

AUN-QA Information, Academic Year 2024
AUN 7: Facilities and Infrastructure
Khunying Long Athakravisunthorn Learning Resources Center,
Prince of Songkla University

7.3 A digital library is set up, keeping up with progress in information and communication technology.

The Khunying Long Athakravisunthorn Learning Resources Center has provided electronic books and journals to support the university's learning, teaching, and research. Since 2007, the digital information resource services have been continuously developed, as shown in Figure 7.3-1. In 2024, the following vision was announced: **“Digital library supporting lifelong learning and world-class services under sustainable development”**.

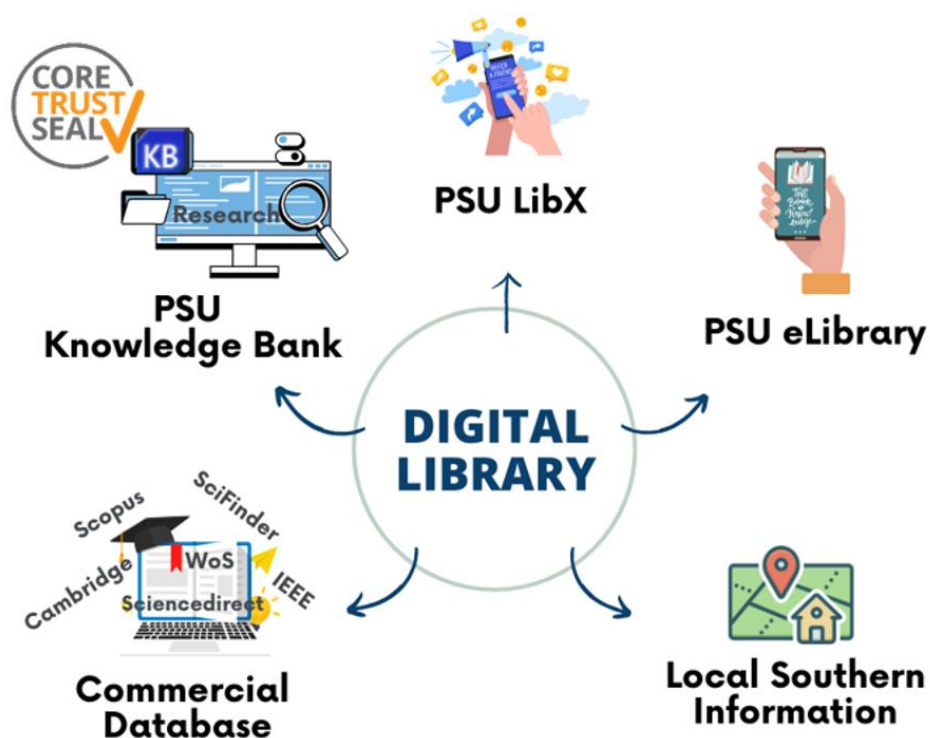


Figure 7.3-1 Digital library services

With a vision to become a digital library, the Center underwent extensive quality assessment of its institutional information repository. In academic year 2024, the Prince of Songkla University Knowledge Bank (PSU Knowledge Bank) was certified as a reliable digital information repository by the CoreTrustSeal (CTS) Standards and Accreditation Committee, an international standard for certifying the basic quality of digital information repositories in accordance with the European Framework for the Verification and Accreditation of Digital Information Repositories. Furthermore, the Center continues to provide electronic information resources through commercial electronic databases, including online databases, e-books, and e-journals (<https://clib.psu.ac.th/e-resources/e-databases.html>). It also provides learning and research

software, including the Endnote, Zotero, and Mendeley bibliography management programs, and the iThenticate plagiarism detection program, accessible via the Khunying Long Learning Resources Center website (<https://lib.psu.ac.th/>).

The Center's mission is to develop fully automated services and learning environments, and to develop the organization to support international-level services under environmentally friendly standards. Funding is provided through the Coursera for Campus project and Samart Skills project from Google to enhance self-learning through international-standard online learning, including reskill/upskill for students, faculty, and staff at Prince of Songkla University. Regarding the environment, the Center is currently implementing the ISO 14001/2015 Environmental Management System standard for organizations seeking to systematically manage their environmental responsibilities.

The Center's digital library is being developed to support learning for faculty, students, and staff at all five PSU campuses. Online library services allow borrowing and reading books anytime, anywhere. The Center has developed its own databases, including the Southern Local Database and the Prince of Songkla University Wisdom Repository, an information resource compiling PSU's historical documents and the work of its students and staff, including the PSU LibX system, a mobile phone application for both iOS and Android, and an information system for library users at all five campuses of Prince of Songkla University. These systems include: 1) a self-service resource borrowing system; 2) a resource renewal system; 3) a QR code generation system for library access; 4) a direct payment system for paying fines; and 5) a book search system. In academic year 2024, a face recognition function was developed for convenient access to the facilities.

Development of the PSU eLibrary, an online book lending system. The Center has negotiated the procurement of Thai-language e-books with Bookcaze distributors and foreign language versions through Cambridge Publishing. The system also integrates with the online book lending system to enable access to Thai-language e-books via the PSU elibrary and PSU LibX.

In academic year 2024, the Center spent a budget of 32,871,361.72 baht on information resource procurement. This budget is divided by subject area and resource type, as shown in Table 7.3-1. The database provided is divided by subject area, as shown in Table 7.3-2.

Table 7.3-1: Budget spent on information resource procurement (THB)

Program	Textbooks	Journals	Databases	Total
Science and Technology	68,285.35	-	793,991.40	862,276.75
Health Sciences	455,199.22	4,317,211.14	24,832,852.48	29,605,262.84
Social Sciences	89,894.00	-	-	89,894.00
Interdisciplinary Programs	16,140.00	-	6,297,788.13	6,313,928.13
Total	629,518.57	4,317,211.14	31,924,632.01	36,871,361.72

Table 7.3-2 List of databases provided by subject area

Program	Subscribed by Khunying Long Athakravisunthorn Learning Resources Center	Subscribed by Office of the Permanent Secretary of MHESI	Subscribed by Faculty/other campuses
Science and Technology	-SciFinder Scholar	- ACM Digital Library - American Chemical Society Journal (ACS) - Engineering Source - IEEE/IET Electronic Library (IEL)	
Health Sciences			- Access Emergency Medicine - Access Medicine - Access Surgery - AMBOSS - APA PsycINFO
			- BMJ Best Practice - BMJ Journals Online - ClinicalKey - The Cochrane Library - Embase - JAMA Network - Karger Online Journals - Lexicomp - Ovid - Oxford Journals (Medicine & Health) - Thieme E-Journals - UpToDate
Social Sciences		- Emerald Management	- Bahrain Database - SE-ED's E-book - National geographic - Collection Hospitality, Leisure, Sport and Tourism

Program	Subscribed by Khunying Long Athakravisunthorn Learning Resources Center	Subscribed by Office of the Permanent Secretary of MHESI	Subscribed by Faculty/other campuses
Interdisciplinary Programs	- Cambridge Core - EBSCO e-book - Gale Academic One File - Journal Citation Reports (JCR) - SCOPUS - Web of Science	- Academic Search Ultimate - ScienceDirect - SpringerLink Journal	- CU eLibrary

The Center provides both print and electronic information resources and seamlessly shares various facilities with other libraries at Prince of Songkla University. Users of all Prince of Songkla University campuses can access electronic information resources, including online databases, e-books, and e-journals, via the Khunying Long Learning Resources Center website (<https://lib.psu.ac.th/>). Print information resources can also be borrowed between libraries via the inter-library loan service within the PSULINET network of libraries.

In addition, the Office provides research support software, including:

1. iThenticate plagiarism detection program
2. Endnote Mendeley and Zotero bibliographic management programs

The Center provides up-to-date, sufficient, and relevant information resources for the university's curricula/disciplines, teaching, and research, as shown in Table 7.3-3.

Table 7.3-3 Number of information resources, categorized by type

Category	Number of Databases/Titles
In-house database	3
Database	37
Electronic information resource	23,651
Printed information resource	170,038
Total	193,729

The Center provides various facilities and services to support learning. In 2024, the Center made additional renovations to the area, including renovating one restroom for alternative genders, and improving the area in front of the elevators by expanding the library entrance and exit by adding one more point to accommodate and facilitate the disabled and the elderly, as shown in Figure 7.3-2 and Tables 7.3-4 and 7.3-5.



Figure 7.3-2: Facility services

Table 7.3-4 Venues/facilities

Category (unit)	Amount
Average opening service duration (hours)	10
Reading seats	752
Special group room	- Under renovation -
Theater room (seats)	112
Meeting room with 8 seats, 40 seats and 80 seats (rooms)	3
Internet Zone (124 seats)	1
Computer training room (100 seats)	2
Reading rooms (limited noise: quiet reading room)	2
24-hour reading rooms: The Forest room and The Space room (180 seats)	2
Children and youth room	1
Southern Region Information room	1
Asean Studies room	1
Edutainment room (8 seats)	1
Meeting Box (10 seats)	1
Relaxation zone featuring ten automatic reclining chairs	1
Disabled and LGBTQ+ restrooms	10
Smart locker	2

Category (unit)	Amount
Self-check kiosk	3
Book return machine	1
Computer for Online Public Access Catalog (OPAC)	12

The Center has utilized information and communication technology to facilitate operations and services as follows:

1. ALIST automated library system, allowing users to easily and conveniently search for information resources via the OPAC program (https://opac.psu.ac.th/Search_Basic.aspx) and the ACQ Online resource procurement service
2. electronic service programs on the website, including the PSU LibX system and the group reading room reservation system
3. innovative technologies, including ticket machines, smart lockers, and self-check kiosks
4. cashless coupon system
5. Smart Gate system, modernized to support the PSU LibX application and facial scanning
6. in-house databases, including the PSU Knowledge Bank, the Southern Region database, and the PSU eLibrary
7. computers and accessories, including headphones, extension cords, power banks, calculators, TVs, lamps, Lightning adapters, and Type-C converters
8. the use of digital media as communication channels with users, including Facebook, LINE, Instagram, YouTube, websites, email, Messenger, and TikTok.

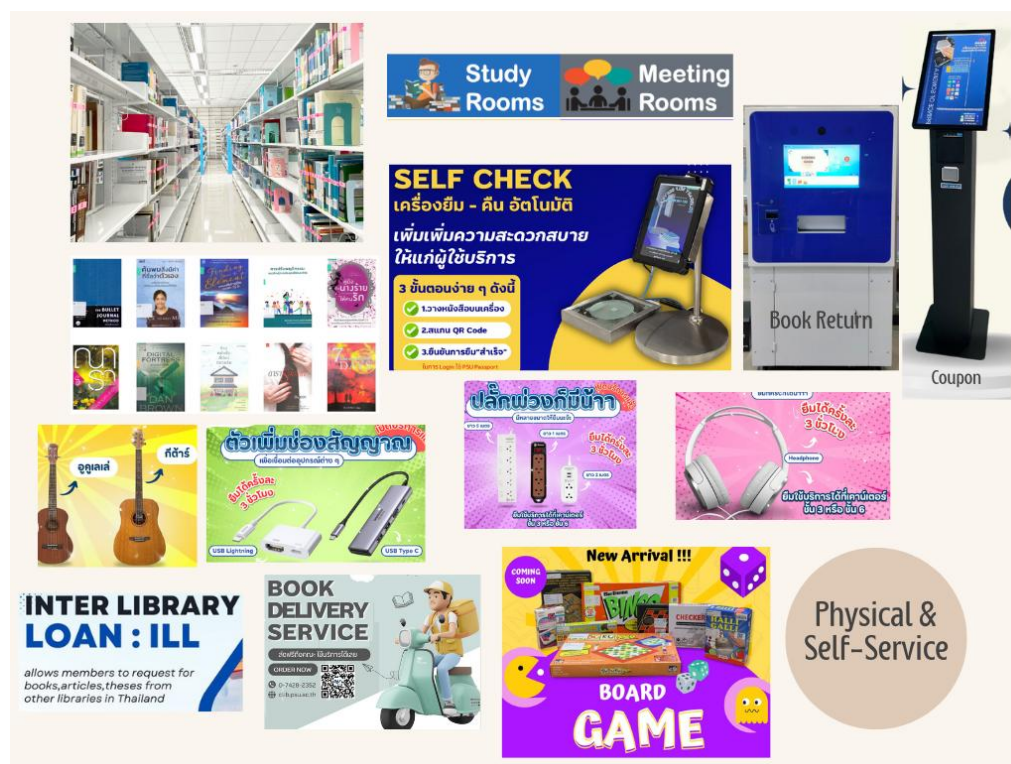


Figure 7.3-3 Facilities

Table 7.3-5 Computers and accessories

Category	Unit
Computer	224
Calculator	8
Headphone	49
Extension socket plug	33
Power bank	3
TV	24
Lightning adapter	2
Type C adapter	5

In addition, the Center maintains a collaborative network with libraries at the PSU campus- (PSULINET), regional- (PULINET), and national (AUNILo) levels to support learning and maximize the shared use of information resources. Users can access and download a wider variety of academic articles and electronic media, promoting self-learning. In 2024, the Office has collaborated with international university libraries, including Fudan University Library and Shanghai University Library, to enhance the development of library personnel and technological capacity.

7.3 List of Evidence

7.3.1 Khunying Long Learning Resources Center Website: <https://lib.psu.ac.th/>

7.3.2 The Office's Digital Library System Website: <https://lib.psu.ac.th/>

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

7.3.4 Various office information resources: https://opac.psu.ac.th/Search_Basic.aspx

7.3.5 Prince of Songkla University Collaboration Network (PSULINET) Website: https://www.facebook.com/psulinet?locale=th_TH

7.3.6 Memorandum of Understanding (MOU): <https://lib.psu.ac.th/th/mou/>

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

The facilities and services offered by the Center have been evaluated and enhanced as follows:

1. National Quality Award (TQA) for organizational quality assessment
2. certified as a reliable digital information repository by the CoreTrustSeal (CTS) Standards and Accreditation Committee, an international standard
3. certified as a Green Office (Gold) by the Department of Environmental Quality Promotion, Ministry of Natural Resources and Environment, and has passed the Green Library Development Criteria assessment.
4. recipient of the Outstanding Higher Education Institution Library Award from the Thai Library Association under the Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn.

Additionally, the Khunying Long Athakravisunthorn Learning Resources Center evaluated user satisfaction in five aspects: resources, services, personnel, facilities, and communication.

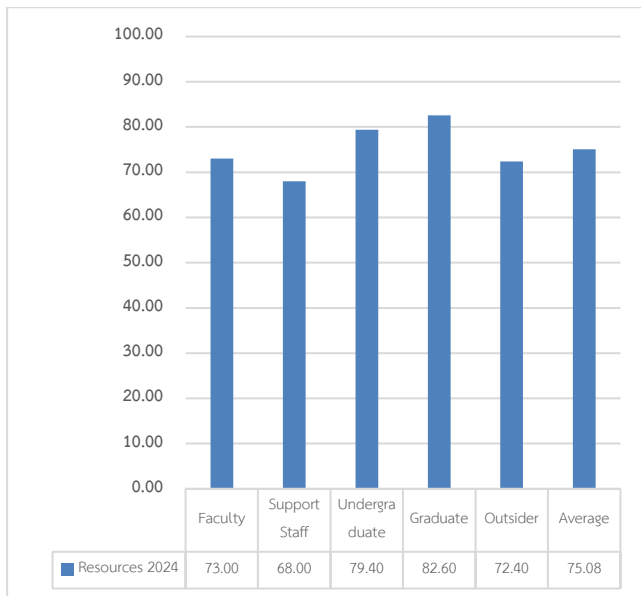


Figure 7.9-1 Percentage of service recipients' satisfaction with resource provision

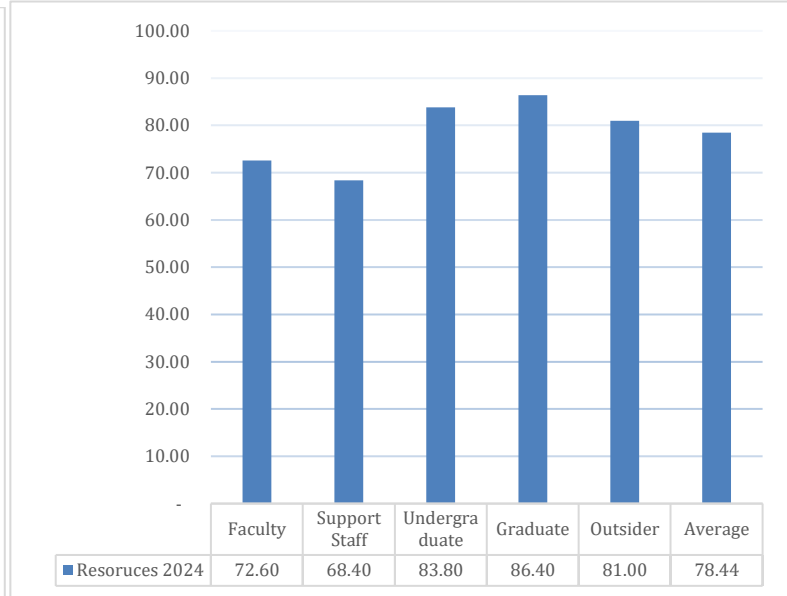


Figure 7.9-2 Percentage of service recipients' satisfaction with services

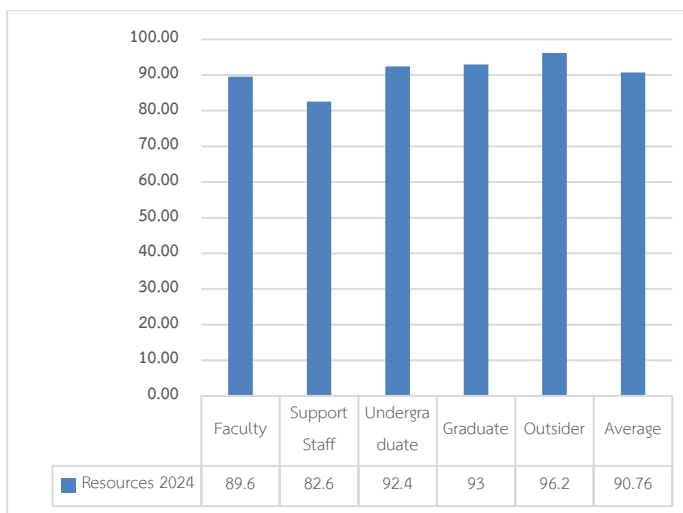


Figure 7.9- 3 Percentage of service recipients' satisfaction with personnel

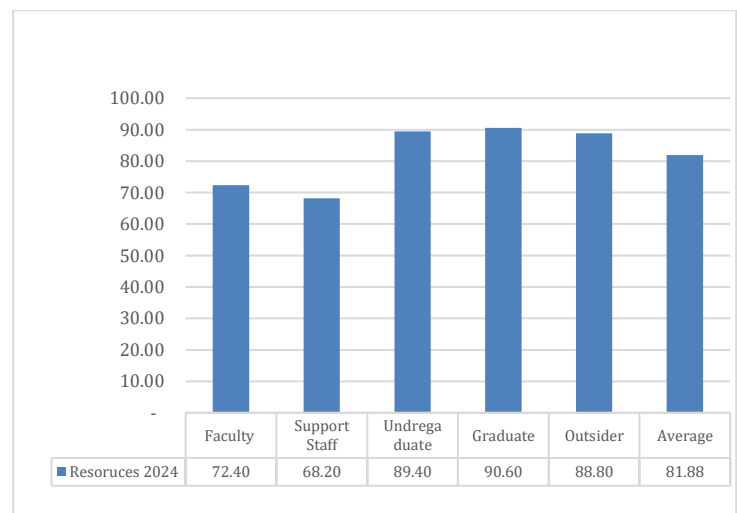


Figure 7.9- 4 Percentage of service recipients' satisfaction with facilities

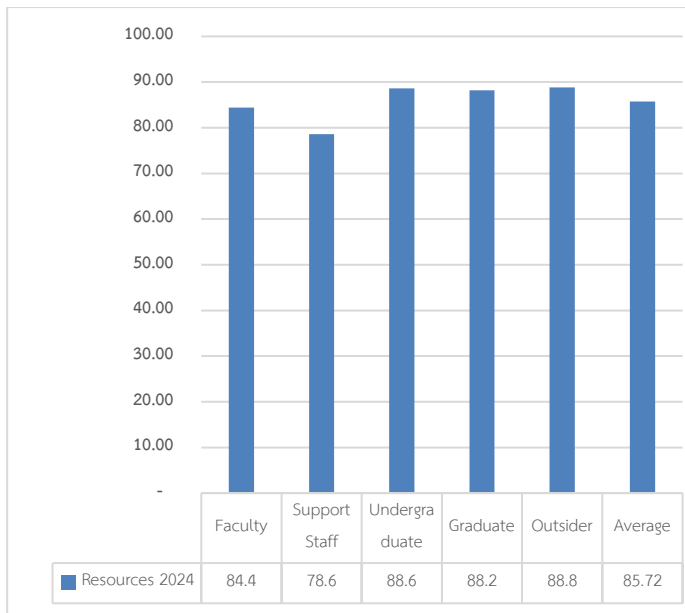


Figure 7.9- 5 Level of service recipients' satisfaction with communication

The results of the satisfaction survey conducted among service recipients regarding resources found that graduate students had the highest satisfaction rate at 82.60%, followed by undergraduate students at 79.40% and faculty at 73.00%, and external individuals and support staff at 72.40% and 68.00%, respectively. The overall satisfaction rate of service recipients with resources was 75.08%.

Regarding service provision, graduate students displayed the highest satisfaction rate at 86.40%, followed by undergraduate students at 83.80% and external individuals at 81.00%, with faculty and support staff at 72.60% and 68.40%, respectively. The overall satisfaction rate of service recipients with service provision was 78.44%.

Personnel were rated highest by external individuals at 96.2%, followed by graduate students at 93.00%, and undergraduate students at 90.24%, with faculty and support staff at 89.6% and 82.6%, respectively. The overall satisfaction rate of service recipients with personnel was 90.76%.

The highest satisfaction rate with facilities was given by graduate students at 90.60%, followed by undergraduate students at 89.40%, and external individuals at 88.80%, with faculty and support staff at 72.40% and 68.20%, respectively. The overall satisfaction rate of service recipients with facilities was 81.88%.

Finally, communication was rated highest by external individuals at 88.80%, followed by undergraduate students at 88.60%, and graduate students at 88.20%, with faculty and support staff at 84.40% and 78.60% respectively. The overall satisfaction rate of service recipients with communication was 85.72%.

7.9 List of Evidence

7.9-1 Assessment of Customer Satisfaction with the Office's Services:

<https://clib.psu.ac.th/about/tqa.html>

7.9-2 The Office's Green Library Website: <https://clib.psu.ac.th/greenlibrary/>

7.9-3 Announcement of the Thai Library Association on Outstanding Libraries:

<https://tla.or.th/attachments/article/464/announce-3v2.pdf>