



# APP

## KING SAUD BIN ABDULAZIZ UNIVERSITY FOR HEALTH SCIENCES ADMINISTRATIVE POLICY AND PROCEDURE

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**NUMBER** : 020-P-V01-16  
**TITLE** : SERVICE POLICY  
**ORIGINATING DEPT.** : LIBRARY AFFAIRS  
**ORIGINAL DATE** : NOVEMBER 2016

### 1. STATEMENT OF PURPOSE

The purpose of this APP is to provide superior service to its users through prompt, courteous and reliable activities and services, and to guide library personnel in serving effectively to meet the library users' needs.

### 2. APPLICABILITY

This policy is applicable to all college libraries of King Saud bin Abdulaziz University for Health Sciences (KSAU-HS) in all its regions.

### 3. RELATED REFERENCES

None

### 4. DEFINITIONS

None

### 5. POLICY

#### 5.1 Users

**5.1.1** KSAU-HS libraries provide resources and study space primarily for students, faculty, and staff of KSAU-HS. Students, faculty and staff should enter the library with their valid KSAU-HS Badge at any time.

- 5.1.2 The Library access privilege is extended to the employees of National Guard Health Affairs (NGHA) and its affiliated facilities as well. Only users with a valid NGHA Badge are eligible to use the Libraries.
- 5.1.3 Any person from NGHA and allied institutions may visit KSAU-HS libraries and use materials, databases and resources on-site.
- 5.2 Library users may expect the following service values from the library employees:
  - 5.2.1 Respond to service requests as accurately and as quickly as possible.
  - 5.2.2 Project a sense of engagement, professionalism and competence in delivering services to patrons.
  - 5.2.3 Proactive approaches and creative solutions to problems and requests.
  - 5.2.4 Secure handling of patron information according to the library's policies and procedures.
- 5.3 Service for Patrons with Disabilities
  - 5.3.1 KSAU-HS library endeavors to provide equal access to library resources and services to all patrons. When a patron with disability requests assistance necessitated by his/her disability, library employees should respond in a positive manner.
  - 5.3.2 When service or alternate service delivery cannot be provided immediately, the library employee should explain the reason for the delay and identify when the service will be provided. If alternate service delivery, e.g. printing, photocopying etc. are required or requested, it should be provided within a reasonable length of time
- 5.4 Virtual Reference Privacy
  - 5.4.1 KSAU-HS library offers virtual assistance to patrons through email, text and telephone.
  - 5.4.2 University Libraries respects the rights and privacy of our patrons and their records in accordance with the policies and law.
  - 5.4.3 Library virtual reference service (including text and email) reserves the right to retain transcripts of transactions which will be used for assessment and evaluation purposes only. We should not disclose any personal data we may collect to any other party in a manner that would identify the user, except where required by law or in order to fulfill a service request.
  - 5.4.4 Library reference staff should not answer questions about a patron's library transactions like overdue fines, material loaned out, renewals, etc. through virtual reference. These questions must be referred to the circulation desk.
- 5.5 Library Telephone Hours
  - 5.5.1 The Library main telephone number should be monitored and answered between the hours of 8:00 AM to 5:00 PM, Sunday through Thursday, excluding holidays. In the event that the employee responsible for answering the main number is unable to do so, then another employee in the library will assume responsibility for monitoring and answering this line.
  - 5.5.2 Information service desk telephone should be answered during library hours.
- 5.6 Photocopying, Printing and Scanning Services
  - 5.6.1 KSAU-HS libraries must provide self-service copiers/scanners to library users only for educational/research purpose.
  - 5.6.2 Photocopying, printing and scanning from books, journals and electronic resources are subject to local and international copyright law.



5.6.3 Fees for copying and printing for the first ten (10) copies with a maximum of thirty (30) pages per month, will be free of charge and charges will take effect for the succeeding pages. Scanning services is free of charge.

5.6.4 If any assistance needed, information desk staff should be approached at once.

## 6. PROCEDURES

### 6.1 Library Orientation

6.1.1 Conduct orientation at the beginning of the Academic Year to promote the library Resources, facilities, services as well as rules and regulations.

6.1.2 Guided tours to the library facilities should follow.

6.1.3 Library guide must be provided for new students and faculty member.

### 6.2 Digital Library Orientation.

6.2.1 Orientation on the Digital Library Services must be conducted separately.

6.2.2 Faculty member, staff and students can request a scheduled DLS (Digital Library Orientation for group or individually (one on one with library staff).

### 6.3 Reference Services.

6.3.1 Library staff at the reference desk should answer all reasonable requests for Information through the use of library resources, the internet and inter-library loan.

6.3.2 Reference inquiries may be made in person, over the telephone, and through e-mail.

### 6.4 Photocopying, Printing and Scanning Services.

6.4.1 Photocopying, printing and scanning is self-service.

6.4.2 Photocopying & Printing service fees should be received and recorded by assigned Library staff and must be remitted to University Finance through the Deanship of Libraries Affairs.

## 7. RESPONSIBILITY

7.1 The University library staff should be responsible for monitoring and implementing this Policy.

7.2 All users are mandatorily bound to adhere to the provisions of this Policy.





## 8. APPROVAL

PREPARED BY:



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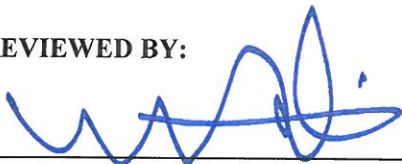
PROPOSED BY:



**PROF. ALI AL TUWAIJRI**  
Dean, Library Affairs  
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**DR. ABDULMALIK AL KATHERI**  
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**RECOMMENDED BY:**

  
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**PROF. MOHAMED AL MOAMARY**  
Vice President  
Development & Quality Management Affairs  
KSAU-HS

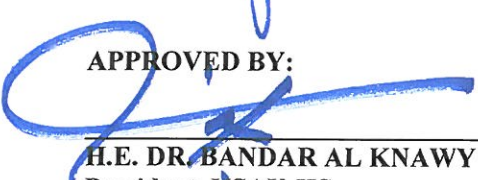
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Vice President

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**APPROVED BY:**

  
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**H.E. DR. BANDAR AL KAWY**  
President, KSAU-HS  
Chief Executive Officer, MNGHA

21 JAN 2018  
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EFFECTIVE DATE

