

AUN-QA Information Academic Year 2022
AUN 7 Facilities and Infrastructure
Khunying Long Athakravisunthorn Learning Resources Center,
Prince of Songkla University

7.3 A digital library is shown to be set-up, in keeping with progress in information and communication technology

Khunying Long Athakravisunthorn Learning Resources Center provides information services via books and journals in electronic format, to support the teaching, learning and research of the university. There has been a continuous development of the digital information resource services since 2007, as shown in Figure 7.3-1 and the announced vision: **“Digital library that supports learning at all ages under sustainable development”**.

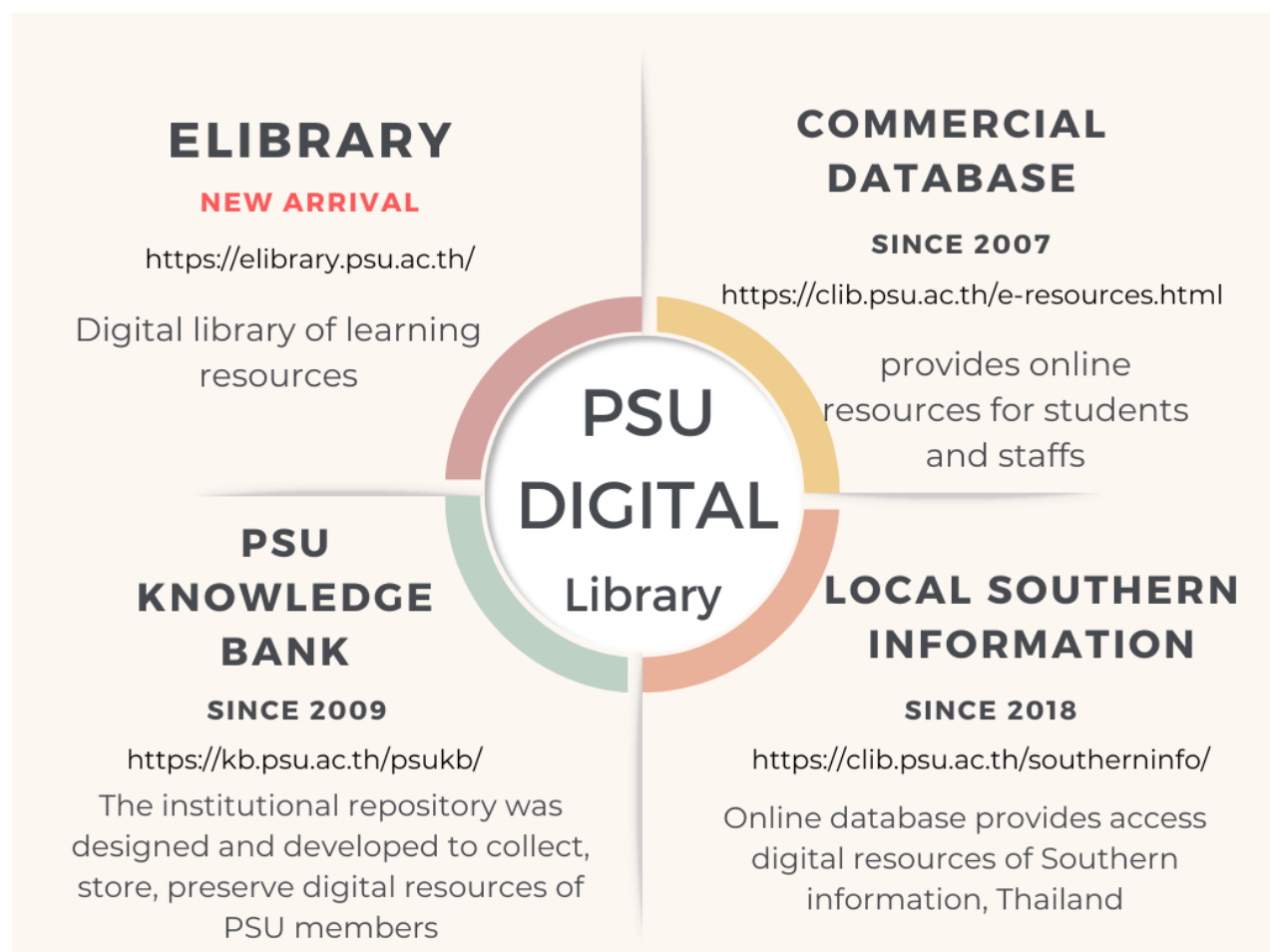


Figure 7.3-1 Digital information resource services development

In the academic year 2021, the aim of Khunying Long Athakravisunthorn Learning Resources Center was to become a digital library. University's administrators provided the library's Digital Platform development policy to support the learning of lecturers, students and staff of Prince of Songkla University from all five campuses, especially those who are unable to come to the library in person, in order for them to read books online from anywhere and anytime. The plan to develop the E-library system has been implemented, as shown in Figure 7.3-2. Currently, there are 215 electronic books in the system, and the services are available at the link: <https://elibrary.psu.ac.th>

Digital Library Project

<https://elibrary.psu.ac.th/>

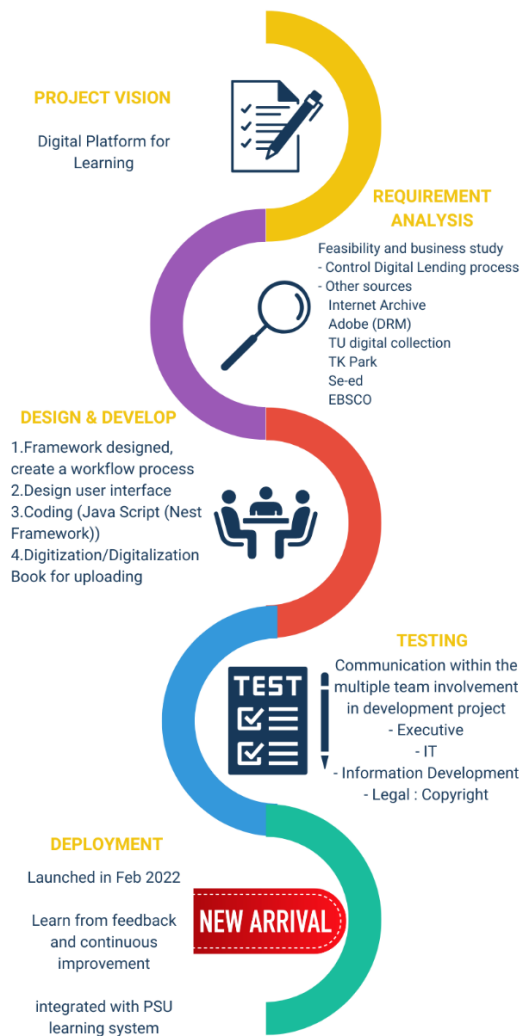


Figure 7.3-2 Digital Library Development Plan

Khunying Long Athakravisunthorn Learning Resources Center also provides other electronic information resources in the form of online databases, e-books and electronic journals at the link: <https://clib.psu.ac.th/e-resources/e-databases.html> and provides learning and research software, including Endnote, Zotero, and Mendeley bibliographic management programs, accessible through the Khunying Long Athakravisunthorn Learning Resources Center's website: <https://clib.psu.ac.th/> There is a process of electronic information resources acquisition, as shown in Figure 7.3-3, according to the needs of lecturers, students, faculties/fields, and university's courses.

EDUCATIONAL INFORMATION RESOURCE ACQUISITION PROCESS



STEP 1. DATA COLLECTION AND PRESENTATION

- Citation analysis of PSU lecturers' journal articles in Web of Science
- The journals/databases list and usage report subscribed in 2021
- Quartile 1 journals criteria for all subjects
- Survey individual lecturer in journal requirement
- Check all journals from the journal list subscribed by MHESI

STEP 2. CONSIDERATION AND MAKING DECISION BY THE ADVISORY COMMITTEE



the Advisory Committee are a representative from all subjects in PSU. they consider and make decision journal subscription by set priorities of each journal.

The subscription run in cost effectiveness.

STEP 3. SUBSCRIPTION PROCESS

- Ask for a quotation from publishers or agent
- Compare the price and bargain
- Purchase according to the regulation of Thailand



STEP 4. SERVICE

All electronics information resources are shown in the library website <http://clib.psu.ac.th>



Figure 7.3-3 Educational information resource acquisition process

Khunying Long Athakravisunthorn Learning Resources Center uses a budget for educational information resources acquisition at the amount of 12,576,022.75 baht, classified by the field of study and category of information resources, as listed in Table 7.3-1.

Table 7.3-1 Budget used for information resources acquisition

Program	Textbooks	Journals	Databases	Total
Science Technology	26,744.00	1,718,608.12	1,732,672.67	3,478,024.79
Health Sciences	27,135.25	4,994,331.08	717,699.44	5,739,165.77
Social Sciences	113,017.95	173,710.75	328,147.15	614,875.85
Interdisciplinary Program			2,743,956.34	2,743,956.34
Total	166,897.20	6,886,649.95	5,522,475.60	12,576,022.75

In the academic year 2021, the Khunying Long Athakravisunthorn Learning Resources Center has provided modern and adequate information resources in accordance with the curriculum/discipline and teaching and research of the university, as shown in Table 7.3-2

Table 7.3-2 Number of Information Resources classified by type

Category	Number of databases/titles
In-house Databases	3
Databases	25
Printed information resources	167,735
Electronic information resources	23,471
Total	191,234

Khunying Long Athakravisunthorn Learning Resources Center provides necessary infrastructure, such as venue services/facilities, to support the learning process, as shown in Table 7.3-3 and Table 7.3-4.

Table 7.3-3 Venues/Facilities

Category	Amount
Seats for reading (seats)	752
Specific Group room (rooms)	36
Theater room (seats)	112
Meeting rooms of 40 seats and 80 seats (rooms)	2
Computer training room (seats)	50
Average opening services duration (hours)	10
Reading rooms (restrict sound use: Silent rooms)	3

Khunying Long Athakravisunthorn Learning Resources Center uses information and communication technology to facilitate operations and services as follows:

1. The ALIST automatic library system: users can find information resources easily and conveniently via the OPAC program (<http://opac.psu.ac.th>), borrowing books by oneself (ALIST Application), and resource acquisition services (ACQ Online).

2. Development of electronic service programs on the website, such as a Table Reservation System, Group Reading Room Reservation System, Interlibrary Loan Service, Find Full-Text 4U service.

3. Development of innovative technologies for use by oneself, such as an automatic printing quota system (Happy Print), automatic ticket vending system (Ticket Machine), and automatic door system (Smart Gate).

4. Use of digital media as a communication channel with other users such as Facebook, LINE, Instagram, YouTube, Website, Email, Messenger, and TikTok.

5. Development of In-House Database such as the PSU Knowledge Bank, Local Southern Information, PSU@Memorial.

6. Computers and accessories such as iPads, headphones, extension socket plugs, power banks, calculators, and Television.

Table 7.3-4 Computers and accessories

Category	Amount
Computer (devices)	142
iPad (devices)	5
Calculator (devices)	6
Headphone (items)	60
Extension socket plug (items)	25
Power Bank (items)	3
TV (devices)	26

In addition, the Khunying Long Athakravisunthorn Learning Resources Center has a collaborative network with libraries of other universities at regional and national level, to support learning and use of information resources together in a cost-effective manner, as it is shown at the link: <https://tdc.thailis.or.th/tdc/basic.php>. Users can access and download more diverse academic articles and electronic media, which promote self-study learning.

Evidence list 7.3

7.3.1 Khunying Long Athakravisunthorn Learning Resources Center's website:

<http://clib.psu.ac.th>

7.3.2 Digital Library System website of the Khunying Long Athakravisunthorn Learning Resources Center: <http://elibrary.psu.ac.th>

7.3.3 Online databases, e-books and electronic journals: <https://clib.psu.ac.th/e-resources/e-databases.html>

7.3.4 The number of information resources of the Khunying Long Athakravisunthorn Learning Resources Center: https://opac.psu.ac.th/Statistic_Resource.aspx

7.9. The quality of the facilities (library, laboratory, IT, and student services) is shown to be subjected to evaluation and enhancement.

Khunying Long Athakravisunthorn Learning Resources Center assesses organizational quality by using Thailand Quality Award (TQA) criteria and operates according to standards and quality in various fields as follows:

1. Information Resources: Khunying Long Athakravisunthorn Learning Resources Center is in the process of evaluating the digital data quality management according to the Core Trust Seal standard, cataloging information resources in the library system automatically using the international MARC Standard, and a policy to the high-quality acquisition of electronic information resources by providing only the Quartile 1 group journals that meet the needs of service users.

2. Services: Khunying Long Athakravisunthorn Learning Resources Center assesses the satisfaction of service users with the services of the center once a year by assessing the satisfaction in various fields, namely, information resources, process, staff, facilities and communication. Details are shown in Figure 7.9-1. The input information is used to improve the quality of services.

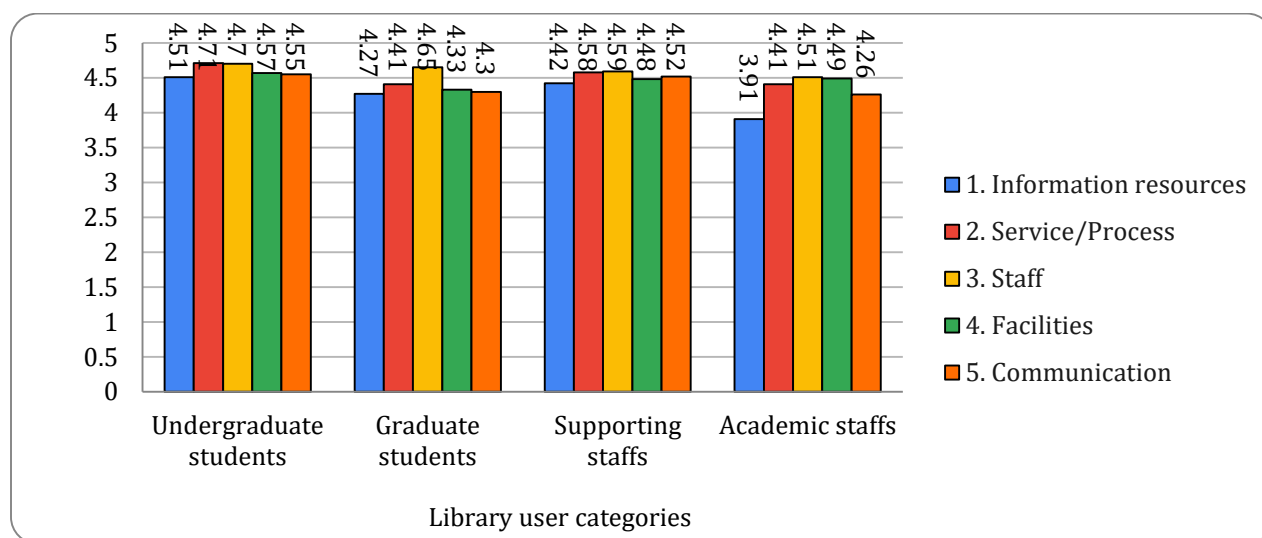


Figure 7.9-1 Customers' satisfaction

The results of the satisfaction survey by group of service users shows that undergraduate students have the highest satisfaction with the services/processes of the library. Graduate students, supporting staff and academic staff have the highest satisfaction in all types of services provided by library staff with averages of 4.65, 4.59 and 4.51, respectively.

Undergraduate students, graduate students, supporting staff and academic staff were least satisfied with library resources, with averages of 4.51, 4.27, 4.42 and 3.91, respectively. The Board of Directors of the Khunying Long Athakravisunthorn Learning Resources Center will use the information to plan the budget allocation, procurement of information resources, and design an information resource development plan.

Evidence 7.9

7.9-1 Assessment of the service recipient's satisfaction with the services of the Khunying Long Athakravisunthorn Learning Resources Center <https://clib.psu.ac.th/about/quality-assurance.html>