

Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the process of conducting Community Engagement Services Division (CESD), Pustaka Negeri Sarawak (Sibu) program are done systematically to support the Quality Management System.

Scope

This procedure applies to the implementation of planned CESD programs which include the following:

- a) Makerspace Program
- b) Community Talk Program
- c) Aged Concern Program
- d) Children's Activities
- e) Sarawak Children's Literature Festival
- f) Let's Read Together for 10 minutes
- g) Knowledge camp
- h) World Quran Hour
- i) Program Sarawakku Membaca
- j) Outreach Program
- k) PANDei Program
- l) Reading Seeds Program

Process Details

1.0 Planning of Event

- 1.1 In the 1st quarter of every year, Head of Division (HOD) of the Community Engagement Services Division (CESD) shall identify the suitable activities or programs for the target groups as follows:
 - a) Children (4 to 12 years old)
 - b) Youths (13 to 17 years old)
 - c) Adults
 - d) Senior citizens
- 1.2 Once the activities or programs have been identified, the HOD/Librarian shall record down the planned program in CESD Calendar of Activities.
- 1.3 After the calendar of activities has been established, HOD/Librarian shall ensure the availability of budget for the programs according to CESD annual plan (financial, venue, travelling claims, transportation, refreshment, promotional items, accommodations, honorarium, program/activities materials, equipment (rental on purchase) as approved in Strategic Planning.

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2.0 Setting up of Working Committee

- 2.1 HOD will set up a working committee based on Working Committee Guidelines (GL-CES- SB-01).

3.0 Implementation of Event

- 3.1 One month before the planned programs in CESD Calendar of Activities, HOD will implement the events according to the Community Engagement Programs Guidelines (GL-CES-SB-02) and Outreach Program Guidelines (GL-CES-SB-03).

4.0 Before the program

- 4.1 Before the program, WC shall perform the tasks according to Community Engagement Programs Guidelines, Working Committee Guidelines and Outreach Program Guidelines as well as ensure equipment needed is available and functioning well example (refer to FRM-CES-SB-01 CES Program Checklist).

5.0 During the Program

- 5.1 Upon the date of the program, WC shall perform the tasks according to Community Engagement Programs Guidelines, Working Committee Guidelines and Outreach Program Guidelines.

6.0 After the Program

- 6.1 After the program ended, WC shall perform the tasks according to Community Engagement Programs Guidelines, Working Committee Guidelines and Outreach Program Guidelines.
- 6.2 HOD shall analyze and produce a report of Beneficiaries Satisfaction Rating Form (BSRF) and submit quarterly to Library Sector, Pustaka Negeri Sarawak, Kuching.

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7.0 Control of Documented Information

7.1 Once the calendar of activities and Beneficiaries Satisfaction Rating Form (BSRF) have been completed, HOD/DO shall place them in the Community Engagement Services Division file and keep the file at CESD.

7.1.1 The Community Engagement Services Division file shall be categorized as “Open” and can be accessed by every staff.

7.1.2 The Community Engagement Services file shall be keep for minimum one year.

8.0 Disposal of Documented Information

8.1 When the file has reached its retention period, the Head of Community Engagement Services shall seek the advice of the Department Record Officer for the disposal of the file.

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