



Title: Library Services Procedures

Code: GU-PR52LIBS

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Review: The procedures are subject to periodic reviews as per amendments of Library Policy.

This document replaces the “Library Services Procedures GU PR52LIBS, Version 2”.

1. Purpose

The purpose of this document is to provide all students, academic and administrative staff members, researchers, alumni, and visitors with reliable information about the library services and their delivery.

2. Scope

The procedures apply to:

- the library at Gulf University.
- academic and administrative staff members, and students at the university.
- alumni of Gulf University.
- researchers and visitors.

3. Acronyms

BQA	Education and Training Quality Authority
HEC	Higher Education Council

4. Definitions

Database: Database is an organized collection of information, usually refers to electronic or computer databases.

Circulation: This is the process of borrowing, returning, and renewing of a book or books by a client.

Clients/ Patron: This is a person who frequents the library to borrow some books or does academic work like reviewing, reading, or writing.

Collection: Collection is the library resources, both print and electronic.

Researcher: A researcher is a person with appropriate approval who can access the library resources for scholarly activities.

Student: A student is any individual who has completed the formal procedures necessary to register on a program offered by Gulf University.

Visitor: A visitor is a person with authorized access from the university management to visit and use the library resources.

5. Procedure Details

The following state the procedures to be followed for the provision of and accessing the library services:

5.1 Information/Reference Service:

The client who looks for information about a particular service or about a certain book or reference, shall contact the librarian, who shall provide the client with full information about what he/she asked for, or address the needs of the client by searching the library system.

5.2 Borrowing and Returning Service:

5.2.1 Borrowing principles are as follows:

- i. The undergraduate student can borrow a maximum of three (3) books per transaction for a period of fourteen (14) days.
- ii. The postgraduate student can borrow a maximum of five (5) books per transaction for a period of thirty (30) days.
- iii. The full-time faculty member can borrow a maximum of ten (10) books per transaction for a period of (120) days.
- iv. A part-time faculty member can borrow a maximum of five (5) books for a period of (90) days.
- v. Administrative staff members and other employees can borrow a maximum of (5) books for a period of (14) days.
- vi. Researchers, alumni, and visitors can access the library collections inside the library. No material can be borrowed outside the library.
- vii. Reserved books can be borrowed for a period of one week.
- viii. General reference books, journals, magazines, and thesis can be accessed inside the library only.

5.2.2 Books borrowed shall be taken care of, borrowers shall be responsible for all the books borrowed.

5.2.3 Borrowers shall check the book/s being borrowed for any damage and report such case(s) before going out of the library .

5.3 Return, Renewal, and Recall:

- 5.3.1 The borrowers shall either bring the books for return or renewal in the circulation area or they can renew their borrowings remotely (e.g. via email).
- 5.3.2 Proper entry of the date of return or renewal shall be reflected in the library system by the librarian.
- 5.3.3 Borrowing library materials can be renewed for a maximum of 3 times for clients other than the academic staff members.
- 5.3.4 All books in circulation shall be subject to recall. Borrowers shall receive a "Recall Notice" notifying them to return borrowed materials prior to the normal borrowing period. The recalled materials shall not be renewed.

5.4 Overdue Return Fines:

- 5.4.1 A borrower who failed to return the book(s) on time shall be charged with the overdue fine of 100 fills per day per item.
- 5.4.2 The librarian shall issue and provide the borrower with the payment slip for the overdue fine to be presented to the accountant for payment.
- 5.4.3 A borrower with item(s) that has/have been billed shall not be allowed to borrow materials until such item(s) is/are returned and paid for.
- 5.4.4 Upon payment, the borrower shall submit the official receipt of payment to the librarian, who shall update the record in the library system.
- 5.4.5 The librarian shall file the receipts of payments in the filing folder for future references.

5.5 Damaged/Lost Books

- 5.5.1 The client shall be responsible for the replacement of the damaged or lost book(s) borrowed from the library.
- 5.5.2 The librarian shall assess the book(s) for any damage upon return. A book shall be considered damaged if it is no longer suitable for check out due to water damage, ripped pages, or other physical damage.
- 5.5.3 The borrower shall bring to the attention of the librarian, as soon as possible, in case of lost or damage that occurred to a borrowed book.
- 5.5.4 The librarian shall check the fines for the damaged/lost book(s) from the university fess policy.
- 5.5.5 The librarian shall issue and provide the borrower with the payment slip for the damaged or lost book(s) fine to be presented to the accountant for payment.
- 5.5.6 A borrower shall not be allowed to borrow any library material until the issued bill is paid for.
- 5.5.7 Upon payment, the borrower shall submit the official receipt of payment to the librarian, who shall update the record in the library system.
- 5.5.8 The librarian shall file the receipts of payments in the filing folder for future references.

5.6 Access to Online Databases Service:

- 5.6.1 The library head shall provide the client with the username and password for accessing the subscribed databases within the digital library.

- 5.6.2 The client shall go to the university website www.gulfuniversity.edu.bh, then click on the “Library” button at the upper right menu buttons. This shall be followed by clicking on the “Digital Library” under “Related Links” in the middle-left portion of the web page.
- 5.6.3 Under the “Digital Library” link, the client shall click scroll down to access links of different databases.
- 5.6.4 The client may also access more databases under the “Open Access Databases”, “General References” and “International Free Download Journals” links.
- 5.7 Reading Spaces Service:
- 5.7.1 Students, academic and administrative staff members, alumni, researchers, and visitors shall have access to and utilize the available reading spaces in the library and study rooms in the university.
- 5.7.2 Library staff shall ensure that the reading spaces and study rooms are maintained to accommodate library clients.

6. Responsibilities

Librarian and Students’ Assistant are responsible for:

- appropriate implementation of this document.

Heads of Departments are responsible for:

- ensuring that all faculty members are fully informed of this document.

Head of Student Services Unit is responsible for:

- ensuring that all students are fully informed of this document.

Heads of Units, Managers of non-academic Departments are responsible for:

- ensuring that academic staff is fully informed of this document.

Deans are responsible for:

- ensuring that all faculty members follow this document.

The Vice President for Academic Affairs is responsible for:

- ensuring that this document is appropriately implemented.

University Policy Development and Review Committee is responsible for:

- Systematic review of the effectiveness of this document.

7. Related Policy

- Library Policy

8. Related Procedures

- Library Procedures

9. Related References and Standards

BQA	Institutional Review Handbook
BQA	National Qualifications Framework Handbook
BQA	Programs-within-College Reviews Handbook