

Manual Guide for the Deanship of library Affairs' Services- Taif University



IN THE NAME OF GOD MOST
GRACIOUS AND MERCIFUL

Manual Guide for the Deanship of Library affairs' Services - Taif University

Introduction:

Since the establishment of the Deanship of Library Affairs at Taif University, the Deanship has started to continuously improve its services, facilities, and its administrative and technical departments, as this has contributed to the continuous scientific growth of the students, teaching staff, employees, and researchers in various scientific fields and knowledge. Moreover, all the academics have agreed that the library is considered a vital artery of the university and other scientific institutions, whereas the academic community is interested in the university's library because of the information it provides to the university staff. The success of the library depends on its ability and efficiency to provide its high-quality services that satisfies the needs of the beneficiaries. In this regard, the Deanship of the Library Affairs has strived to issue this manual guide that includes the services provided by the Deanship, in hopes that it will answer all your questions and inquiries.

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Vision:

Our vision is to make the library of Taif University a knowledge center for the surrounding academic community according to the highest international standards.

Mission:

Our mission is to provide all sources of local and international knowledge and information to meet the needs of the educational community, academic, and scientific research using the latest technology to achieve the vision and objectives of the university.

Values:

- Knowledge: Contributes to building a knowledge society.
- Quality: We are committed to quality standards in performance and service delivery.
- Creativity: We believe in providing a supportive environment for innovation and continuous development.
- Communication: Communicate efficiently with all of our partners.
- Integration: We promote integration in all our activities and actions.

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Departments of the Deanship of Library Affairs and its Services

First: Administration

It is the section concerned with the application of policies and procedures, both administrative and financial, and related to personnel affairs, including organizing, controlling, following up, evaluating, archiving, managing and controlling the revenues and financial expenditures of the Deanship.

Administration consists of: (Dean of the Deanship of library Affairs, Vice of the Deanship of library Affairs, Administration Manager, Administrative Communications, Financial Affairs, Personnel, and Public Relations).

Second: Beneficiary Services Section

The Beneficiary Service Section is concerned with providing direct services to all library visitors.

Vision: To achieve the highest satisfaction level regarding all the services provided to beneficiaries, and to reach the place we aspire in the future.

Mission: The Beneficiary Service Section's mission is derived from the Deanship's mission which seeks to provide advanced informational services by providing, organizing, and broadcasting information. In addition to enriching and improving information access and making all information available to raise the efficiency and quality of both the learning and searching process, and to also serve university students and the community in general in order to reach their satisfaction by providing special services that keep up with the technical developments.

Goals:

1. Making all information sources available to university students and the community in general.
2. Cooperating with relevant sections to provide the best services.
3. Committing to the quality standards in performance and service delivery.
4. Reach excellence in serving the learning process and scientific research.
5. Improve the library's attraction to raise the visiting rates of the beneficiaries.
6. Improve service-providing mechanisms.

Slogan:

Your Satisfaction Is Our Goal.

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Section Services:

1. Lending:

One of the most important service that benefits the learning process is books lending, as it seeks to raise the awareness and culture of the beneficiaries by allowing them to use information sources outside the library.

Lending policy

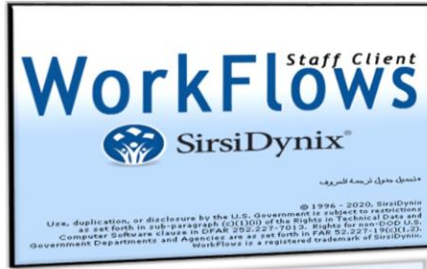
Beneficiary Group	Number of books allowed to be lent	Lending period	Notes
Bachelor's students	3 books	15 days	Must bring university's ID
Postgraduate students	6 books	30 days	Must bring university's ID
Teaching staff	8 books	120 days	Must bring university's ID
University staff	3 books	30 days	Must bring university's ID
Individuals from outside of the university	3 books	30 days	Must pay cash guarantee determined by the library

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Lending Systems:

Lending Systems (Symphony)

provides a number of services (beneficiary registration- edit beneficiary- view beneficiary- lending-renewal-return-clearance-pay financial claims)



Renewal:

Renewal is allowed only twice for all the beneficiaries mentioned above.

Lending system (self-service)

provides a number of services (view beneficiary- lending- renewal- return- print receipt).



Materials not permitted to be lent outside:

Information reference receptacles such as (encyclopedias, dictionaries, handbooks and such), journals, master's and doctoral thesis, government publications and maps, manuscripts, records, and archives, rare books, reserved books, books stamped with not to be lent stamp, books that has only one copy- softcopy receptacles (audio, video, CDs, microfilms).

Fees for delaying, destroying, or losing books:

- 1- The fine for book return delay is very symbolic (only 50 Halalas) for every book on each day of delay.
- 2- In case of book loss, the library must be compensated with a payment of triple the purchase value of the book to guarantee the rights of lending for all and to insure providing the continuous benefit.

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Clearance:

Clearance service has been activated on the automated registration and admission systems, as the teaching staff and people of similar status, university employees, and students shall return all books and lent materials and shall pay all fines, if there is any, before clearance.

Books reservation:

Teaching staff, and people of similar status, has the right to reserve some books for a period of time in order to be used by students inside the library, and all reserved books shall not be lent outside the library except in limited cases.

2- Responding to inquiries service:

The Deanship of Library Affairs has specialized employees who possess the experience and knowledge in all the aspects of the library and its halls and services and are able to respond to all the questions and inquiries of the visitors and beneficiaries through all social media platforms mentioned in this guide.

3- Guidance and counseling service:

The Deanship of Library Affairs provides guidance and counseling to all readers and researchers and provides them with the required services.

4- Paper and electronic photocopying:

All library beneficiaries have the right to use the photocopying machines provided by the Deanship according to certain terms.

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Photocopying type:

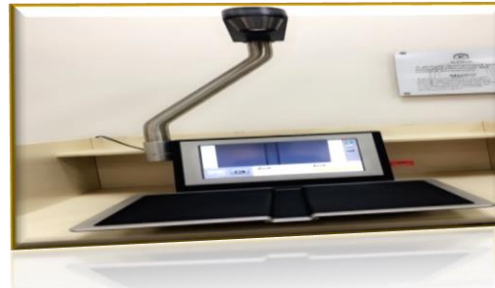
Paper photocopying

Paper photocopying is provided to all library beneficiaries and of all materials except for: (printed documents and special papers, lectures, journals, and manuscripts) as the printed material does not exceed 2% of the book pages, and the photocopying fees shall be paid in advance and cash- 8 pages for only one Riyal- for the (Dissertations) only the introduction and index may be photocopied.



Electronic Photocopying:

The Deanship of Library Affairs provide photocopying and material saving on memories in various formats as the photocopying percentage shall not be more than 25% of the book pages.



5- Serving people with special needs:

The Deanship of library Affairs has facilitated the access of all services available in the Deanship to people with special needs as it also provided them with the latest technologies and equipment.

Devices



information receptacles



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6- Library index search service:

The Deanship of library Affairs has provided automated index that include all the books in the Deanship and this service is available on the university's website for all beneficiaries.

How to access: Taif University- Electronic services- Central library.

How to search: define language- search by book title, author, or subject, then define library, and search.

Video explaining how to access and search the library index

https://docs.google.com/presentation/d/1OjP35v5TKhOWnxXYqz9Q5_khclYJAchvKEi2P6IJTHA/edit?usp=sharing



7- Internet services:

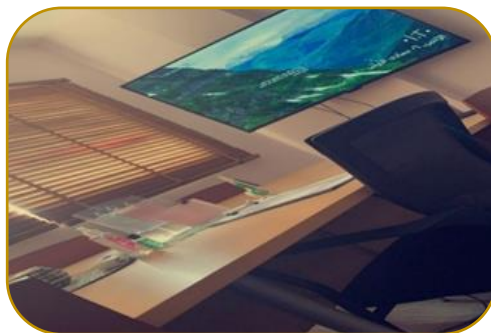
The Deanship of Library Affairs provides free internet services for scientific research, learning, and education, and it is forbidden to be used in any purposes that contradicts values and morals or purposes that emphasize the political and social approaches unwanted in the university or the community.



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8- Search retreats services:

The Deanship of Library Affairs provides search retreats that is technically equipped to fulfill its purpose in high quality.



• **Search retreats:** the Deanship includes (10) search retreats, the capacity of each retreat is (12) people, and it is fully equipped and ready to host the beneficiaries from inside and outside the university to study, search, and to discuss projects, the library is also ready to host the users of the scientific plagiarism program, and the beneficiaries of the audio library service.



* **Workshop halls:** these halls are big enough to host more than (60) people, it is fully equipped to host lectures, programs, forums, activities, and internal and external workshops that serve the educational process.

9- Introductory tours service:

- * The Deanship of Library Affairs provides many introductory tours to new students according to a timetable determined by the Deanship of Registration and Admission.
- * The Deanship of Library Affairs also welcomes visiting delegations from inside or outside the university and provides them with introductory tours and offers symbolic gifts.

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10- Community service:

The Deanship of Library Affairs offers its services to the outside students including postgraduate students, researchers, and bachelor's degree students as they should comply with the policies and regulations of the Deanship.



11- Other services:



Stay updated and selective information
broadcasting

The Deanship of Library Affairs offers this service in order to inform the beneficiaries of the new arrivals in the library according to their field of scientific and research interests.

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Knowledge that benefits

This community service aims to collect the largest number of used educational books from the beneficiaries after they are done with it and display it in a certain place for others to use for free.



Read

The Deanship of Library Affairs offers a number of books for entertainment purposes and leisure, as reading helps the readers to feel relaxed and calm and as it achieves useful fun and enjoyment.

Section forms:



Guidance and Counseling Service Form

<https://forms.gle/fNGqEUk7ThBZBve69>



Use of Computer Hall Form

<https://forms.gle/DHRkHUWBApxM46669>



Photocopying Service (paper\electronic) Form

<https://forms.gle/BHooVjJ9qz59kgPf8>



Introductory Tour Reservation Form

<https://forms.gle/c7yiuw6kr1p4eAvJ7>



Introductory Tour Evaluation Form

<https://forms.gle/VS4oeKwWv8CweMJv7>

Third: Technical Procedures

It is concerned with communicating with faculties and university's department to provide the needs of the teaching staff, students, and researchers by developing the library's holdings and providing the most recent copies, cataloging them and classifying them according to the Dewey Decimal Classification.

Vision: Organizing the information receptacles and automating it electronically according to local and international standards.

Mission: Organizing the library's possessions to facilitate the return process to the beneficiaries and all library visitors with ease.

Goals:

- Increase the library's possessions from new educational sources that fulfill the needs of the teaching staff, students, and researchers.
- Control human knowledge and provide this knowledge in an organized and descriptive way to the learners and researchers who can benefit from it.
- Facilitate with ease the readers access to the appropriate material that matches their desires and needs and is relevant to their work field and specialty.

Slogan: Facilitate access to paper information receptacles.

Section services:

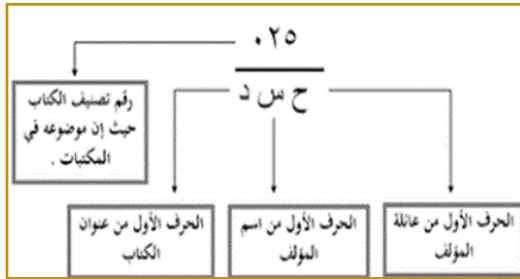


1- Selection and acquisition: The Deanship of Library Affairs collects its possessions in many available ways which are well known to all libraries, as the Deanship acquires all information sources in all its types according to the teaching staff's recommendations, and the book selection committee all in a way that serves the strategic plan of the university and Deanship.

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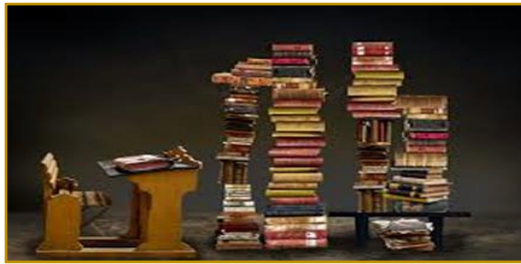
2- indexing: it is the process of creating an index or the technical description of the information material to make it easier for the beneficiary to reach it in the least time possible, the index is also considered the link between the reader and the material available in the library on its shelves and in its different divisions.



3- categorization: it is the process of organizing the books on the shelves in a way that makes it easier for library visitors to find it quickly as it is categorized according to Dewey Decimal Classification.



4- Recovering and Restoration: it is the process of rebuilding the materials that need to be recovered to its original state as possible by using certain materials.



5- filtration and exclusion: this service aims to update the library books by adding new books and excluding useless ones, and this exclusion is made according to certain clarifications.

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Section Forms:



Book suggestion form

<https://forms.gle/qFsYfYzveuv1p6bs7>



Submitting complaint or suggestion form

<https://forms.gle/j2GKAwnLYvCC4ihu7>

Fourth: Digital Information Sources

This section is concerned with providing informational services to all beneficiaries by providing digital information sources to facilitate the access and benefit of information.

Vision: Promote the educational process by creating digital information sources that fulfill the needs of the university students and to achieve the educational, research, and community goals.

Mission: Provide informational services by using new technical methods that satisfy all the research and informational needs of the university students and community members.

Goals:

- Support the education process by providing digital information sources and its services.
- Create digital information sources and work on its development.
- Use modern technology to serve the library and its beneficiaries.
- Raise the quality of the services and its efficiency.

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slogan: Free access to information using the latest digital technology.

Section services:

1- Saudi Digital library:

The Deanship of library affairs offers subscription services to various information databases that provide high quality service for scientific research, it also offers training services to train the beneficiaries on the databases usage to achieve an optimal investment from these databases that will in return benefit the academic community and the scientific research in the university.

How to access the databases: (Taif University gate- Electronic Services- Saudi Digital Library).



Video explaining the steps to access the Saudi Digital library

https://docs.google.com/presentation/d/1pO-YlzMvr1yu-Jk1Nt7HPX9YXA3cE_RvUhfK40kI004/edit?usp=sharing

2- Digital warehouse:

The digital warehouse contains the intellectual production of Taif University.

How to access the warehouse: (Taif University gate- Electronic Services- Digital warehouse).



Video explaining the steps to access the Digital warehouse

https://docs.google.com/presentation/d/1pR_dNhOxSXVw6ZF1ZBY3Ytue5DYtGCyne3gGfvsIDrc/edit?usp=sharing

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3- Scientific Plagiarism Program (Ithenticate):

This program aims to encourage and support the outstanding scientific publications of the teaching staff to raise the publications percentage, as it contributes to extracting the quotation ratio in scientific research.



Ithenticate

4- Audio library:

It is an audio library that contains various audio books which could be played on a downloaded application on the library's devices.



Audio Library

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Section Forms:



Training course request form
<https://forms.gle/qpU2eQznNMUw8dBVA>



Training course evaluation form
<https://forms.gle/2bGLujEhE4NJ17Dt9>



Complaint or suggestion form
<https://forms.gle/j2GKAwnLYvCC4ihu7>

Fifth: Special Groups Section

It is concerned with receiving, preserving, classifying and displaying scientific thesis of Taif University, as well as periodicals, scientific journals and governmental publications received by the entity.

Section services:

1- Dissertations:

Each dissertation and master thesis on different departments and specialties are submitted in (3) copies both soft copy and hard copy, these dissertations are available for internal reading only, as it is forbidding to be lent externally nor fully photocopied, also the abstract of each dissertation is uploaded on the digital warehouse.

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Dissertations:



2- Journals:

It is a journal that is issued on specific times and is focused on the news of the academic and scientific research, the readers of the scientific journals are usually the academics. These Journals are considered the most important artery in libraries and information centers and especially academic libraries that show a special interest in the scientific journals on various fields of knowledge.

scientific Journals



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3- Governmental Publications:

It is the publications or documents that are issued by a governmental entities or institutions whether it is an administrative or legislative or juridical. These documents and publications include information related to the activity of the institution or entity. These governmental or official publications contain a lot of raw data and statistical materials and numbers which are crucial for the researchers and scholars as it is not easily found in any other sources and it is also only available for internal reading.

Governmental publications



Section forms:



Thesis and scientific papers submitting form
<https://forms.gle/QDTS6WgtRy2gE2US8>



Complaint or suggestion form
<https://forms.gle/j2GKAwnLYvCC4ihu7>

Sixth: Studies and Research Section

The studies and research section is focused on the continuous improvement of quality by applying international programs and standards regarding library affairs according to the best local and international standards.

Vision: Reach excellence in Deanship quality and improvement to achieve institutional and international accreditations according to local, regional, and international standards.

Mission: Continuous development and improvement of quality inputs to reflect the Deanship scientific reality and achieve its vision, mission, and goals.

Goals:

- Plan continuous development to improve the Deanship academically and administratively.
- Create a system that measures and assesses the Deanship's functional performance.
- Meet the standards of the National Commission for Academic Accreditation and Assessment and prepare the Deanship for accreditation.
- Spread the culture of quality inside and outside the Deanship community.
- Prepare and publish the Deanship's annual report.
- Follow up on the complaints and suggestions submitted by the university students.
- Continuous communication with the Deanship of development and quality in the university to benefit from its support.

Slogan: Optimal technical usage for the best quality.

Seventh: Information Technology and Technical Support

This section is focused on supporting the library substantively and technically by solving technical issues to facilitate the easy communication with its systems. This support is represented in providing help and supporting solutions by offering programs and devices related to the latest modern technologies available for libraries.

Vision: Offer full electronic services that achieve leadership and excellence by executing efficient technical solutions that transfers the Deanship of Library affairs services to an integrated digital community that satisfies the university's and community's needs according to the latest rapid technology development.

Mission: Offer technology services by providing technical capabilities that enable all university staff to achieve their duties to make the Deanship of Library Affair at Taif university one of the leading libraries by creating work environment with special technical aspects that cope with the latest international technologies and to contribute to achieving the Kingdom's Vision and spread information technology knowledge in the inside and outside community of the university.

Goals:

- Create a digital Library in the university that has no papers.
- Support the maintaining of the library's data and facilitate its access correctly and safely.
- Guarantee providing an infrastructure and digital environment for university libraries and its branches.
- Apply best standards in assessing and executing the technologies that will help improve the operational efficiency.
- Upgrade the electronic services and upload it on the Deanship website in the university.
- Offer access to an efficient electronic system for the educational and search aspects.

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- Transfer all the services, systems, and applications to an electronic form gradually instead of the paper form.
- Continuously develop and upgrade the Deanship of Library Affairs' website.
- Focus on the digital content while giving great respect to quality to raise the university's rank globally.
- Create applications for smart phones to facilitate the user's communication so it becomes easier and faster.
- Keep up with the rapid development in the information technology field.

The Libarary use "Dewey Decimal Classification"

000	Generalities (General Works)
100	Philosophy and Psychology
200	Religion
300	Social Sciences
400	Language
500	Natural Science (and Mathematics)
600	Applied Science (and Technology)
700	Fine Arts and Recreation
800	Literature
900	Geography and History

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General Provisions

- 1- Preserve public property and avoid its tampering.
- 2- Keep quiet and respond to the instructions of library staff and security teams.
- 3- Food and beverages are not allowed inside the library.
- 4- The use of mobile cameras is prohibited inside the library.
- 5- Library visitors are responsible for their own possessions as the library is not responsible for its damage or loss.
- 6- Library services are provided to the holders of university IDs, hence using others ID is considered a violation that may lead to punishment.
- 7- Maintain the cleanliness and organization of the library and place the chairs back to its original place.
- 8- Personal devices are allowed for educational purposes only.
- 9- Library regulations, rules, and policies applied in the library shall be followed.
- 10- Library properties are not allowed to be moved from place to another, except for books which could be lent or photocopied only.
- 11- Writing comments or footnotes on the library's material is forbidden, it is also prohibited to destroy or remove any part of the library's materials.
- 12- The usage of internet and computer devices must be for educational purposes, using it for any other purposes is prohibited.

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Contacting the Deanship

Email

lib_taifu@tu.edu.sa

Deanship WhatsApp number

0554558938



Deanship website



Website map: (male students' interface)



Website map: (female student's interface)

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