

Quality Procedure

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8th March 2023

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8th March 2023

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Document No. : QP-IS-MR-05
Revision No. : 0
Effective Date : 8th March 2023

Purpose

This procedure is established to ensure that the management of conducting User Education Programme is fostered systematically and in accordance with the approved procedure to support the Quality Management System.

Scope

User Education Programme (UEP) is designed to train and educate users to fully use the facilities and services offered by Pustaka Negeri Sarawak, Miri. This programme is opened to all categories of library users.

Process Details

1.0 Determination of the Target Groups

1.1 At the beginning of every year, the Librarian or Designated Officer (DO) shall determine the target groups based on their information needs.

1.1.1 The information needs of the target group will be determine based on demography information:

- a. Gender
- b. Age
- c. Education background
- d. Profession / Occupation
- e. Agencies

1.2 After determining the target group, the Librarian or Designated Officer (DO) shall prepare or update the yearly Information Services Calendar of Activities.

2.0 Determination of UEP Module

2.1 After preparing or updating the yearly Information Services Calendar of Activities, the Librarian or DO shall make preparation for the UEP modules. Please refer to the following guidelines.

- a. GL-IS-MR-08 Preparation for Information Literacy Class.
- b. GL-IS-MR-10 Preparation for Online Database Training and Workshop.
- c. GL-IS-MR-11 Preparation for Library Orientation and Guided Tour.

3.0 Invitation

3.1 Upon completion of the UEP modules, the Librarian or DO shall invite the participants for the UEP via the following channels at least fourteen (14) working days before the programmes.

- a. Official letter.
- b. Public Announcement such as radio talk and newspaper release.
- c. Social Media.

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- 3.2 After receiving confirmation of attendance, the librarian or DO shall then do the necessary preparation at least three (3) working days. Refer to the following guidelines.
- a. GL-IS-MR-08 Preparation for Information Literacy Class.
 - b. GL-IS-MR-10 Preparation for Online Database Training and Workshop.
 - c. GL-IS-MR-11 Preparation for Library Orientation and Guided Tour.
- 3.3 Based on the guidelines, the Librarian or DO shall conduct the program accordingly.
- 3.4 Upon completion of the session, the Librarian or DO shall request the participants to rate the program by completing the **FRM-IS-MR-09 Beneficiaries Satisfaction Rating Form**.
- 3.5 Upon completion of the session, the Librarian or DO shall request the smart partners to rate the program by completing the **FRM-IS-MR-10 Partnership Satisfaction Rating Form**.

4.0 Control of Documented Information

- 4.1 After completing the yearly Information Services Calendar of Activities, the Librarian or DO shall place it in the **User Education Program File** and keep the file at the Information Services Division.
- 4.1.1 The **User Education Program File** shall be categorized as “Open” document and can be accessed by every staff.
- 4.1.2 The **User Education Program File** shall be kept for minimum 1 year.
- 4.2 Upon the completion of **FRM-IS-MR-09 Beneficiaries Satisfaction Rating Form**, the Librarian or DO shall place in **User Education Program File** and keep the file at Information Services Division.
- 4.2.1 The **User Education Program File** shall be categorized as “Open” document and can be accessed by every staff.
- 4.2.2 The **User Education Program File** shall be kept for minimum 1 year.
- 4.3 Upon the establishment of **FRM-IS-MR-10 Partnership Satisfaction Rating Form**, the Librarian or DO shall place in **User Education Program File** and keep the file at Information Services Division.
- 4.3.1 The **User Education Program File** shall be categorized as “Open” document and can be accessed by every staff.
- 4.3.2 The **User Education Program File** shall be kept for minimum 1 year.

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5.0 Disposal of Documented Information

- 5.1 When the file has reached its retention period, the Head of Information Services shall seek the advice of the Departmental Record Officer for the disposal of the file.

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