

**Guideline on Resources, Services and Facilities at
INCEIF Knowledge Management Centre (KMC) during
Recovery Movement Control Order (RMCO)**

***1 July – 30 September 2020**

* This guideline will be reviewed and updated from time to time.

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 KMC services to the customers during the pandemic.

We prepare this guideline in the form of Questions and Answers (Q&A) regarding our resources, services and facilities starting from 1 July 2020 when we re-opened to our customers. Cannot find the questions or answers you are looking for? Please email it directly to kmc@inceif.org. Thank you for your understanding.

Question 1	What are the KMC's operating hours?		
Answer	KMC operating hours beginning 1 July 2020 will be as below:-		
		AM	PM
	Monday – Thursday	10.00 am to 12.45 pm	1.00 pm to 3.45 pm
	Friday	10.00 am to 12.30 pm	2.00 pm to 4.00 pm
	Saturday, Sunday & Public Holiday	CLOSED	

Question 2	Is there a limit on the number of people allowed to use KMC's physical services?
Answer	Yes, the maximum number of people allowed in the KMC at one time is 25 pax.

Question 3	Can students come to the KMC to access the resources and use the facilities?
Answer	We only allow students who have received permission* to come to the campus to access our physical resources, services and facilities (*subject to the approval and list of names that KMC receives from RSS).

Question 4	Can students conduct group discussions in the KMC?
Answer	We do not allow for group discussions to be conducted in the KMC at the current moment.

Question 5	Can I borrow/refer to physical books?
Answer	To support physical distancing, the shelves area is now identified as "No Entry Area" due to it being an enclosed space. Users are not allowed to access and retrieve the physical books on their own. Please get assistance from our staff at the KMC Counter if you want to request for a specific title or books on a specific subject area. Our staff will get the books for you.

Question 6	I do not get the permission to come to campus and use KMC physical resources. Can I make a request to pick up physical books?
Answer	<p>If you do not get the permission to be at campus but still would like to borrow book(s), kindly check the title and Call Number of the book(s) from KMC Portal (https://kmcportal.inceif.org). Send the details to us via email (kmc@inceif.org). We'll reply to your email with information of when the book is ready to be collected. You have to collect the book(s) within 5 working days of receiving our email and the time will be between 10.00 am to 3.30 pm (weekdays only).</p> <p>Please inform us a day in advance before coming to INCEIF, so we can prepare and pass the books to staff on duty.</p>

Question 7	Can I return the books that I am currently borrowing?
Answer	<p>[For student who gets the permission to be at campus] At this moment we have extended the due date of the books until 5 October, but you may return the books earlier than the due date to our staff at the KMC Counter. Kindly put the books in a plastic bag and place it in the box nearby KMC Counter. We will put your books in our "isolation room" for at least 24 hours before we process and return it to the shelves.</p> <p>[For student who DOES NOT get the permission to be at campus] You may inform KMC of the date and time when you plan to return the books by emailing kmc@inceif.org. We will arrange the necessary and confirm with you one (1) day before the date. When returning the books, please PUT ALL YOUR RETURN MATERIALS IN PLASTIC BAG for safety and security purposes.</p>

Question 8	Can I use electronic resources off-campus?
Answer	<p>Yes, our electronic resources (ebooks, ejournals and databases) are available for off-campus access (remote access). Please ensure that you are log in through Single-Sign-On (SSO) and using the right details (User ID and password) to gain full access. For access to financial databases, please email to kmc@inceif.org to get the log-in credentials.</p>

Question 9	How can I access the subscribed databases?
Answer	<p>To access subscribed databases, please follow the steps below:-</p> <ol style="list-style-type: none"> 1) log in to KMC Portal (https://kmcportal.inceif.org) using your KMC credentials (Student/Staff/Member ID and password). 2) Click on "Explore Collection" button (left-hand panel) 3) Choose from the tabs to access e-Books, e-Journals & Magazines or Online Databases. <p>If you have issues to log in and/or access, kindly email to kmc@inceif.org and provide the screenshot so that we can assist you better.</p>

Question 10	Can I use the computer terminals in the database room to access financial databases?
Answer	<p>We do not allow users to enter and use the database room as it is an enclosed space. The database room is being used as the “isolation room”, where we temporarily store materials returned by users for at least 24 hours before processing and putting it back on the shelves.</p> <p>You may access financial databases at the PC terminals area. We have done the necessary set-up to some of the computers at this area. Please get assistance from our staff at KMC Counter to log in.</p> <p>We encourage our users to access subscribed financial and scholarly databases remotely/off-campus. Kindly email to kmc@inceif.org to request for assistance or log in credentials for remote access.</p>

Question 11	I do not know how to use the financial and/or scholarly databases. I need help and guidance. Can KMC staff assist me?
Answer	<p>Database consultation service is available on Tuesdays and Thursdays (10.00 am to 12.45 pm) and it is by appointment only. Kindly email to kmc@inceif.org to book an appointment (at least one (1) day in advance). Our consultation will be done through online.</p>

Question 12	I am trying to complete an assignment and need some advice on the library resources. Who can help me?
Answer	<p>Please send your enquiry to kmc@inceif.org and our staff will advise and guide you. The consultation/guidance will be done through virtual communication (email or scheduled online session) because we want to limit face-to-face staff-user interaction.</p>

Question 13	I found a book in other university library that is not available in KMC. Can KMC arrange for interlibrary loan?
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 kmc@inceif.org. We will respond and provide more update of your request within three (3) working days.</p>

Question 14	I'm a student from other University. I need to access financial databases to get data for my research. My lecturer told me that I can get it from INCEIF KMC. Can I come tomorrow?
Answer	<p>We understand your need but we can't allow you to enter and use the online databases that we subscribe to for the time being.</p> <p>INCEIF KMC is taking the precautionary measures seriously. At the moment, visitors as below are not allowed into our campus to go to the KMC, until further notice:-</p> <ol style="list-style-type: none"> 1) Students from MoU partners 2) Students from other universities 3) Industry practitioners 4) KMC subscribers 5) General public and family members of staff/student

Question 15	How will I find out about changes or updates to KMC Services?
Answer	<p>We will update this Guideline 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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