

Library Services Sector - Enterprise Risk Register

Risk Ref.	Category	Risk Description	Date Raised	Potential Consequences	Inherent Risk			Control / Mitigation Measures	Assurance	Residual Risk			Risk Owner
					Likelihood (1-5)	Impact (1-5)	Rank L x I			Likelihood P (1-5)	Impact I (1-5)	Rank P x I	
1	Services	Unreturned overdue materials	17th January 2022	<ul style="list-style-type: none"> - Decrease number of library collection - Bad image - Poor service delivery - Loss of investment 	3	4	12	<ul style="list-style-type: none"> - The use of InfoBlast to remind user - Reminders through telephone - To conduct Return Our Book Campaign in Conjunction with Hari Hakcipta Sedunia in April 2022 	Risk Management Audit	2	4	8	Information Services Division
2	Services	Book with missing items status in Angka.sa2 library system	17th January 2022	<ul style="list-style-type: none"> - Decrease number of library collection - Bad image - Difficult to justify the purchase of new materials - Poor service delivery - Loss of investment 	4	4	16	<ul style="list-style-type: none"> - To conduct Return Our Book Campaign in Conjunction with Hari Hakcipta Sedunia in April 2022 - To replace library material - To establish guidelines for Long Overdue & Lost Library Materials in Q1 2022 	Risk Management Audit	4	4	16	Information Service Division Technical Services Division
3	Services	Low number of annual registered members due to: a) Complicated registration of Sarawak ID	17th January 2022	<ul style="list-style-type: none"> - Low customer retention rating 	4	4	16	<ul style="list-style-type: none"> - Promotion of Sarawak ID Membership (Video/Poster) - PANDei Program - To conduct ANGKASA User Group Meeting in 1st quarter 2022 - To simplify the registration process 1st quarter 2022 	Risk Management Audit	3	4	12	Information Services Division

4	Services	Low usage of online databases	17th January 2022	<ul style="list-style-type: none"> - Poor return of investment - Difficult to justify the renewal of subscription 	4	5	20	<ul style="list-style-type: none"> - Information Literacy - PANDei program - Promotion using Pustaka Channel - To conduct a Customer Need Analysis for Online Databases in October 2022 - To conduct Focus Group Discussion (3rd quarter 2022) - Reinstate Current Awareness Service - Selective Dissemination of Information - Liaison Officers - E-Knowbase 	Risk Management Audit	4	4	16	<ul style="list-style-type: none"> Information Services Division Technical Services Division
5	Services	Low usage of printed library information resources due to: a) User preferences for Google resources b) Easy access of online resources c) Unused of library materials	17th January 2022	<ul style="list-style-type: none"> - Under utilised library collection - Low customer satisfaction rating - Poor return of investment - Bad image 	3	3	9	<ul style="list-style-type: none"> - Inter Library Loan Services - Bulk Loan Services - Promotion of new arrival books - Circulation services - U-pustaka - Book Bear services - Current Awareness Service Government Agencies, - Selective Dissemination of Information 	Risk Management Audit	2	3	6	Information Services Division
6	Services	Limitation of access for subscribed online databases for some organisations (firewall proxy)	17th January 2022	<ul style="list-style-type: none"> - Low usage of online databases - Poor return of investment - Difficult to justify the renewal of subscription 	3	4	12	<ul style="list-style-type: none"> - Information Literacy - Promotion using Pustaka Channel - Information Repackaging - SDI - CAS 	Risk Management Audit	3	3	9	Information Services Division

7	Services	(Physical Program) Inability to hold a community engagement program due to the following problems: * MCO * Natural Disaster * Speaker / lead person unable to come	17th January 2022	- Bad Image - under achievement of KPI - Poor annual performance	1	5	5	- Rescheduling of the Program - To establish Guideline on How to Organize Physical CESD Program by 1st Quarter of 2022 • GL by (Identify Speaker, Backup Speaker – create Guideline Doc)	Risk Management Audit	1	5	5	Program Manager (CESD)
8	Services	(Virtual Program) Low viewer on posted virtual programs due to the following problems: : * less attractive content * Too much posted video	17th January 2022	- Bad Image - Content not effective	3	4	12	- To review virtual program content - To reschedule and reduce the frequencies of virtual program	Risk Management Audit	3	4	12	Program Manager (CESD)/PR
9	Services	(Ad Hoc Program) Impact to implementation to main program •Affect to planned program •Affecting of Pustaka's resources •Staff constrains •Budget	17th January 2022	- Delay the planned program - Burnout - Budget constrains	1	4	4	- To request extra budget - To request extra human resources - To purchased extra equipment - Reschedule ad-hoc program	Risk Management Audit	1	2	2	Program Manager (CESD)

10	Services	Core services (Information Literacy & Reference Services) obscured due to: a) Non core activities b) Lack of focus	17th January 2022	- Substandard service being delivered - Burnout - Low employee satisfaction rating	3	3	9	- Staff Training (Stress Management & Customer Service Training) - Work-related training - Team building - Employee survey	Risk Management Audit	2	3	6	Information Services Division
11	Services	Metadata in the Angka.sa2 system are not maintained properly such as: - Incompleted records	17th January 2022	- Inaccurate information provided to customers - Reflect on Pustaka reputation and image	1	4	4	- Data cleaning on the bibliographic records. - To conduct ANGKASA User Group Meeting in 1st quarter 2022	Risk Management Audit	1	3	3	Technical Services Division

 Low
  Moderate
  High
  Extreme

Last update: 27 JANUARY 2022