

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, keeping up with progress in information and communication technology.

The 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 in 2022 the announced vision: “Digital library that supports learning at all ages under sustainable development”.

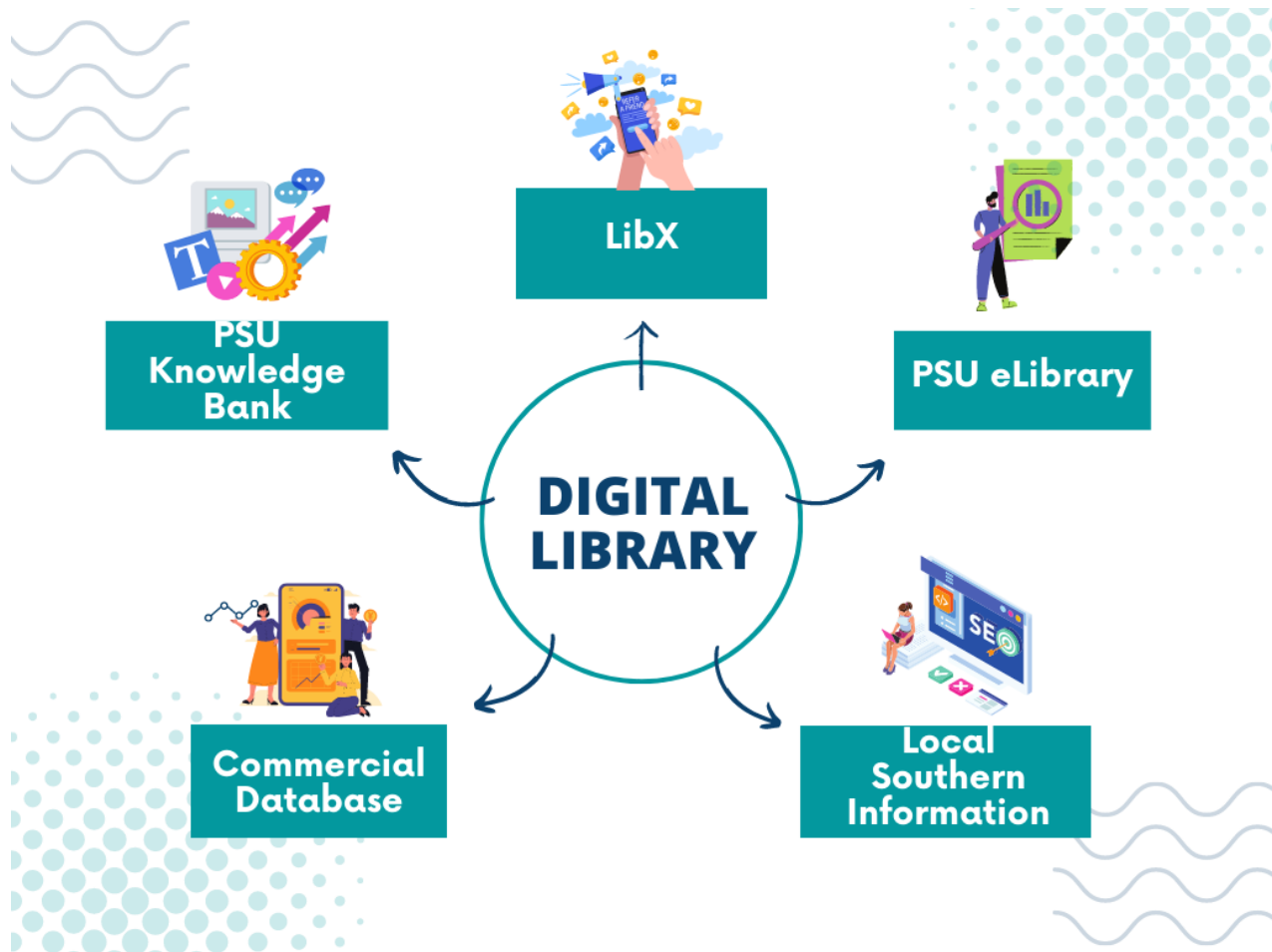


Figure 7.3.1 Digital library services

In academic year 2022, the Khunying Long Athakravisunthorn Learning Resources Center aims to become a digital library, providing electronic information resource services by continually supplying access to an electronic Commercial Database in the form of an online database, e-books, and electronic journals (<https://clib.psu.ac.th/e-resources/e-databases.html>) The digital library also provides learning and research software, including Endnote, Zotero, Mendeley, and Plagiarism Detection Software (COPYLEAKS) copy-checking programs, accessible via the Khunying Long Athakravisunthorn Learning Resources Center's website: <https://clib.psu.ac.th/>.

The Khunying Long Athakravisunthorn Learning Resources Center's digital library at <https://kyl.psu.th/KnRaPz977> was set up to support the learning of teachers, students, and personnel of Prince of Songkla University, enabling all five campuses to borrow and read online books anytime and anywhere.

The Local Southern Information database aims to collect all types of documents, especially research papers, printed books, articles, journals, theses, alongside unpublished works such as projects, reports, and statistics of various government agencies, associations, foundations, including private agencies with activities in science and technology, social sciences, and arts and culture in the area of 14 provinces in the south. This is to provide education and research services about the southern region to students, researchers, lecturers, and those interested, to aid in planning further development of the southern region.

PSU Knowledge Bank is an information depository that stores academic papers and knowledge of Prince of Songkla University, consisting of thesis and dissertation research reports, research articles, books, textbooks, and practical manuals for lecturers, students, and personnel of Prince of Songkla University.

In 2022, the Khunying Long Athakravisunthorn Learning Resources Center began to develop the LibX system, an information system for library users. Accessible both via website and mobile application, the system consists of the following functions:

1. self borrowing system
2. renewal system for recovering resources (Renew)
3. QR Code generation system for accessing the library service
4. fine payment system via Direct Payment.

In addition, the Khunying Long Athakravisunthorn Learning Resources Center has a mission to support lifelong learning. Therefore, we support scholarships through the World Class Self Learning (MOOC) project, the Self-Learning Skills project, and the Smart Skills project, for learning on international platforms, including Coursera, Google, edX, Udacity, Udemy, and platforms of leading universities such as Harvard and MIT. The goal of these projects is to foster learning potential, self-education through online teaching and learning with

international standards, and reskill/upskill for students, teachers, and staff of Prince of Songkla University.

In academic year 2022, the bureau spent 17,342,212.79 baht on acquiring information resources, classified by field of study and types of information resources, as shown in Table 7.3-1. A list of databases that provide services categorized by fields of study is shown in Table 7.3-2.

Table 7.3-1 Budget used for information resources acquisition

<b>Program</b>	<b>Textbooks</b>	<b>Journals</b>	<b>Databases</b>	<b>Total</b>
Science Technology	73,528.63	1,259,298.47	1,233,929.45	2,566,756.55
Health Sciences	6,974.41	1,839,377.84	139,597.20	1,985,949.45
Social Sciences	38,534.01	2,293,779.50	65,783.20	2,398,096.71
Interdisciplinary Program	0	647,178.95	9,744,231.13	10,391,410.08
<b>Total</b>	<b>119,037.05</b>	<b>6,039,634.76</b>	<b>11,183,540.98</b>	<b>17,342,212.79</b>

Table 7.3-2 List of service databases classified by field of study

<b>Program</b>	<b>Subscribed by Khunying Long Athakravisunthorn Learning Resources Center</b>	<b>Subscribed by Office of the Permanent Secretary of MHESI</b>	<b>Subscribed by Faculty</b>
Science Technology	- SciFinder Scholar	- ACM Digital Library - American Chemical Society Journal (ACS) - Engineering Source - IEEE/IET Electronic Library (IEL)	

<b>Program</b>	<b>Subscribed by Khunying Long Athakravisunthorn Learning Resources Center</b>	<b>Subscribed by Office of the Permanent Secretary of MHESI</b>	<b>Subscribed by Faculty</b>
Health Sciences			<ul style="list-style-type: none"> <li>- Access Emergency Medicine</li> <li>- Access Medicine</li> <li>- Access Surgery</li> <li>- AMBOSS</li> <li>- APA PsycINFO</li> <li>- BMJ Best Practice</li> <li>- BMJ Journals Online</li> <li>- ClinicalKey</li> <li>- The Cochrane Library</li> <li>- Embase</li> <li>- JAMA Network</li> <li>- Karger Online Journals</li> <li>- Lexicomp</li> <li>- Ovid</li> <li>- Oxford Journals (Medicine &amp; Health)</li> <li>- Proquest Nursing &amp; Allied Health</li> <li>- Thieme E-Journals</li> <li>- UpToDate</li> </ul>
Social Sciences		- Emerald Management	
Interdisciplinary Program	<ul style="list-style-type: none"> <li>- Gale Academic One File</li> <li>- SCOPUS</li> <li>- Wiley online library</li> </ul>	<ul style="list-style-type: none"> <li>- Academic Search Ultimate</li> <li>- ScienceDirect</li> <li>- SpringerLink Journal</li> </ul>	

The Khunying Long Athakravisunthorn Learning Resources Center provides modern and adequate information resources in accordance with the curriculum/discipline, teaching, and research of the university, as shown in Table 7.3-3

Table 7.3-3 Number of Information Resources classified by type

Category	Number of databases/titles
In-house database	3
Database	32
Printed information resource	169,042
Electronic information resource	23,289
Total	192,366

The Khunying Long Athakravisunthorn Learning Resources Center provides necessary infrastructure, such as venue services/facilities, to support the learning process, as shown in Table 7.3-4 and Table 7.3-5.

Table 7.3-4 Venues/Facilities

Category (unit)	Amount
Seat for reading (seats)	752
Special group room (rooms)	36
Theater room (seats)	112
Meeting room of 40 seats and 80 seats (rooms)	2
Computer training room (seats)	50
Average opening services duration (hours)	10
Quiet reading room (rooms)	2
24-hour reading room (seats)	80

The 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 ([https://opac.psu.ac.th/Search\\_Basic.aspx](https://opac.psu.ac.th/Search_Basic.aspx)), self-service borrowing of books via the ALIST application, and resource acquisition services (ACQ Online).

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

3. Development of innovative self-service technologies, 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, websites, email, Messenger, and TikTok.

5. Development of In-house databases such as the PSU Knowledge Bank, Local Southern Information, Memory@PSU, and the PSU eLibrary.

6. Computers and accessories such as headphones, extension socket plugs, power banks, calculators, TV sets, Lightning adapters, and Type C adapters.

Table 7.3-5 Computers and accessories

<b>Category</b>	<b>Amount</b>
Computer	142
Calculator	5
Headphone	38
Extension socket plug	22
Power Bank	3
TV	24
Lightning adapter	3
Type C adapter	5

In addition, the Khunying Long Athakravisunthorn Learning Resources Center forms collaborative networks with libraries of the university's campus (PSULINET), at regional (PULINET) and national (AUNILO) levels, to support learning and the use of information resources together in a cost-effective manner, as shown at the link:

<https://tdc.thailis.or.th/tdc/basic.php>. Users can access and download a more diverse set of academic articles and electronic media, which promotes self-study.

**Evidence list 7.3**

7.3.1 Khunying Long Athakravisunthorn Learning Resources Center website:  
<http://clib.psu.ac.th>

7.3.2 Digital Library System website of the Khunying Long Athakravisunthorn Learning Resources Center: <https://clib.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 Information resources of the Khunying Long Athakravisunthorn Learning Resources Center: [https://opac.psu.ac.th/Search\\_Basic.aspx](https://opac.psu.ac.th/Search_Basic.aspx)

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

The 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:** the 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 of high-quality acquisition of electronic information resources by providing only Quartile 1 journals that meet the needs of service users.

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

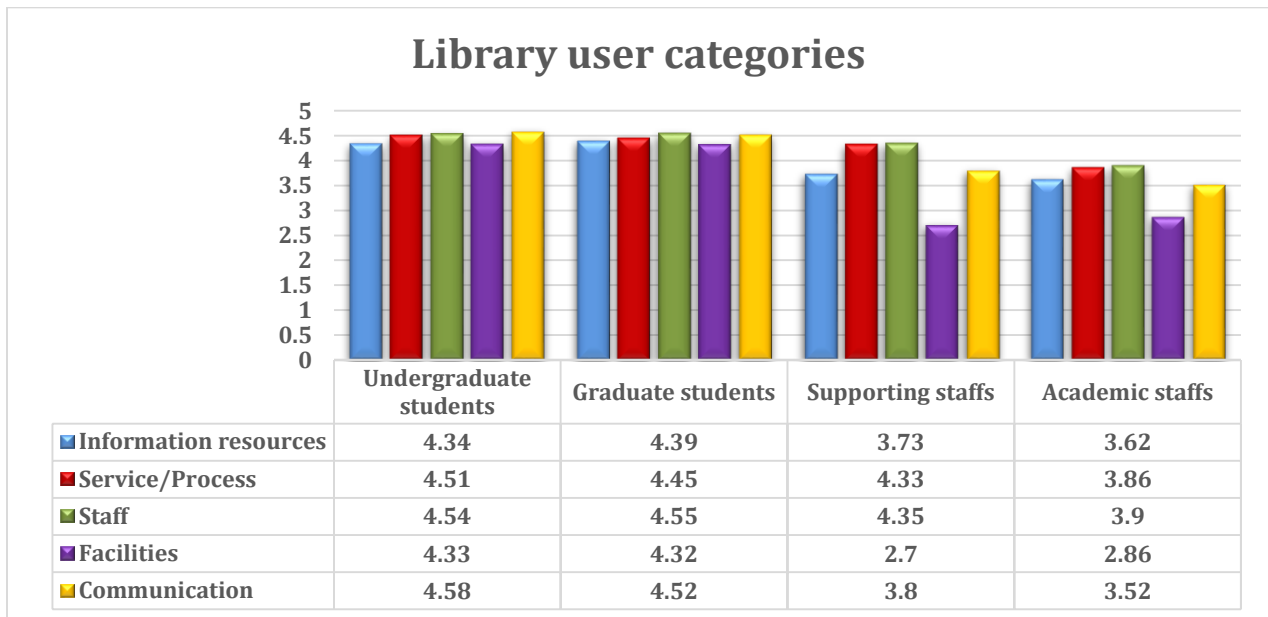


Figure 7.9-1 Customers' satisfaction

The results of the satisfaction survey by group of service users shows that undergraduate students have the highest satisfaction with the communication of the library, with an average score of 4.58. Graduate students, supporting staff, and academic staff have the highest satisfaction in all types of services provided by library staff, with average scores of 4.55, 4.35 and 3.9, respectively.



Undergraduate students, graduate students, supporting staff, and academic staff were least satisfied with venues/facilities, with average scores of 4.33, 4.32, 2.86 and 2.7, respectively. The Board of Directors of the Khunying Long Athakravisunthorn Learning Resources Center used the feedback to plan for improvements by providing a 24-hour reading room with 80 seats and a quiet reading room.

**3. Hygiene and safety standards:** the Khunying Long Athakravisunthorn Learning Resources Center places great importance on the environment and safety standards in operations and services. The use of energy and environmental resources meets the standards of green libraries and green offices, for which the office has received the Green Office certification at an excellent level (Gold Medal) from the Department of Environmental Quality Promotion, Ministry of Nature and Environment.

Evidence list 7.9

7.9-1 Assessment of customer satisfaction towards the service of the Khunying Long Athakravisunthorn Learning Resources Center <https://clib.psu.ac.th/about/tqa.html>

7.9-2 Green library website of the Khunying Long Athakravisunthorn Learning Resources Center <https://clib.psu.ac.th/greenlibrary/>