The Establishment of Strategic Program in Research Support Service (SPiReSS) in Universiti Sains Malaysia Library

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INTRODUCTION

Academia Transformation Plan

Mission
Strategies
Organizational Structure
Culture
Policies
Knowledge
Technology
Products
Services

Higher Learning Institutions (HLIs)

Aim: Sustain the Prosperity of Intellectual & Wisdom of People to Contribute Better Lifestyle of Society
INTRODUCTION

Autonomy:
• Operations
• Curriculum

Total Control:
• Operations
• Curriculum

Government Support

National Policies, Legislative Orders as well as Transformation Plans
The objectives of the development of the MEB (HE) are as follows:

• **Assess current performance and challenges...**

• **Establish clear aspirations for the system and students.....; and**

• **Develop a comprehensive transformation programme.....**
Addressing current and future Challenges:

GLOBAL Economic crisis
GLOBAL Competition due to GLOBALIZATION
Accelerating PACE of CHANGE due to DIGITAL age

Graduates for economic vs society needs

Responsible citizen viz Global citizen
Graduates 21st Century Skills
Information overloads
Institutional Autonomy vs Accountability
R&D input vs outputs

Challenges facing higher education

Institutional Reputation
industry-academia collaboration
financial sustainability
return on investment

Equitable Access

THE WORLD BANK
UNESCO
U21Global
OECD
INTRODUCTION

• There were ten (10) shifts to be executed:-
  i. Holistic, entrepreneurial and balanced graduates.
  ii. Talent excellence
  iii. Nation of lifelong learners
  iv. Quality TVET graduates
  v. Financial sustainability
  vi. Empowered governance
  vii. Innovation ecosystem
  viii. Global prominence
  ix. Globalized online learning
  x. Transformed higher education delivery
Academic Librarians need to:

- Understand the objectives of the MEB (HE),
- Play the tangible and intangible roles in R&D landscape,
- Deliver the tasks with strategic plans and actions based on MEB (HE) requirements

Support the sustainability of research works.

University received high impacts and outcomes
INTRODUCTION

i. How the USM Academic Librarians involved in R&D landscape?

ii. What are the new skill-sets offered by Academic Librarians to the researchers?

iii. What are the researchers’ responses towards USM Academic Librarians’ new approaches?

iv. What are the challenges that the Academic Librarians have to encounter?
LITERATURE REVIEW
Introducing the new service brand name in supporting research works.

<table>
<thead>
<tr>
<th>UNITED KINGDOM (U.K.) &amp; AUSTRALIA</th>
<th>UNITED STATES OF AMERICA</th>
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| Research Support Service (RSS) | Research Data Services (RDS) |
Three (3) Major Phases that the Academic Librarians have Surpass Before Implementing the RSS or RDS
First, collect facts about the researchers’ perceptions towards the current library services in terms of supporting the research works.
First, collect facts about the researchers’ perceptions towards the current library services in terms of supporting the research works.

“many researchers see them as focused more on collection management, and on services to students, than on serving the needs of the research community in their institution.”

(Research Information Network (RIN), 2010)
“Majority of young researchers in the United States only got engaged with the Academic Librarians at least one to two times per year.”

(Association of College and Research Libraries (ACRL), 2006)

(De Rosa, C., 2006).
Secondly, analyse the workforce skill

“enhance subject Academic Librarians’ capability in terms of developing deep understanding on researchers’ behavior and respond accordingly”

(Auckland M., 2012)
Secondly, analyse the workforce skill

“There were (32) new skill-sets in nine (9) key areas need to be strengthen”

(Auckland M., 2012)
RLUK Report

- Related to information literacy
- Related to the subject/discipline
- Related to the research process
- Related to partnerships
- Related to information discovery
- Related to research data

- Related to scholarly communications
- Related to funders' mandates, assessment, and other 'legal' requirements
- Related to metadata
- Related to emerging and Web 2.0 technologies
Thirdly, Develop the fundamental modules for RSS.
Thirdly, Develop the fundamental modules for RSS.

(Wijayaratne, A., 2014).
Discussion

Universiti Sains Malaysia library was decided; we were wanted to involve in R&D landscape and would used the same methods applied in UK, Australia and USA.

(Jamilah Hassan Basri, Mohd Pisol Ghadzali, & Mohd Ikhwan Ismail, 2011)
Discussion

The Journey was began..

Actually, the USM Library have designated five years transformation plan (2011-2015) earlier. It was begin in the year 2011.

**Six themes were formulated:**

i. Transform Customer Service.

ii. Collection Development Transformation.

iii. Info-structure and Knowledge Management Transformation.

iv. Transformation of Human Capital Development.

v. Physical Development Transformation.

vi. Transformation of the Information Literacy.

**Blue Ocean Strategies**

(Jamilah Hassan Basri, Mohd Pisol Ghadzali, & Mohd Ikhwan Ismail, 2011)
Discussion

However, in the year 2013, after MEB (HE) first hearing; we were identified that the current plan was needed to revoke and replaced with the new one transformation plan to suit MEB (HE) missions.

Lack: We were found that there was an inadequacy of execution plan in the “Transformation of the Information Literacy” theme
Discussion

*User Education Services were outdated, still in the same old practices.*

*Intensive focus on Bibliometric studies only*

Universiti Sains Malaysia Library Must Embed in R&D Landscape through RSS *with some sort of customization.*
Discussion

– Brainstorming Session was took 2 days.
– Debate like in the War Room
– Present past & present evidences and data about the responses on User Education Services and programs.
Discussion

- **Pilot Study: Reference & Research Support Services in Universiti Sains Malaysia Library, Year 2013**

![Graph showing frequency of service requests](image-url)

**Figure 12:**

B5. How often do you request assistance/service/help from the Reference & Research Division?

- **Daily:** 5
- **Monthly:** 16
- **None:** 15
- **Once in a while:** 52
- **Weekly:** 12

The graph illustrates the frequency of service requests, with the highest number of respondents seeking assistance once in a while.
Pilot Study: Reference & Research Support Services in Universiti Sains Malaysia Library, Year 2013
Discussion

Transform the User Education Services to the Strategic Program in Research Support Service (SPiReSS) as New Library Service Model.
APEX, RU, SUSTAINABLE LED UNIVERSITY

CHANGE THE SERVICE LANDSCAPE

REFERENCE & RESEARCH DIVISION

BIBLIOMETRICS

INFORMATION LITERACY

RESEARCH SUPPORT SERVICE

UNDERGRADUATE, MASTER, PhD, ACADEMICIANS

MORE VALUES

PERPUSTAKAAN LIBRARY Universiti Sains Malaysia

bpi

SPIRESS Strategic Program in Research Support Service
Establishment of Task Force Group

Advisors

Mohd Pisol Ghazali
Ali Hj. Abd. Rahim
Mohd Nasir Hj Mohd Rashid

Manager

Muhammad Akmal Ahmat

Secretary

Noor Adilah Azmi

Supervisor

Hamdan Hassan
Thirteen (13) Academic Librarians based from multiple divisions of the USM Library volunteered as the team members of SPiReSS.

They were working multitasks as researchers, facilitators, consultants, enablers, experts and promoters for each service segment.

The team members were also working in small specific groups.
Easy-to-write with MS Word for thesis writing & scholarly publication

Mendeley & Bibliography Management Software

Open Access Publication

Google ‘Your Research Support Tools’
APPOINTMENT OF SERVICE SEGMENT LEADER AND TEAM MEMBERS

Musa Mohamed Ghazali
Lizawati Muhammadan

Mohd Kamal Mohd Napiah
Abd Halim Ismail

Noor Adilah Azmi
Jamilah Hassan Basri

Shahriza Fadly Misaridin

Mohd Ikhwan Ismail
Husriati Hussain
Noor Azlinda Wan Jan
Rosnani Ahmad

Muhammad Akmal Ahmat
Discussion

the objectives of SPiReSS establishment were:-

• To facilitate the researchers to work smart in academic writing and scholarly publishing.

• To help researchers on managing the research data.

• To help researchers to use interactive online applications that could simplify the research works.
WORKFORCE SKILLS

Lack on two aspects:

1. Proficient in technical knowledge.
   - For instance, develop the SPIReSS team members on skills that not only able to use Mendeley to manage bibliographies but also to use it as bibliometrics analysis tool efficiently.

2. Proficient in knowledge creation and innovation.
   - For instance, develop the SPIReSS team members on skills that not only giving advice on how to find the most trustworthy Open Access Journals but also do research on how to create a new title journal that able to achieve status Quartile 1 (Q1) within 2 years.
Discussion

✓ Well-prepared
  ✓ Confidence
  ✓ Get certified by authoritative agencies
Discussion

- Well-prepared
- Confidence
- Get certified by authoritative agencies

Start develop training modules, conducting the training and pioneer the consultation sessions.
Discussion

Started with mocking/pilot training session, continued with every week training sessions

24/7 Consultation Sessions
Discussion

Participants’ Feedback on the New USM Library Service Model

Participants Percentage Attended the Training Session

1. Open Access Publication training (29%)

2. Mendeley (27%),

3. Easy-to-Write with MSWord (21%),

4. Google Scholar (16%) and

5. Google Drive (7%).
Discussion
Participants’ Feedback on the New USM Library Service Model

Participants (By Gender)

NOTE OF ABBREVIATIONS:
1. EZ2W = Easy-to-Write Microsoft Word
2. GD = Google Drive
3. GS = Google Scholar
4. M = Mendeley
5. OA = Open Access Publication
6. UG = Undergraduate
7. MA = Master
8. PhD = Doctorate of Philosophy

35% Male participants and 65% Female participants
Discussion

Participants’ Feedback on the New USM Library Service Model

Participants (Level of Study)

- 62% Participants were postgraduate students (consist 43% PhD candidates and 19% Master candidates)

- 38% were undergraduate students.
Discussion

Participants’ Feedback on the New USM Library Service Model

- Overall Satisfaction: 88%
- Proficiency: 82%
- Time Spent: 86%
- Relevancy: 96%
- Clear Presentation: 94%
- Effective Answer: 95%
Discussion

• The Challenges for SPiReSS Team Members
  – Budget
Discussion

- The Challenges for SPiReSS Team Members
  - Budget
  - Technical difficulties
Discussion

• The Challenges for SPiReSS Team Members
  – Budget
  – Technical difficulties
  – Paradigm shift
Discussion

• The Challenges for SPiReSS Team Members
  – Budget
  – Technical difficulties
  – Paradigm shift
  – Mentor
Conclusion

• SPiReSS was successfully developed and implemented derived from RSS fundamental model.

• Successfully identify the required skill-sets in supporting R&D landscape in USM.

• Successfully introduced the segments of products or services suitable for the research community.
Conclusion

• Academic Librarians have to work smart in transforming its pivotal roles to support research activities in their respective institutions sustainably.

• The SPiReSS team is in the process of introducing more new segments or classes to the researchers in the near future.
Terima Kasih