

Quality Procedure

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Purpose

This procedure is to ensure that the process of conducting Community Engagement Services Division (CESD) program is done systematically and in accordance with the approved procedure to support the Quality Management System.

Scope

This procedure applies to the implementation of virtual or/and physical CESD programs which include the following:

- a) Let's read together for 10 minutes
- b) Knowledge camp
- c) Children Festival
- d) Makersmeet
- e) Juh Nambah Ilmu

Process

1.0 Planning of Event

- 1.1 HOD shall identify the relevant program based on Strategic Planning (SP) documentation, or annual planned program, or calendar of activities.
- 1.2 Once the program has been identified, HOD/Librarian shall determine whether to organize the program physically, virtually or both.
- 1.3 After identifying the program, HOD shall ensure the availability of budget to organize the program.
- 1.4 Once the availability of budget has been identified, HOD shall identify the targets group based on the nature of program or event. They may be grouped as follows:
 - a) Children (4 to 12 years old),
 - b) Youths (13 to 17 years old)
 - c) Adults
 - d) Senior citizens
- 1.5 After the budget has been identified, HOD/Librarian shall establish working committees (WC) at least one month before the intended program.

2.0 Implementation of programs

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- 1.6 After determining the WC, HOD/Librarian/WC shall identify the venue for the physical program and/or virtual program
- 1.7 After the venue has been identified, HOD/Librarian/WC shall identify collaborators such as following:
- a) Community leaders
 - b) The Local Authorities
 - c) Government agencies
 - d) Individual / Company
 - e) Organization
- 1.8 Once the collaborators have been identified, Librarian/Assistant Librarian/Library Assistant/WC shall ensure that the suitable date/slot of program or venue for virtual or physical is available by at least 2 weeks before the program:
- In-house
 - Pustaka Negeri Sarawak (physical and/or virtual)
 - Off site
 - Community Hall
 - Village libraries
 - Kindergarten
 - Schools/Colleges and University
 - Shopping complex
 - Others (Hotel, sport complex etc.)
- 1.9 After identified the suitable venue, Librarian/Assistant Librarian/Library Assistant/WC shall identify the category and numbers of participants by at least 2 weeks before the program.
- 1.10 Once the detail of program has been endorsed, WC shall provide the details of the program for promotion to PRO/Assistant Admin Officer/Admin Assistant at least 3 days before the events via email or messaging applications.

3.0 Invitation (Physical Program Only)

- 3.1 After the WC have given the details of the program for promotion, the WC shall issue the invitations to the identified target groups before the program by email, correspondences or messaging applications.

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- 3.2 Once the invitations have been issued, WC shall follow up with the invitation 1 (one) week before the program by telephone and email and/or messaging application.

4.0 During the Program

- 4.1 WC shall ensure that the equipment is available and functioning. example (refer to FRM-CES-01):

Physical program	Virtual program
a. Projector b. Screen c. Sound system d. Microphone e. Laptop f. Internet connection	a. Virtual/Digital Content b. Internet connection c. Sound system d. Microphone e. Laptop

- 4.2 During the physical program, WC shall do the following

- a. Registration
- b. Distribution of program materials and Beneficiaries Satisfaction Rating Form (BSRF). For virtual program, the participant will be provided with link of BSRF online version.

5.0 After the Program

- 5.1 Immediately after the physical program, WC shall collect back BSRF from the participants. For virtual program the WC shall request the BSRF statistic from the ICT personnel /web master.
- 5.2 Within 2 weeks after the program, HOD/Librarian shall analyze the completed BSRF and to produce a report.

6.0 Control of Documented Information

- 6.1 Upon the completion of the CESD Planner, the HOD/Librarian shall keep it in the Community Engagement Services Division file and keep the file at the CESD:
- 6.1.1 The file shall be categorized as "Open" and can be accessed by every staff.
 - 6.1.2 The file shall be kept for a minimum of 5 years.

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- 6.2 Upon the completion of the Beneficiaries Satisfaction Rating Form, the HOD/Librarian shall keep it in the BSRF file and keep the file at the CESD:
- 6.2.1 The file shall be categorized as "Open" and can be accessed by every staff.
 - 6.2.2 The file shall be kept for a minimum of 1 year.
- 6.3 Upon the completion of the Online Beneficiaries Satisfaction Rating Form, the HOD/Librarian shall keep it in online:
- 6.3.1 The form shall be categorized as "Open" and can be accessed by every staff.
 - 6.3.2 The online form shall be kept as long as the system exists.
- 7.0 Disposal of Documented Information**
- 7.1 When the files reach their retention periods, HOD/Librarian shall seek the advice of the Departmental Record Officer for the disposal of the files.

Annexes

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