

KINGDOM OF SAUDI ARABIA
Ministry of Higher Education
NAJRAN UNIVERSITY



Library Policies and Procedures



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Introduction:

Prince Mish'al bin Abdullah Central Library at Najran University adopts several policies and laws to organize the services provided, to preserve its contents, and to keep order and quiet restored. This is sometimes referred to as the procedures related to all the Library unit, managements and departments. Such procedures are designed to clarify what the Library should commit to in order to provide excellent services to beneficiaries on the one hand, and what the Library users should abide by to get the best services on the other.

1. Library General Policy

The Library policy includes the general rules, policies and procedures that are actually enforced at Prince Mish'al bin Abdullah Library, and they aims at carrying out the University and Deanship mission. The policy goes as follows:

- Contributing to carrying out the University mission, and achieving its scientific, research and cultural goals to provide service for its employees and for the community of Najran province.
- Supporting the policy of developing the scientific groups, updating the electronic mechanisms, and providing professional development for the deanship employees.
- Following up the most up-to-date developments and breakthroughs at the local, national, regional and international levels.
- Achieving the information security regarding the protection of authors' intellectual ownerships, and laying emphasis on the fair-treatment principle towards all of the library users.
- Supporting the curricula by making available the textbooks and information sources.
- Possessing various information sources in their traditional and modern forms, and making them available to all users.
- Developing the technical processes of classification, indexing, computing, shelving, preparing indexes and abstracts, and following them up to ensure meeting optimum standards.

- Facilitating the process of making available articles, researches, references, periodicals, books, and others that users need (within the library).
- Providing information compact discs through internal lending, external interlibrary loan and providing services of photocopying.
- Guiding and advising the library users in various ways such as the virtual tours available on the library website, or holding workshops.
- Providing library and information services including the creation of bibliography lists, current awareness, selective dissemination of information, the Internet service, databases and electronic archives.
- Keeping the Library users acquainted and posted on up-to-date information through the electronic announcement area, the library website or the email.
- Complying with the Library working hours and the rules it has, including respecting those working within the Library.
- The Library is a service-providing sector that accepts the users' suggestions, and involving them in the service issues and development.

2. Policy and Procedures of Information Provision

- Developing the compact discs in quantity and quality in the manner that supports the educational and research process at the University.
- Collaborating with the teaching staff and those specialized in library affairs and benefitting from the Library services and selecting the appropriate information sources.
- Keeping oneself abreast of the publishing houses and local and international exhibitions to select and purchase appropriate books in the field of scientific specialties.
- Ensuring that compact discs comply with the integrity and qualitative and quantitative specifications.
- Coordination and cooperating with the rest of the deanship units and department to achieve the goals of both the deanship and the University.
- Cooperating with the counterparts departments at local, regional and international universities in the field of scientific publication and dedications in a bid to enrich the Library contents.

- Accepting the individual or collective dedications in a manner that does not contradict with the Library rules and regulations.

3. Policy and procedures of Loans and Borrowings

- The teaching staff, lecturers and teaching assistants may borrow from all the University libraries.
- The University students and employees may borrow from the college libraries or the Central Library.
- Affiliated students, individuals and commissions from outside the University may borrow only from the Central Library.
- No member is allowed to borrow, using another's card. In case this happens, the card's original owner is deprived of borrowing for one week. In case this is repeated, he shall be deprived of borrowing for one semester. What exceeds this, the dean of library affairs shall be look into it to take the appropriate action.
- No borrowed book is allowed to be re-lent directly from the first borrower unless he returns it first to the library. The same is true when someone requests a clearance (quittance) from the library.
- Once the books on loan are returned, they may be re-lent for another period of time, provided that this is not allowed for more than two consecutive times and if the books in questions are not requested by another person.
- Any user can place hold on any book on loan in case there is no other copy of the same book on the shelf. This is carried out by recording the book details at the librarian.
- The user shall return the books he has borrowed as they are due by returning them to the librarian, or on his own using the self-borrowing machine by producing the library card.
- The books on loan (not overdue) are accepted from any person who may bring them to the lending department.
- The Library shall have the right to ask for the return of any book on loan even before it is due, and without any reason.

- The Lending department shall send a notification and warning through a phone call or an email in case the books are overdue.
- The borrower shall return the books when they are due to avoid the fines and penalties resulting from that.
- Users may renew the loan period of the books two days before they are due by going in person to the lending department or through the electronic system.
- Overdue books are not accepted to be returned by any person other than the original user.
- In case books are lost or destroyed inadvertently by the user, an ultimatum shall be given for the user to bring an identical alternative copy or he shall be asked to pay a fine to be set by the library management.
- The user shall be deprived of borrowing in case the books are overdue. The deprivation period is twice the period of delay. In case this is repeated, the dean of the library affairs or his deputy shall have the right to extend the deprivation period.
- The user shall pay the price of the lost or destroyed book that is part of a series or collection by paying the price of the whole collection. Alternatively he shall buy the lost book of the same edition.
- Users from the external society are allowed to borrow 3 books for 15 days to be extended after paying an insurance that is higher than the price of the borrowed books.
- The lending employee is considered fully responsible for the clearance procedures, and shall be in charge of any mistake resulted.
- The following table shows the users along with their loan periods:

| Serial No. | Beneficiary | No. of books allowed | Loan period |
|------------|----------------------------------|----------------------|-------------|
| 1 | Teaching Staff (Faculty members) | 10 | 120 days |
| 2 | Post-graduate students | 8 | 30 days |
| 3 | Undergraduate students | 3 | 15 days |

| | | | |
|---|------------------------------|---|---------|
| 4 | University employees | 3 | 15 days |
| 5 | Individuals from the society | 3 | 15 days |

- The Library shall adhere to keeping one copy of the book. That copy is stamped with 'Not to be lent', and shall be available for users to read inside the library.

4. Policy and Procedures of reference Services

'Reference service' is a term that refers to assisting researchers access the reference sources, and providing the adequate answers to their questions with regard to information quickly and easily. This also includes drawing up solution to the problems facing users in any subject or information available. This service is provided as follows:

1. Making available reference sources (dictionaries, encyclopedia, bibliography) to the Library users within the reference hall in the library.
2. Reference sources are not allowed to be taken out of the department unless there is a permit from the reference official.
3. Providing electronic reference sources and making them available to the users through electronic terminals.
4. Answering the users' questions.
5. Providing a programme for training the University students to use the reference sources and tools (dictionaries, encyclopedias, bibliography), and training them how to access information from them.
6. Drawing up objective bibliographic lists according to the specialization that the University pays more attention to, and preparing them to provide users with them.
7. Providing the service of supplying documents through the technique of scanning where the person in charge at the references department helps the library users use the scanner to get what they need of copies of the printed pages into the electronic form according to the intellectual ownership laws.
8. Providing the services of reference information through filling out the form of 'requesting reference information', answering the users' questions, by fax, email or attendance in person.

9. Reference books may be placed hold on by the teaching staff on the loan shelves for a specific period according to their needs.

5. Policy and Procedures of Library Special Collections

The library provides the special collections through a special department that is concerned with texts of particular features such as rare information sources, dissertations and theses, governmental prints, maps and manuscripts, etc. Those in charge at that department are tasked with telling users about their shelf places in addition to guiding the users as to how use the special collections and how to obtain information from such sources. They also provide a training programme for university students for the purpose of familiarizing them with the special collections and how to organize them on shelves. All information sources that belong to the special collections are given certain letters which appear on the source label, at the top of form No. Such materials may be reached at through the electronic index. However, the Library keeps the special collections in a special hall within the library due to their rarity and value. The special collections include the following information sources:

5.1 Dissertations and theses:

This refers to MA and PhD dissertations or theses (printed or electronic) that have been approved by King Abdulaziz University in addition to the dissertations that reach the Library through exchange or dedication. The Arabic dissertations are referred to as (ر) whereas the foreign dissertations are referred to as (D). The dissertations are categorized at the department according to categorization numbers.

5.2 Official prints:

This refers to the documents and prints published by the authorities, ministries, establishments, companies, local, Gulf, Arab, and international banks. This also includes the research reports, the statistical reports, development plans, guides and bylaws and the organizational structures. The Arabic official prints are given the letter (س) whereas the foreign counterparts are given the letter (OD).

5.3 Maps and City master plans

This includes figures, shapes, illustrative geographical, agricultural and geological maps, city and road plans, and climates of the Arab and Islamic countries. In addition, it includes city and population plans, covering all the Kingdom's cities. The special collections are used for research-related purposes by users from within and outside the University according to the following:

- Sources are used within the hall for internal perusal only.
- No external loan source is allowed to be lent from the special collections hall.
- Official prints are allowed to be photocopied.
- Only teaching staff and post-graduate students are allowed to photocopy 25 pages from dissertations and theses through filling out the form designed for this purpose.
- Available dissertations and theses on CDs are allowed to be perused through computer devices, especially for this purpose within the special collections hall.

6. Policy and Procedures of Periodicals

Periodicals are considered the backbone of information, especially at University libraries that give attention to scientific periodicals in the different fields of knowledge. A periodical is a print, published in a sequence of issues at regular intervals (often ranging from one to four times a year). They are published under the same title that covers all their issues. They are proofread and edited by a number of writers. Periodicals have significant importance to University libraries in particular. Periodicals reveal the most up-to-date knowledge in certain specialties. Though periodicals used to appear in paper form, they have started to appear in digital form due to the sophisticated and digital techniques.

Periodicals are used by users from both within and outside the University. The Department of periodicals includes Arab and foreign scientific periodicals. Today many people have ceased to subscribe to paper periodicals to subscribe to digital periodicals where they can get the full text of researches or their abstracts. Prince Mish'al bin Abdullah central Library relies a great deal on electronic periodicals though it never overlooks the

paper periodicals. The Library is subscribed to the Saudi Digital Library, along with databases that include many other periodicals in various fields. The service in the department is provided as follows:

- Guiding and advising the users on how to use the number of periodicals.
- Internal perusal of periodicals is only allowed within the hall.
- Periodicals are prohibited to be externally lent.
- A researcher is allowed to photocopy what he needs of the periodicals through the photocopying department in the periodicals hall.
- Making available the information of digital periodicals and books through downloading them onto the chips designed for this in accordance with intellectual ownership rights.
- Providing such information services to users as:
 - ✓ Instructing the users how to use the electronic index to search for periodicals.
 - ✓ Providing the users with current awareness service with regard to the modern paper periodicals on periodical basis through:
 - Making available the new issues of paper periodicals on special cupboards as current awareness on the show window of the hall.
 - Making available the current awareness electronically through computer terminals in the periodicals hall.
 - Providing the service of selective dissemination of information and providing the teaching staff at their respective colleges with the periodicals issues on periodical basis. This service is especially designed according to the interests of each scientific department.
 - Making available the cultural magazines and the daily public newspapers in a corner especially designed for this purpose.
 - Providing a training programme for the university students to familiarize them with the periodicals available

in the department and how to obtain information from them.

7. Policy and Procedures of Electronic Services

Prince Mish'al bin Abdullah Central Library at Najran University provides the following electronic services for its users free of charge:

7.1 The Internet Unit

- The library provides its users with the many benefits that the Internet provides. All users benefitting from the Internet should use it in a manner that complies with the educational goals at the University.
- The Library does not ensure the accuracy of information that is obtained via the Internet, because it is the source and producer of information which ought to shoulder this responsibility.
- The user should fill out the form should be to use the Internet.
- Advising users on the instructions and bylaws of using the Internet:
 1. Information and files from the Internet may be allowed to be stored.
 2. The Internet is not allowed to be used for any of the following usages:
 - I. What flouts the University and Library policy, or what contradicts with the local and international laws.
 - II. What may cause any threat or harassment to any person or body, or what may constitute an insult or divulge the personal information of any person.
 - III. What may violate any of publication, authorship, intellectual ownership rights.
 - IV. What may exploit the service in any manner that would expose the Internet access to danger by creating security loopholes.
 - V. What may contradict with purposes related to any organizational bylaws, rules and regulations or policies.
 - VI. What may destroy the Library equipment, programmes, or the data.
 - VII. Using the email beyond the scope of educational or research purposes.
 - VIII. Reviewing the texts or scenes that are considered to be banned or taboos.

- IX. Using the Library systems sources to represent yourself or the Library in a wrong way or for the purpose of gaining personal profit.

7.2 Databases

- The library provides all users with the search service to get the full text through the databases to which the deanship of library affairs is subscribed to (books, articles, periodicals, dissertations, worksheets) via the computer devices available in the labs.
- The Library often provides the search results in English in addition to a few results in Arabic.
- Databases may be used within the Library by the users in person or by the employees in charge after filling out an information-requesting form. The search results are sent to the user via the email.
- Databases may be used remotely via the Library website by all users from outside the Library from any place anytime by following the following steps:
 - To log in, the username is typed in as follows:
Username: ID University
Password:
- Instructing users how to search for information in the databases along with the search strategies.
- Providing training programmes for all users: instructors and students so as to familiarize them with the databases and how to search for information.
- Providing regular workshops to the teaching staff and postgraduate students on how to use databases.

7.3 Digital Library

- Advising users on how to use the compact discs.
- Filling out the form of using the digital Library.
- Compact discs are allowed to be perused electronically via an especial computer device in the electronic services room.
- Compact discs are not allowed to be lent.

8. Policy and Procedures of Activities and Programmes

Out of the firm belief of the deanship of Library Affairs in the central role played by the activities and programmes in educating learners, beneficiaries and the University employees, it is keen throughout the year to provide many short courses that address many fields. It is also keen on providing the book reviews to discuss them in symposia and awareness-raising lectures. The major goal is to keep in touch with the Library in a bid to encourage all to read and search to reach information sources in cooperation with a number of the teaching staff. The deanship of Library Affairs aims at providing services and meeting users' needs. However, it is worth mentioning that the activities and programmes provided are designed to encourage people to visit the Library and brush upon their skills by keeping them posted on the most up-to-date developments that would help them improve their performance and develop their capabilities.

When one intends to provide any activity for the Deanship of Library Affairs, it is a must that one should go over its policy, because there are some conditions that must be known before providing any activity. They go as follows:

8.1 Registration

When intending to provide any activity or course, it is important to fill out a form with the preliminary information regarding the activity proposer and the nature of the activity to be provided.

The time and venue are to be set according to an organized table. The Deanship of Library Affairs coordinates between the activity proposer and the coordinator of the activity and course table. In case of shortage of time and the appropriate venue, the activity is to be put off until further notice after notifying the activity proposer of the change.

8.2 Conditions of carrying out the activities in the Library

- Commitment to good manners and avoidance of being rude to others or insulting them.

- The college in question shall apprise the Deanship of the activity beforehand.
- The course should not run longer than one day (not exceeding 3 hours). In exceptional cases, the course may run for two days in a manner that suits its nature of content.
- The objective subject of courses is usually open to all fields of knowledge. Emphasis is laid on the fact that activities should be relevant to the Library in that they encourage and urge others to read and how to conduct research and access information sources.
- The activity proposer is allowed to propose only one activity throughout the semester in order to give others an opportunity for to propose other activities. If the activity attracts too many students, the activity may be repeated during the following semester.
- The activity proposer should attend on time as scheduled. He should not ask for compensation or repetition of the activity in case he is too late. If he intends to decline, he should inform the programme coordinator beforehand.
- Any faculty member may present a book review in coordination with the college management.
- After the activity timing is finalized, no new timing is allowed because timings are set according to the university calendar, taking into account the students' exam dates and official vacations.
- The Deanship of Library Affairs holds a closing ceremony of its activities at the end of each academic year. It includes honouring the participants in the activities during the academic year.
- The Deanship of Library Affairs shall have the right to add or modify the conditions at any time.

9. Procedures of Photocopying Services

The Deanship of Library Affairs currently provides the photocopying service free of charge through photocopying machines in the Library in all the halls under a supervision of the employee in charge, taking into account the rules and regulations related to the publication and authorship rights.

1. All materials in the Library are allowed to be photocopied, with the stamp of Najran University on them.
2. The following are NOT allowed to be photocopied:
 1. Personal documents and papers, and the pamphlets and lectures written with hand or on the computer.
 2. The photocopied or original manuscripts or those who have got no permit from the manuscript department based on the rules of photocopying manuscripts.
 3. Unpublished MA and PhD dissertations except if the author's approval is obtained.
 4. Photocopying over 25 pages of the book at one time.
3. Those who have the right to photocopy are:
 1. University employees
 2. Beneficiaries from outside the University
 3. The library shall announce the rules and regulations mentioned in clear places next to the photocopying machines to be read by users.

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