

DAR AL-HIKMAH LIBRARY FUNCTION CHART

OFFICE OF THE CHIEF LIBRARIAN (OCL)

1. Strategic Planning & Capacity Building — align plans with IUM strategy; build service excellence & resource optimization
2. Effective Management & Leadership — library-wide systems; HR, inventory & facilities oversight
3. Stakeholder Engagement & Communication — client, KCDIOM & partner relations; promotion, PR & feedback
4. R&D and Innovation Leadership — culture of innovation; user-needs studies; ICT & system enhancement
5. Financial Management & Budgetary Efficiency — budget planning, transparency & strategic alignment

Administration Section

1. Human Resources Management — recruitment, records, performance, compliance, welfare, data privacy
2. Financial Management — budget planning, procurement/payments, financial reporting, petty cash & claims
3. Maintenance & Facilities Management — premises upkeep, asset servicing, vendor coordination, space management
4. Office Security & Safety — access control, emergency preparedness, incident reporting, security liaison
5. Inventory & Asset Management — stock control, asset tagging, audit & disposal, resource allocation
6. Risk Management — risk identification/assessment, mitigation & control, business continuity planning, compliance monitoring
7. Infrastructure Development & Renovation Projects — plan, coordinate & execute installations, expansions & renovations

Communication Unit

1. Plan & manage promotional and marketing activities
2. Handle & update social media accounts and YouTube channel
3. Manage enquiries via email, Telegram & WhatsApp
4. Arrange benchmarking visits and events (virtual & physical)
5. Collaborate on newsletters, e-bulletins & annual report
6. Oversee exhibitions, launches & ceremonial events
7. Coordinate community engagement activities with other units

GOVERNANCE, QUALITY AND PLANNING (GQP)

Department Functions

1. Strategic & Operational Planning — Library Strategic Plan & Annual Operational Plans
2. Quality Management & Assurance
3. Policy Review & Advisory — align policies with university regulations & national standards
4. Campus Libraries Administration & Management — oversee & coordinate campus libraries
5. Library Performance Monitoring & Reporting — risk management & compliance

Strategic & Quality Section (SQS)

1. Lead QMS implementation & improvement — ISO compliance, audits & follow-up
2. Facilitate review/development of policies, procedures & guidelines
3. Identify, assess & coordinate operational risks; maintain risk register
4. Organise staff training on QMS, ABMS, risk & governance
5. Oversee maintenance & record-keeping of QMS/ABMS/risk/governance documentation
6. Assist governance reviews & maintain related documentation

Unit: Talent Development Unit (under SQS / OCL)

1. Coordinate/organise staff training & development programmes (in-house, external, orientation)
2. Evaluate training effectiveness — gather feedback, adjust programmes
3. Develop & maintain staff profiling and competencies
4. Maintain training records & reports; monitor staff CTD points
5. Support the alignment of individual development with the Library's strategic objectives.

Open Science Section

1. Advise researchers on citizen science project planning & management
2. Guide on ethics, informed consent & data governance
3. Support research data management for citizen-generated data
4. Recommend open platforms, tools & licenses
5. Provide training & outreach to researchers, students & community
6. Preserve & promote visibility of citizen science outputs via repositories

Library Automation Section (LAS)

1. Develop/update ICT guidelines, manuals & workflows
2. Ensure compliance & monitor ICT policy implementation
3. Study & propose ICT enhancements for service delivery
4. Manage & maintain ICT infrastructure & equipment
5. Manage ICT asset inventory with relevant authorities
6. Oversee LMS & library systems support/maintenance
7. Liaise with IT support on projects & incidents
8. Manage data submission to MyTheses, MALREP, MALCAT, EDS, KIK
9. Propose and plan for the ICT budget requirements & procurement

COLLECTION & CLIENT SERVICES DEPARTMENT (CCSD)

Department Functions

1. Strategic Planning & Policy Development
2. Leadership & Operations Management — oversees KRDS & Circulation/Loans Unit
3. Collection & Client Services Coordination — learning support, circulation, satisfaction survey, complaints, promotion
4. Stakeholder Engagement and Communication
5. Project Monitoring & Execution

Collection Management & Preservation Section

1. Collection Maintenance & Physical Care — book repair, binding, condition assessment
2. Inventory Control & Systems — annual inventory, reconciliation, missing-item reporting, Siddiqi Directory
3. Shelving & Stack Maintenance — shelving, shelf-reading, space planning
4. Weeding & Collection Renewal — weeding criteria, deaccessioning, replacement coordination
5. Special Collections Management — handling/storage protocols, preservation-grade standards, access restrictions
6. Preservation Planning — environmental monitoring, disaster preparedness, digitization prioritization

Knowledge Resources Development Section (KRDS)

Printed Resources Dev. Unit / Digital Resources Dev. Unit (DRDU)

1. Develop procurement guidelines, manuals & procedures
2. Procure resources (purchase, subscription, standing order, gift, exchange)
3. Monitor acquisitions & initial processing
4. Collaborate with other libraries on procurement
5. Monitor budget & financial allocation
6. Evaluate & monitor vendor performance
7. Select, review & approve e-resources for acquisition
8. Promote e-resources to intended clientele
9. Monitor & maintain client access to e-resources
10. Participate in cooperative procurement programmes; organise training on e-resource use

Cataloguing Section

Islamic & Arabic Cataloguing Unit (IACU) / E-Resources & Non-Arabic Cataloguing Unit (ERNAC)

1. Develop bibliographic control guidelines & procedures
2. Catalogue & classify monographs and e-resources
3. Monitor cataloguing practices across campus libraries
4. Maintain bibliographic record databases
5. Quality control of bibliographic records
6. Handle physical processing of resources
7. Maintain & update IUM Classification System (ICS)
8. Provide training & documentation for ICS standardization

Circulation and Loans Unit

1. Manage lending operations, records & membership
2. Maintain client registration/membership records
3. Manage shift duty scheduling
4. Manage public areas & physical facilities
5. Ensure services & security outside office hours
6. Provide fee-based services (document delivery, inter-library loans)
7. Handle visits (schools/institutions) with OCAP/CCU

RESEARCH & ACADEMIC SUPPORT DEPARTMENT (RASD)

Learning Support Section

1. Develop/update policies, procedures & workflows
2. Manage Course Reading Lists (CRL) preparation & delivery
3. Offer proactive reference & personalised user support
4. Manage Readers' Advisory Desk (L1 & L2) and IIBF Library
5. Operate the Library's Live Chat service
6. Liaison Librarian–Kulliyah engagement for curriculum/research support
7. Design & deliver information literacy programmes
8. Maintain accessibility of legal resources
9. Promote library services for engagement & awareness
10. Plan paid research workshops for advanced research skills / revenue
11. Curate thematic exhibitions & displays
12. Manage visits from external guests / delegations
13. Supervise Library's second entrance

Digital Preservation Section (DPS)

1. Develop procedures for digital & physical theses management
2. Manage e-Theses in the Theses Repository
3. Digitize microforms for the Manuscripts Repository
4. Maintain & provide secure access to theses/microform collections
5. Perform cataloguing, metadata management & access control
6. Provide client support for banned/multimedia collections
7. Collaborate with library units on digital/physical collections

Research Support Section (RSS)

1. Oversee SPU & IRMU operations for resource efficiency
2. Plan/develop frameworks, policies & procedures
3. Act as section leader/data owner for publication data
4. Prepare reports on university publications
5. Liaise & support departments on the research agenda

Scholarly Publication Unit (SPU)

(under RSS)

1. Update IUM journal publications on MyJournal
2. Verify WoS/Scopus indexing status for RMC facilitation fees
3. Provide publication reports for academic promotion
4. Prepare publication data for MyRA, MyMoheS, SETARA & others
5. Conduct awareness programmes on research support
6. Monitor university publications in indexed/refereed journals

Institutional Repository Mgmt. Unit (IRMU)

(under RSS)

1. Maintain & manage the IUM Institutional Repository (iRep)
2. Verify data accuracy in iRep
3. Update & maintain iRep taxonomies
4. Promote iRep via marketing & outreach
5. Manage the Faculty Publication (FP) collection
6. Provide user training & assistance for iRep
7. Prepare iRep data reports for university authorities

ANALYTICS & CORPORATE COLLABORATION DEPARTMENT (ACCD)

Knowledge Management Section (KMS)

Institutional Knowledge Management Unit (IKMU)

1. Build university-wide awareness of IUM's KM strategy
2. Foster cross Centre/Office cooperation for KM activities
3. Promote sharing of industry KM practices
4. Coordinate a single trusted IUM knowledge repository
5. Recommend knowledge sharing with external communities/collaborators
6. Recommend KM leadership, skills & incentive schemes
7. Recommend knowledge roles & responsibilities for staff
8. Recommend KM performance measures for Centres/Offices
9. Review & monitor KM programme progress within IUM

Facilities & Asset Management Section (FAMS)

1. Asset Lifecycle & Inventory Mgmt. — centralized furniture/AV database; condition audits
2. Space Management & Venue Operations — booking systems; readiness of Auditorium, MPR, Labs, Lounges, exhibition spaces
3. Space Rental & Revenue Mgmt. — venue rental process; logistical support for rented events
4. Event Logistical Coordination & Staging — infrastructure setup, on-site oversight, post-event restoration
5. AV & Technical Infrastructure — system integrity, user guides, preventative maintenance
6. Facility Safety & Maintenance — functional compliance; safety audits
7. Asset Disposal — obsolescence review, Finance Division liaison, disposal documentation

Archives Management Unit (ARMU)

1. Develop archival policies & guidelines aligned with IUM standards
2. Trace, appraise, organise & provide access to university historical records
3. Process acquired archive materials for storage & preservation
4. Develop traditional & digital archives in tandem
5. Advocate archive value — awareness, research use, disposal best practice
6. Physical processing of archival/MKH materials
7. Operate & enhance the Archives Gallery & exhibitions
8. Develop & manage the iArchives digital platform
9. Perform archival functions per policy/preservation standards
10. Manage records retention & tracking at Regalia Services (central records)
11. Impose retention/disposal control for permanent-value documents
12. Train CoS/AO on records retention & disposal
13. Obtain National Archives/Accountant General approval for disposal
14. Facilitate proper disposal of due documents

DAR AL-HIKMAH LIBRARY, KUANTAN (DaHLK)

Administration Unit

1. Plan/coordinate continuous staff training programmes
2. Plan/execute library strategic plan per university vision/mission
3. Manage physical security of the library & its assets
4. Monitor performance, prepare reports, coordinate stakeholders

IT and Archive Unit

1. Manage institutional archive materials (acquisition, preservation, access)
2. Support ITD/Library Application Section on IT development
3. Provide IT equipment maintenance services
4. Provide technical support for hardware/software/network issues
5. Record & maintain IT equipment inventory

Client and Corporate Services Unit

Services & Loans / Corporate & Collection Mgmt.

1. Provide quality circulation counter services
2. Maintain shelf materials — orderly, systematic, retrievable
3. Provide conducive, well-maintained library spaces
4. Perform binding, preservation, weeding & disposal per guidelines
5. Organise exhibitions and displays
6. Manage overdue fines & lost materials per policy
7. Manage membership activities
8. Manage library official email

Research and Learning Unit

Research Support / Learning Support / Knowledge Resources

1. Research Support: support research ecosystem/visibility; facilitate access to research resources; manage IR research output
2. Learning Support: empower community info-literacy & critical thinking; facilitate access via instruction/portal/reference; design IL modules
3. Knowledge Resources: identify/evaluate/acquire materials per curriculum & research needs; coordinate database trials; manage gift donations; catalogue per ICSI

SYED M. NAQUIB AL-ATTAS LIBRARY, ISTAC-IUM

Services Unit / Technical Unit

1. Collection development (cataloguing, physical processing, metadata)
2. Collection management (conducive reading areas)
3. Circulation & loans (membership/access registration)
4. Customer complaints management
5. Information literacy programme
6. Reference & user assistance
7. Promotion & marketing of services/facilities
8. Library–KCDI liaison
9. Manage & process manuscripts/special collections
10. Digitization of manuscripts
11. Inter-library loan service
12. Entertain & fulfil visitor requests
13. Promote library programmes & reading initiatives
14. Support the Institute's programmes & activities

DAR AL-HIKMAH LIBRARY, CFS GAMBANG

Client Services Unit / Collection Mgmt. Unit

1. Provide efficient client services
2. Assist reference enquiries & basic research support
3. Conduct library briefings & user education
4. Maintain conducive library spaces
5. Maintain an accessible library collection
6. Manage membership activities
7. Handle shift duty scheduling
8. Maintain advertised operating hours
9. Provide fee-based services
10. Promote library programmes & reading initiatives
11. Support visits, outreach & student engagement events
12. Coordinate SDG-related initiatives / awareness
13. Manage & promote the KhAIR Freebrary
14. Facilitate collaborations with student bodies/partners
15. Support inclusive services for diverse users (special needs)

SHARED FACILITIES LIBRARY EDU HUB, PAGOH

Functions

1. Manage Course Reading Lists (CRL) delivery
2. Offer reference & personalised user support
3. Serve as Liaison Librarians with Kulliyah (KSTCL)
4. Design & deliver information literacy programmes
5. Manage/maintain/preserve collections & stacks (minor repairs)
6. Promote & communicate library services
7. Curate thematic exhibitions & displays
8. Manage visits from external guests/delegations