

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

Effective date: 1 September 2021

* We will review and update this guideline 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>With the full Movement Control Order (MCO) in place as announced by the Malaysian Government, we are working remotely (work-from-home) to assist you with your learning, teaching and research needs.</p> <p>You may send your enquiries to kmc@inceif.org and we will provide our assistance virtually (via email or online meeting) according to the timing below:</p> <table border="1"><thead><tr><th>Date</th><th>Time</th></tr></thead><tbody><tr><td>Weekdays</td><td>8.30 am – 5.30 pm</td></tr><tr><td>Weekend & Public Holidays</td><td>CLOSED</td></tr></tbody></table> <p>The above information is also available in COVID-19 Update Microsite.</p>	Date	Time	Weekdays	8.30 am – 5.30 pm	Weekend & Public Holidays	CLOSED
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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 until we re-open. All due dates have been extended to 30 September 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 couldn’t 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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