



APP

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

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

1. STATEMENT OF PURPOSE

KSAU-HS Library is committed to providing superior service to its users. The library strives to meet library users' needs with prompt, courteous and knowledgeable attention. Library provides educational activities and services effectively and proactively. Providing guiding and orientation services for KSAU-HS library's patrons in all categories, whether face to face or over the phone or electronically via the Internet.

2. APPLICABILITY

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

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 will be able to 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 will respond in a positive manner.
 - 5.3.2 When service or alternate service delivery cannot be provided immediately, the library employee will 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 will 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 will 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 will not answer questions about a patron's library transactions like overdue fines, material loaned out, renewals, etc. through virtual reference. These questions will 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 will be answered during library hours.
- 6. RESPONSIBILITY**
- 6.1 The University library staff shall be responsible for monitoring and implementing this Policy
 - 6.2 All users are mandatorily bound to adhere to the provisions of this Policy




7. APPROVAL

PREPARED BY:


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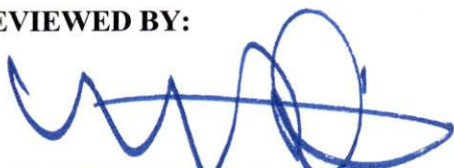
17/3/2016
DATE

PROPOSED BY:


PROF. ALI AL TUWAIJRI
Dean, Library Affairs
KSAU-HS

Sept 29, 2016
DATE

REVIEWED BY:


DR. ABDULMALIK AL KATHERI
AVP, Development & Quality Management Affairs
Dean, Deanship of Development
KSAU-HS

27/11/16
DATE

APPROVED BY:


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

28/11/16
EFFECTIVE DATE

