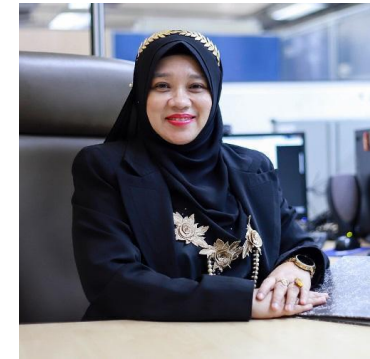


*Managing the Administration and Corporate Department of the Universiti Malaya
Library during the Covid-19.*

Pandemic: Challenges and Learning Agility

Shamsiah Abu Bakar

Perpustakaan Universiti Malaya



ICoLIS 2021
Reimagining Libraries for
a Post - Pandemic World

8th International Conference on Libraries,
Information & Society,
18th - 19th August 2021
Kuala Lumpur, Malaysia



This paper touches on the challenges and important learning agility in managing the Administration and Corporate Department of the University Malaya library during the Covid-19 Pandemic.

Joint organizers:
Universiti Malaya Library
& The Department of Library and Information Science,
Faculty of Arts and Social Sciences, Universiti Malaya

INTRODUCTION

Years	Name
1959- 2020	Chief Librarian Office
2020	Administration & Corporate Department
June 2021	Administration Department (Corporate Unit under Senior Deputy Chief Librarian)

- The change of name in 2020 the department run by Assistant Chief Librarian with 7 units such as Administration Unit, Human Resources Unit, Training Unit, Finance Unit, Maintenance & Infrastructure Unit, Media Unit and Promotion & Corporate Unit
- Total of 1 Assistance Chief Librarian, 18 operation staffs and 1 Senior Librarian

DEFINITION

Learning agility is “the ability of moving swiftly and smoothly; smartness” and “the suitability to presume and produce outcomes rapidly; cognitive keenness” (Murphy, 2001).

According to (DeRue et al., 2012) learning agility is “two psychological processes as perceptual speed and flexible cognition”

Learning agility is about **being able to digest a large amount of information quickly (speed) and figure out what is most important.** DeRue also said you need to be able to change frameworks (flexibility) that help you understand how different things are related or connected

Lombardo and Eichinger (2003), stated that learning agility is divided into 5 parts, namely:-

Mental Agility - includes overcoming problems and complexities in unique ways, making new relationships, and always being curious.

People Agility - being open to others, enjoying interaction with various groups, giving the best to others.

Change Agility- willingness to lead transformation efforts, constantly exploring new options.

Result Agility - delivering results in difficult situations, responding to challenges, inspiring others to achieve more than they think possible.

Self -Awareness - reflective, understanding strengths and weaknesses, seeking personal feedback and views.

OBJECTIVES

- Identify the readiness of librarians in managing the Administration & Corporate Department of PUM.
- Learning agility by librarians in adapting and managing the Administration & Corporate Division.
- Challenges faced during the Covid 19 toward managing the University of Malaya Library.

METHDOLOGY

The methodology used in this paper is qualitative, that is based on experience, observations and views of the librarians itself.

ADMINISTRATION & CORPORATE DEPARTMENT

No	Unit	Position	Duties/Responsibilities
1	Administration Unit	Assistant Librarian (S29) - 1 Administrative Assistant (S26) - 1 Operations Assistant (N11) - 1 Public Assistant (H11) - 5	Managing GLAM inventory Managing GLAM disposal furniture and equipment Managing acquisition/purchasing of office equipment, furniture and others Managing office and cleaning service GLAM Managing the Library vehicle Managing Filing system
2	Human Resources Unit	Administrative Assistant (N19) – 1	Managing staff leave Managing staff attendance Managing staff disciplinary committee Managing staff examination Managing staff placement KPI staff and JD staff
3	Training Unit	Administrative Assistant (N22) – 1	Managing staff training locally and abroad Managing courses/conference inhouse and outside trainer Managing staff conferences locally and abroad Managing industrial training students Managing appointment of library committees

No	Unit	Position	Duties/Responsibilities
4	Finance Unit	Assistant Accountant (W32) -1 Finance Administrative Assistant (W19) - 2	Managing GLAM Expenditure & Budget Managing fines Fund Managing Facilities Fund Managing Museum Fund Managing Gallery Fund
5	Maintenance & Infrastructure Unit	Assistant Engineer (JA29) - 2	Managing GLAM building maintenance and Infrastructure Projects development continuously
6	Media Unit	Assistant Librarian (S22) -1 Administrative Assistant (N22) - 1 Operations Assistant (N11) - 1	Managing AV collection Managing Service Managing Administrative work Managing acquisition/purchasing AV materials Managing Auditorium Booking, Studio, AV Equipment
7	Promotion and Corporate	Senior Librarian (S44) - 1	Managing Library promotion on social media and the Library website Produce posters for events Produce Library Corporate Videos

MAINTENANCE AND INFRASTRUCTURE PROJECT

No	Project Title	Approval	Process
1	Acquisition of Closed Circuit Cameras (CCTV) for the Main Library, Za'ba Memorial Library, Medical Library, Law Library and University of Malaya Archives	Library Facilities Fund (August 10, 2020)	The process of obtaining approval from JKPICT on 11 November 2020
2	Acquisition contract of painting work of the exterior of UM Main Library	Library Facilities Fund (August 10, 2020)	The process of making a quotation by Department of Development & Asset Maintenance (JPPHB)
3	Upgrading of Public Toilets Level 1 of UM Main Library	Library Facilities Fund (August 10, 2020)	The process of making a quotation by JPPHB
4	Upgrading of BSM and Sick Bay rooms	Library Fees Fund (19 February 2020)	Acquisition of SickBay and BSM equipment, furniture and complete process of upgrade the room
5	Renovation and upgrading of Media Unit Librarian room, Auditorium, Meeting Room	Library Fees Fund (19 February 2020)	The process of obtaining approval from JPRUM by JPPHB
6	Project to upgrade toilets to Maker Space	Library Fees Fund (19 February 2020)	The process of making a quotation by JPPHB

No	Project Title	Approval	Process
7	Renovation of the Chief Librarian Office of	Library Fees Fund (19 February 2020)	Process of obtaining approval from JPRUM by JPPHB
8	Upgrading the PA Library System	Library Fees Fund (19 February 2020)	JPPHB approval process
9	Upgrade landscape (24 hours reading area)	Library Fees Fund (19 February 2020)	The process of making a quotation by JPPHB
10	New space project for the UM Art Gallery (2021)	University Budget 2021	The process of preparing working papers and finding new space that could accommodate the collection
11	Rejuvenation Project for the level 1 and 2 of the Main Library (2021) Library Facilities Fund Allocation 2021 Process of preparing working papers and required allocation	Library Facilities Fund 2021	Process of preparing working papers, getting quotation and required allocation
12	UM old bus upgrading project (2021)	Library Facilities Fund 2021	Process of preparing working papers, getting quotation and required allocation

TRAINING EVENTS 2020

No	Course Title	Date/Time	Total participants	Place
1	Incites Workshop	6 March 2020 (9.00-12.00pm)	18	Lab C UML
2	KPI Workshop	9 March 2020 (9.00-5.00pm)	31	UM Gallery
3	Fumigation & Printed Material Treatment Workshop	12 March 2020 (9.00-4.30pm)	31	Preservation & Conservation Unit
4	Acquisition Workshop (preparation for Internal Audit)	23 July 2020 9.00 – 11.00am (Session 1) 11.00-1.00 pm (Session 2)	21 (session 1) 17 (Session 2)	LAB C UML
5	Leadership Development Programme for Librarians and Curator	14-15 Sept 2020	50	PAUM

TRAINING EVENTS 2020

No	Course Title	Date/Time	Total participants	Place
6	New Information Literacy Course (Cluster SHE)	24-25 Sept 2020	10	Lab C UML
7	Geese Principles : 1 Team 100% Engagement	5-6 Oct 2020	50 (Session 1 & 2)	PAUM
8	Review on title list eBook 2020 training	8 Oct 2020	9	Pendeta Meeting Room
9	Medical Library as a workplace workshop	2 Dec 2020	18	Medical Library
10	Mental Health: Are you OK? Symptoms and Solutions	22 Dec 2020	84	Online (Google meet)
	Total		339	

TRAINING EVENTS 2021

NO	Course Title	Date	Time	Fasilitator	Total Participants
1	Interpersonal Communication workshop	22/6/2021	9.00-2.00pm	Shamsiah Abu Bakar	85
2	Public Speaking workshop	24/6/2021	9.00-2.00pm	Shamsiah Abu Bakar	71
3	“Tempayan” and “Martaban”: History, introduction and Museum of Asian Art (MSA) collection	1/7/2021	10.00-12.00pm	Aziz Abd Rashid	57
4	Ceramic Artifacts: An Introduction	29/7/2021	9.30-12.00pm	Aziz Abd Rashid	86
5	Introduction to Cataloging Module, Blue Cloud Analytic for library collection report generation workshop	2/8/2021	9.00-12.00pm	Zaharah Ramly	72
6	Introduction to Copyright Law workshop	5/8/2021	10.00 – 11.30am	Ratnawati Sari Mohamad Amin	63

TRAINING EVENTS 2021

NO	Course Title	Date	Time	Fasilitator	Total Participants
7	All for One: Teamwork	12/8/2021	9.00-2.00pm	Shamsiah Abu Bakar	75
8	ICOLIS 2021 Conference	18- 19/8/2021	9.00-5.00pm	UM Library & The Department of Library and Information Science, FSSS	153 (18/8/2021)
9	Information Literacy Workshop	25/8/2021	10.00- 12.00pm	Maziah Salleh	
10	Healthy Eating talk	27/8/2021	10.00-11.00	Dr Sareena Hanim Hamzah	
11	All for One: Leadership	8/9/2021	9.00-2.00pm	Shamsiah Abu Bakar	
12	How to Write Reference to Legal Material?	15/9/2021	10.00 – 11.30am	Ratnawati Sari Mohamad Amin	
13	Personal Development Plan & Action	30/9/2021	9.00-2.00pm	Shamsiah Abu Bakar	
	Total			662 includes ICOLIS	509staff

LEARNING AGILITY

Mental Agility

- Strong (problem solving)
- Motto – for the sake of Library
- Fast Thinker (decision making)
- Curiosity (high spirit)
- Teamwork
- Opinion others (Top Management, Staff, HR Department, JPPHB, Faculty, ICT, Finance)
- Buildup new relationship

People Agility

- Build rapport (21 years working in UM)
- Openness
- Happy go-lucky
- Good Interpersonal Communication Skills
- Technology – WhatsApp, email, smartphone others
- Join all events (UM events, Faculties events other)
- High spirit of cooperation

Change Agility

- Spirit and desire to change
- Willing to grab the challenge
- Training conduct online more new knowledge can be delivered to others. Could help in change
- Staff are also willing to work regardless of time
- Lead Transformation effects

LEARNING AGILITY

Result Agility

- Results orientation
- Together do it
- Difficulties and constraints of working hours
- Librarians to provide inspiration and support to staff is a success in the organization
- Training provided can also provide enthusiasm and inspiration to the staff
- The success of a project can inject enthusiasm into everyone in the organization
- Guide staff not to do on their own

Self-Awareness Agility

- To improve themselves
- Openness
- Eye-opener to grab new skills
- Strengths and Weaknesses

CONCLUSION

We cannot reject technology but need to keep pace and go along with technology to provides the best services and facilities even though during the Covid-19 pandemic.

Even though we are Librarian but not a problem for us to do (“N” jobs, “W” jobs) as long the organization move well and for us not to stay back but move forwards

Pandemics have opened a new leaf to the world of librarianship as PUM’s administrative system changes pattern from traditional face to face to social media use such as google meet, webinar, zoom, Microsoft team and so on.

Learning agility is important in ensuring that the Administration Department which consists of several units will continue to operate well and smoothly. Although the Covid 19 pandemic has hit the world, the role of librarians for the development of PUM needs to be upgraded and not a barrier for PUM to move forward.

REFERENCE

- Ciric, D., Lalic, B., Gracanin, D., Tasic, N., Delic, M., & Medic, N. J. P. M. (2019). Agile vs. traditional approach in project management: Strategies, challenges and reasons to introduce agile. *Procedia Manufacturing* 39, 1407-1414.
- Cohen, D., Lindvall, M., & Costa, P. (2004). An Introduction to agile methods. *Advances In Computers*, 62, 1-66. doi:10.1016/S0065-2458(03)62001-2
- Dent, F.E., Holton, V., & Hind, P. (2020). *Career agility: Strategies for success*. Newcastle-upon-Tyne: Cambridge Scholars Publishing.
- DeRue, D. S., Ashford, S. J. and Myers, C. G. (2012), Learning agility: In search of conceptual clarity and theoretical grounding. *Industrial and Organizational Psychology*, 5(3), 258-279.
- Kim, H. J., Hong, A. J., & Song, H. D. (2018). The relationships of family, perceived digital competence and attitude, and learning agility in sustainable student engagement in higher education. *Sustainability (Switzerland)*, 10(12). doi:10.3390/su10124635
- Lombardo, M., & Eichinger, R. (2003). *The leadership architect norms and validity report*. Minneapolis, MN: Lominger Limited.
- Murphy, M. L. (2001). The American heritage dictionary of the english language. *Dictionaries: Journal of the Dictionary Society of North America*, 22(1), 1-54.
- Murphy, S. M. (2021). *Learning agility and its applicability to higher education*. New York: Columbia University.
- Nicky, D., Tim, V., & Roland, P. (2012). The role of learning agility and career variety in the identification and development of high potential employees. *Personnel Review*, 41(3), 340-358. doi:10.1108/00483481211212977