Research Support Services@USM:
An Innovative Approach

Impact of Research Support Services (RSS)

Level of competency:

- Students: 87%
- Academicians: 85%
- Librarians: 90%

Participants/Feedback on the New USM Library Research Support Service Model

- Effective Answer: 95%
- Clear Presentation: 94%
- Recovery: 96%
- Time Spent: 86%
- Increased Productivity: 82%
- Overall Satisfaction: 88%

Team Members:

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Abstract:

This poster showcases Universiti Sains Malaysia (USM) Library’s experience in developing a new service segment called Strategic Program in Research Support Services (SPRESS), as a response to the Malaysia Education Blueprint 2015-2025 (Higher Education). The introduction of SPRESS was intended to facilitate academic research activities. To date, eight new modules alongside the existing modules are provided to USM Community. This poster describes the objectives of the project, its novelty and commercialization potential, as well as the benefits and impact to the society. Ongoing development and enhancement of the system are the keys to empowering the SPRESS project, and achieving the journey. The community’s interest especially USM and the society at large has been trigged. Due to the remarkable result based on feedbacks and testimonial from the participants, this project has become a stepping stone for more service segments in USM Library to substantially support the research activities in USM.

Objectives:

To support research activities by USM community as well as to assist USM students to Graduate On Time (GOT) with Research Support Services

Future Plan

- University-Competency Centre
- Open Education Resource
- Consultations | Publications
- Training and Consultations | Commercializes e-Learning (MOOCs) | Mobile Apps

Testimonials and Feedbacks

"I haven’t found a library that is so efficient, as the one at USM Library. In fact, I am ready to work even beyond my normal working hours just to avoid having to visit another library. I am impressed with the level of service and the quality of the librarians. I would highly recommend this library to all students."

- Yewin Cheah, Gold (The Francis Medal) for the category of STEM for Brunei, 2017