

Guidelines

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Purpose

This guideline defines the requirements for the planning and implementation of User Education Programmes (UEP) at Pustaka Negeri Sarawak, Sibü, including **library orientations, guided tours, and online database training/workshop**. The programs aims to familiarise users with library facilities and resources, improve library and information literacy skills, and enable users to independently and effectively utilise library materials and services.

No.	EXPLANATIONS
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1.0	Types of User Education
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1.1	Library Orientation
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Library Orientation programmes provide **introductory information on Pustaka Negeri Sarawak, Sibü**, including its history, organisational background, events, branch libraries, and overall library environment. The programme also introduces users to core library services, such as membership registration, loan periods, bulk loan services, BookBear services, and other relevant facilities, to enable users to understand and access library services effectively.

1.2	Library Guided Tour
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Library Guided Tours refer to scheduled and structured library visits organised for visiting agencies or organisations. All visits shall be supported by an **official request letter, stating the purpose of the visit, number of participants, and the proposed date and time**. The tour aims to familiarise participants with library spaces, facilities, collections, and service counters in an organised and controlled manner.

1.3	Online Database Training / Workshop
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1.3	Online Database Training or Workshops are structured learning sessions aimed at developing users' competency in accessing and using online
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databases subscribed to by the library. The sessions include guidance on search strategies, database navigation, available resources and content types, key features, and best practices for retrieving **accurate, reliable, and relevant information**.

2.0 Process Flow

2.1 User Education Request / Identification

User Education Programmes may be initiated through the following channels:

- a) Walk-in users;
- b) External agencies or organisations; or
- c) Internal planning, either **calendar-based** or **ad hoc**.

For **Library Guided Tours**, an **official request letter** shall be submitted by the requesting agency or organisation. The request letter shall clearly state:

- a) The **purpose of the visit**;
- b) The **number of participants**;
- c) The **contact details**; and
- d) The **proposed date and time** of the visit.

2.2 User Education Program Review

Upon receipt of the request, the **Librarian or Designated Officer (DO)** shall review and assess the request based on the following criteria:

- a) Type of programme requested;
- b) Availability of staff to conduct the programme; and
- c) Suitability and availability of venue, facilities, and logistics.

The review process ensures that the programme can be conducted effectively and in accordance with operational capacity and quality requirements.

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2.3 Program Planning and Preparation

The Librarian or Designated Officer (DO) shall identify and determine the **type of User Education Program** to be conducted, which may include:

- a) Library Orientation;
- b) Library Guided Tour; or
- c) Online Database Training.

Upon confirmation of the programme type, the **Librarian or DO** shall plan and prepare the programme by:

- a) Developing an appropriate **programme outline or training module**;
- b) Preparing relevant **training materials and/or presentation slides**; and
- c) Ensuring the availability and readiness of required **equipment and facilities**.

Once the planning and preparation activities are completed, the **Librarian or DO** shall **confirm the program details** including the **date, time, venue, and number of participants** with the requester to ensure clear communication and effective coordination prior to programme implementation.

2.4 Program Implementation

The **Librarian or Designated Officer (DO)** shall conduct the programme in accordance with the **approved plan and schedule**. Programme implementation shall include, where applicable:

- a) Introduction to **library facilities, services, and resources**;
- b) Guided walkthrough of **physical library spaces** for Library Guided Tours; and
- c) Demonstration of the **Online Public Access Catalog (OPAC)** and/or **online databases** for training sessions.

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During programme implementation, the Librarian or DO shall ensure:

- a) Active **participant engagement** throughout the session; and
- b) **Compliance with safety, security, and facility usage rules** at all times.

2.5 Participant Feedback

Where applicable, **participant feedback** shall be collected at the end of the program through **Beneficiaries Service Rating Form (BSRF)**.

2.6 Documentation and Reporting

Upon completion of the programme, the Librarian or DO shall compile the following details:

- a) Attendance list;
- b) Program photographs (where applicable); and
- c) Summary of participant feedback (BSRF).

Programme statistics and reports shall be updated accordingly.