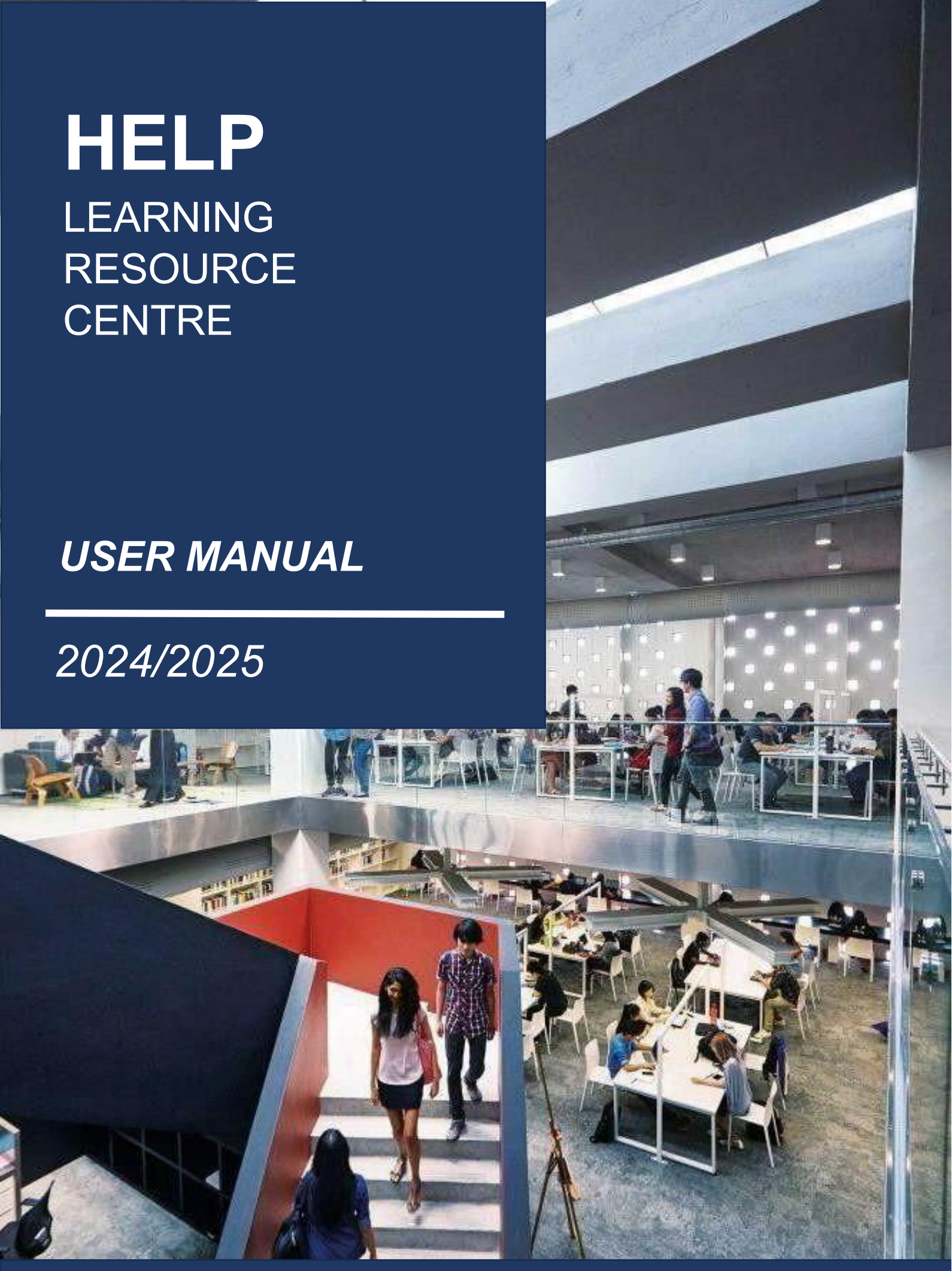
HELP

LEARNING
RESOURCE
CENTRE

USER MANUAL

2024/2025



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1. Library overview

The primary objective of the HELP University Learning Resource Centre (LRC) is to provide students with the necessary resources to help them achieve excellence in their studies and research. The Centre is therefore an important key to the acquisition of knowledge and information that will help to ensure success in their course of study.

The HELP Learning Resource Centre consists of 4 libraries located in Damansara Campus and 1 library located in Subang Campus.

2. Our Campuses:

2.1 Damansara Campus
2.2 Subang Campus

HELP Campuses 360° Virtual Tour

URL: https://xcalibur360.com/vr/help/tour/

3. Campus Libraries:

3.1 HELP University Library (HU)
3.2 HELP Academy Library (HA)
3.3 HELP Business School Library (ELM)
3.4 Law Library (Law)
3.5 Founders Library (S2)

HELP University Library & HELP Academy Library

1st floor, Wisma HELP,

Jalan Dungun,

Damansara Heights

50490 Kuala Lumpur, Malaysia

Tel: 603-2711 2000 Ext 2806

ELM Business School Library & Law Library

Lower Level (LL) 15 Jalan Sri Semantan 1

Off Jalan Semantan

Bukit Damansara

50490 Kuala Lumpur, Malaysia

Tel: 03-2716 2000 Ext: 2017

Founders Library

1st and 2nd Floors,

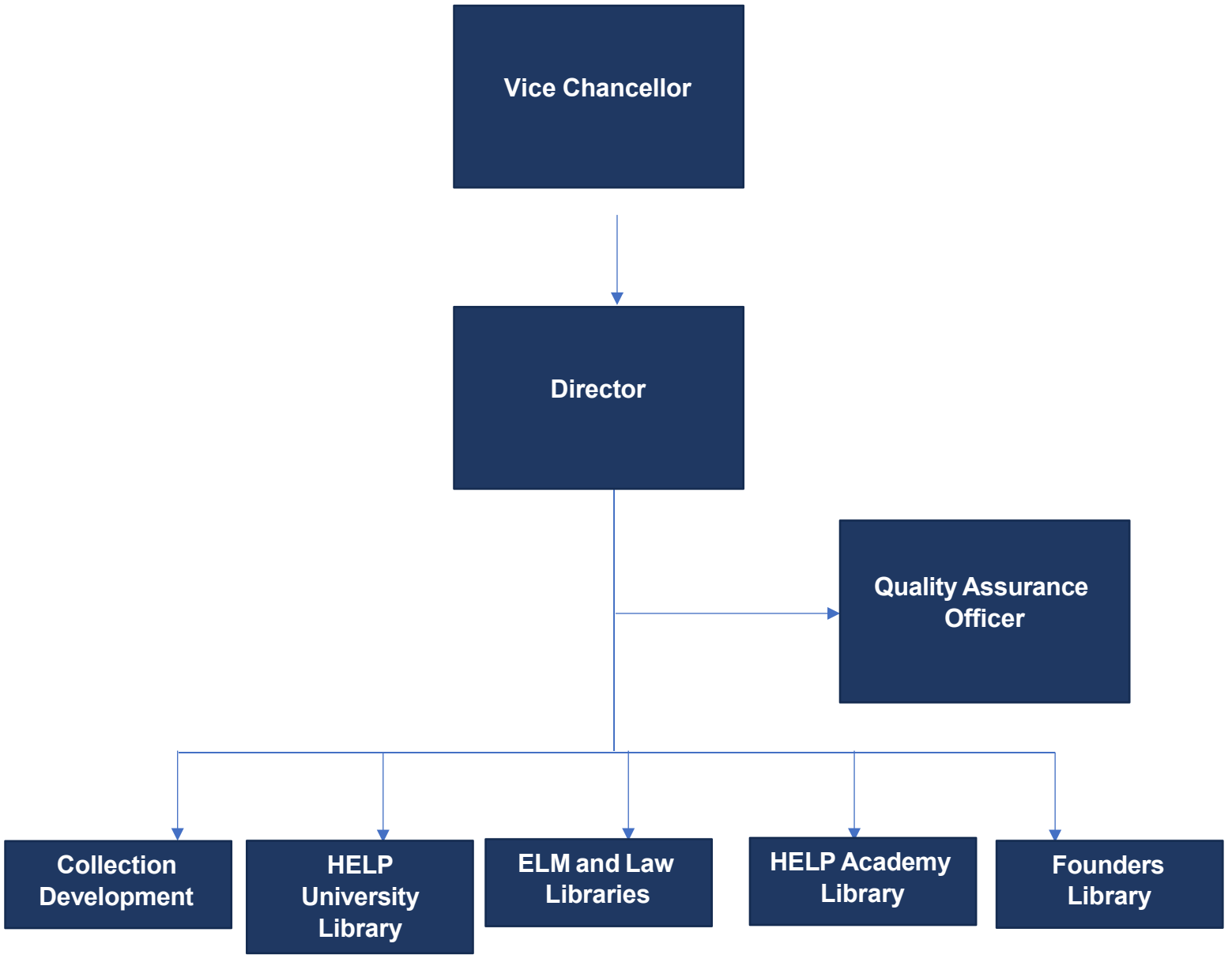
Block C Persiaran Cakerawala,

Subang Bestari Seksyen U4

40150 Shah Alam, Selangor, Malaysia.

Tel: 03-7849 3000 Ext: 3075/3077

4. Organization Chart of Help Learning Resource Centre



5. Library Rules and Regulations

Loans, Recall, Returns and Renewal

- Patrons are responsible for library materials borrowed in their names.
- Student Id of the patron should be displayed upon entering the Library.
- Student Id and library membership privileges are not transferable
- Books borrowed from the holding library (ie. location of the books) should be returned to the library where the books are borrowed from.
- A fine is imposed on overdue material items. The fine amount is continuously accumulated until the item is returned.
- The Library reserves the right to recall any library item which is out on loan when the item is urgently required. If the item is not returned promptly, borrowing privileges of the borrower may be suspended until the item is returned.
- Renewal is not allowed if:
- the book is overdue
- the book is reserved by another patron
- the book is being recalled by the Library

Email Reminders / Overdue Notice

- The Library system automatically sends 2 email reminders to patrons for a book borrowed. The reminder or overdue notices are sent 3 days before a book is due and on the same day the book is overdue.
- Email reminders /overdue notices are merely courtesy reminders.
- The Library will not be responsible for undelivered emails regardless of circumstances
- Failure to receive or read emails regardless of circumstance will not be accepted as a valid excuse for late return of books.
- Patrons are advised to refer to the due date stamped on the Date Due slip in the book.

Loss and Damages to Library Materials

- Any losses and damages to library materials must be replaced by the borrower. The charges will be as follows:
- A replacement copy (being the latest edition at the time of loss) at borrower's own expense, or the borrower pays double the price of the current market price of the latest edition of the lost or damaged item.
- Overdue fines (if any).

Loss of Personal Items

- Library is not responsible for the loss or damage to personal property or valuables left within library premises. Please do not leave money, wallets, hand phones, iPad and other valuable items unattended.

Security Deposit

- Student must return borrowed items and settle outstanding fines by the last day of final examinations or before leaving University. Failure to do so may result in the forfeiture or deduction of the security deposit.

Copyright

- Copyright protection in Malaysia is governed by the Copyright Act 1987. Patrons must comply with copyright laws and licensing agreements when using computers, software, online resources and photocopying facilities.

General

- Library patrons should be decently attired.
- Silence should be observed in the Library. Mobile phones should be kept on silent mode in order not to disturb other users.
- Patrons who do not comply with the library rules and regulations or cause disturbances may be asked to leave the library by the library staff
- Reservation of seats is not allowed in the library. Any items left unattended in the Library will be removed
- Eating and smoking are not allowed within library premises. Water in bottle or container is allowed. All other beverages are not allowed.

6. Membership and Loan Policy

Loan Policy	Open Shelf	Redspot	Magazine
Pre-University & Undergraduate Students	4 books / 14 days	Non-circulating can be used within the library for 3 hours	Non-circulating
Postgraduate Students	5 books / 14 days	Non-circulating can be used within the library for 3 hours	Non-circulating
Staff (Academic)	6 books / 90 days	Non-circulating can be used within the library for 3 hours	Non-circulating
Staff (Administration)	6 books / 90 days	Non-circulating can be used within the library for 3 hours	Non-circulating

7. Library Opening Hours

Day	HU/HA Library	ELM Library	S2 Library
Monday-Friday	8.30 am – 8.30 pm	8.30 am – 6.00 pm	8.30 am – 8.30 pm
Saturday	9.00 am – 1.00 pm	9.00 am – 1.00 pm	9.00 am – 1.00 pm
Sunday and Public Holidays	Closed		

8. Library Facilities

8.1 Bloomberg Terminals

Bloomberg software provides real-time market moving news and analytics to financial researchers.

How to book Bloomberg Terminals?

For booking the use of a Bloomberg terminal, please email the following details to HELP Desk staff at helpdesk@helplive.edu.my

1. Your Full Name
2. Your Student ID (for HELP students only)
3. State which terminal you wish to use:
- Terminal 1 is in HELP Damansara Campus, ELM Library.
- Terminal 2 is in HELP Subang 2 Campus, Founders Library.
4. State Date, Time and How many hours you wish to use.
5. It is free of charge for HELP students.
6. External users are required to pay RM200 per hour via QR Pay or online transfer when you are in the library.
7. Helpdesk staff will login to the terminal for the user.
8. For more information, please refer to Bloomberg terminals webpage at https://library.help.edu.my/bloomberg-terminal/

8.2 Carrel Desks

Carrel desks are provided in the library for users who prefer individual study space. In addition, computer benches with high chairs are also ideal for users using their own laptop.

8.3 Computers

All the libraries are equipped with computer facilities such as PCs and Workstations together with free Wi-Fi access. PCs are available for users to access OPAC, online databases, other online resources and do their work.

Users are required to login to the facilities with the Student Id and Password assigned by CIC Helpdesk.

For students, please sign in with your Helplive email account using your Student ID and Password.

For staff, please sign in with your staff PC/laptop login Username and Password.

For assistance regarding signing in, please contact CIC Helpdesk at

603-27162288 or email helpdesk@helplive.edu.my

Helpdesk staff can be contacted at the following locations:

Wisma HELP:	*9th Floor*
ELM Business School:	*Upper Level or 6th Floor*
Subang 2:	*1st Floor, Block F*

8.4 Discussion Rooms

Library users may use the discussion rooms in all HELP libraries for their group discussions and group studies.

For HA/HU library in Wisma HELP, two discussion rooms are available to facilitate library users to hold discussions.

As for ELM and S2 libraries in ELM Business School and Subang 2 respectively, multiple rooms are available. A booking system is implemented and students are required to book the use of the facilities on a first come first served basis.

8.5 Open Space Study Area

Open space study area provides large number of seats in all the libraries main study area. It is located strategically near the Circulation Counter for the convenience of users to approach library staff for guidance in the use of library resources.

Quiet discussion with limited number of people per table is allowed as not to disturb other users.

8.6 Printing Services

Two types of photocopiers, Ricoh and HP with different set of charges are allocated in the library to facilitate users with their printing/photocopying needs. Users may also choose the 2 following options when using the photocopier services:

- Self-service:
  Students can top-up money into their account and proceed to use the copiers
- Top-up at Counter:
  Students can also top up money into their account at the respective Library counters or at Helpdesks

The charges are as below:

Type of Photocopier	Black	Color	Availability
HP	RM0.10 per page	RM1.00 per page	Available in ELM and S2 libraries only
Ricoh	RM0.15 per page	RM1.00 per page	Available in all libraries

8.7 Student Lounges

Student Lounges at Subang 2 Campus

S2 Library users may use Student Lounges at G-floor next to CMD office or at Batic at Block H.

Student Lounge at ELM Campus

ELM Library users may use Student Lounges at Sky Lounges on 9th Floor, ELM.

For postgraduate students, they may use UL Student Lounge at UL Floor, ELM

Student Lounges at Wisma HELP

HA Library users may use LC-floor or G-floor, Wisma HELP

8.8 Wi-Fi Connection

Wireless internet access points are available in all libraries to allow patrons to access the internet from their laptops, iPads, handphones and other devices.

9. Library Services

Inter-Library Loan (ILL) and Document Delivery Service (DDS)

- Library provides inter-library service and document delivery services to HELP staff, postgraduate students and final year students to obtain books, book chapters and journal articles that are not available in the library collection.
- Cost incurred in borrowing books or obtaining photocopied articles from other libraries is borne by the requestors. The cost incurred may include courier charges, printing, photocopy, etc.
- The requestors are responsible for any damages or loss of the items and to bear all financial cost incurred
- A request can be made at the library counter or emailed to library@help.edu.my

HELP Little Free Library (LFL)

HELP University Learning Resource Centre has launched a free book project called 'HELP Little Free Library' (LFL) where you can read, swap and donate your books to LFL located at:

- HU/HA Library at Wisma HELP
- ELM/Law Library at ELM Business School
- Founders Library at Subang 2 Campus

If you have any books you wish donate to the LFL project, you can drop them off at the respective LFL. You can also take any book that interest you from the LFL.

10. Library Collection Types

Open Shelf Collection

Open shelf collection is a collection of library materials that can be checked out from the Library. The open collection consists of academic and general books in various subject areas.

Reference Collection

Reference collection refers to reference books such Encyclopedia, Dictionaries, Handbooks, Biography and Directories. These are non-circulating items which can only be used within the library.

Redspot Collection

Only one Redspot book may be borrowed at any one time and the duration of loan shall be 3 hours. They are non-circulating items which can only be used within the library

Periodicals Collection

Periodicals collection refers to print journals and magazines subscribed by the Library. Some of the journals and magazines include Harvard Business Review, Readers Digest, etc. These are non-circulating items which can only be used within the library. These items may be requested from the library staff on duty at the Circulation Counter.

Multimedia Collection

Multimedia collection includes audio video materials, DVDs and CDs. There are non-circulating items to be used within the library only. These items may be obtained from the Circulation Counter.

11. Digital Library

In addition to print resources, the libraries also provide access to more than 50 online databases, ebooks and other open access online resources. These resources can be accessed within campus and off campus. New resources and services are continuously being introduced.

Subscribed Databases/ eBooks

No	Database	Estimated No of Journals / Tools	Estimated No of e-Books
1.	APA PsycBooks		4,666
2.	ProQuest Academic Complete (eBooks)		247,246
3.	APA PsycARTICLES	122	
4.	APA PsycTESTS	Psychological Test Tool	-
5.	ProQuest Dissertation and Thesis (5M with 3M fulltext)	3,000,000	
6.	ProQuest Academic Video Online	71,400	
	ProQuest ONE Academic (47 Journals and News Streams Databases):		
7.	ProQuest ABI/INFORM Collection	9,788	
8.	ProQuest Accounting, Tax & Banking Collection	1,393	
9.	ProQuest Advanced Technologies & Aerospace	3,711	
10.	ProQuest Agriculture Science	1,310	

Total Subscribed Databases: 56
Total Journals: 3,166,768; Theses: 3M; Ebooks: 251,912; Videos: 71,400

Difference – Books vs Database Journals

BOOKS (Print or eBooks)

- **Books authors need time to write the book usually take 1 to 2 years.**
- **The book content is slightly outdated because of time taken to publish.**
- **Books are required to obtain information on theories and facts of a topic or subject area.**

DATABASE JOURNALS

- **Journals published the latest findings of a subject area.**
- **For research, assignment and final year projects, you need the latest findings of a subject area.**
- **But you also need books for theories and facts.**

To access the databases:

Step 1: Learning Resource Centre database website at https://library.help.edu.my/ and click on ''Digital Library''.

Step 2: Login with your User Name and Password

- For Students, please sign in with HELP assigned Student Id and Password
- For Staff, please sign in with staff PC/laptop User Id and Password

11.1 Online Database Search

Quick video guide on how to search the journals/journal articles in ProQuest Databases are as follows:

URL : https://library.help.edu.my/wp-content/uploads/2021/07/ProQuest-Online-Database-Search.mp4?_=2

11.2 How to search and download eBooks

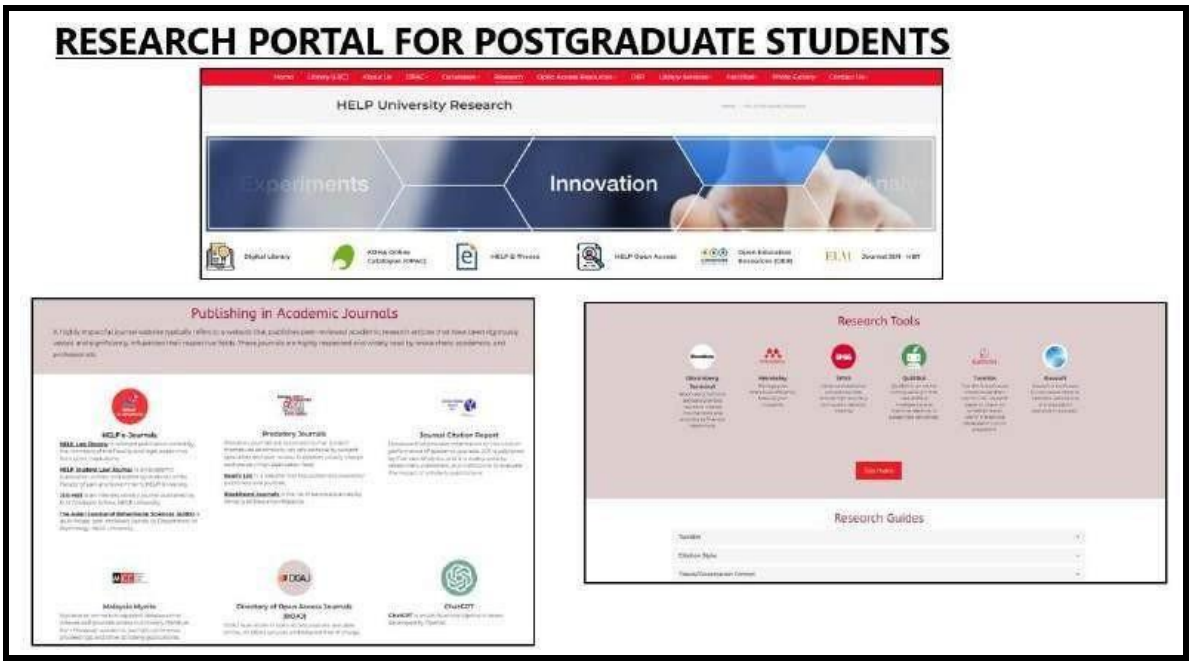
Quick video guide to students and lecturers on how to search and download eBooks

URL : https://library.help.edu.my/wp-content/uploads/2021/07/Library-How-to-Download-eBooks-2.mp4?_=1

12. HELP Research Portal

The HELP Research Portal is a platform for HELP academics and postgraduate students to engage and network with the fellow researchers and collaborate various research activities. The portal also serves as a central repository for researchers to obtain relevant information related to research, regulatory requirements, publications, conferences and other external events.

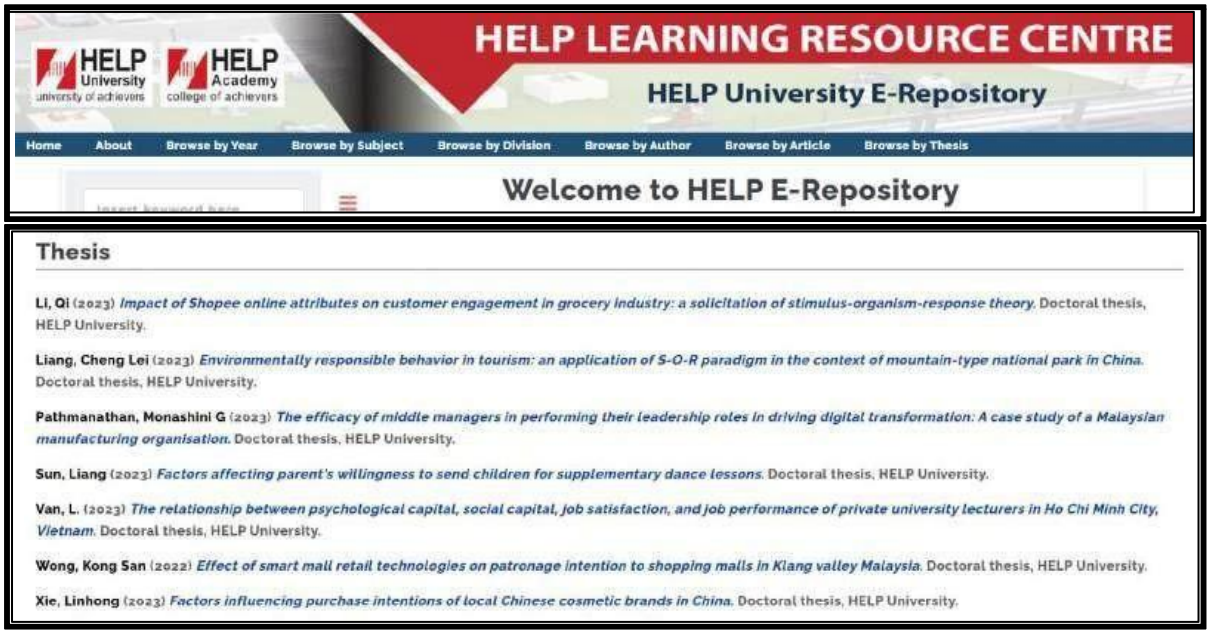
URL: https://library.help.edu.my/research-portal-2/



12.1 HELP E-Repository

HELP University E-Repository is an online storage of journal articles and postgraduate theses contributed by staff and students of HELP University. The information in the E-Repository can be searched via Browse by Year, Subject, Division, Author, Articles or Theses.

URL: https://eprints.help.edu.my/



13. Turnitin

In HELP, Turnitin is integrated into HELP Learning Management System or LMS (Moodle). Students are required to upload their assignments into LMS-TII platform directly for Turnitin to generate the similarity reports.

13.1 Turnitin Guides

- **Turnitin**
  Quick guide to understand what is LMS-TII

  URL:
  http://library.help.edu.my/wp-content/uploads/2023/03/Turnitin-Slide.pdf

- **LMS-TII User Guide for STUDENTS**
  Quick guide to students and lecturers on how to submit academic paper and to check similarity report in LMS-TII

  URL: http://library.help.edu.my/wp-content/uploads/2023/03/LMS-TII-User-Guide-for-STUDENTS.pdf

14. Library User Guides

The library has and will continue to prepare as and when required, user guides and user manuals documents to students and users in using a particular system, database or service in the library. These documents consist of detailed information on operations, standards, guides and functionalities, etc.

User Guides

1. **AI Tools – ChatGPT**
   Guide on how to cite academic materials using AI Tools.
   - **How to cite ChatGPT and AI Tools** (Press Ctrl+Click to access the link)
   - **MQA Advisory Note – AI Generatif**
   - **User Guide for Use of AI Tools and ChatGPT**

2. **APA PsycNET – Quick Guides**
   Quick reference guide on how to search APA PsycInfo on the APA PsycNet platform in Advanced Search mode

3. **APA Psychology Databases – Basic Search Guide**
   Quick guide to search APA Thesaurus and Index Terms

4. **Emerald Insight – How to search journal articles**
   Search using Quick and Advanced Search to get most relevance results

5. **How to search books in KOHA Online Catalogue OPAC**
   Quick guide on how to search the library collections with accurate results via KOHA OPAC

6. **Mendeley – Basic Training User Guide**
   Quick guide on how to use the Mendeley reference tools to manage your references, make a citations, and collaborate with others

7. **ProQuest One Academic – Quick Search Guide**
   Quick guide on how to apply search techniques to get most relevant results

8. **ProQuest Central – Online Databases Search**
   Quick guide on how to search the journals/journal articles in ProQuest Databases

9. **ProQuest Academic Complete eBooks – How to download eBooks**
   Quick guide on how to download Proquest eBooks by partial chapters or full PDF chapters

10. **Public Library – Perpustakaan Negara Malaysia (PNM) Access Guide**
    Quick guide on how to sign up and access to PNM academic resources

11. **Public Library – Sarawak State Library Access Guide**
    Quick guide on how to sign up and access to various Sarawak State Library online academic resources

12. **Quillbot Paraphrasing Tool – How to use Quillbot Software for Paraphrasing**
    Quick guide on how to sign up to Quillbot Paraphrasing Tool and apply the techniques to paraphrase to the academic research works

13. **Student and Staff – How to Access HELP eBooks Repository**
    Quick guide on how to sign up and get access to HELP eBooks Repository and read them online

14. **User Guide to Reset Password**
    Quick guide on how to do self-reset password for accessing library databases

15. Contact Us

Suggestion and Recommendations are welcome

URL:
https://docs.google.com/forms/d/e/1FAIpQLSfU4sff3TP2jyOYQnq88pwjdwjjyjZE7oVGrQ2P2UhG7D1mQg/viewform

Email to
Password related matters

Email to: **helpdesk@helplive.edu.my**

Library / databases related matters

Email to: **library@help.edu.my**

Library provides online and face-to-face support to users from

Monday to Friday: **8.30am - 8.30pm**,

Saturday: **9.00am - 1.00 pm**

Response Time:
Response time within one working day during library opening hours.
All responses during weekends and public holidays will be responded to on the next working day.

Resolve Time:
Library will try to response to your queries within 3 working days. However, complex queries and problems reported may need to refer to experts in specific areas. Resolve time will depend on the nature of the problem reported.

For more details, please visit HELP Learning Resource Centre website at: https://library.help.edu.my/