

Master List/Matrix/Table

Reviewed by:

Edison Ricket

02th January 2025

Approved by:

Ramdzan Saman

02th January 2025

Online copy of this documented information is the latest

Document No. : MT-LLLIL-04
Revision No. : 0
Effective Date : 02th January 2025

Processes	Internal Issues	External Issues
Management of User Education Program	Negative 1. Lack of staff in handling various user education program (information literacy, digital literacy, family literacy, Sarawak Lestari). 2. Vast development in ICT and increasing number of modules. 3. Mismatch in staff qualification for handling the programming of e-learning system. 4. E-learning system not user friendly. 5. Staff have limited time to dedicate to user education due to other responsibilities. 6. Time constraint in managing and implementing adhoc program. 7. Technology adoption- issue with encouraging staff to adopt and effectively use new technologies or digital tools can be challenging, particularly for those less familiar with digital literacy.	Negative 1) Limited of venue and facilities provided. 2) The willingness of the participants to participate the ILS session. 3) Language barrier. 4) Illiterate of the ILS participants 5) Poor internet connection. 6) Last minute confirmation from participants. 7) Late response from 3rd parties 8) Technology adoption- issue with encouraging participants to adopt and effectively use new technologies or digital tools can be challenging, particularly for those less familiar with digital literacy.
	Positive 1) Strong resources to support the program 2) Increase in membership. 3) The staff are competent and experience in handling their duties. 4) Established module available for use anytime. 5) Increase in usage of library resources and services. 6) Good rapport with public; 7) Wider coverage of ILS sessions through e-learning platform.	Positive 1) Good support and cooperation from the local community, government agencies, volunteers, federal and international collaborations. 2) Awareness of ILS/Online Database. 3) The library became the platform for other ministries/department to put their online courses. 4) Support lifelong learning for community well-being. 5) Increased public interest in lifelong learning, digital literacy, and information literacy, leading to higher engagement in library programs.

Online copy of this documented information is the latest

		6) Growing recognition of the importance of lifelong learning, which aligns with the library's role in providing ongoing education. 7) Successful awareness program that encourage the public to utilize library resources for educational purposes.
--	--	--

Online copy of this documented information is the latest

Document No. : MT-LLLIL-04
Revision No. : 0
Effective Date : 02th January 2025