

Guidelines

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This guideline applies to the implementation of Community Engagement Programs which includes outreach programs and in-house program.

1.0 Planning for the program

1.1 Prepare a proposal which include the following:

- a) Description of the program
- b) Working committees
- c) Financial implication
- d) Selection of date
- e) Selection of venue
- f) Identify targeted audience
- g) Identify potential collaborators
- h) Site Plan
- i) Refreshment
- j) Tentative Program
- k) ICT Equipment
- l) Meeting Schedule

1.2 Obtaining approval from the Management of Pustaka and Jawatankuasa Perolehan Terus (JPT)

1.2.1 Head of Division (HOD) shall prepare a decision paper for the proposed programs and present it during management meeting.

1.2.2 Once the management of Pustaka approved the programs, the working committees shall assist in preparing all related document such as quotation, business license from suppliers and to conduct meeting with suppliers for price negotiation.

1.2.3 HOD must submit a complete application form of procurement to finance officer and request for a JPT meeting.

1.2.4 After getting approval from JPT, the working committees shall begin to fill in the requisition form for the following items:

- a) Gifts
- b) Refreshments
- c) Banners
- d) Transportation
- e) Accommodation
- f) Venue/Facilities
- g) Any relevant matters pertaining to the activities.

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2.0 Before Program

2.1 Venue

- 2.1.1 For outreach programs, the WC shall write a letter to the relevant authorities to make a reservation for the venue at least seven working days before date of event.
- 2.1.2 For in-house programs, the WC shall make a reservation of facilities via email to facilities officers or through e-booking system at least seven working days before the event.
- 2.1.3 After the venue has been confirmed, WC shall identify the numbers of participants based on the capacity of the venue.

2.2 Invitation

- 2.2.1 The WC shall issue a letter to potential collaborators and targeted participants at least 14 working days before the program.
- 2.2.2 Once the invitations have been issued, WC shall follow up with the invitation 3 working days before the program by telephone, email, any social media or simple messaging platform such, example WhatsApp.

2.3 Forms

- 2.3.1 The WC shall prepare registration and feedback forms at least one working day before the program.

2.4 Gifts

- 2.4.1 The WC shall prepare all the gifts or souvenirs according to the numbers of invitation which includes VIPs, participants, and collaborators.

2.5 Promotion

- 2.5.1 The WC shall prepare posters, banners, or backdrop at least 14 working days before the program for promotional purpose.
- 2.5.2 The WC shall prepare program book or tentative program at least 14 working days before the program.

- 2.5.3 The WC shall invite representative from the media for promotional works if necessary.

2.6 Refreshments

2.6.1 The WC shall remind caterer to ensure refreshments are provided according to the schedule at least one working day before the program.

2.7 Equipment

2.7.1 The WC shall check the following technical equipment at least one working day before the program, which include but not limited to the following:

- LCD projector;
- Laptop;
- PA system.

2.8 Transportation & Accommodation

2.8.1 The WC shall arrange transportation and accommodation for the personnel who are involved with any programs that requires such services.

3.0 During Program

3.1 The WC shall arrive and prepare the following activities at the event venue at least one hour before the program starts,

3.2.1 The WC shall set up the chairs and table where applicable.

3.2.2 The WC shall prepare necessary materials either for exhibition or public consumption such as flyers, brochures and many more.

3.2.3 The WC shall set up ICT equipment where applicable.

3.3 The WC shall perform registration of participants when participants arrive.

3.3.1 Greet each participant and smile when participant turning up for registration.

3.3.2 Request each participant to return the completed **Feedback Form** after the program ends.

3.3.3 Invite the participant to their designated seats.

3.4 The WC shall take pictures and video during the program for promotional and recording purposes.

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4.0 After Program

4.1 Venue

4.1.1 The WC shall put all the equipment back to its original place.

4.1.2 The WC shall ensure the cleanliness of the venue before leaving.

4.2 Evaluation of Programs

4.2.1 The program owner shall initiate a feedback session for lesson learnt purposes from all working committee to improve future events.

4.3 Feedback Form

4.3.1 The WC shall collect the feedback form from all participants if possible.

4.3.2 Assistant officers shall compile and provide data from the completed feedback form to HOD within 7 working days after the date of program.

4.3.3 HOD shall analyze and produce a report of Beneficiaries Satisfaction Rating Form (BSRF) and submit quarterly to Library Sector, Pustaka Negeri Sarawak, Kuching.

4.4 Submission of Photos to Archives Management Division

4.4.1 The WC shall submit relevant photos through online submission to Archives Management Division for archival purposes at the end of the month.

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