

# **Guidelines on Resources, Services and Facilities at INCEIF Knowledge Management Centre (KMC)**

**14 – 27 October 2020**

\* The guidelines will be reviewed and updated from time to time. For any enquiry, please email [kmc@inceif.org](mailto:kmc@inceif.org).

The objective of this guideline is to:-

1. Ensure compliance to the Standard Operating Procedure (SOP) by Ministry of Health Malaysia to curb the spread of COVID-19 among INCEIF staff and customers of the Knowledge Management Centre (KMC).
2. Ensure INCEIF KMC physical premise is free from COVID-19.
3. Continue providing physical resources and services to the customers during the pandemic.

We prepare this guideline in the form of Questions and Answers (Q&A) regarding the use of KMC resources, services and facilities to assist our customers. Cannot find the questions or answers you are looking for? Please email it directly to [kmc@inceif.org](mailto:kmc@inceif.org). Thank you for your understanding.

<b>Question 1</b>	<b>What are the KMC's operating hours?</b>
Answer	<p>Our campus is temporarily closed from 14 October 2020 until 27 October 2020, following the latest announcement by the Malaysian Government to impose Conditional Movement Control Order (CMCO) in Kuala Lumpur, Putrajaya, Selangor and Sabah.</p> <p>Our team is working remotely and you may send an email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> for any enquiries (weekdays, 8.30 am to 5.30 pm).</p>

<b>Question 2</b>	<b>Can students come to the KMC to access the resources and use the facilities?</b>
Answer	<p>Our campus will be temporarily closed from 14 October 2020 until 27 October 2020.</p> <p>You may access our resources remotely at (please log in for better experience):-</p> <ol style="list-style-type: none"><li>1. INCEIF Knowledge Portal (<a href="http://www.inceif.org/inceif-knowledge-portal/">www.inceif.org/inceif-knowledge-portal/</a>)</li><li>2. KMC Portal (<a href="https://kmcportal.inceif.org/client/en_AU/v2">https://kmcportal.inceif.org/client/en_AU/v2</a>)</li><li>3. INCEIF Knowledge Repository (<a href="https://ikr.inceif.org/">https://ikr.inceif.org/</a>)</li></ol> <p>If you have any issues or enquiries, please email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a>.</p>

<b>Question 3</b>	<b>Can I return the books that I am currently borrowing?</b>
Answer	<p>Please keep all books that you are borrowing with you, until we re-open. You do not have to worry about the due date as we have extended your borrowing period until 12 November 2020. Please check in KMC Portal (log in required) to confirm on the new due dates.</p>

<b>Question 4</b>	<b>Can I use electronic resources off-campus?</b>
Answer	<p>Yes, our electronic resources (ebooks, ejournals and scholarly/financial databases) are available for off-campus access (remote access). Log in through Single-Sign-On (SSO) and use the right details (Student/Staff/Member ID and password) to gain full access. For access to financial databases, please email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> to get the log-in credentials.</p>

<b>Question 5</b>	<b>What alternatives are there other than borrowing physical books?</b>
Answer	<p>We provide perpetual access to ebooks collection that are available in platforms such as ProQuest Ebook Central, Wiley Online Library, Ebscohost Ebooks, ScienceDirect, Taylor &amp; Francis, and Gale Virtual Reference Library (GVRL).</p> <p>To access, please follow the steps below:-</p> <ol style="list-style-type: none"> <li>1) log in to KMC Portal (<a href="https://kmcportal.inceif.org">https://kmcportal.inceif.org</a>) using your KMC credentials (Student/Staff/Member ID and password (<i>students should use the same password as your Student Portal password</i>)).</li> <li>2) Click on “Explore Collection” button (left-hand panel).</li> <li>3) Click e-Books tab.</li> <li>4) Choose from the available platforms listed, click (e.g. Wiley Online Library), and you will be directed to the platform’s page (<i>the platform will show INCEIF’s name on its front page to indicate that you have successfully log in, so you don’t have to sign in again</i>).</li> <li>5) Start searching.</li> </ol> <p>If you have issues to log in and/or access, kindly email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> and provide the screenshot so that we can assist you better.</p>

<b>Question 6</b>	<b>How can I access the subscribed databases?</b>
Answer	<p>To access scholarly databases, please follow the steps below:-</p> <ol style="list-style-type: none"> <li>1) log in to KMC Portal (<a href="https://kmcportal.inceif.org">https://kmcportal.inceif.org</a>) using your KMC credentials (Student/Staff/Member ID and password).</li> <li>2) Click on “Explore Collection” button (left-hand panel)</li> <li>3) Choose from the tabs to access e-Books, e-Journals &amp; Magazines or Online Databases.</li> </ol> <p>For financial databases, please email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> to get the log-in credentials for remote access.</p> <p>If you have issues to log in and/or access our subscribed databases (scholarly/financial), kindly email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> and provide the screenshot so that we can assist you better.</p>

<b>Question 7</b>	<b>I do not know how to use financial and/or scholarly databases. I need help and guidance. Can KMC staff assist me?</b>
Answer	<p>Database consultation service is available on Tuesdays and Thursdays (10.00 am – 12.30 pm) and it is by appointment only. Send an email to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a> to book an appointment (at least one (1) day in advance). Our consultation will be done through online.</p>

<b>Question 8</b>	<b>I am trying to complete an assignment and need some advice on the library resources. Who can help me?</b>
Answer	<p>Please send your enquiry to <a href="mailto:kmc@inceif.org">kmc@inceif.org</a>, our staff will provide necessary guidance based on your questions. The consultation/guidance will be done through</p>

	virtual communications (email or scheduled online session) because we want to limit face-to-face staff-user interaction.
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<b>Question 9</b>	<b>I am one of INCEIF's PhD student. Can I still go to other university libraries that INCEIF has collaboration with?</b>
Answer	You won't be able to visit other university libraries as all universities in Kuala Lumpur, Putrajaya, Selangor and Sabah are closed due to Conditional Movement Control Order (CMCO) from 14 to 27 Oct 2020.

<b>Question 10</b>	<b>I found a book in other university library that is not available in KMC. Can KMC arrange for interlibrary loan?</b>
Answer	<p>KMC temporarily halts interlibrary loan service until further notice. Whilst we cannot source physical items, we will try to find/recommend digital versions if available (document delivery).</p> <p>Please send your request using our request form in KMC Portal or through email at <a href="mailto:kmc@inceif.org">kmc@inceif.org</a>. We will respond and provide more update of your request within three (3) working days.</p>

<b>Question 11</b>	<b>How will I find out about changes or updates to services provided by INCEIF KMC?</b>
Answer	<p>We will update this Guidelines to reflect any changes to our services and to provide other important information.</p> <p>Please check in KMC Portal and postings in our Facebook page for updates.</p>

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