

**HOW TO**

**USE**

**LITERATURE SEARCH**

**SERVICE**

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# INTRODUCTION



**Literature Search Services** is a paid service provided by the Reference Division, Sultan Abdul Samad Library (PSAS) to help library users obtain information to conduct research projects, scholarly writing, working papers or coursework.

This service is open to all UPM students and staff including members / users outside UPM (private / government employees / private employees).

The materials obtained are from various electronic information sources such as online databases and the internet. The results of the research are in the form of full text journal articles, chapters in books, reference lists and abstracts.



# WHERE TO START?

01

Access [Library Website](https://lib.upm.edu.my/)

02

Click **Services & Facilities**

03

Click **Literature Search**

The screenshot shows the website for Sultan Abdul Samad Library at UPM. The browser address bar shows the URL https://lib.upm.edu.my/. The page features a navigation menu with links: HOME, A-Z ONLINE DATABASES, EBSCO DISCOVERY SERVICE (EDS), LOCATION, VIRTUAL TOUR, FAQ, FEEDBACK, and SITE MAP. Below this is a search bar. A secondary navigation bar includes: ABOUT, SERVICES & FACILITIES, DIGITAL RESOURCES, PUBLICATION, USER EDUCATION, EXHIBITION, GUIDE, and ASK A LIBRARIAN. The main content area is divided into four columns: Services, Facilities, Rules and Regulations, and Research. The 'Services' column lists: Library Membership, Borrowing and Returning Service, Services for Person with Disabilities (PWDs), Drive-Thru & Book Delivery Services, Document Delivery, Liaison Librarian, Reference, Literature Search, and Distance Education (PJJ). The 'Facilities' column lists: Library Facilities, Facilities for Person with Disabilities (PWDs), Audio Visual Material, Facility Rental, Discussion Room, Malawati Room 2, Serambi Ilmu Rakyat (SIR Corner), and Electronic Reference Room. The 'Rules and Regulations' column lists: General Rules & Regulations, Loan Rules, Carrel Room, Discussion Room, Library Locker, Electronic Reference Room, and Special Collection. The 'Research' column lists: Research Librarian, PSAS Research Information Hub, UPM Data Bank Portal, Officer Publication Verification Service, Journal Status Authentication Service, Research Support Service, and Intellectual Property Verification Service. Three numbered callouts are present: '1' points to the top navigation bar, '2' points to the 'SERVICES & FACILITIES' link, and '3' points to the 'Literature Search' link.

# WHERE TO START?

## 04 Click Literature Search Service Request Form

SULTAN ABDUL SAMAD LIBRARY

[ABOUT](#) [SERVICES & FACILITIES](#) [DIGITAL RESOURCES](#) [PUBLICATION](#) [USER EDUCATION](#) [EXHIBITION](#) [GUIDE](#) [ASK A LIBRARIAN](#)

[» SERVICES & FACILITIES](#) » [Services](#) » [Literature Search](#)

## Literature Search

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The materials obtained are from various electronic information sources such as online databases and the internet. The results of the research are in the form of full text journal articles, chapters in books, reference lists and abstracts.

- [Literature Search Services Brochure](#)
- [Literature Search Service Request Form](#)
- [Literature Search Service Evaluation Form](#)



### SEE ALSO

- [Library Membership](#)
- [Borrowing and Returning Service](#)
- [Services for Person with Disabilities \(PWDs\)](#)
- [Drive-Thru & Book Delivery Services](#)
- [Document Delivery](#)
- [Liaison Librarian](#)
- [Reference](#)
- [Literature Search](#)
- [Distance Education \(PJJ\)](#)



# LET'S START!

**05** User must fill in all fields in **Section 1: Application Information**

## Literature Search Service Request Form

### User Guide:

1. Applicants must fill in all fields in this Section 1.
2. Once you have completed this section, you may proceed and click the SUBMIT YOUR REQUEST button below.
3. Please be informed that only the complete form will be processed.
4. Users will be informed of the status of the requested materials or the materials for collection via phone or e-mail within 5 working days or as agreed by both parties.



### SECTION 1: APPLICATION INFORMATION

<input type="checkbox"/> MATRIC NO. / STAFF NO. / MEMBERSHIP NO. / IC NO.	<input type="text"/>
<input type="checkbox"/> NAME	<input type="text"/>
<input type="checkbox"/> FACULTY / ORGANIZATION	<input type="text"/>
<input type="checkbox"/> TELEPHONE NO.	<input type="text"/>
<input type="checkbox"/> EMAIL	<input type="text"/>
<input type="checkbox"/> RESEARCH TOPIC	<input type="text"/>
<input type="checkbox"/> YEAR OF PUBLICATION (e.g. 1980 - 1994)	<input type="text"/>
<input type="checkbox"/> KEYWORDS	<input type="text"/>
<input type="checkbox"/> DATE NEEDED	<input type="text"/>

# LET'S START!

06

After complete the **Section 1**, scroll down and click **Submit Your Request**

## SECTION 2: FOR LIBRARY USE

RESPONSIBLE OFFICER	<input type="text" value="Please Select"/>
DATE ASSIGNED	<input type="text"/>
START DATE	<input type="text"/>
END DATE	<input type="text"/>
TOTAL ARTICLE	<input type="text"/>
TOTAL PAYMENT	<input type="text"/>
RECEIPT NUMBER / VOT NUMBER	<input type="text"/>
RECEIPT DATE	<input type="text"/>

## SECTION 3. HEAD OF DIVISION (CONFIRMATION)

COMMENT OR SUGGESTION	<input type="text"/>
DATE REVIEW	<input type="text"/>
SIGNATURE	<input type="text" value="ROSLAN ARIFFIN"/>

Submit Your Request



Go back

# LET'S START!

**An email will be dispatched to the requester, notifying the responsible officer and specifying the deadline for receiving the article.**

## LITERATURE SEARCH SERVICE



PERKHIDMATAN PENELITIAN MAKLUMAT - PSAS / UPM <psas\_ppm@upm.edu.my>  
to NAJAH ▾

9:10AM (0 minutes ago)



Greetings,

I hope this message finds you well.

Your inquiry regarding Information Research Service for ticket number 202401-002 will be handled by NORAZIRA MOHAMED from the REFERENCE DIVISION. You can expect to receive feedback by January 17, 2024, which falls within 5 working days.

For any additional information, please feel free to reach out to us at 03-97697947.

Thank you for your attention to this matter.

Best regards.

Fazlin Bt Shamsudin  
Coordinator  
Literature Search Service  
Perpustakaan Sultan Abdul Samad

# LET'S START!

**An email containing articles relevant to the topic will be dispatched within 5 working days.**

**The requester is kindly requested to provide feedback if the articles align with the provided search criteria.**

## LITERATURE SEARCH SERVICE



PERKHIDMATAN PENELITIAN MAKLUMAT - PSAS / UPM <psas\_ppm@upm.edu.my>  
to NAJAH ▾

9:15 AM (0 minutes ago)

Greetings,

I hope this message finds you well.

With reference to the request received on March 20, 2023, please find attached 26 articles prepared for your review.

Kindly provide feedback on these articles if they align with your search criteria.

Please note that the payment rate is based on the number of selected articles, as detailed below.

FULL TEXT		
Registered Members UPM	Non-Registered Members UPM (PIHE / Government Sectors)	Non-Registered Members (Private Institution / Sector)
RM 30.00 (1-10 articles)	RM 60.00 (1-10 articles)	RM 90.00 (1-10 articles)
RM 50.00 (11-30 maximum articles)	RM 150.00 (11-30 maximum articles)	RM 200.00 (11-30 maximum articles)

Best regards,

Fazlin Bt Shamsudin  
Coordinator  
Literature Search Service  
Perpustakaan Sultan Abdul Samad

# LET'S START!

An email containing amount of payment will be sent to the requestor.

## PAYMENT : LITERATURE SEARCH SERVICE

PERKHIDMATAN PENELITIAN MAKLUMAT - PSAS / UPM <psas\_ppm@upm.edu.my>  
to FAZLIN ▾

3:06 PM (0 minutes ago)



Greetings,

I hope this message finds you well.

Referring to the requests received on the 20th of March 2023.

Please be informed that the payment rate is based on the number of items selected as detailed below.

FULL TEXT		
Registered Members UPM	Non-Registered Members UPM (PIHE / Government Sectors)	Non-Registered Members (Private Institution / Sector)
RM 30.00 (1-10 articles)	RM 60.00 (1-10 articles)	RM 90.00 (1-10 articles)
RM 50.00 (11-30 maximum articles)	RM 150.00 (11-30 maximum articles)	RM 200.00 (11-30 maximum articles)

The payment amount for 12 selected items is RM30.00. Payment based on the number of selected items can be made through the attached QR code attached below. Please email the payment receipt as a reference and record of the transaction.

Best Regards

Fazlin Bt Shamsudin  
Coordinator  
Literature Search Service  
Perpustakaan Sultan Abdul Samad

# LET'S START!

**An email will be sent to the requester, providing access to the full text, and a request will be made for an evaluation of the service.**

## LITERATURE SEARCH SERVICES

PERKHIDMATAN PENELITIAN MAKLUMAT - PSAS / UPM <psas\_ppm@upm.edu.my>  
to FAZLIN ▾

3:09 PM (0 minutes ago) ☆ ↶

Greetings,

I hope this message finds you well.

Referring to the requests received on the 20th of March 2023.

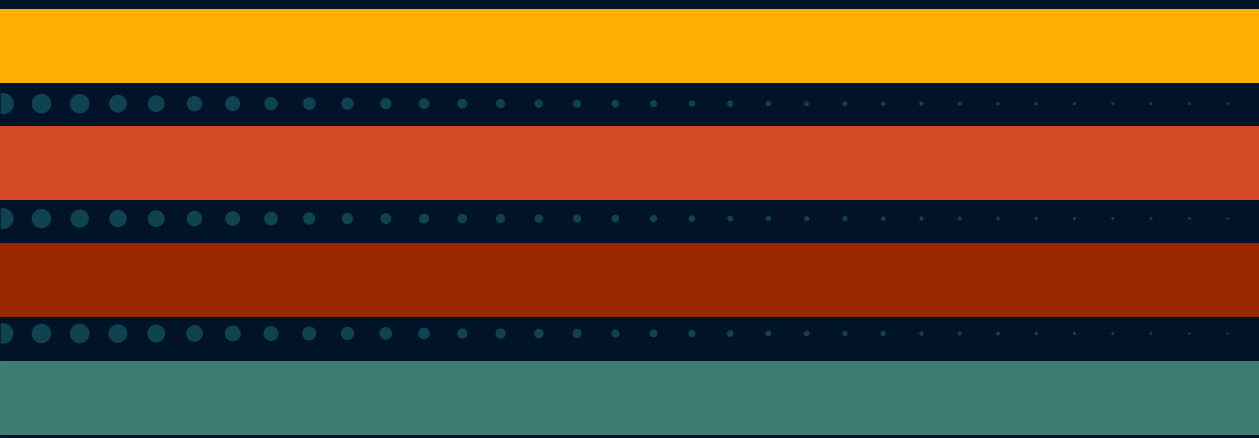
Thank you for the payment made. Full access to the articles has been granted on Google Drive. To further enhance this information research service, I kindly request your cooperation in evaluating the provided service.

Best Regards

Fazlin Bt Shamsudin  
Coordinator  
Literature Search Service  
Perpustakaan Sultan Abdul Samad

↶ Reply

↷ Forward



THANK  
YOU

