaksa membatalkan semua aktiviti/program yang diadakan secara fizikal berikutan pelaksanaan Perintah Kawalan Pergerakan (PKP) oleh Kerajaan Malaysia bermula 19 Mac 2020 hingga sekarang. Perintah tersebut adalah sebagai usaha untuk memutuskan rantaian pandemik Covid-19 daripada terus merebak. Kami telah berjaya mengadakan beberapa aktiviti utama, program dan perkhidmatan secara dalam talian melalui Facebook rasmi kami (Pustaka Sarawak) dan YouTube, Pustaka Sarawak Channel (pustaka.sarawak).

2020 was a significant year to Pustaka, as we were celebrating our 20th year's of existence since we started opening our door to the public on 2nd January 2000.

We have lined up our Annual Calendar of Events and Activities to mark our 20th Anniversary Celebration this year. Amongst them were, Concerts, Sarawakiana, Jazz & Busking", Jom Baca, World Quran Hour, International Archives Week, Book Run, International Knowledge Conference, Integrity Day, SarawakAuthor's Festival, Obtain Wisdom at the Library (OWL) & Makers Bootcamp. These activities/programs were held from January until December 2020.

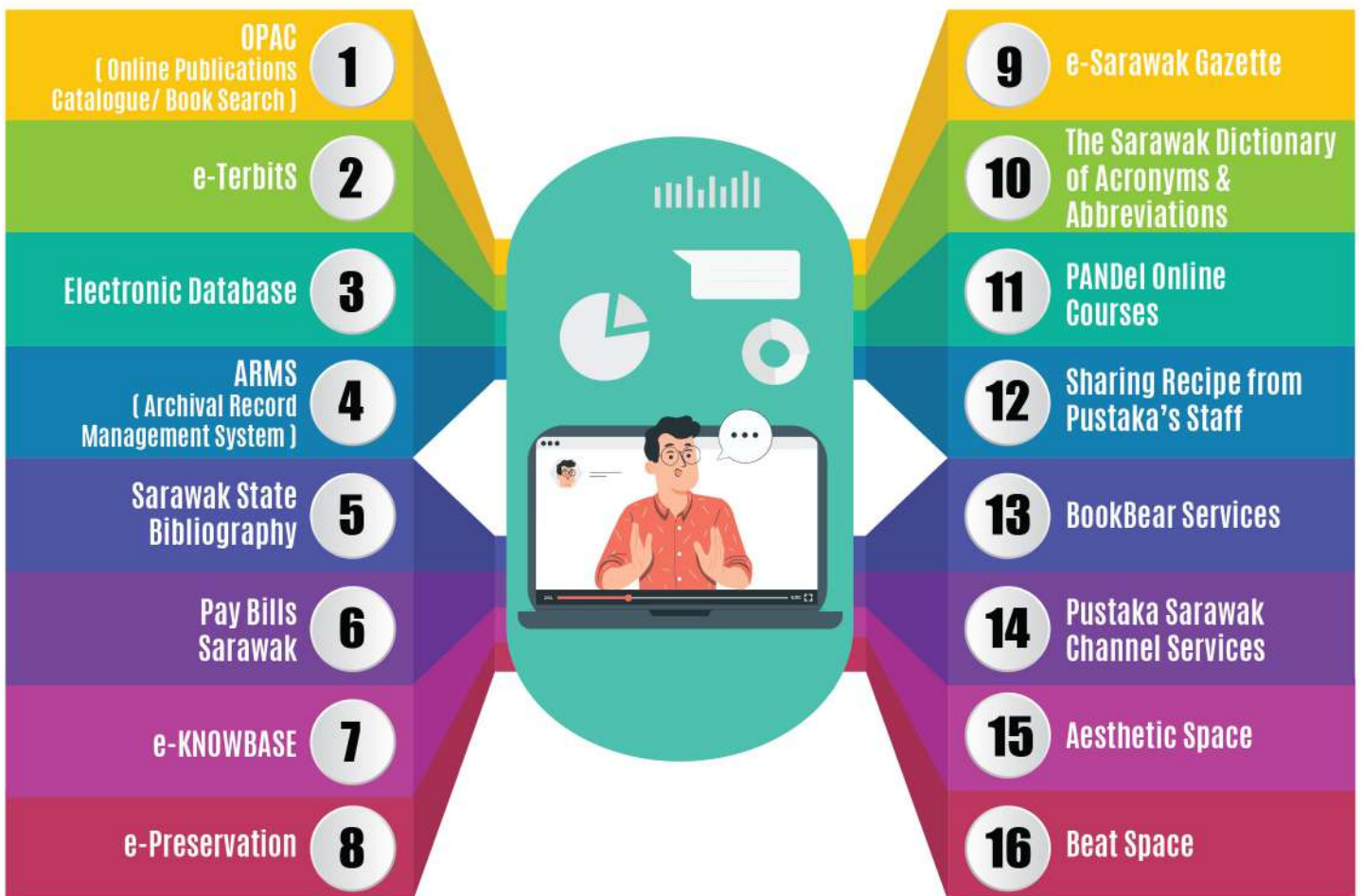
Due to the implementation of the Movement Control Order (MCO) by the Government of Malaysia starting from 19th March until now, Pustaka Negeri Sarawak had to cancelled all activities and programmes scheduled to be held at its premises/campuses. However, we had successfully conducted several of our main events and online activities/services via our official Facebook (Pustaka Sarawak) and Youtube (pustaka.sarawak).

Program/ Aktiviti Utama Tahun 2020 yang telah diadakan secara maya melalui Media Sosial Pustaka Negeri Sarawak /
The main events that we have conducted online via Pustaka Negeri Sarawak's social media



Perkhidmatan atas talian, aktiviti pendidikan dan sumbangan idea yang kreatif yang telah kami sediakan kepada orang awam semasa mereka perlu duduk di rumah melalui platform media sosial kami adalah :

The online services, ideas for fun and educational activities that were provided for the people while they have to stay at home via our online platform are :



Semua aktiviti/program di atas telah direkodkan di Saluran Pustaka Sarawak di <https://www.youtube.com/user/PustakaSarawak/>.

All of these activities/programmes have been recorded on our Pustaka Sarawak Channel at <https://www.youtube.com/user/PustakaSarawak/>.



Pustaka Sarawak Channel merupakan saluran dalam talian bagi menyiarkan program dan aktiviti Pustaka Negeri Sarawak selari dengan transformasi menghadapi pandemik Covid-19.

Pustaka Sarawak Channel is an online channel platform for broadcasting on Pustaka Negeri Sarawak programmes and activities during the current Covid-19 pandemic.

BookBear Services

Dalam menyokong program dan aktiviti membaca sepanjang pandemik COVID-19, Pustaka Negeri Sarawak telah menyediakan perkhidmatan BookBear kepada pengguna. BookBear ialah perkhidmatan pinjaman secara terus kepada pengguna dan ianya boleh di muat turun melalui aplikasi Angka.sa2 di dalam *Google Play Store* atau *App*.

In support of reading programmes and reading activities during this COVID-19 pandemic, the Sarawak State Library is providing a service to its users which is the BookBear Services. The BookBear Services is a direct-to-consumer book borrowing service that can be downloaded via Angka.sa2 app through the *Google Play Store* or *App*.



Penghantaran / Delivery

192

BORROW BOOKS ONLINE & WE DELIVER THEM TO YOUR HOME!

- 1 DOWNLOAD ANGKA.SA2 APP FROM GOOGLE PLAY OR APP STORE
- 2 SEARCH FOR YOUR PREFERRED BOOKS
- 3 SHARE BOOK DETAILS THROUGH PUSTAKA'S
- 4 STATE NAME, ADDRESS & PREFERRED PICK-UP OR TIME OF DELIVERY.
- 5 WAIT UNTIL THE BOOK IS DELIVERED TO YOU!

FREE OF CHARGE

BOOKBEAR SERVICE IS NOW AVAILABLE IN KUCHING*
*LIMITED TO SELECTED LOCATIONS ONLY
FOR MORE INFO, PLEASE VISIT OUR WEBSITE:
<http://www.pustaka.sarawak.com/>

HAVE A QUESTION? SCAN HERE & ASK US NOW!

BOOKBEAR Sarawak State Library



Koleksi Mengikut Klasifikasi Perkara / Collections By Subject Classification

KOD/CODE	KLASIFIKASI PERKARA / CLASSIFICATION	KUCHING	SIBU	MIRI	JUMLAH / TOTAL	%
	Lain-lain / Others	44,812	683	9,954	55,449	15.7
000	Sains Komputer / Computer Science	15,163	491	2,607	18,261	5
100	Falsafah / Philosophy	6,363	485	1,777	8,625	2.2
200	Agama / Religion	7,333	397	2,809	10,539	3
300	Sains Sosial / Social Science	72,012	4,094	16,149	92,255	26
400	Bahasa / Language	18,665	538	3,579	22,782	6.4
500	Sains / Science	15,166	942	4,408	20,516	5.8
600	Teknologi / Technology	44,233	2,840	15,069	62,142	18
700	Seni / Arts	13,638	719	4,055	18,412	5.2
800	Kesusasteraan / Literature	16,794	1910	9,952	28,656	8
900	Sejarah & Geografi / History & Geography	13,126	497	2,942	16,565	4.7
	JUMLAH / TOTAL	267,305	13,596	73,301	354,201	100

Bidang Sains Sosial menyumbang kepada jumlah koleksi terbesar 92,255 naskah bahan (26%). Manakala teknologi menyumbang 62,142 atau 18% naskah bahan. Manakala lain-lain menduduki tempat ketiga dengan 55,449 naskah bahan (15.7%). Bersama-sama ini menyumbangkan 59.7% keseluruhan koleksi, manakala 8 lagi bidang perkara telah menyumbangkan sebanyak 40.3%.

Social Sciences contributed the largest number to the total collection with 92,255 items (26%). Technology came in second with 62,142 items (18%) while others was third with 55,449 items (15.7%). Together they contributed 59.7% of the overall collection, while the other 8 categories contributed another 40.7% to the collection,

Perolehan Sumber-sumber Maklumat / Acquisition Of Information Resources



Analisis Mengikut Kategori Koleksi / Analysis By Category Of Library Collection

KATEGORI / CATEGORY	KUCHING	SIBU	MIRI	JUMLAH / TOTAL	%
Bahasa Melayu / Malay	17,344	903	12,076	30,323	8.6
Bahasa Inggeris / English	168,718	9,048	33,193	210,959	60
Bahasa Cina / Chinese	330	41	50	421	0.1
Kanak-kanak / Children	25,273	3,354	22,336	50,963	14.4
Remaja / Teens	3,565	122	1,237	4,924	1.4
Koleksi Khas / Special Collections	22,342	112	861	23,315	6.6
Special Needs	848	13	1,276	2,137	0.6
Serahan Bahan / Legal Deposit	18,774	2	2,272	21,048	5.9
Penerbitan Kerajaan / Government Publication	17,344	0	0	10,111	2.4
JUMLAH / TOTAL	274,538	13,596	73,301	354,201	100

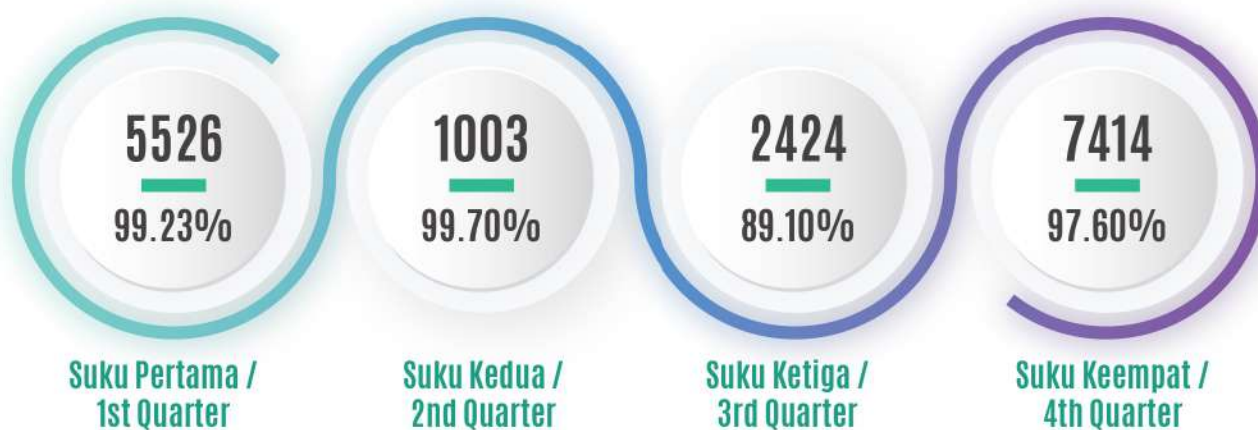


Penilaian Maklumbalas (Berdasarkan Skala 1-5) / Beneficiaries Satisfaction Rating (Based On Scale 1-5)

Tujuan Penilaian Maklumbalas dijalankan untuk menentukan kepuasan pelanggan dengan program yang diadakan. Pustaka Negeri Sarawak menetapkan skala sasaran 3/5 (60%) setiap tahun.

Beneficiary Satisfaction Survey was conducted to determine user satisfaction with programmed carried out and to identify suggestions for new development. Pustaka Negeri Sarawak aimed at a target scale of 3/5 (60%) yearly.

Borang Penilaian Maklum Balas/ Beneficiaries Satisfaction Rating Form



Secara keseluruhan, pada tahun 2020 penilaian maklumbalas pengguna adalah 96.4%.

Overall the average for Beneficiary Satisfaction rating in 2020 was 96.4%.

Ringkasan Statistik Aktiviti Dan Peserta / Statistical Summary Of Activities And Participants

CERAMAH KOMUNITI / COMMUNITY TALK 141,029 Peserta / Participants	126 Program / Programme	157 Program / Programme	PROGRAM JANGKAUAN ILMU / OUTREACH PROGRAMMES 6,578 Peserta / Participants
BACAAN KEGEMARAN SAYA / MY FAVOURITE READS 7,432 Peserta / Participants	36 Program / Programme	2 Program / Programme	JOM BACA BERSAMA / LET'S READ TOGETHER 10,900 Peserta / Participants
SUDUT AMERIKA & MAKERSPACE / AMERICAN CORNER & MAKERSPACE 6,603 Peserta / Participants	187 Program / Programme	119 Program / Programme	AKTIVITI MUSIM CUTI SEKOLAH / SCHOOL HOLIDAY ACTIVITIES 13,887 Peserta / Participants
VIRTUAL SARAWAK CHILDREN'S FESTIVAL 28,228 Peserta / Participants	100 Program / Programme	213 Program / Programme	READING SEEDS 2,820 Peserta / Participants
CERAMAH SARAWAKIANA / SARAWAKIANA TALK 1,384 Peserta / Participants	7 Program / Programme	6 Program / Programme	PROGRAM LITERASI MAKLUMAT & PANDei / INFORMATION LITERATURE PROGRAMME & PANDei 6,768 Peserta / Participants
PENGURUSAN REKOD / RECORDS MANAGEMENT 162 Peserta / Participants	6 Program / Programme		

Tahun 2020, 959 aktiviti telah diadakan dan seramai 225,791 peserta.
In 2020, 959 activities were held, benefiting 225,791 beneficiaries.

AKTIVITI /
ACTIVITIES

959

PESERTA /
PARTICIPANTS

225,791

Aktiviti 2020 / Activities 2020



OH PAK TAMBANG



VIRTUAL SARAWAK AUTHOR'S FESTIVAL 2020
27-29 OGOS 2020



MAJLIS PERMULAAN PERKHIDMATAN, PUSTAKA NEGERI SARAWAK, SIBU
14 SEPTEMBER 2020



MAJLIS PERASMIAN, PUSTAKA NEGERI SARAWAK, SIBU
21 OKTOBER 2020



VIRTUAL SARAWAK CHILDREN'S FESTIVAL 2020
13-15 NOVEMBER 2020

Aktiviti 2020 / Activities 2020



COMMUNITY BEACH PLOGGING & COASTAL CLEANING 2020 08 JANUARI 2020

KAPASITI ORGANISASI ORGANIZATIONAL CAPACITY

6 Aktiviti Nilai Bersama / 6 Shared Values Activities

Keseluruhan Indeks untuk
survei 'Cultural Rating'
(Shared Values) /
Overall Index on Cultural Rating
(Shared Values) Survey

89%



Penyampaian hadiah
kepada Ketua Pegawai
Eksekutif.
Presentation of gift to the
Chief Executive Officer.

12
Program
Programmes

Ceramah Komuniti
(5 Ogos 2020).
Community Talk
(5th August 2020).

20 HARI INTEGRITI PUSTAKA
INTEGRITI DALAM DUNIA DIGITAL

Diorganisasikan oleh
Ybs. Dr. Hajar Rusdiana
Haji Bahasan
Ketua Pegawai Eksekutif
Pustaka Negeri Sarawak

PANEL
Jack Adimon Ajem
Ketua Pegawai
Pusat Negeri
Sarawak

PANEL
Izida Sulhany Zaidi
Pegawai Siasatan
Unit Pengiraan
Operasional Negeri
(LAPOR),
Ketua Bahagian

MODERATOR
Jack Wan Mazli Wan Razali
Pegawai Integrasi Sistem
Pustaka Negeri Sarawak

10:00 - 11:30 pagi
5 Ogos 2020, Rabu
Zoom webinar
Facebook Live

www.pustaka-sarawak.com | pustaka.sarawak | pustakaw | pustakaw

**INTEGRITI
INTEGRITY**

**BAIK HATI & PRIHATIN
KIND & CARING**

28
Program
Programmes



Sumbangan staf kepada mangsa kebakaran Kampung
Bintawa Ulu, Petrajaya (16 November 2020).
Staff contributions to fire victims, Kampung Bintawa Ulu,
Petrajaya (16th November 2020).

34
Program
Programmes

**PROFESIONALISME
PROFESSIONALISM**

Bengkel Perancangan Strategik
(9-13 November 2020).
Strategic Plan Retreat
(9th-13th November 2020).



19
Program
Programmes



**SEMANGAT KEPUNYAAN
BERSAMA
SENSE OF URGENCY
& BELONGING**

Harijadi staf 2020.
Staff birthday 2020.

**SEMANGAT BERPASUKAN
TEAM SPIRIT**

Senamrobik sempena
Karnival Sarawakiana
2020.
Aerobics in conjunction
on The Sarawakiana
Carnival 2020.



16
Program
Programmes



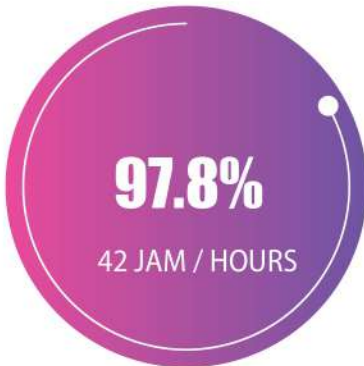
**BERORENTASIKAN HASIL
RESULT ORIENTED**

Hari Keluarga 2020.
Family Day 2020.

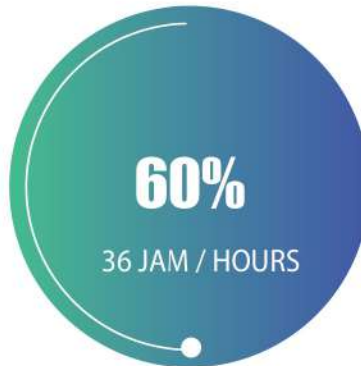
5
Program
Programmes

Jam Latihan Dicapai Bagi Tahun 2020 / Training Hours Achieved in 2020

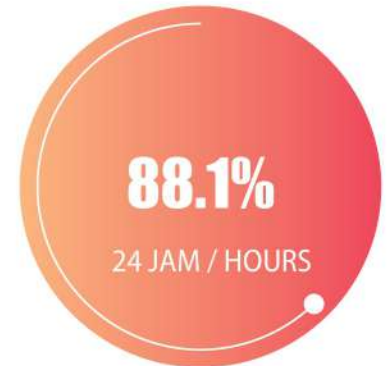
Kumpulan Pengurusan Profesional /
Professional Management Group
(Gred 41 dan ke atas / Grade 41 and Above)



Kumpulan Pelaksana /
Implementer Group
(Gred 27-40 / Grade 27-40)



Kumpulan Pelaksana /
Implementer Group
(Gred 1-26 / Grade 1-26)



10.7%
Spesifik / Specific
29



89.3%
Am / Generic
242

Peringkat Negeri / State Level

- Anugerah Pengurusan Rekod Terbaik
- Sarawak Public Library Award
- State Exemplary Document Award
- Authors/Corporate Authors Awards
- Anugerah Pengurusan Pelanggan (APP)
- Anugerah Kecemerlangan Penguatkuasaan
- Blue Ribbon Campaign
- Halaman Organisasi Tercantik
- Anugerah High Performance Team
- Anugerah Miri City Mayor (MCMA)
- Anugerah Anak Sarawak
- Anugerah Cabaran Inovasi Inklusif 2020
- International University Carnival on E-Learning (IUCEL) 2020

Peringkat Kebangsaan / National Level

- Penarafan 5 Bintang Laman Web
- Anugerah Pustakawan Harapan Persatuan Pustakawan Malaysia (PPM) 2019
- Anugerah Pustakawan Cemerlang PPM 2019
- Anugerah Transformasi Komuniti U-Pustaka
- Hadiah Penulisan Persatuan Pustakawan Malaysia (PPM) 2019/2020
- Pengguna Peminjaman Buku Paling Aktif

Peringkat Antarabangsa (Penyertaan) / International Level (Participation)

- IFLA Biblibre International Library Marketing Award
- IFLA Tallaght Short Story Competition 2020
- EIFL Public Library Innovation Award
- International DUBLIN Literary Award 2020
- IFLA Green Library Award 2020
- UNESCO International Literacy Prizes - Confucius Literacy Prize
- Excellence in Knowledge Management Award
- Alexandre Valletaire Award
- World Smart City Award

PENGHARGAAN KEPADA RAKAN KERJASAMA & RAKAN PINTAR / ACKNOWLEDGEMENT TO OUR COLLABORATORS & SMART PARTNERS

- American Corner Sarawak
- Angkatan Zaman Mansang (AZAM) Sarawak
- Arkib Negara Malaysia
- Dewan Bahasa Dan Pustaka
- Dewan Bandaraya Kuching Utara
- Dewan Undangan Negeri
- Friend Of Archives
- Friend Of Library
- Information and Communication Technology Unit (ICTU), Jabatan Ketua Menteri
- Institut Pendidikan Guru Kampus Batu Lintang Dan Samarahan
- Islamic Information Centre
- Jabatan Kerja Raya (JKR)
- Jabatan Audit Negara
- Jabatan Hutan
- Jabatan Kebajikan Negeri Sarawak
- Jabatan Ketua Menteri Sarawak
- Jabatan Pendidikan Sarawak
- Jabatan Wanita dan Keluarga Sarawak
- Kumpulan Laman Komuniti Pustaka
- Local Government Council Development
- Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)
- Majlis Pengarah-pengarah Perpustakaan Awam Se-Malaysia (MPAM)
- Malaysia Productivity Corporation (MPC)
- Ministry of Education, Science and Technology Research
- Muzium Sarawak
- Mereka Yang Terlibat Secara Tidak Langsung Dalam Menjayakan Program Dan Aktiviti Pustaka 2020
- Normah Medical Specialist Centre
- Perbadanan Kemajuan Kraftangan Malaysia Cawangan Sarawak
- Persatuan Bagi Kebajikan Kanak-Kanak Terencat Akal Sarawak (PERKATA)
- Perpustakaan Negara Malaysia
- Persatuan Dalam Komuniti (PDK)
- Persatuan Karyawan Sastera Sarawak (PEKASA)
- Persatuan Penulis Sarawak (Penulis)
- Persatuan Pustakawan Sarawak
- Persatuan Pustakawan Malaysia Kumpulan Sarawak
- Pink Aerobik
- Port Dango
- Sarawak Craft Council
- Sarawak General Hospital
- Sarawak Heritage Society
- Sarawak Information Syste Sdn. Bhd. (SAINS)
- Sedidik, Sarawak Economic Development Corporation
- Semua Media Cetak dan Media Elektronik
- Setiausaha Kewangan Negeri
- Suruhanjaya Komunikasi dan Multimedia Malaysia
- Swinburne University of Technology, Sarawak
- Tabung Ekonomi Gagasan Anak Sarawak
- Ted X Kenyalang
- Tun Jugah Foundation
- Universiti Malaysia Sarawak (UNIMAS)
- US Embassy Kuala Lumpur
- Universiti Teknologi Mara (UiTM) Sarawak
- Unit Audit Dalaman, Jabatan Ketua Menteri
- Unit Pendaftaran Kontraktor dan Juruperunding, Jabatan Ketua Menteri
- Unit Permodenan Perkhidmatan Negeri
- Unit Protokol dan Perhubungan Awam
- Unit Sumber Manusia Negeri
- Yayasan Salam

