

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

Effective date: 15 October 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>Our operating hours starting 15 October 2021 is shown below:-</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Monday – Thursday</td> <td>8.30 a.m. – 5.30 p.m.</td> </tr> <tr> <td>Friday (Closed from 12.30 pm for Friday prayer)</td> <td>8.30 a.m. – 12.30 p.m. 2.30 p.m. – 5.30 p.m.</td> </tr> <tr> <td>Saturday, Sunday & Public Holiday</td> <td>CLOSED</td> </tr> </table> <p>If you have any enquiries, please reach out to KMC team by sending an email to kmc@inceif.org.</p> <p>The above information is also available in COVID-19 Updates Microsite.</p>	Monday – Thursday	8.30 a.m. – 5.30 p.m.	Friday (Closed from 12.30 pm for Friday prayer)	8.30 a.m. – 12.30 p.m. 2.30 p.m. – 5.30 p.m.	Saturday, Sunday & Public Holiday	CLOSED
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Question 2	Is there a limit on the number of users allowed to use KMC's physical services?
Answer	Yes, the maximum number of users allowed in the KMC at one time is 25 pax.

Question 3	Should I obtain an approval before coming to the KMC?
Answer	Yes, please obtain approval from Registry & Student Services (RSS) department if you wish to utilize KMC's physical resources, services and facilities. RSS will share with KMC the name list of those allowed to be on campus.

Question 4	Can I borrow/refer to physical books?
Answer	The aisle between the shelves is quite narrow. Therefore, we limit to 2 users per aisle at one time to maintain physical distancing (at least 1-meter gap). We recommend you to search for books that you want from KMC Portal (https://kmcportal.inceif.org) before retrieving the book(s) from the shelves.

Question 5	I do not get the permission to come to campus and use KMC physical resources. But, can I make a request to pick up physical books?
Answer	If you do not get the permission to be at campus and 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 (weekdays only).

	Please inform us a day in advance before collecting the book(s) so that we can make proper arrangement.
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Question 6	If I do not get the permission to be on campus, 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 7	Can I return the books that I am currently borrowing?
Answer	<p>Yes, you can. Please obtain approval from RSS if you wish to come to KMC and return the book(s). Take note that INCEIF allows limited number of students to be on campus at one time (50 students). If you do not get the permission, you may pass the books to the security guard at the main entrance and we will collect the books later.</p> <p>As precautionary measure, PUT ALL MATERIALS YOU WANT TO RETURN IN SEALED PLASTIC BAG. Please also write down your details to assist us when updating your record. We will keep all returned items in the “isolation room” for at least 24 hours before we update the status in our system and return it to the shelves.</p>

Question 8	I have returned to my home country. With the border control, I could not 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 9	Can I use electronic resources off-campus/at home?
Answer	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 kmc@inceif.org to get the log-in credentials.

Question 10	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 11	Can I use computer terminals in the database room to access financial databases?
Answer	<p>The database room is currently closed. We use it as "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>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 12	I do not know how to use financial and/or scholarly databases. I need help and guidance. Can KMC staff assist me?
Answer	<p>Database consultation service is available on Wednesdays (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. You are advised to bring your own laptop for the online meet.</u></p>

Question 13	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@inцейf.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 14	I found a book in other university library that is not available in KMC. Can KMC arrange for interlibrary loan?
Answer	Please send your request using our request form in KMC Portal or through email at kmc@inцейf.org . We will respond and provide update about your request within three (3) working days.

Question 15	Can students conduct group discussions in the KMC?
Answer	We do not allow group discussions to be conducted in the KMC at the current moment.

Question 16	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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