

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

Effective date: 6 – 17 May 2021

* We will review and update this guidelines from time to time. For any enquiry, please email 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 teaching, learning and research resources and services to the customers during the pandemic.

We prepared this guideline in the form of Questions and Answers (Q&A) regarding the use of KMC resources, services and facilities to assist our customers. Can't 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	<p>Following the latest announcement by the Malaysian Government to impose Movement Control Order (MCO) in 6 districts in Selangor, we are working remotely (work-from-home) until 17 May 2021.</p> <p>During this period, you may send your enquiries to our email, kmc@inceif.org. We will assist and respond to your emails during weekdays as follows:</p> <table border="1"><thead><tr><th>Date</th><th>Time</th></tr></thead><tbody><tr><td>6 – 12 May 2021</td><td>8.00 am – 4.30 pm</td></tr><tr><td>13 – 14 May 2021 – CLOSED FOR EIDUL FITRI</td><td></td></tr><tr><td>17 May 2021</td><td>8.30 am – 5.30 pm</td></tr></tbody></table> <p><i>Closed on weekends and public holidays.</i></p> <p>The above information is also available in COVID-19 Update Microsite.</p>	Date	Time	6 – 12 May 2021	8.00 am – 4.30 pm	13 – 14 May 2021 – CLOSED FOR EIDUL FITRI		17 May 2021	8.30 am – 5.30 pm
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Question 2	Can students come to the KMC to access the resources and use the facilities?
Answer	<p>We remain closed for now. However, you may access KMC resources remotely at:</p> <ol style="list-style-type: none">1. INCEIF Knowledge Portal (www.inceif.org/inceif-knowledge-portal/)2. KMC Portal (https://kmcportal.inceif.org/client/en_AU/v2)3. INCEIF Knowledge Repository (https://ikr.inceif.org/) <p>Please log in for better user experience. If you have any issues to log in or enquiries, please email to kmc@inceif.org.</p>

Question 3	Can I make a request to pick up physical books?
Answer	<p>All our staff are working remotely (work-from-home) at the moment. Therefore, we highly recommend that you refer to our ebooks in the platforms that we have (ProQuest Ebook Central, Wiley Online Library, Ebscohost Ebooks, ScienceDirect, Taylor & Francis, and Gale Virtual Reference Library (GVRL)). Please refer to Question 4 on how to access.</p> <p>Thank you for your understanding.</p>

Question 4	What alternatives are there other than borrowing physical books at KMC?
Answer	<p>1) KMC ebooks collection</p> <p>We provide perpetual access to ebooks through platforms such as ProQuest Ebook Central, Wiley Online Library, Ebscohost Ebooks, ScienceDirect, Taylor & Francis, and Gale Virtual Reference Library (GVRL).</p> <p>To access, 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 (<i>students should use the same password as your Student Portal password</i>)). 2) Click on “Explore Collection” button (left-hand panel). 3) Click e-Books tab. 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>). 5) Start searching. <p>NOTE: 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> <p style="text-align: center;">-----</p> <p>2) Open access ebook</p> <p>We provide links to open access ebooks from various institutions/platforms. You may find the institutions/platforms by following the steps below:</p> <ol style="list-style-type: none"> 1) Go to KMC Portal (https://kmcportal.inceif.org). 2) Click on “Explore Collection” button (left-hand panel). 3) Click Open Access tab. 4) Choose from the listed open access ebooks’ platforms. 5) Start searching. <p>NOTE: Ebooks available in each platform are managed by respective organizations/platform providers. INCEIF KMC does not own/control the availability of titles in these platforms.</p>

Question 5	Can I return the books that I am currently borrowing?
Answer	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 31 May 2021. Please check in KMC Portal (log in required) to confirm on the new due dates.

Question 6	I have returned to my home country. With the border control, I still could return to Malaysia. How can I return the books that I am currently borrowing?
Answer	Please inform by emailing us at kmc@inceif.org . We will advise you accordingly.

Question 7	Can I use electronic resources off-campus/at home?
Answer	Yes, our electronic resources (ebooks, ejournals, scholarly/financial databases, past year exam papers) 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. To access financial databases, email to kmc@inceif.org to get the log-in credentials.

Question 8	How can I access KMC's subscribed databases?
Answer	<p>To access scholarly 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-Journals & Magazines or Online Databases. <p>For financial databases, email to kmc@inceif.org to get the log-in credentials for remote access.</p> <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 9	I do not know how to use financial and/or scholarly databases. I need help and guidance. Can KMC staff assist me?
Answer	Database consultation service is available on Tuesdays and Thursdays (10.00 am – 12.00 pm, 2.00 pm – 4.00 pm). It is by appointment only and subject to our staff's availability. Send an email to kmc@inceif.org to book your appointment at least one (1) day in advance. <u>The consultation will be conducted through online.</u>

Question 10	I am trying to complete an assignment and need some advice on the library resources. Who can help me?
Answer	Please send your enquiry to kmc@inceif.org , our staff will provide necessary guidance based on your questions. The consultation/guidance will be done through virtual communications (email or scheduled online session).

Question 11	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 update about your request within three (3) working days.</p>

Question 12	How will I find out about changes or updates to services provided by INCEIF KMC?
Answer	We will update this Guidelines to reflect any changes and post it in the identified communication platforms.

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