

Quality Procedure

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2nd January 2025

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Purpose

This procedure shall ensure the management of conducting User Education Programme is fostered systematically and effectively.

Scope

User Education Programme (UEP) are designed to train and educate users to use and benefit fully the facilities and services offered by Pustaka Negeri Sarawak. This programme which is opened to all categories of library users cover various aspect of information management, searching and usage of information resources.

User Education Programme (UEP) in Pustaka Negeri Sarawak shall be categorized as following:

- a. Introduce user to facilities and resources in PUSTAKA.
- b. Develop library skills.
- c. Make user independent user and learners in library.
- d. Develop capabilities as self-sufficient users.
- e. Provide basic understanding of the library so that users can make efficient use of library material and services.
- f. Educate users about information sources and resources and how to exploit such resources effectively and efficiently.

The Librarian or Designated Officer (DO) shall do the following for User Education Programme (UEP):

- a. Determine of the target group.
- b. Determine the UEP module.
- c. Scheduling

Procedure Detail**1.0 Determination of the Target Groups**

1.1 Whenever planning of UEP schedule, the Librarian or 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:

- 1.1.1.1 Gender;
- 1.1.1.2 Age;
- 1.1.1.3 Education background;
- 1.1.1.4 Profession / Occupation.

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2.0 Determination of UEP Module

- 2.1 After target group was determined, the Librarian or DO shall determine UEP module based on the relevant guideline as followed:
- 2.1.1 GL-LLLIL-01 – Preparation for Information Literacy Class.
 - 2.1.2 GL-LLLIL-02 – Preparation for Family Literacy Class.
 - 2.1.3 GL-LLLIL-03– Preparation for Online Database Training and Workshop.
 - 2.1.4 GL- LLLLIL-05 – Preparation for Library Orientation and Guided Tour.

3.0 Scheduling

- 3.1 Based on human resources, financial capability and demand from the public, the Librarian or DO shall plan the Annual Plan of User Education Program <year> scheduling as followed:
- i. The number of participant per session;
 - ii. The frequency;
 - iii. The location.
- 3.1.1 The UEP plan shall include at least one UEP to be implemented per month.
- 3.1.2 The Librarian and DO shall plan the scheduling UEP on a yearly basis, by at least the fourth quarter of the current year and to be implemented by next year.
- 3.2 After the UEP scheduling is planned, the Librarian or DO shall immediately submit the Annual Plan of User Education Program <year> via email to the Head of Life-Long Learning and Information Literacy Division to review and approval.
- 3.3 After the UEP plan program is received, the Head of Life-Long Learning and Information Literacy Division shall within 3 working days review and approve UEP plan.
- 3.4 Upon approval by Head of Life-Long Learning and Information Literacy Division, the UEP plan shall immediately submit to the Public Relations Manager to be updated in the calendar of events.

4.0 Implementation

- 4.1 Based on the calendar of events, the Librarian or DO shall invite the participants for the UEP by following channel at least 14 working days before the event.
- 4.1.1 Official letter;

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- 4.1.2 Public Announcement such as radio talk and newspaper release;
- 4.1.3 Social Media.
- 4.2 Before the event, the librarian or DO shall meet the necessary preparation at least three (3) working days before the event in accordance the relevant guideline:
 - 4.2.1 GL-LLLIL-01 – Preparation for Information Literacy Class.
 - 4.2.2 GL-LLLIL-02 – Preparation for Family Literacy Class.
 - 4.2.3 GL-LLLIL-03 – Preparation for Online Database Training and Workshop.
 - 4.2.4 GL- LLLLIL-04 – Preparation for Library Orientation and Guided Tour.
- 4.3 Based on the relevant guideline, the Librarian or DO shall conduct the program accordingly.
- 4.4 Upon completion of the event, the Librarian or DO shall immediately request the participants to rate the program by completing the Beneficiaries Satisfaction Rating Form (BSRF).
- 4.5 After the program is completed, the Librarian or DO shall prepare *Analisa Borang Maklumbalas Peserta* by analyze the BSRF within 7 working days from the date of event completed.

5.0 Control of Documented Information

- 5.1 After the establishment of the following documents, the Librarian or DO shall immediately place the documents into User Education Program <year> file and arrange the documents in sequence in accordance with the ascending date.
 - 5.1.1 Annual plan of User Education Program (UEP)
 - 5.1.2 Beneficiaries Satisfaction Rating Form (BSRF) on UEP programs.
 - 5.1.3 Partnership Satisfaction Rating Form (PSRF).
- 5.2 After the documents is updated, the Librarian or DO shall keep the User Education Program <year> file at the circulation counter cabinet (IS-C1), Information Services Division.
 - 5.2.1 The UEP file shall be categorized as “Open” document and can be accessed by every staff with permission from Head of Lifelong Learning and Information Literacy Division.
 - 5.2.2 Documented information generated as a result the management of User Education Program shall be retained for one (1) year period from the date of its creations.
 - 5.2.2.1 Beneficiaries Satisfaction Rating Form (BSRF).

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5.2.2.2 Partnership Satisfaction Rating Form (PSRF)

6.0 Disposal of Documented Information

- 6.1 Documented information generated as a result of User Education Program shall be disposed in accordance with Sarawak State Government records management regulations and practice

Annex

- a) Annual plan of User Education Program (UEP)
- b) Beneficiaries Satisfaction Rating Form (BSRF).
- c) Partnership Satisfaction Rating Form (PSRF)

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