

1. PURPOSE AND SCOPE

- 1.1** This procedure aims to portray the workflow process when it comes to organizing, promoting and conducting training workshops and library tours offered by the Library.
- 1.2** This procedure also focuses on the different ways that Library support is provided to the different users.

2. DEFINITIONS

- 2.1** HyDi: Library Discovery & Delivery Portal: a one-stop solution that allows users to perform a single search through all the Library's print and online resources.
- 2.2** Newspoint: The news portal of the University of Malta which provides staff, students, alumni and the general public with information on news and activities at the University.
- 2.3** OAR@UM: Is the institutional repository of the UM. It serves as an online platform for the submission and dissemination of Open Access research produced under the auspices of the UM. OAR@UM is managed by the Library.
- 2.4** RefWorks: A bibliographic management software that allows UM registered users to create a database of references by importing citations for books, articles from online databases, Google Scholar and *HyDi*.
- 2.5** UM: University of Malta.

3. RESPONSIBILITIES

3.1 Roles and Responsibilities of the Head of the Outreach Department

- 3.1.1** The Head of Department must ensure that all requests are being attended to and assigns members of the Department to conduct workshops and coordinate reservations.
- 3.1.2** The Head of Department must ensure that participants are notified and reminded about the workshops.
- 3.1.3** The Head of Department must ensure that information about all workshops is entered to the correct spread sheet on the Google Drive which is shared with other team members and Library Manager - Reader Services.

- 3.1.4 The Head of Department closely collaborates with Library Manager - Reader Services when it comes to organizing Fresher's Week Library tours and database/publishers workshops.
- 3.1.5 The Head of Department is responsible for contacting the Marketing, Communications and Alumni Office in order to upload workshops timetable and other promotional notices on *Newspoint* and send promotional emails and notifications to UM staff members.
- 3.1.6 The Head of Department is responsible for contacting the Office of the Registrar to send promotional emails and notifications to students.

3.2 Roles and Responsibilities of the members of the Outreach Department:

- 3.2.1 Each member is responsible for organizing and promoting workshops, submitting reservation requests for training rooms via IT Services Booking Form or Events Form, taking reservations and conducting workshops.
- 3.2.2 Each member of the Outreach Department is responsible for providing phone, email and face-to-face support to users regarding any Library related issues.
- 3.2.3 Each member of the Outreach Department is responsible for forwarding specific queries to other Library departments.
- 3.2.4 Each member of the Outreach Department is responsible for uploading promotional notices and workshops timetable on the Library website and the Library Facebook page.

3.3 Roles and Responsibilities of the Marketing, Communications & Alumni Office:

- 3.3.1 The Marketing, Communications & Alumni Office is responsible for uploading promotional notices provided by the Library on *Newspoint*.
- 3.3.2 The Marketing, Communications & Alumni Office is responsible for forwarding promotional emails and announcements to IT Services in order to disseminate them to UM staff members.

3.4 Roles and Responsibilities of the members of IT Services:

- 3.4.1 IT Services are responsible for processing reservation requests and confirming the availability of the training rooms for the workshops.
- 3.4.2 IT Services are responsible for providing technical support during the time of the workshop.
- 3.4.3 IT Services are responsible for sending out promotional emails and announcements forwarded by the Marketing, Communications & Alumni Office to the UM staff members.

3.5 Roles and Responsibilities of the Office of the Registrar:

3.5.1 The Office of the Registrar is responsible for forwarding promotional emails and announcements to the relevant student population.

3.6 Roles and Responsibilities of the Conferences and Events Unit:

3.6.1 Conferences and Events Unit is responsible for processing reservation requests and confirming the availability of the lecture rooms for the workshops.

3.7 Roles and Responsibilities of the Library Manager - Reader Services:

3.7.1 The Library Manager - Reader Services is responsible for informing Outreach Department about upcoming database/publisher workshops.

3.7.2 The Library Manager - Reader Services is responsible for assigning members of the Library staff to conduct the Library tours during the Fresher's Week.

3.7.3 The Library Manager - Reader Services is responsible for liaising with the Head of Outreach Department to create a timetable of the Library tours for the Fresher's Week.

3.7.4 The Library Manager - Reader Services is responsible for communicating with the Admissions Office with regards to dissemination of the invitations for the Library tours taking place during the Fresher's Week.

4. HEALTH AND SAFETY REQUIREMENTS

4.1 N/A

5. PROCEDURE

5.1 Training Workshops

5.1.1 Timetabling of workshops

5.1.1.1 The Library organizes one OAR@UM, two *HyDi* and two *RefWorks* workshops monthly. Workshops are free of charge and open to all UM staff and students. These workshops are organized to take place between October and May.

5.1.1.2 One of the team members appointed by Head of the Outreach Department schedules the workshops each month. Workshops need to be scheduled a month ahead on different days and times including a time slot in the morning and in the afternoon.

5.1.1.3 One of the team members appointed by Head of the Outreach Department reserves IT Labs for each workshop by compiling the Training Room Booking Form

available on the IT Services website (<https://www.um.edu.mt/itservices/forms/trainingrooms/>).

- 5.1.1.4 Rooms for the workshops are reserved for 1.5 hours. Workshops are limited to 20 participants.
- 5.1.1.5 An IT Officer checks the availability and reserves the rooms during the indicated time slots. In case there are no rooms available, IT Services liaises with the Outreach Department to identify an alternative date.
- 5.1.1.6 Once venues for the workshops are confirmed, one of team members appointed by Head of the Department uploads the new timetable on the Library website (https://www.um.edu.mt/library/training_workshops).
- 5.1.1.7 The Head of the Outreach Department is responsible for contacting the Marketing, Communications & Alumni Office to upload the new timetable on *Newspoint* and to send it out to UM staff.
- 5.1.1.8 The Head of the Outreach Department is responsible for contacting the Office of the Registrar to send workshops timetable to all students.
- 5.1.1.9 Interested individuals can reserve their place for the workshop by sending an email on reservations.lib@um.edu.mt or by phoning on 2340 2541.
- 5.1.1.10 One of the team members appointed by Head of the Department creates a reserving spread sheet on the Google Drive and shares it with other team members and Library Manager - Reader Services.
- 5.1.1.11 Each member of the team is responsible for taking reservations which include name and surname of the participant and the email address.
- 5.1.1.12 Three days before the workshop, the Head of the Outreach Department appoints one member of the Outreach staff to send email reminders to all participants.
- 5.1.1.13 The Head of the Outreach Department is responsible for appointing a member of the Outreach staff to deliver the workshop.

5.1.2 Workshops organized in collaboration with Academic staff

- 5.1.2.1 The Outreach Department accepts requests from academic staff to organize *HyDi*, *RefWorks*, Library tours and information literacy sessions for specific groups of students.

- 5.1.2.2 The Head of the Outreach Department is responsible for contacting the Marketing, Communications & Alumni Office to send emails promoting the workshops to academic staff and upload the notice on *Newspoint* (<https://www.um.edu.mt/newspoint>).
- 5.1.2.3 Academics can schedule a workshop by contacting the Outreach Department by sending an email on reservations.lib@um.edu.mt. Information required to schedule the workshops include type of the workshop (*HyDi*, *RefWorks*, Library tour, information literacy), date, time, amount of participants and the course code.
- 5.1.2.4 The Outreach Department can accept a maximum of 20 participants for Library tours and a maximum of 35 participants for the training workshops.
- 5.1.2.5 In case of large groups, it is up to the lecturer to divide participants into smaller groups; alternatively in case of *HyDi*, *RefWorks* and information literacy workshops, the Outreach team can perform a demonstration in a large lecture room reserved by a lecturer.
- 5.1.2.6 Library tours are scheduled to take a maximum of 40 minutes and are conducted at the Main Library by the Outreach staff.
- 5.1.2.7 *HyDi* and *RefWorks* workshops are scheduled to take a maximum of 60 minutes each and are conducted in the IT Labs.
- 5.1.2.8 Information literacy session is scheduled to take a maximum of 30 minutes and can be conducted as a separate workshop or as part of *HyDi* workshop.
- 5.1.2.9 Each member of the Outreach Department is responsible for liaising with lecturers to organise training workshops.
- 5.1.2.10 One of the team members appointed by Head of the Department reserves IT Labs for workshops using Training Room Booking Form available on the IT Services website during the days and times suggested by the lecturer.
- 5.1.2.11 An IT Officer checks the availability and reserves the room during indicated time slots. In case there are no rooms available, IT Services liaises with the Outreach Department to identify an alternative date.
- 5.1.2.12 A member of the Outreach Department coordinating the reservations contacts the lecturer to identify an alternative date.

5.1.2.13 Once venues for the workshops are confirmed, the member coordinating the reservation notifies the lecturer who is responsible for informing other participants.

5.1.2.14 The Head of the Outreach Department is responsible for appointing a member of the Outreach staff to deliver the workshop.

5.1.2.15 A member delivering the workshop is responsible for taking the attendance if requested by the lecturer.

5.1.2.16 The Head of the Outreach Department is responsible for sending the attendance sheet by internal mail to the lecturer or a person indicated by the lecturer.

5.1.3 One-to-one Workshops

5.1.3.1 The Outreach Department accepts individual requests for *HyDi* and *RefWorks* training sessions.

5.1.3.2 Interested individuals can reserve the appointment by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541.

5.1.3.3 The Outreach Department can accept a maximum of 2 participants for a one-to-one appointment.

5.1.3.4 Only one individual appointment can be conducted in the Outreach Office at the same time.

5.1.3.5 Each member of the team is responsible for conducting one-to-one sessions.

5.1.4 Database/Publisher workshops

5.1.4.1 The Library Manager - Reader Services forwards to the Head of Outreach Department specific requests including date and time for database/publishers workshops.

5.1.4.2 One of the team members appointed by the Head of the Department reserves the venue during the indicated date and time by filling in the Events Booking Form (<https://www.um.edu.mt/conferenceunit/eventsbookingform>).

5.1.4.3 Database/Publisher workshops are conducted during office hours.

5.1.4.4 Workshops which require the use of computers are limited to 40 participants.

- 5.1.4.5 Workshops that do not require participants to use computers are limited to 100 participants.
- 5.1.4.6 Once the venue is confirmed by Conference and Events Unit, Library Manager - Reader Services notifies the speaker and prepares a short promotional notice.
- 5.1.4.7 One of the team members appointed by the Head of the Department uploads a promotional notice on the Library website and Facebook page.
- 5.1.4.8 Head of the Outreach Department is responsible for contacting the Marketing, Communications and Alumni Office to upload the promotional notice on *Newspoint* and send it out to UM staff.
- 5.1.4.9 The Head of the Outreach Department is responsible for contacting the Office of the Registrar to send the promotional notice to students.
- 5.1.4.10 Interested individuals can reserve their place for the workshop by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541.
- 5.1.4.11 One of the team members appointed by Head of the Department creates a reservations spread sheet on the Google drive and shares it with other team members and Library Manager - Reader Services.
- 5.1.4.12 Each member of the team is responsible for taking reservations which include name and surname of the participant and the email address.
- 5.1.4.13 Three days before the workshop, the Head of the Outreach Department appoints one member of the Outreach staff to send email reminders to all participants.
- 5.1.4.14 The Head of the Outreach Department appoints one member of the Outreach staff to participate in the workshop in order to take attendance (for records purposes) and assist the speaker.
- 5.1.4.15 The Head of the Outreach Department is responsible for sending the presentation provided by the speaker to the participants who signed the attendance.
- 5.1.5 Library Tours: Freshers' Week**
- 5.1.5.1 The Head of the Outreach Department together with Library Manager - Reader Services creates the timetable for Library tours to take place during September and October.

- 5.1.5.2 The Head of the Outreach Department appoints one member of the Outreach staff to create an invitation to all first year, Erasmus and Visiting students including dates of the tours and contact details.
- 5.1.5.3 The Library Manager - Reader Services communicates with the Admissions Office to disseminate the invitations.
- 5.1.5.4 One of the team members appointed by the Head of the Department creates a reservations spread sheet on the Google Drive and shares it with other team members and Library Manager - Reader Services.
- 5.1.5.5 One of team members appointed by the Head of the Department uploads a promotional notice on the Library website and Facebook page.
- 5.1.5.6 The Head of the Outreach Department is responsible for contacting the Marketing, Communications & Marketing Office to upload the promotional notice on *Newspoint*.
- 5.1.5.7 The Head of the Outreach Department is responsible for contacting the Office of the Registrar to send the promotional notice to students.
- 5.1.5.8 Interested individuals can reserve their place for the tours by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541. Each member of the team is responsible for taking reservations which include name and surname of the participant and the email address.
- 5.1.5.9 Three days before the tour, the Head of the Outreach Department appoints one member of the Outreach staff to send email reminders to all participants.
- 5.1.5.10 Tours are delivered by Outreach staff and other Library staff members appointed by Library Manager - Reader Services.
- 5.1.5.11 Head of the Outreach Department is responsible for appointing a member of Outreach staff to deliver the tour.

5.1.6 Library Tours: Reservations made by academic staff

- 5.1.6.1 The Outreach Department accepts requests from the academic staff to organise Library tours for specific groups of students.
- 5.1.6.2 Academics can schedule a Library tour by contacting the Outreach Department by sending an email on reservations.lib@um.edu.mt or calling 2340 2541. Information required to schedule the tour include date, time and amount of

participants.

- 5.1.6.3 The Outreach Department can accept a maximum of 20 participants for a Library tour.
- 5.1.6.4 In case of large groups, it is up to a lecturer to divide participants into smaller groups.
- 5.1.6.5 Library tours are scheduled to take a maximum of 40 minutes and are conducted at the Main Library by the Outreach staff.
- 5.1.6.6 The Head of the Outreach Department is responsible for appointing a member of Outreach staff to deliver the tour.

5.2 Library Support

5.2.1 Email and telephone Queries

- 5.2.1.1 Each member of the Outreach Department is responsible for providing phone, email and face-to-face support to users regarding any Library related issues.
- 5.2.1.2 In case of specific queries, each member of the Outreach Department is responsible for directing users to the specific Library departments.
 - Queries related to borrowing, returning, requesting books and fines are to be directed to the Circulation Desk.
 - Queries related to Inter-Library Loans are to be directed to the Reference Department.
 - Queries related to print dissertations and material related to Maltese Islands are to be directed to the Melitensia Department.
 - Queries related to journals, online journals and database access are to be directed to the Periodicals Department.
 - Queries related to OAR@UM and open access are to be directed to the Open Science Department.
 - Queries related to purchasing books are to be directed to the Acquisitions Department.
 - Queries related to misplaced/not found books are to be directed to the Open Floors.
 - Queries related to branch libraries are to be forwarded to the respective branch libraries.

5.2.1.3 In case of technical queries related to *RefWorks*, the Head of the Outreach Department is responsible for contacting the official *RefWorks* Support.

5.2.1.4 In case of technical queries related to *HyDi*, the Head of the Outreach Department is responsible for contacting the Library's IT Support.

5.2.2 **Creating online help files and guidelines**

5.2.2.2 The Head of the Department with the help of other team members is responsible for creating and developing online helpfiles and guidelines related to *HyDi* and *RefWorks*.

5.2.2.3 Files are created as the Word documents and sent out for approval to the Library Management.

5.2.2.4 Once approved, the Head of the Department uploads the file on the Library website (<https://www.um.edu.mt/library/helpandsupport>).

5.3 **Marketing of Workshops**

5.3.1 All workshops are promoted via the Library website, Library Facebook page, *Newspoint* and emails.

5.3.2 One of team members appointed by Head of the Outreach Department uploads the promotional notice on the Library website and Library Facebook page.

5.3.3 The Head of Outreach Department is responsible for contacting the Marketing, Communications & Alumni Office in order to upload promotional material on *Newspoint* and send promotional emails to UM staff members.

5.3.4 The Head of Outreach Department is responsible for contacting the Office of the Registrar to send promotional emails to all students.

5.4 **Reservations of venues**

5.4.1 The Outreach Department is responsible for reserving venues for *HyDi*, *RefWorks* and database/publishers training workshops.

5.4.2 In case of large groups of students, the academic is responsible for reserving the lecture room for the demonstration lecture.

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- 5.4.3 Workshops up to 40 participants, which require the use of computers, are reserved by filling in the Training Room Booking Form available on the IT Services website.
- 5.4.4 Venues for database/publisher workshops that do not require participants to use computers are reserved by filling in the Events/Venue Booking Form available on the Conferences and Events Unit website.

5.5 Managing reservations

- 5.5.1 Individuals interested in attending the workshop can reserve their place by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541.
- 5.5.2 One of the team members appointed by Head of the Outreach Department creates a reservation spread sheet on the Google Drive and shares it with other team members and Library Manager - Reader Services.
- 5.5.3 Each member of the team is responsible for taking reservations which include name and surname of the participant and the email address.
- 5.5.4 Three days before the workshop, Head of the Outreach Department appoints one member of the Outreach staff to send email reminders to all participants.

6. REFERENCES

- 6.1 Events/Venue Booking Form, 2017, Available at <https://www.um.edu.mt/conferenceunit/eventsbookingform> [Accessed 9th November 2017].
- 6.2 Help and Support, 2017, Available at <https://www.um.edu.mt/library/helpandsupport> [Accessed 9th November 2017].
- 6.3 Newspoint, 2017, Available at <https://www.um.edu.mt/newspoint> [Accessed 9th November 2017].
- 6.4 Training Room Booking Form, 2017, Available at <https://www.um.edu.mt/itservices/forms/trainingrooms/> [Accessed 9th November 2017].
- 6.5 Training Workshops, 2017, Available at https://www.um.edu.mt/library/training_workshops [Accessed 9th November 2017].

7. LIST OF APPENDICES/WORKSHEETS

- 7.1 N/A