

## Foreword



**Tuan Hj Mohd Pisol Ghadzali**  
Chief Librarian

Perpustakaan Hamzah Sendut (PHS) is pleased to announce the first issue of *PHS&U: Connecting Library with APEX Community* newsletter. This publication symbolizes our continuous effort to reach out to the customers to relay information on latest news and promote the services and information resources available in PHS.

The newsletter which will be published in digital format will serve as a platform in disseminating a wide range of topics and subject matter within library in order to enhance the learning, teaching and research activities of our customers. It is very much hoped that this initiative will benefit the USM community at large and provides additional awareness-raising resource to encourage active participation and usage of the library. For PHS to play a more effective and vital role in education and discovery, then this is a beginning of a new journey in marketing the library to the APEX community.



# New Building of Hamzah Sendut Library

Hamzah Sendut Library new building a.k.a

Research Wing was officiated by Tan Sri Prof Dzulkifli Abd Razak, Vice Chancellor of USM on 3rd March 2011. The new building was built out of the needs for larger space to allocate the growing number of collections & staff's offices, to provide convenient reading area for customers, to enhance library services and supporting USM as Research & APEX university.

The building comprises of 5 floors with several facilities available including spacious reading areas, computer lab, discussion rooms, carrel rooms, laptop charging spaces, 24 hours reading room etc.

Also located here are Reference & Research Division, Malaysiana and Archives Division and Administration Office.

The opening hours of the new PHS are:

*Monday to Friday : 8.30 am—4.30 pm.*

*Saturday & Sunday : Closed*

**So don't miss up. Visit our lovely new building now.**

**You will see the difference.**



## Facts & Figures of New Building

The dream of having a new library building finally achieved through the budget of 10th Malaysia Plan - cost almost 13 million (RM) - 5, 686.53m<sup>2</sup> - built within 15 months from August 2008 till November 2009 - open to campus community on 11.1.2011



# New PHS @ a glance



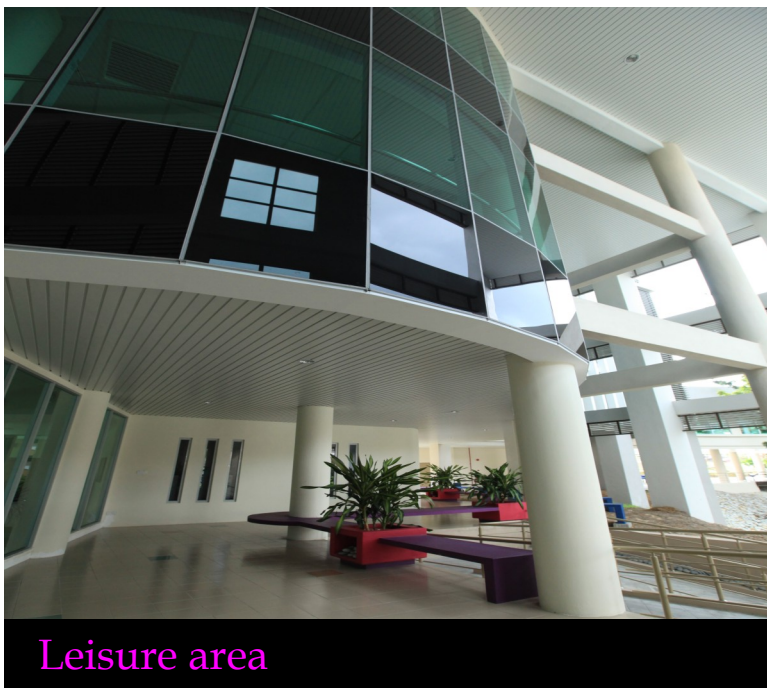
Front look of PHS



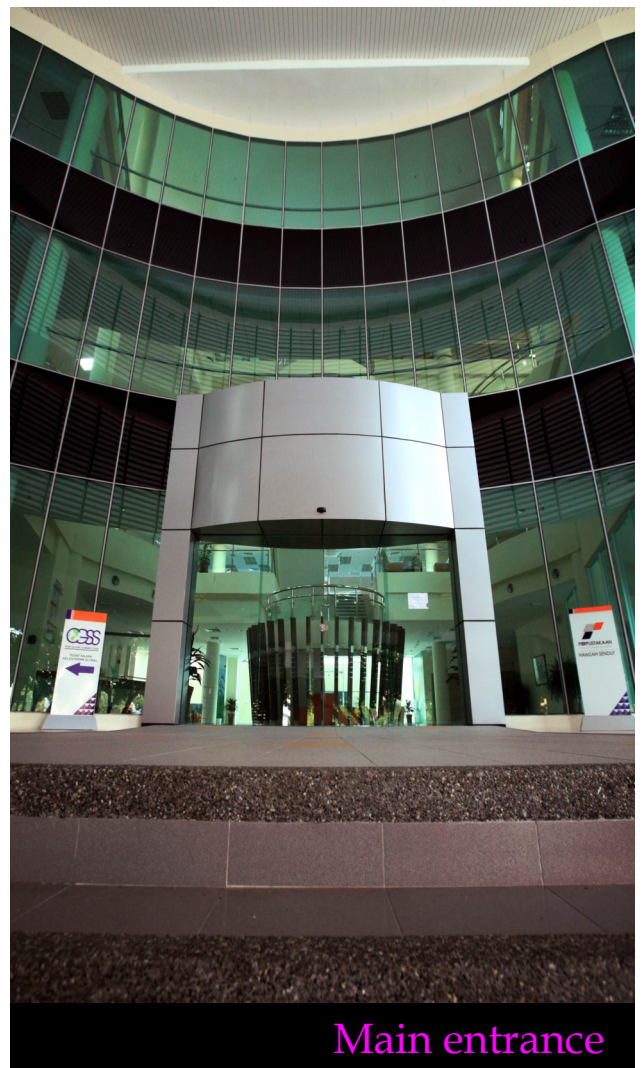
24 hours reading area



Main staircase



Leisure area



Main entrance



Inside look of PHS

# New Look of Circulation Counter PH\$2

**Circulation counter at PH\$ 2 has undergone a renovation and started operating since 21st March 2011. It was designed with cozy looks, ergonomic furnish and user-friendly features to cater the customers.**

**This counter functions as circulation counter as well as reference and research counter.**



**Old Counter**



**New Counter**



Quick survey conducted in 2010 to get PHS customers opinion on moving the collection of books from PHS2 to PHS1 resulted in 75% of them agreed to the idea while 25% rejected it.



***Marvellous  
Interior Design***

***Big  
Collections***

**What do visitors say about PHS?**

***Free WiFi***

***Friendly staff***



PHS has received numerous visitors throughout the months. Amongst them were:

Universiti Pembangunan Nasional Yogyakarta

Kansai Gaidai University, Japan

Amran University, Yemen

Kolej Matrikulasi Kedah

SMK Abdullah Munsyi, Penang

UiTM Merbok

Anak-anak Angkatan Tentera Malaysia

KEMAS, Bayan Baru, Penang

IKM Sg Petani, Kedah

SM Teknik Bachok, Kelantan

# Customer Relations Division@PHS

## **Promotion & Marketing Unit:**

- Library Orientation
- Exhibition
- Educational Visit
- Social Media: Blog & Facebook, Chat
- Promotional Posters
- PHS&U Bulletin

## **Customer Services Unit:**

- Customer Complaints
- i-Counter
- Library Guide Book
- Corporate Video
- Community Networking
- Clients & Students Day
- Customer Satisfaction Survey

## **Payable Services Unit:**

- Foyer Reservations
- Photocopy & print Services
- Fax
- Letter to visit other libraries

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## **Library facts**

*USM library (including branches) has a big number of family members covering **245 staff** (**56 professional staff & 189 supporting staff**)*

**Any comments and suggestion, please contact us**

**PHS & U editorial team:**  
**CustomerRelationsDivision@PHS**