Experts

UMP Library provides the best service in the new norm

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Dealing with the COVID-19 pandemic in the long run is not an easy task. It also affects the whole world. No exception, the services offered by the public sector also need to be adapted to the new norms.

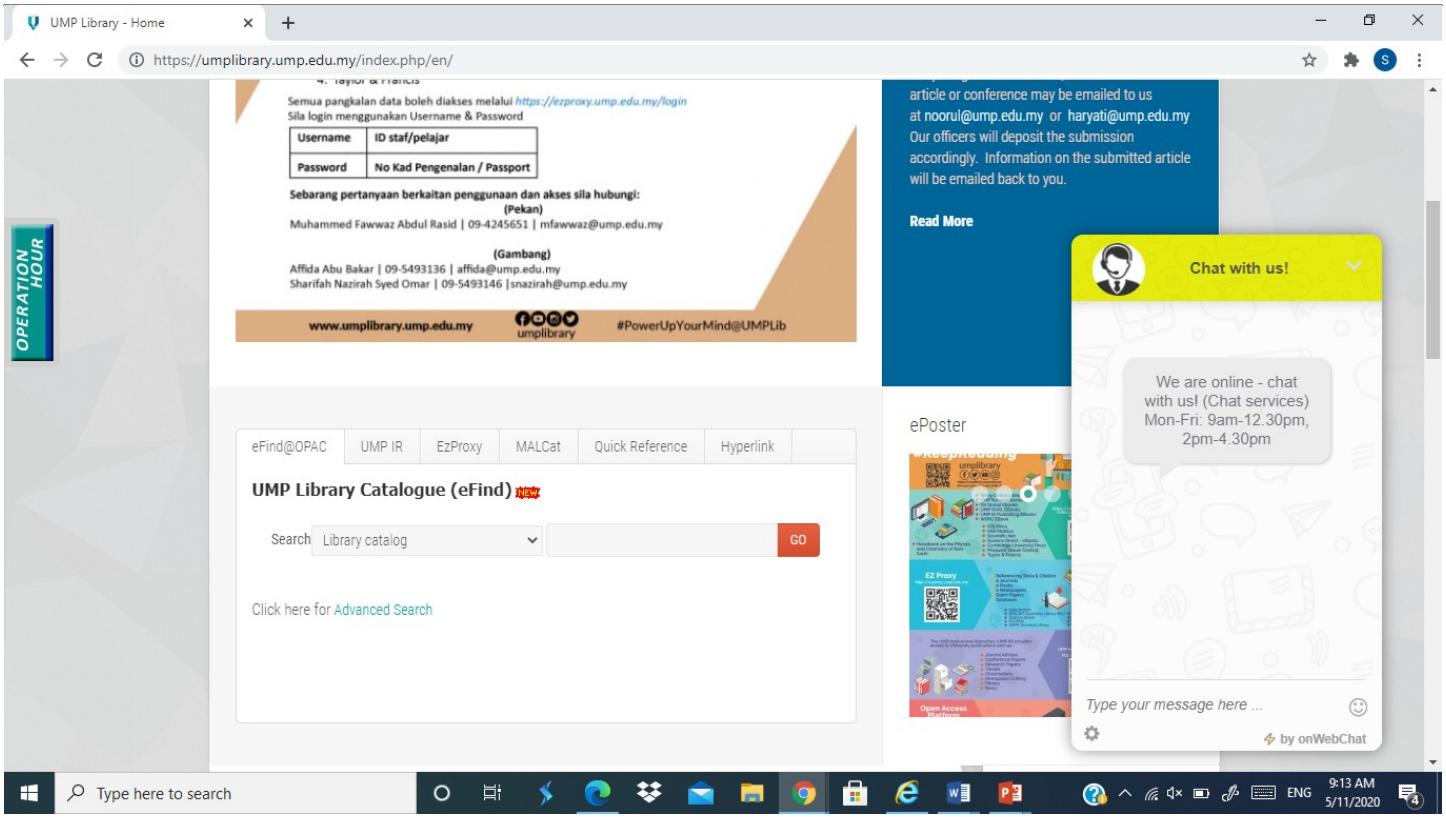
Academic libraries face challenges when their users, especially students, study at home. All services offered by the university departments should be in line with the online and distance learning.

UMP Library also makes every effort to ensure that users are not hindered in getting services for the purpose of teaching and learning and research. Since last March, several changes and additions to the service have been included to help users. Among them are:

a. *LiveChat*,
b. Online users classes,
c. Scanned materials service,
d. Full access for PSM and theses in eColLIB via EzProxy,
e. Long-term loan,
f. Fine freezing,
g. Drop and collect zone, and
h. Changes in service hours

a. LiveChat

LiveChat is an online query service using the Library portal. Users whether UMP staff or outsiders can ask questions using this platform. Librarians will serve according to the schedule from 9.00 am to 4.00 pm. This LiveChat will continue even after the pandemic and the Conditional Movement Control Order (CMCO) as a channel to give quick feedback to virtual citizens.



LiveChat layout in UMP Library portal

b. Online users classes

Before the COVID-19 pandemic hit, online classes were held if speakers could not be in the designated location. However, since last March, all classes have been held online. Not just according to the set schedule, users can apply for a date that suits their free time.

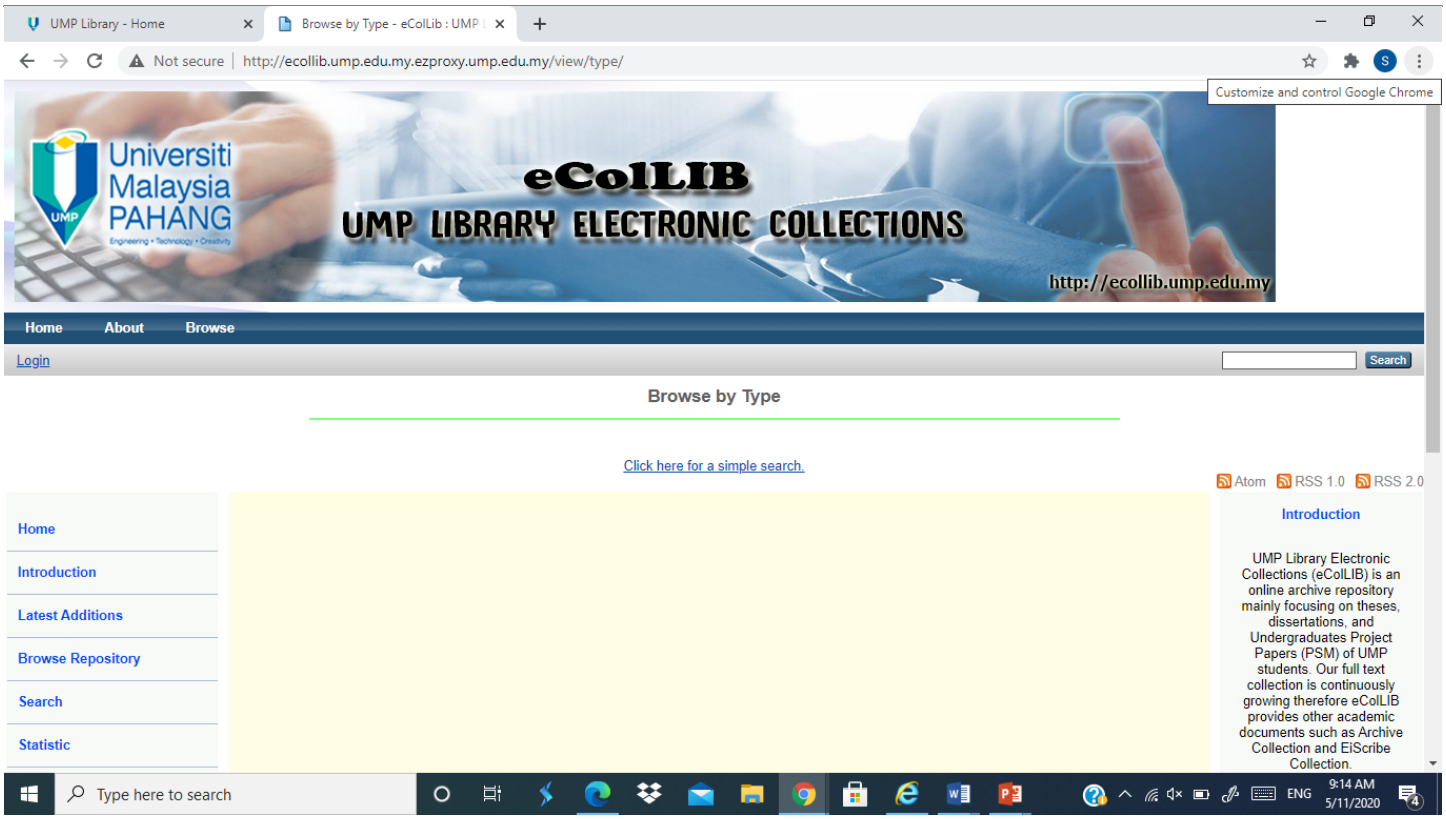
c. Scanned materials service

Users who need printed materials by chapter or page can inform the librarian in the Education and Research Section. This service is provided because not all users are in Pahang that allows them to borrow physical materials. The physical materials will be scanned by staff and will be emailed to users. This service is limited to a few required chapters or pages only

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d. Full access for PSM and theses in eColLIB via EzProxy

The access for Electronic Collection Library (eColLIB) was previously restricted within the Library building only. But since the pandemic hit, it can be accessed from the outside through EzProxy (http://ezproxy.ump.edu.my). Typically, users access the full text of the Undergraduate Projects (PSM) and theses at eColLIB.



Layout of eColLIB

e. Long-term loan

Do not worry when bringing borrowed materials back to hometown. Users can apply for a long-term loan to prevent them from receiving a return notice as well as payment of fines.

f. Fine freezing

Realising that many users are trapped in their hometowns or elsewhere, the Library has applied with the university management to freeze the payment of fines. It gives relief to the borrowers when no fine is imposed even though the borrowing period has expired. The borrowers' responsibility is to ensure that the materials borrowed are well taken care of.

g. Drop and collect zone

Users who want to return and borrow books can do so at the Library entrance without having to go to the counter. Carts are available at the Library entrance. Users can place the materials they want to return into the provided cart.

For borrowing books, users only need to send a message via WhatsApp to the staff on duty by providing the details of the borrower. Once the book is available, users can pick it up at the desk provided. This service is available from May to August. Once the Library is fully open to users, they can borrow and return books at the kiosks provided in the Library.

h. Changes in service hours

The Library operating hours until December 2020 have been shortened to 5.00 pm only. However, during the examination duration, the Library is open until 10.00 pm to provide opportunities for students around the campus to study in a comfortable and suitable place.



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