

LIAISON LIBRARIAN-KULLIYYAH ENGAGEMENT GUIDELINES

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LIAISON LIBRARIAN-KULLIYYAH ENGAGEMENT GUIDELINES

Identification Block

Name of Guidelines	Liaison Librarian-Kulliyyah Engagement Guidelines
Document Number	UIAM.LIB.GUI.100-1/7/8
Guidelines apply to (Geographical scope)	☒ All Campus Libraries ☐ Specific (Outline location, Campus, Organizational unit, etc.)
Guidelines Status	☒ New Guidelines ☐ Revision of Existing Guidelines

Approval Authority	Library Top Management Meeting (LTMM), Dar al-Hikmah Library
Responsible Office/Custodian	Learning Support Section, DaHLG

Approval Date	14th April 2025
Effective Date	14th April 2025
Date of Last Revision	Nil
Date of Next Guidelines Review	Every three (3) years

Revision History

Requestor	Description	Submission date
Head of Collection & Client Services Department	i. The need for guidelines arose during the 2 nd Library Procedures 2024 Vetting Session when it was suggested that the status of the LKPP ISO Documents be changed to Guidelines.	16 th December 2024

Referenced Documents

Referenced Documents (Legislation, Policies, Guidelines and Procedures)	i. Library Services and Facilities Policy ii. Collection Development and Management Guidelines iii. Digital Access Guidelines iv. Library Charges Guidelines
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1.0 OBJECTIVE

This document serves as a guideline for Liaison Librarians in disseminating information to ensure the effectiveness of their services to the Kulliyah/Centre/Institute (K/C/I).

2.0 SCOPE AND COVERAGE

The guidelines apply to all IIUM campus libraries, including Dar al-Hikmah Library Gombak (DaHLG), Dar al-Hikmah Library Kuantan (DaHLK), Syed Muhammad Naquib al-Attas Library (SMNAL), Centre for Foundation Studies Library (CFSL), and Shared-Facilities Library Education Hub Pagoh (SFLEHP).

3.0 DEFINITIONS

These definitions relate to these guidelines only:

TERMS	DEFINITION
Kulliyah Board Meeting (KBM)	A K/C/I level meeting, where policies on the management of K/C/I and related matters are discussed. KBM also refers to: Kulliyah Monthly Meeting (KMM) Kulliyah Academic Staff Meeting (KAM) Kulliyah Committee Meeting (KCM) Kulliyah Management Meeting (KMM) ISTAC Management Committee Meeting (IMCM) Centre Committee Meeting (CCM) Members of the meeting vary between K/C/I. Members may consist of either all or selected K/C/I members or Dean, Deputy Deans, Heads of Departments and Coordinators. In general, the frequency of the meeting also varies between K/C/I. The Liaison Librarians will be informed before the meeting.
Liaison Librarian	A representative of the library who will liaise with the K/C/I on matters that will benefit both the library and the K/C/I.
Updates/ Alerts/ Promotion	Notifications on any issues and services or any information related to the Library and K/C/I.
Sharing Session/Workshop/ Roadshow/Database Training	Sharing session/workshop/roadshow/database training for the K/C/I coordinated or organized by the library based on requests made by the K/C/I or proposed by the Liaison Librarians.

4.0 DETAILS OF THE GUIDELINE

4.1 Liaison Librarian-Kulliyyah Engagement Guidelines

- a. The Liaison Librarian-Kulliyyah Engagement Guidelines have been established to enhance library services for faculty members and to facilitate effective communication between the Library and the Kulliyyah.
- b. In looking after the interest of the Kulliyyah in terms of information resources and services, the Liaison Librarian will carry out, among others, the following responsibilities:
 - i. To facilitate the development of information resources and services needed by the K/C/I.
 - ii. To receive comments and suggestions from the academic staff of the K/C/I and to take appropriate action on them.
 - iii. To meet formally and informally with K/C/I staff to ascertain their information need.

4.2 Dissemination of Information to Kulliyyah Members

Information can be disseminated through:

4.2.1 Kulliyyah Board Meeting (KBM)

- a. The Liaison Librarian is responsible for preparing a comprehensive report by compiling relevant library-related information from various sources, including previous KBM minutes, action reports, senior management meeting minutes, and recent announcements from emails, websites and social media. The report must be properly documented and organized for future reference.
- b. During the KBM, the Liaison Librarian must address outstanding matters, present the report, respond to queries and take note of any issues requiring follow-up.
- c. If necessary, the Liaison Librarian should disseminate the report to K/C/I members via email, escalate unresolved issues to Library Management and follow up on feedback as required.

4.2.2 Updates/Alerts/Promotion

- a. The Liaison Librarian is responsible for selecting and preparing relevant information related to updates, alerts and promotional materials.
- b. The Liaison Librarian needs to disseminate these updates, alerts and promotional materials to all K/C/I members through appropriate communication channels.

4.2.3 Communication Through Email/Phone/Social Media

- a. The Liaison Librarian will continuously receive queries, suggestions, and recommendations from K/C/I members and should respond to and resolve issues promptly whenever possible.
- b. If an immediate resolution is not feasible, the Liaison Librarian needs to acknowledge the query, provide an estimated response time and keep K/C/I members informed of any progress/status update.

4.2.4 Sharing Session/Workshop/Roadshow/Database Training

- a. The Liaison Librarian may receive requests or propose the organization of sharing sessions, workshops, roadshows, or database training for K/C/I members or students.
- b. The date, time, venue and mode of delivery (face-to-face or online) must be determined in advance.
- c. The event must be effectively promoted to ensure awareness and participation.
- d. Participants' attendance needs to be recorded.
- e. An evaluation form is to be distributed to participants to gather their feedback.

5.0 ADMINISTRATION OF THE GUIDELINES

The responsibility for implementing these guidelines lies with the respective sections and departments across all campus libraries. This includes:

- i. Head of Learning Support Section, DaHLG
- ii. Head of Research & Learning Unit, DaHLK
- iii. Head of Client Services Unit, CFSL
- iv. Head of Client Services Unit, SMNAL
- v. IIUM Librarian of Shared-Facilities Library Education Hub Pagoh (SFLEHP).