

*Reimagining Libraries for a  
Post-Pandemic World*

**ICOLIS 2021**

**8th International Conference  
on Libraries, Information and Society**

■ 18 & 19 August 2021

Kuala Lumpur, Malaysia

# **Outreach and Engagement in the Time of a Pandemic: USM Library Experience**

**Asma Wati Ibrahim, Cik Ramlah Che Jaafar, Noor Adilah Azmi, Mohd Kamal Mohd Napiah, Mohd Nasir Md Rashid, Musa Mohamed Ghazali, Rosnani Ahmad, Shahriza Fadly Misaridin, Nurul Azurah Mohd Roni, Jamilah Hassan Basri, Noor Anisah Khadiri and Lizawati Muhammadan**

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**Presented by:**

**Asma Wati Ibrahim**

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## **Purpose**

- Share USM Library experience in response pandemic Covid-19
- Document

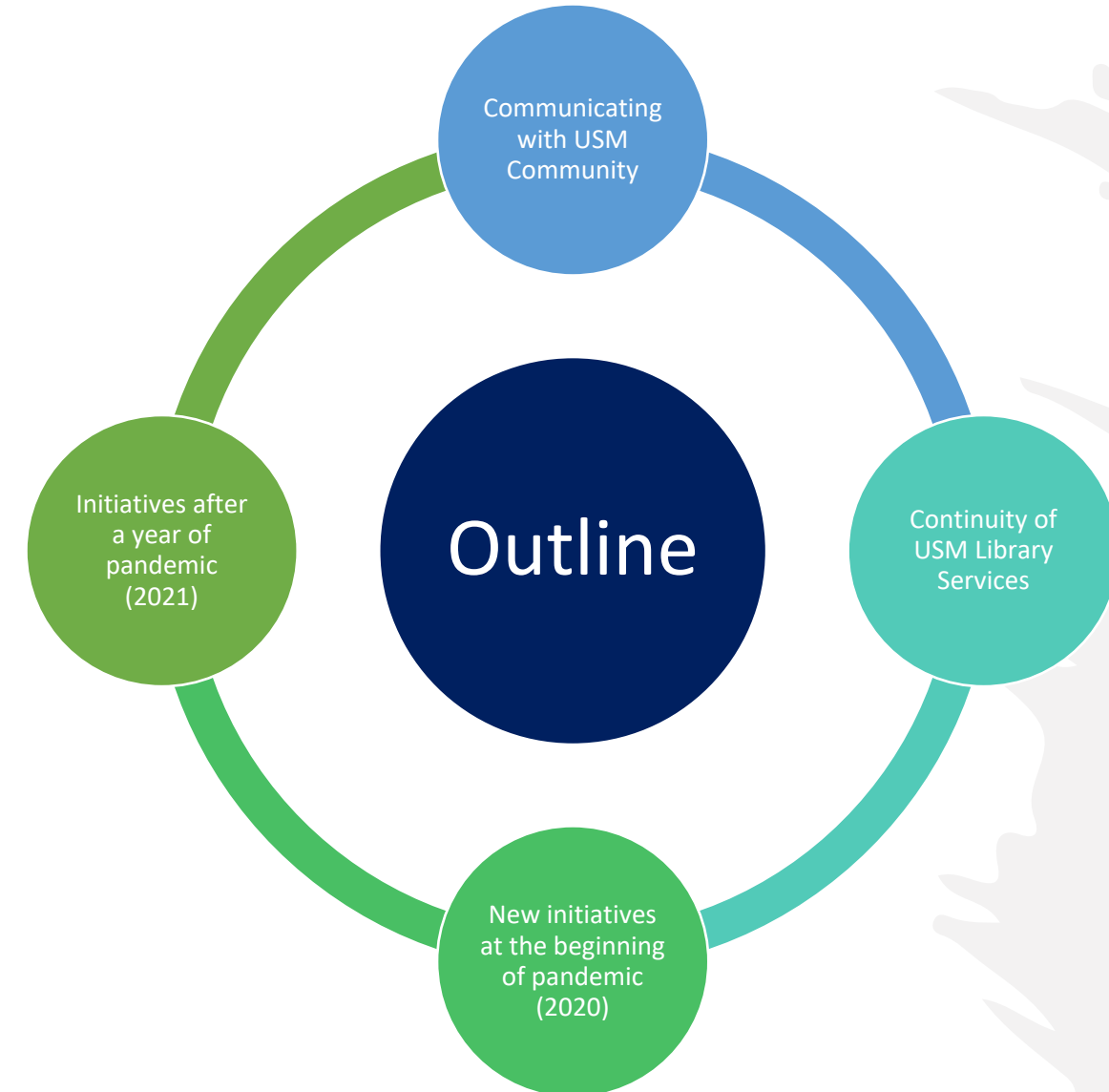
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- Communication
- Service Delivery
- What's new?
- Important Statistic and Figures

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## Communicating with USM community & New Initiatives







Method	Before	During (2020)	After (2021)
			
			
			
	 (Research Support Only)		
Virtual Counter 			

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## Delivery of Library Services (March 2020 – August 2021)

Date	Delivery of Library Services	Notes
<b><u>2020</u></b> 18 March 2020 – 8 June 2020	Library building closed. No fines imposed. Online only	 (3 months)
9 June 2020 – 11 October 2020	Limited library access for USM staff and students only	 (4 months)
12 October 2020 - 6 December 2020	Library building closed. No fines imposed. Online only	 (2 months)
7 December 2020 – 12 January 2021	Library building closed. Borrowing and returning services allowed on Monday, Wednesday and Friday 9.00 AM – 12.00 PM	 (1 month)
<b><u>2021</u></b> 13 January 2021 – 11 May 2021	Limited library access for USM staff and students only	 (4 months)
12 May 2021 – 18 August 2021	Library building closed. No fines imposed. Online only	 (3 months+)

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# Continuity of Library Services & New Initiatives

Services	Before	2020	2021
Collection	Physical & Online	 Online Only	 Physical (limited) Online Only
Circulation Services		 No Loan <ul style="list-style-type: none"> <li>No fined .</li> <li>Online only.</li> <li>Books Return by Post.</li> </ul>	 Limited loan service. <ul style="list-style-type: none"> <li>No fined .</li> <li>Online only.</li> <li>Books Return by Post.</li> </ul> ** Books loan by Appointment.
Interlibrary Loan, Document Delivery Services (Articles) & PPV		 No ILL Document Delivery Services (Articles) <ul style="list-style-type: none"> <li>Pay Per View Services</li> </ul>	 No ILL <ul style="list-style-type: none"> <li>Document Delivery Services (Articles)</li> <li>Pay Per View Services</li> </ul>












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## Continuity of Library Services & New Initiatives

Services	Before	2020	2021
Research Support	<ul style="list-style-type: none"> <li>Hybrid Training (Face to Face &amp; Online) – Since 2018</li> <li>Hybrid Research Consultations</li> <li>MOOC - 2018</li> <li>Online Learning (e-Guides &amp; Webinar Video) - 2019</li> </ul>	<ul style="list-style-type: none"> <li> No face to face</li> <li>Online Training Only</li> <li>Online Consultations</li> <li>MOOC</li> <li>Online Learning</li> <li> USM Library TV@YouTube</li> <li> Library Research Ambassador Program</li> <li> Covid-19 Online Resources</li> </ul>	<ul style="list-style-type: none"> <li> No face to face</li> <li>Online Training Only</li> <li>MOOC</li> <li>Online Learning</li> <li>YouTube</li> <li>Library Research Ambassador Program</li> <li>Research</li> <li>Covid-19 Online Resources</li> <li> Research Support@Facebook</li> <li>**Microcredential</li> </ul>
Research Data Management	<ul style="list-style-type: none"> <li>MYRA Activities</li> </ul>	<ul style="list-style-type: none"> <li>MYRA Activities</li> <li> Strengthening Researcher Profile @Directory of Expertise USM</li> <li> Journal list based on subject @RDM Portal</li> <li> Creating awareness on RDM</li> <li> Training and Workshop on RDM</li> </ul>	<ul style="list-style-type: none"> <li>MYRA Activities</li> <li>Journal list based on subject @RDM Portal</li> <li>Creating awareness on RDM</li> <li>Training and Workshop on RDM</li> <li> <b>Open Science initiatives</b></li> </ul>

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## **Summary**

- “most libraries managed to offer virtual services such as document delivery, literature search, and online reference services” - Ali and Gatti (2020)
- Total 11 new initiatives introduced during the pandemic



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# Important Statistic and Figure



**LiveChat**

Table 1: Statistic of Live Chat Services (January to December 2019/2020)

Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2019	26	37	47	35	23	15	26	24	66	39	18	20	<b>376</b>
2020	14	12	161	254	215	350	210	170	154	193	335	300	<b>2395</b>

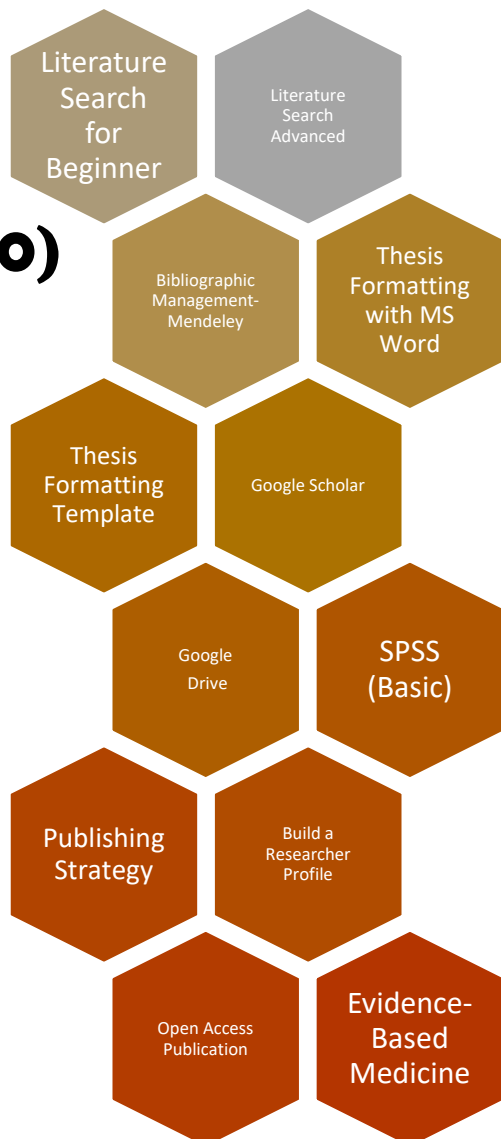
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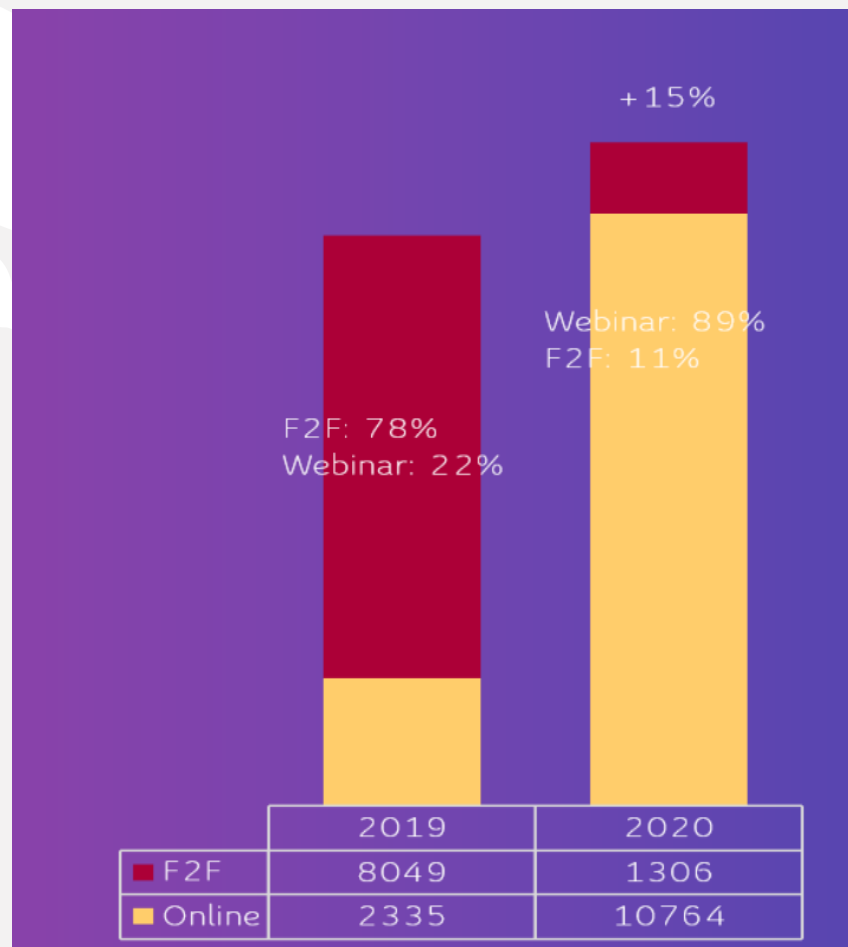
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## Research Support Modules (10)



## Statistics of Participants 2019/2020



**\*Session:**  
**2019: 223**  
**(80% Face to face)**  
**2020: 192**  
**(-14%, 80% online)**

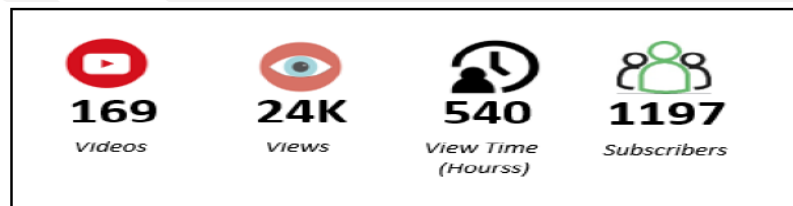
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## Covid-19 Online Resources

The screenshot shows the USM Library website with a navigation menu (HOME, ABOUT, RESOURCES, PUBLICATION, SERVICES) and a breadcrumb trail: Home / Resources / Databases / COVID-19 Online Resources. Below the navigation, there are links for Off Campus Log In Via OpenAthens, Log In to Your Account, Research Support Training, Research Data Management, Covid-19 Online Resources, and Book Loan Request. The main content area is titled "Covid-19 Online Resources" and includes a paragraph: "In support of combatting the current challenges of COVID-19, USM Library has hope that all these resources will give benefit to our users. We wish all well dur". There are also links for Portal Rasmi Kementerian Kesihatan Malaysia, Department of Statistic Malaysia, Covid 19 Statistics & Data Analytics, and Corona Tracker.

## USM Library TV @Youtube Channel



## Library Research Ambassador Program

Modules for LRA	Category of the Ambassador	Total No of Ambassador	No of Session	Total of Participants
Academic Publishing with Open Journal System	PhD Candidates	1	1	47
Academic Writing Tools	PhD Candidates	1	1	402
Academic Writing Using Latex	PhD Candidates	1	3	157
ATLAS.ti for Literature Review	PhD Candidates	1	1	200
Graduate on Time: Challenging & Milestones	Academicians	1	1	149
How to Conduct Systematic Literature Review	PhD Candidates	1	1	115
Structural Equation Modelling Using MPlus	PhD Candidates	1	1	75
Total			9	1,145

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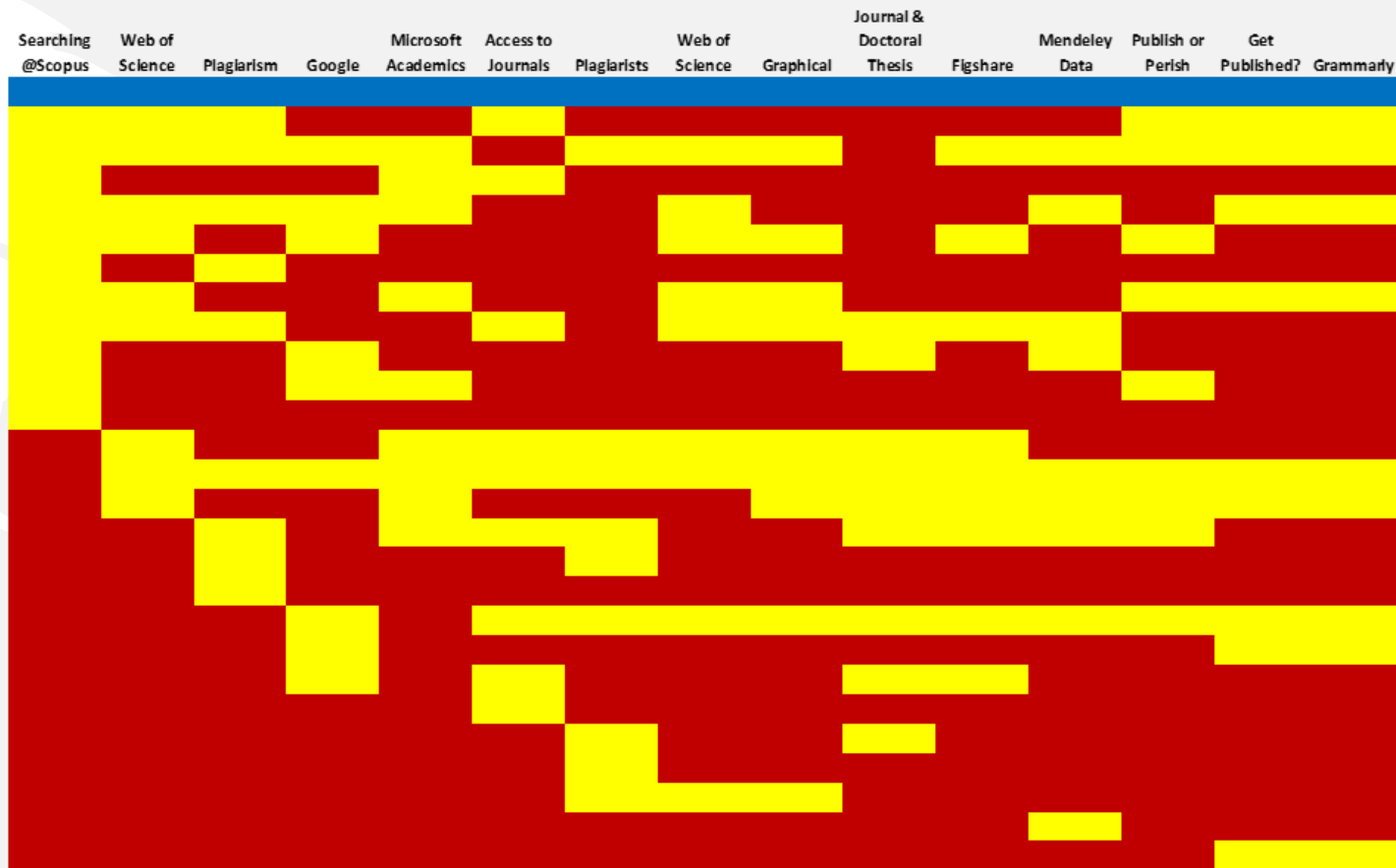
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### Research Support @Facebook

- Topics: new research tools/ platform
- Go global- increase visibility
- Public Engagement
- Enhance delivery and presentation skills
- Knowledge Sharing

12 video thumbnails showing various live streams with titles like '#happeningnow Live Streaming: 10 Minutes Research Hacks' and 'RESEARCH HACKS'. Each thumbnail includes a duration and view count.

- 1 Malaysia
- 2 United States
- 3 Jordan
- 4 Somalia
- 5 India
- 6 Bangladesh
- 7 Philipines
- 8 Pakistan
- 9 Indonesia
- 10 Pakistan
- 11 Indonesia
- 12 Canada
- 13 China
- 14 Iraq
- 15 Singapore
- 16 Palestine
- 17 Thailand
- 18 Maldives
- 19 Saudi Arabia
- 20 Nigeria
- 21 Oman
- 22 United Kingdom
- 23 Egypt
- 24 Australia
- 25 United Arab Emirates
- 26 New Zealand
- 27 Brunei



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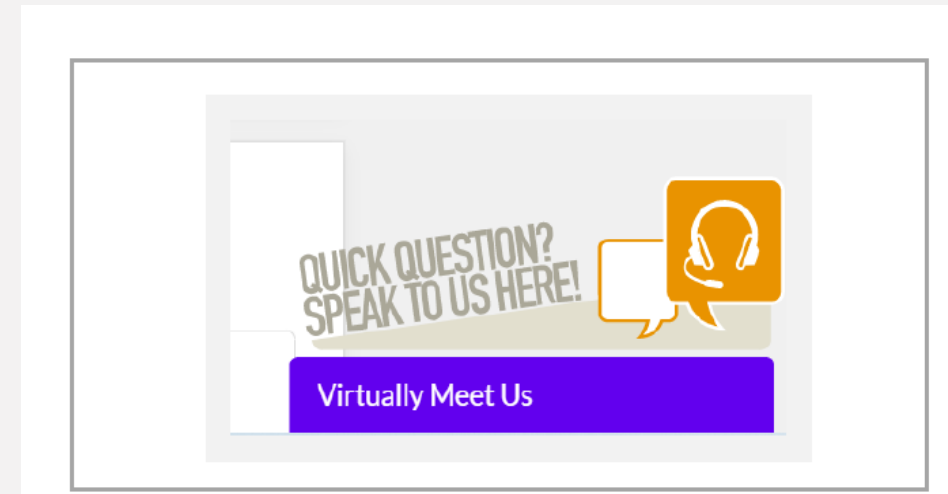
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## Open Science Initiatives

- Increase the awareness of Open Science
- USM Data Steward (6 Librarians & 4 Researchers) assisting and managing research data for USM

The poster for the Symposium on Open Science@USM features a dark, starry background. At the top, it lists logos for USM, APEK, and other partners. The main title is "Symposium on Open Science@USM" with the subtitle "Are We Ready?". Below this, it lists the keynote address by Dr. Dahir bin Saiful Bahari and three presenters: Dr. Nur Hafizah Abdullah, Dr. Nur Hafizah Shamsuddin, and Dr. Nur Hafizah Shamsuddin. The presenters' topics are "Open Science: Why Should we care?", "Malaysia Open Science Platform", and "Library Services in Supporting Open Science Initiative". The event is organized by Perpustakaan Hamzah Seedat.

## Virtual Counter



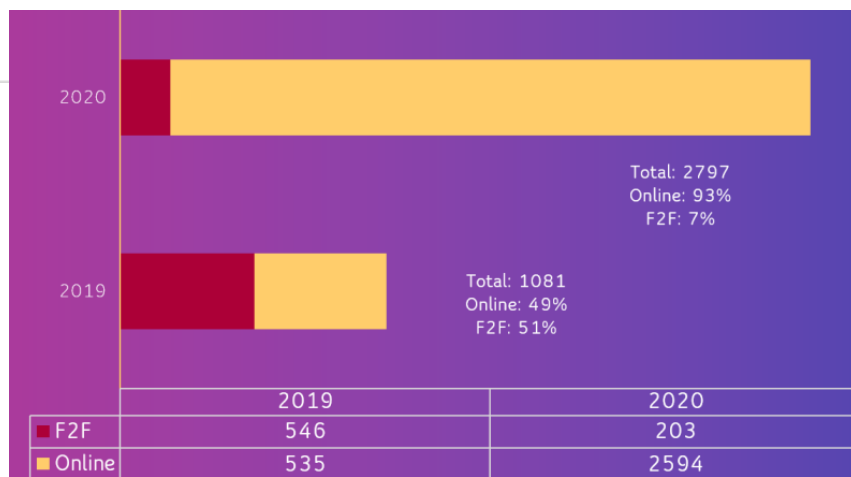
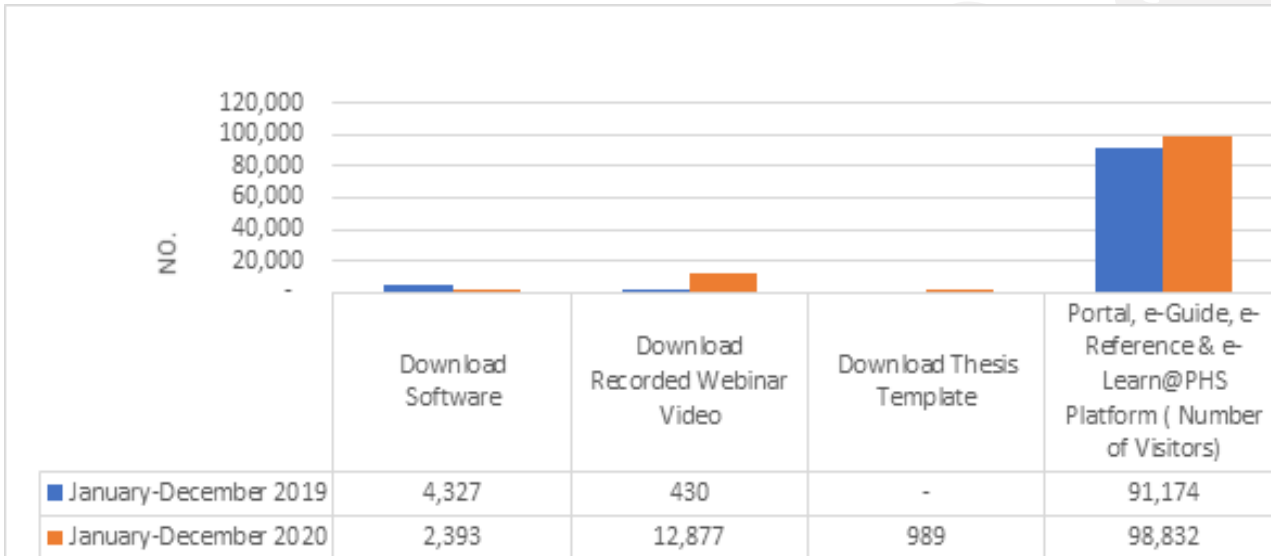
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## Online Learning Platform



## MOOC

### ONLINE COURSES/ MOOC

<p>Learn for Free Literature Search for Beginner</p>	<a href="#">START LEARNING &gt;</a>
<p>Learn for Free Jom Cari Maklumat @Perpustakaan</p>	<a href="#">START LEARNING &gt;</a>
<p>Paid Course Essential Publishing Tools for Researchers</p>	<a href="#">START LEARNING &gt;</a>

## RESEARCH CONSULTATION

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## Research Data Management Initiatives

**Dr. A Nagaletchimee A/p Annamalai**  
 SCHOOL OF DISTANCE EDUCATION  
 naga@usm.my | #4557

**BACKGROUND**  
 IJAZAH SARJANA MUDA BAHASA DAN LINGUISTIK, UNIVERSITI MALAYA (UM)  
 M.A. UNIVERSITI SAINS MALAYSIA (USM)  
 PH.D. UNIVERSITI SAINS MALAYSIA (USM)

<b>EXPERTISE</b> Education	<b>CITATION INDICES (SCOPUS)</b> Citation: 37 h-index: 4	<b>PUBLICATIONS</b> 15 PUBLICATIONS	<b>YEARS OF EXPERIENCE</b> 6 Teaching/Research
Educational Technology (computer-based Teaching And Learning) Educational Technology (teaching And Learning) Educational Technology (tertiary Education) English (classroom Studies)	<b>AWARDS &amp; HONOURS</b> INTERNATIONAL: 1 NATIONAL: 1 UNIVERSITY: 1	<b>RESEARCH GRANT</b> INTERNATIONAL: 2 NATIONAL: 0 UNIVERSITY: 2	<b>SUPERVISION</b> On-Going: MSc (1), PhD (3) Graduated: MSc (0), PhD (0)
<b>SCOPUS AUTHOR ID:</b> 57127041900	<b>RESEARCHER ID:</b> L-9140-2015	<b>GOOGLE SCHOLAR:</b> HyG6hKBAAAAJ	<b>ORCID:</b> 0000-0002-8600-5624

a) Strengthening Researcher Profile @Directory of Expertise USM

Journal List (SCOPUS)

Search... SEARCH

USM PUBLICATIONS (SCOPUS)

An error has occurred; the feed is probably down. Try again later.

USM PUBLICATIONS (WEB OF SCIENCE)

An overview of enhanced polymer solar cells with embedded plasmonic nanoparticles.  
 Title: An overview of enhanced polymer solar cells with embedded plasmonic nanoparticles Author(s): Alkhalafyeh, Muheeb Ahmad; Aziz, Azlan Abdul Pakhruddin, Mohd Zamri Source: RENEWABLE & SUSTAINABLE ENERGY REVIEWS 143: MAY 2021 Document Type: Article Alkhalafyeh, Muheeb Ahmad; Aziz, Azlan Abdul Pakhruddin, Mohd Zamri

Journal List - Scopus  
**CLICK HERE**  
 Source: www.scopus.com  
 UPDATED : JANUARY 2021

b) Journal list based on subject @RDM Portal

c) Creating awareness on RDM via YouTube videos and infographics poster

### d) Training and Workshop

- 1) Research Data Management
- 2) MyRA@USM Workshop
- 3) Webinar on Publication Strategy for Academicians
- 4) Library Tour Program

USM LIBRARY TV  
 1.4K subscribers

CUSTOMISE CHANNEL MANAGE VIDEOS

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT

Created playlists

- Academic Publishing (3 videos)
- Library Research Ambassador (1 video)
- Research Evaluation & Impact (6 videos)
- User Testimonial (16 videos)
- Referencing and Citation (8 videos)
- Researcher Profile (13 videos)
- Google Scholar (11 videos)
- Google Drive (2 videos)
- Research Data Management (5 videos)

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## **Conclusion**

- Best efforts to ensure the continuity of services
- Service delivery under “new normal”
- Online for everything



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**Thank You.**

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