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## RESEARCH ARTICLE

# QUALITY STANDARDS OF UNIVERSITY LIBRARIES AND THEIR IMPORTANCE IN OBTAINING INSTITUTIONAL ACADEMIC ACCREDITATION CASE STUDY: LIBRARIES OF IMAM ABDUL RAHMAN BIN FAISAL UNIVERSITY

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### ABSTRACT

The study aimed to identify the concept of quality in general and the quality of university libraries in particular, and to identify the positive aspects and knowledge of the obstacles and difficulties in the application of quality university libraries. The study also aimed to identify the standards of library quality in terms of different buildings and services, with the link to obtaining institutional academic accreditation. The researcher used the analytical descriptive method to divide the case study to fit the study objectives. Several tools have been used to achieve this, such as data collection from paper and electronic sources, a checklist and a personal interview. The study reached a number of results, the most important of which were: All the library staff agreed that the library is concerned with applying the standards and specifications in all its activities and providing all its services. The library uses the Library of Congress standard to classify its collections. The University provides a suitable and suitable building for the university library to accommodate its future and future contents. The study made a number of recommendations, including: - To ensure the possibility of expanding the size of the library in the future, the establishment of a special budget for the library to reserve for disability if any. To conduct training courses and workshops on a continuous basis for staff and employees according to their specialization in order to raise awareness of the importance of quality and academic accreditation in order to ensure the quality of work and the provision of modern resources continuously.

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## INTRODUCTION

In order to achieve progress and excellence, efforts are aimed at improving and developing all the activities and services provided by the information institutions, while employing all their materials and resources to achieve this goal efficiently and effectively. The concept of quality has become the most widespread at the level of countries. It aims at evaluating the institutions of higher education and its programs and keeping pace with the preparation of international standards in order to recognize these institutions globally and regionally

**The study Problem:** Linking the implementation of quality standards in universities with academic accreditation where the problem lies in the omission of some university libraries to apply the quality standards in their operations and in the provision of their services

**The importance of studying:** The quality and its applications are of great importance to the universities on the one hand and for the beneficiaries on the other, the university derives its reputation from the quality level, which supports its academic accreditation, so there is competition among universities in the application of quality to obtain academic accreditation institutional.

### Objectives of the study:

- ) Recognition of the concept of quality.
- ) Identify the quality standards of university libraries.
- ) Recognition of academic accreditation and requirements.
- ) Identifying obstacles to the application of quality management in libraries.
- ) The importance of the application of quality standards in the libraries and their role in academic accreditation.

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- ) To identify the positive aspects in the application of quality in university libraries.

### Study Questions

- ) What are the criteria by which quality is measured in university libraries?
- ) What are the development proposals and solutions that we consider to help improve quality in university libraries?
- ) What are the quality standards of university library activities and services?

**Study Approach:** In this study, the researcher relied on the analytical descriptive method, the study of the case (Imam Abdul Rahman bin Faisal University Library)

**Data collection tools:** Checklist, interview, note, printed and electronic intellectual production

**The limits of the study:**

**Objective limits:** quality standards for university libraries and their impact on institutional accreditation

**Spatial boundaries:** Libraries of Imam Abdul Rahman bin Faisal University

**Time Limits:** October 2018

### Terminology of study

**Quality:** The integration and contribution of each individual working in the organization in the monitoring and development and continuous improvement of how to perform the work, in order to meet customer expectations of quality.<sup>1</sup> University Libraries: An academic institution established by universities, funded and managed to provide various library and information services to the university community. Academic Accreditation: A method or group of procedures through which a comprehensive assessment of the educational institution is given, showing the strengths and weaknesses that exist in them,<sup>2</sup> which result in giving a judgment on the eligibility and efficiency of the institution

**Previous studies:** A study on the application of quality management standards in Jordanian university libraries (Omar Mohamed Jaradat, 2014)<sup>3</sup>: The study aims to identify the concept of total quality management and its application in the Jordanian university libraries and to reach the reasons, reasons and justification of its application and to work on building a measuring tool to identify the requirements of application and verify the validity of the tool and its applicability in the university libraries.

The study community consists of all workers in the libraries of Jordanian universities. All the employees showed the results of the statistical analysis carried out by the researchers in order to answer the study questions represented in the arithmetic averages of the individuals of the study sample on the study tool as a whole in all its fields. Total quality in university libraries were (medium), reaching the highest in the area of awareness of workers estimate the degree (medium) and the lowest in the field of training degree assessment (low). The researchers attributed this result to the lack of university libraries for quality management specialists, especially in the field of quality management in libraries. The study recommends the development of university libraries through the introduction of a comprehensive quality management system in the administration, as well as the establishment of information systems based on the use of modern technology and reconsideration. The evaluation of traditional employees, and the orientation towards evaluation based on the quality standards and academic development of the staff. The study also recommends the preparation of cadres qualified and trained in the application of TQM, through workshops, courses and missions and to identify the expert Others data.

A study that assesses the extent to which quality management standards are applied in university libraries from the point of view of beneficiaries (Mahmoud Al-Khawaldeh, Majid Al-Khayyat, 2014).<sup>4</sup> The study aimed at assessing the extent of the application of the total quality standards in the faculties of the University of Balqa Applied. The study found that the most libraries that provide services to users were in the main library at the University. The results also showed significant differences between the services provided and the services expected. All users of all dimensions of the study instrument were below the mean of the expected services, and the actual services were less than (0.50) in all dimensions of the study instrument. The study recommended the necessity of conducting other studies such as codifying measures of total quality management in university colleges; conducting appropriate seismic characteristics; conducting a survey study to the extent to which the Jordanian public and private universities adhere to the implementation of the comprehensive quality standards in their libraries, and study the perceptions of university library employees about the standards of applying TQM and the extent to which they benefit from them. Keywords: Total Quality Standards, University Libraries. A study entitled "Overall Quality and Performance Assessment in Academic Libraries" (Tamer Mohammad Abulkhair, 2016).<sup>5</sup> The paper focused on quality and evaluation of performance in academic libraries and highlighted the main purpose of evaluating performance within academic libraries as evaluation is one of the main success elements of any academic library. The paper aims to train and develop library and information specialists. Awareness of the importance of applying the concept of quality among the

<sup>1</sup> Faisal Abdullah Hassan Al Haddad. Services of the Saudi University Libraries: A Study of Application of Total Quality - King Fahd National Library, 1424 AH - p. 120.

<sup>2</sup> Hana Ibrahim Amin. Academic Institutional Accreditation and Standards - Iraq: The Sunni Endowment Bureau, 2012 - p. 286

<sup>3</sup> Jaradat, p. M. (2014). The extent to which quality management standards are applied in Jordanian university libraries from the point of view of their employees. *Libyan Journal of Libraries, Information and Archives - Libyan Association for Libraries, Information and Archives - Libya*, p. 1, 9 - 42. Retrieved from <http://search.mandumah.com/Record/713507>

<sup>4</sup> Khawaldeh, M. P., And tailor, m. M. (2013). Evaluation of the application of TQM standards in university libraries from the point of view of users: A case study of the libraries of Balqa Applied University. *Journal of the Islamic University for Educational and Psychological Studies - Scientific Research and Graduate Studies in the Islamic University - Gaza - Palestine*, Mg 21, p 1, 501 - 533. Retrieved from <http://search.mandumah.com/Record/649129>

<sup>5</sup> Abu al-Khair, T. M. (2016). Total Quality and Performance Assessment in Academic Libraries: The Experience of Prince Salta College for Tourism and Management in Jeddah. *Journal of Libraries and Information-Dar Al-Nakhla Publishing- Libya*, p. 15, 171-195. Retrieved from <http://searchLLMO9IO9.mandumah.com/Record/781133>

members of society and the creation of new solutions for management and academic services

**University Library Concept:** The university library is defined as a cultural institution that plays an important scientific role in the field of higher education. The university library is also a cultural, educational, educational and scientific institution that serves the university community from the faculty, faculty members and researchers by providing them with the information they need in their studies and their research, of books, periodicals, university papers and other sources of paper and electronic information after being indexed. It can also be defined as a library or a collection of libraries that universities create, finance and manage in order to provide various library and information services to the university community in line with the University's own goals.<sup>6</sup> The university library aims to help students, faculty members and researchers to carry out scientific research by providing them with the resources they need in their research, expanding library services, enriching their holdings in information networks, exchanging library and information services with all libraries around the world<sup>7</sup>

#### University library functions

- J Administrative functions carried out by the Librarian of the University in addition to the heads of departments, including the preparation and distribution of the budget, staff recruitment and training, planning for new services and the organization and preservation of various records.
- J The technical functions: The selection and access of various office materials and these materials include books, periodicals, manuscripts, films, maps, etc., indexing the collections of the library and its classification and preparation for use, binding and maintenance of collections and maintenance of damage.
- J library services: To encourage and provide loan services of all kinds, providing extension services to readers to facilitate access to the materials they need in their research, providing places for readers
- J And the special study for researchers and graduate students, cooperation with libraries and other bodies that acquire important scientific or historical groups serving the academic community

**Types of university libraries:** The types of university libraries vary depending on the community of beneficiaries they serve.

- J The Central Library: It is the main library of the university. It is mainly concerned with the service of postgraduate students, faculty members and researchers with an interest in acquiring general and specialized references and providing advanced information services. The Central Library coordinates and integrates with college libraries, and may contain office materials that can not be provided in the faculties libraries.
- J Libraries of the faculties: These libraries are located within the university faculties, and serve the community

of the beneficiaries of the students, professors and staff in the college. Each library is specialized in the specialization of the college and the development of its collections in this direction, it also supervises departmental libraries, if any

- J Libraries Departments: It serves the students and teaching staff in the department, and develop their groups and provide services, to serve the specialization of the Department, and these sections have emerged with multiple scientific disciplines and increase the number of students in different disciplines<sup>8</sup>.
- J Digital Libraries: Recently, university libraries have undergone various changes at all levels, both in terms of type and shape of the vessels or type of library services provided in order to improve its services to its visitors. The university libraries have been transformed from the traditional library to the modern library which consists of computers and photocopiers, linking these libraries to the global libraries of the network and the conversion of thousands of paper books to e-books are easy to obtain, carry and save and sent to the beneficiaries.<sup>9</sup>

#### The role of the university library in the process of higher education:

That the scientific library in any institution, especially the university, is of great importance in the study stage. It is considered an indispensable pillar because it has enormous scientific potential. It is the references and sources of books, encyclopedias, dictionaries and books. Public, periodicals and other audiovisual devices, which provide researchers and scholars with the facts and information they need to complete their research and study, from various information vessels of different types. It is also known that university study is essentially a library, professor, and student, a library full of all kinds of knowledge. The teacher guides, directs and drives to creative thinking and the student is guided, directed and driven to research and collection, where the education depends on the student collect information and collected from the stomachs of books and references, periodicals, and other information vessels. We can say that the university library is one of the most important elements of the university and this element is receiving great attention by officials and specialists in the field of university education and libraries and information. The library is the focus of the university and as one of the elements of educational materials occupies the central and central position, as it serves all the objectives of the university for which it was established. Universities are no longer an ivory tower where scientists and thinkers practice the hobby of philosophical dialogue or mental sport, but universities in today's era have crowded with the problems of life, society and people to meet the demands and challenges of the age,<sup>10</sup> and works to solve them with advanced scientific methods. The University Library is influenced by a combination of factors and variables that can be grouped under three main components:

<sup>8</sup> Al-Saeed Mabrouk Ibrahim, University Libraries Management, 2nd edition, Cairo: Arab Training and Publishing Group, 2012. P. 42

<sup>9</sup> Haribesh, Ahmed Mervail. (2015). University libraries: their reality and means of development. The work and research of the first scientific conference under the slogan: University in the service of the community - Faculty of Arts and Sciences Tarhona - Zaytouna University - Libya, C 1, Tarhona: Zaytouna University - Faculty of Arts and Sciences Tarhona, p. 241 - p.

<sup>10</sup> Yousef, Yousef Abu Bakr Muhammad (2016). The role of the university library in achieving the goals of higher education. Journal of the University (Libya), p. 21, p.

<sup>6</sup> Al-Kamishi, Latifia Ali. University Libraries and the Challenge of the Digital Age. 2011 p. 7.

<sup>7</sup> Bilbakkawi, G. - University and technical libraries. - Al-Hikma Journal of Social Studies - 2016. Retrieved from <http://search.mandumah.com/Record/769757>

**University administration:** The university is the main body in which the university library operates, the legal framework of the university library is the total of laws, regulations, regulations and instructions issued by the university administration concerning the library. In addition to the library's overall impact on the objectives of the institution it serves, it can also be affected by the administrative and scientific environment of the university.

**Community of beneficiaries:** Knowledge of the community that the university library serves and studies is essential, as the university library and its services are all geared to serve a group of students, researchers and faculty members.

**Library staff:** This category has a direct impact on the university library, where they carry out all technical and non-technical operations.<sup>11</sup>

**Successful management of the university library is appropriate to these elements, and works on:**

- ) Building a plan for its relationship with the University administration and other departments.
- ) Achieving a balance between the requirements of the beneficiaries and the library.
- ) Improve the working conditions and develop the staff and raise the level of scientific.

#### Elements of the successful university library

**First:** the medium and suitable location, the building designed to be a university library.

**Second:** An appropriate budget and moral support by the University administration.

**Third:** rich collections of sources of printed and non-printed information in all languages, forms and subjects.

**Fourth:** Successful and active management able to facilitate the affairs of the library, and the process of administrative planning, organization, supervision and guidance.

**Quality in university libraries:** Achieving quality is one of the main objectives that libraries seek to achieve. This is done by mastering the work and performing it according to international standards, laws and specifications, and a common scientific and expert that contribute to raising value and achieving benefit. Quality is of great importance both at the level of beneficiaries and at the level of institutions according to their activities. It is one of the main factors determining the volume of the demand for the products of the establishment. The provision of high quality services is the role that library administrators and information centers are aware of. As well as the complexity of the provision of information

**The importance of applying quality can be addressed in the following:**

- ) Reputation of the institution: so that the institution derives its fame from the quality level of its products.

- ) Legal liability: The number of courts that adjudicates governance continues to increase in cases of the institution that design products or provide poor services in its production or distribution..
- ) Global competition: Quality is gaining the importance of excellence that each institution seeks to achieve in order to be able to achieve competition.
- ) Consumer Protection: When the quality level is low, this leads to the reluctance of the consumer to buy the products of the institution.
- ) Cost and market share: The implementation of the quality required for all processes and stages of production prevents the institution from bearing additional costs and increase the profit of the institution.<sup>12</sup>

#### Principles of Quality in Libraries

- ) Provide all that is good for the user both in terms of the information, abstracts, or bibliographic references.
- ) Satisfy and respond to user needs with multiple technologies.
- ) Diversity and versatility of users' needs..
- ) Different users themselves.
- ) The presence of the permanent user of the library, which must be given special attention because it became part of the library, which encourages the large number of friends of the library, and this leads to the following:
  - ) Focus on users who are considered a key figure in the quality equation.
  - ) Quickly identify the various user demands as well as user quality, capabilities and tendencies.
  - ) Adjusting, modifying and configuring the Library's capabilities and services in a way that serves the needs of the beneficiary and conforms to their orientations

**Means of quality programs and activities:** Quality programs contain a number of means and methods that are used to achieve product quality, processes and service, and include targeted activities and procedures that address the underlying causes of quality problems and thus satisfaction. The availability of services does not mean that the customer needs the beneficiary and that the library has achieved quality. It is necessary to have a range of activities that help achieve a true concept of quality. It is necessary to establish controls to satisfy the needs of the beneficiaries and optimize the resources

#### Ways to achieve quality in libraries

**To understand the advanced level of performance within the libraries should rely on means and methods ex:**

- ) Development and internal updating of various processes and procedures, development of capabilities and implementation of strategies developed for user service.
- ) Go to the user and promote library policy that goes to the user, not vice versa as a classic way. Because we are in the age of information industry and marketing

<sup>11</sup> Hamid Al-Shafei Diab .- University Libraries Management. (s.i): Dar Al-Ghareeb, (s.d), pp. 69-73

<sup>12</sup> Ben Shalwaia Kamelieh, Sharafi Amal: Quality as an Approach to Improving Productive Performance in Public Institutions: Case Study of Al-Wahat Mills Riyadh-Setif -Qirtat-Qasidi Marabah University, 2013/2012.

- ) Make the user a partner and not just a recipient and beneficiary.
- ) Thinking about the other needs and specificities of some of the parties involved in the series that begin with the product, the publisher, the library, and then the user.
- ) Strengthening the aspect of identifying and developing needs.
- ) Develop the concept and philosophy of the quality of the library services to the developers themselves, by putting all the material resources and efficiency of any facility to subject them to the user who is the basis of all operations..

All these steps fall within the framework of achieving the principle of user satisfaction, which is based on the realization of other principles, the most important of which is the responsibility to achieve quality through:

- ) Management is the first meaning, because it is the engine that walks the rest of the parties.
- ) Diligence of all posts in all levels in the library to achieve quality.
- ) The achievement of quality requires the following methods:
- ) Involve the administration, not marginalize, and make them specialized in the facilitation only, and be present in various administrative processes.
- ) Identify and define quality goals, which is not all good work, but there are works that will add new and better<sup>13</sup>

Requirements for the application of quality management in libraries and information centers:

- ) Creating a working atmosphere and organizational culture for libraries and information centers.
- ) Measuring the performance of quality through measurable results.
- ) Continuous education and training for all personnel working in libraries.
- ) Participation of all employees in efforts to improve performance.
- ) Establish accurate information system for quality management<sup>14</sup>

**Measuring quality and performance in libraries:** In the field of libraries, archaeologists have long been interested in setting regulatory standards to standardize library performance and have worked hard to develop these standards, which have covered all library functions without exception. Numerous classes and different ways of organizing the library function emerged. Therefore, the quality of the various libraries and information centers is mainly based on a number of factors that are consistent and complementary to each other. This is done through the good and effective preparation of the basic elements of the office work, mainly the library or the body. In addition to the work of specialists, value-added operators of services and the preparation of good tools of research, all aimed at satisfying the user or researcher, who is in the role of governance on the success of services. Therefore, there is diligence in the field of libraries, and information on the development of standards, and unified bases, based on general

scientific standards as there are no standards that determine the work between the commission and other.

**Elements of Quality Assessment:**<sup>15</sup> There are many elements on which quality management is based, which require analyzing the work and functions of the library so that it can formulate successful policies and strategies that meet the expectations of the beneficiaries and their needs. It can be applied to two levels:

First: the appropriate service that reflects the minimum service that the beneficiary can accept at the moment.

The second is the desired service that expresses the aspirations and hopes of the beneficiaries that should be the service, compared with the needs of the developed and developing beneficiaries

**Quality standards:**<sup>16</sup> Quality standards mean the elements through which the achievement of the objectives of quality is judged, and the standards have entered the various commercial and industrial fields, so that educational institutions are subject to the application of scientific standards and standards to ensure the quality of education.

#### The importance of standards in university libraries

- ) The necessity of effective library systems because non-standards can not provide the library best service to the beneficiary.
- ) Facilitates the control of the management process and serves as a basis for dialogue between library staff, funding bodies and the beneficiary community.
- ) Comparative analysis service between the performance of libraries with corresponding messages.

#### Quality standards for university libraries

##### Standard 1: Objective

- ) Each university library should clearly define its purpose by defining the objectives, objectives and purpose of the institution.
- ) The formulation of the objective is a key decision, and key changes should be made after appropriate considerations and endorsed by the staff of the University.
- ) Among the objectives set for the library is a sufficient and appropriate number of staff, financial resources, material resources, and totals to meet the objectives and purposes of the institution.

##### Standard 2: Organization and Management

- ) The internal management should provide various materials and human, financial and technical resources and coordinate them efficiently to achieve the objective.

<sup>13</sup> Abdul Malik Ibn al-Sitti. Application of quality in documentary institutions. - Library and Information Magazine. - Egypt - p. 31

<sup>14</sup> Latifa Ali Al Kamshi. University Libraries under the overall quality management. - Zaytouna University: Faculty of Arts and Sciences. - 257-259

<sup>15</sup> Najah Qablan al-Qublan. Quality in University Libraries: An Exploratory Study of the Application of Quality in Saudi Libraries from the Point of View of Library Affairs. Riyadh: King Fahd National Library, 1431.- p. 111.

<sup>16</sup> Khaled Hanaa Sayedham. The quality standards of performance in the Algerian public libraries between reality and the future: a case study of the Central Library of the State of Batna - Center of the Arab Center for Research and Studies in Library and Information Sciences, 2016.

- ) The organization and structure of the Library and administrative procedures should be determined and agreed upon.
- ) Clearly locate the library within the university structure.
- ) To identify and make available the principal library policies and procedures in a written form and to make them available quickly and constantly reviewed.
- ) The committee within which the representatives of the scientific departments of the university and the administration of library and administrative staff in the library should provide advice on matters related to the budget and the policies of development and use of the group.

### Standard 3: Services

- ) The services provided by the library should be clearly related to the University's objectives.
- ) Library staff should provide services that facilitate the efficient use of information recorded in all forms
- ) Library services should provide information and reference services, which are available from selected and specific points and are referred to adequately during working hours.
- ) The library should keep records of its entire collections and make them available for use which must conform to the criteria for cataloging and classification.
- ) All that concerns loan instructions and how to access library collections should be described for all user categories.

### Standard 4: Library collections

- ) The collection of books should be large enough to support the full extension needs of the University and to facilitate university research programs.
- ) The library's task should include specific and required readings, reference materials, bibliographies, major areas, serials, as well as any other material that students are expected to constantly raise during their studies or university researches.
- ) The Library should identify policies for the development of the group that guides the selection and supply of materials. Libraries should develop such policies in consultation with university faculty members and management.
- ) The library collection should include various forms of recorded information.
- ) The collection should be continually reviewed to ensure that it is in line with the University's needs and to exclude inappropriate material.
- ) The Library should contribute to the development of different methods of inter-library lending to ensure the completion of local resources for research needs and the provision of library materials<sup>17</sup>

### Standard 5: Staff

- ) The Library should have a sufficient and diverse number of staff for the purpose of developing, maintaining and maintaining the library collection and

providing reference services and information services necessary to meet the needs of the beneficiaries.

- ) The staff perform the main academic and professional functions of the library, which includes the development of the collection and the information and reference services.
- ) Librarians should enjoy appropriate library practice and academic culture.
- ) The ratio of the number of libraries to the library and other staff varies depending on the quality of the services and the works provided by the library and the overall workload requirements.
- ) The conditions and conditions of employment for the librarians should be consistent with the terms and conditions of employing faculty members elsewhere within the university.
- ) Librarians should develop programs to encourage and assist all employees in promotion and professional development.
- ) The achievement of the staff is determined by a wide range of the quality of the library collection and library services. The library must, within the framework of the University's policies and procedures, make a continuous evaluation of the performance of the work and a fair estimate of the service of the staff.

### Standard 6: Possibilities

- ) Buildings with university libraries should be of sufficient size and quality to store the library's collection and provide sufficient space for the use of the library by students, faculty members, and staff.
- ) The building of the library should be attractive and designed to increase the efficiency of the use. Specific factors include the bitay scheme, lighting, ventilation, control of heat, humidity, shelves, display capacity and number of reading places.
- ) Suitable staff place should be provided.
- ) Within the framework of the educational goals of the university, the library should be equipped with all necessary supplies to encourage the maximum use by university students and faculty members and employees.

### Standard 7: Budget and Finance

- ) When determining the adequacy of the library's financial resources should be linked to the main objective of the University and the capacity of the academic program of the University and the number of students, and the library to create sufficient amounts to help them to provide appropriate collections and the selection and retention of appropriate staff and provide appropriate services and the necessary operations and meet the needs of readers.
- ) The library budget should be a separate part from the university budget

### Quality of service standards in libraries:<sup>18</sup>

- ) **Reliability:** The beneficiary's reliance on the library in the delivery of the promised service in a reliable manner.

<sup>17</sup> Beverly Ling. University library standards. Available at <http://search.mandumah.com/Record/349368>.

<sup>18</sup> Manar Hassan Ramadan. Quality Control and Management Information: Journal of the Jordan Library and Information Society, 12/2016 - p. 6

- ) **Response:** Flexibility in procedures - and means of service in the library.
- ) **Merit:** Reflect the extent of competence and merit in providing the service, from the skills and analytical and deductive abilities to understand the desired.
- ) Access to the service: easy access to the services required by the beneficiaries, whether inside the library or from outside.
- ) **Credibility:** The Library's commitment to the timeliness of the services provided to the beneficiaries in respect of the services provided and their improvement.
- ) **Safety:** Service free of doubt and risk.
- ) **Communication:** Provide channels of communication and procedures for the transfer of information between the beneficiaries and the administration of proposals or objections or any change in service to beneficiaries
- ) The degree of understanding of the service provider to the beneficiary: means the effort to identify the needs of the beneficiary.
- ) **Concrete Items:** The quality of the services provided to the beneficiary is often evaluated according to the facilities provided by the library (sources of paper and electronic information, computers, trained personnel and library infrastructure).
- ) **Courteousness:** The service provider shall provide the literature and ethics, and be friendly with the beneficiaries, to build comfort and respect between the service and the beneficiary.
- ) Quality standards in university libraries and academic accreditation

#### Academic Accreditation Concept:<sup>19</sup>

Is the recognition of the academic competence of any institution or educational program with the issuance of specialized academic bodies and organizations at the local and regional levels

#### Academic Accreditation Objectives:<sup>20</sup>

That there are many goals that seek to achieve academic accreditation and the most important of these goals are:

- ) The widespread application of the principle of accountability and self - accountability and collective in the work of the institution.
- ) Ensuring that the scientific level of the educational institution is maintained by achieving a high level of academic and professional performance in the programs provided by the institution in place of accreditation.
- ) Contributing to the planning of higher education institutions. And to submit suggestions and recommendations for the funding of this institution and the educational programs which provide.

- ) Encouraging studies and continuous self-evaluation of the institution and the legitimate competition between educational institutions of all kinds.
- ) Encourage the adoption of various measures to achieve the highest quality, efficiency and effectiveness in the curricula.
- ) Securing the professional and academic growth of the employees in the educational institution

#### Accreditation Requirements in Higher Education:<sup>21</sup>

There have been numerous requirements for the multiplicity of certification organizations and the reasons for their accreditation. Among the most important requirements adopted and the criteria of discrimination through which the certificate of accreditation is granted by the Association of Central States of Higher Education for Higher Education Organization:

- ) Integration of the Organization's educational components for all activities through human resources activities and dealing with balanced policies with students and management of the college and administrative and teaching staff and other..
- ) Establish a clear and stable goal and appropriate objectives for the Organization's resources and public needs and stability of work and adopt policies that are very appropriate for the students and the objectives and programs and the Organization's guidelines.
- ) Suitable education services for students and their future job needs.
- ) College administration that has professional qualifications suitable for special purposes and programs in the organization, which develops intellectually and professionally compatible with the appropriate support programs.
- ) Programs and classes that develop general intellectual skills.
- ) Curricula that provide a definite renewal in the teaching of arts and sciences and when managed with appropriate professional requirements.
- ) Library and provide services to support educational programs compatible with the use of the library.
- ) Continue the process of self-assessment of the educational organization and give priority to planning to increase organizational effectiveness.
- ) Ensure the adequacy of financial resources to maintain the quality of organized programs and services.
- ) The Board of Directors of the Organization which provides facilities for teaching, scientific research and learning
- ) Which speeds up the process of improvement while protecting academic rigor.
- ) Fully activate the Board of Directors and its responsibilities and policy for resource development
- ) Financial facilities that provide for the needs of the Organization's programs and activities.
- ) Reliability and reliability in the requirements of printing, publications and publishing and media relations
- ) Responding to the needs of organizational change and renewed adaptation to the goals, objectives and resources of the organization.

<sup>19</sup>. Jamal Ali Al-Dahshan: Academic Accreditation of Foreign Experience and Local Experience, Paper presented to the Second Annual Scientific Conference "Quality and Accreditation Standards in Qualitative Education in Egypt and the Arab World", Faculty of Specific Education, Mansoura University April 2007, p 124

<sup>20</sup> Mousa Ali El Sharkawy: Future Vision for the Development of Faculties of Education in the Light of Academic Accreditation Standards, Zagazig College of Education Journal, Faculty of Education, Zagazig University, Issue 48, 2004.

<sup>21</sup> Hafez Abbas. Academic Accreditation and Quality Applications in Educational Institutions: Ghaida House for Publishing and Distribution .2015.

The importance and advantages of academic accreditation: the most prominent<sup>22</sup>

- ) Sets standards for performance in different types of education and ensures adequate quality in the performance of the institution and is the basis on which the development and modernization.
- ) Develops and supports the institution that has been approved and confirms that the institution has clear objectives to achieve them.
- ) Protects the privacy of the institution because the accreditation takes into account the objectives of the institution and improves the administrative processes.
- ) Equivalent to the efficiency of the levels of the various university programs to reach a high standard, which makes the institution identify the strengths and weaknesses in its programs and develop strategies for development.
- ) Makes the university deal globally with other countries and compete with the level of inputs and outputs while giving impetus to secondary education for development.
- ) The importance of distributing faculty members by specialization and location.
- ) Achieve a higher chance for the student to enroll in higher studies and also provides them with many areas of university teaching after obtaining a doctorate.
- ) Competition between universities to apply criteria for accreditation

#### **National Commission for Academic Assessment and Accreditation:**<sup>23</sup>

The National Commission for Academic Assessment and Accreditation was established in Saudi Arabia to be responsible for setting standards for institutions and programs, and then for the assessment and accreditation of institutions and programs in the secondary education stage that meet the required quality standards. Therefore, the Commission has designed a system of quality assurance and academic accreditation to continuously improve quality. The main objective of the National Commission was to: Ensure that internationally recognized standards are met in higher education institutions and in all academic programs in the Kingdom of Saudi Arabia. The accreditation of any institution or program gives assurance that the standards have been met and increases the confidence of students in the institution, employers, parents and community members that what is being taught to students, their research and the services they provide are consistent with the quality of good international practices. Awarded by academic institutions and programs in the Kingdom of Saudi Arabia equivalent to their counterparts in any place in the world. Imam Abdul Rahman Bin Faisal University Library (Al Ryyan).<sup>24</sup> The total number of university libraries is 16 (3 Central), and (13 subsidiary), are distributed geographically within the main campus of Dammam and university campuses in different cities in Qatif and Jubail. Despite the recent emergence of the university libraries, In spite of the recent emergence of the libraries of the

university, it also acquires a distinguished and diverse collection of information sources, whether printed or electronic, which serve the information needs of all the university employees, students and postgraduate students as well as faculty members and researchers in accordance with the policy of the development of collections of university libraries, Deanship of Library Affairs.

#### **Sections of the Central Library of Girls Colleges:**

In order to achieve the objectives of the library, the library was divided into a group of service units under the senior management represented by the Under Secretary of Library Affairs, the director of libraries of girls' colleges, and the assistant director.

**Availability Services Unit:** The Provisioning Services Unit manages loan services and user service areas, reciprocal loan services, document delivery services, shelf maintenance and reproduction services. Its functions include planning and following up the provision of information services to beneficiaries, evaluating the needs of the academic community of the Imam Abdulrahman bin Faisal University libraries, providing the services of the lending office, including booking, academic booking, photography services, etc., Depending on the system of e-university libraries symphony and through the exchange of library lending services and document delivery services in the context of respect for rules and copyright, also ensure respect and the preservation of the intellectual property protection law in relation to the reproduction services that provided by the university libraries. Develop a system for students for volunteer work which depends on the hours system, providing effective and proactive educational activities and services, as well as providing guidance services to the community of all categories, whether face to face, telephone or online.

**Quality and Academic Accreditation Unit:** This unit is responsible for updating the information resources of the university's printed and electronic libraries through the identification and selection of these resources in coordination with the community of the beneficiaries of the university libraries and the university administration.

**Its functions:** Follow up the growth and development of university libraries, also examines the strengths and weaknesses of the existing collections of the university libraries periodically, excluding sources of information that no longer support the needs of the university's teaching and research programs, and evaluating the sources of the university libraries in the light of the curriculum and the continuous change in programs. In order to provide sources of information that serve the needs of the curricula, development, policies and procedures for the development of university library collections. Also, analysis and reporting on the growth trends, usage, material and other expenditures, and take the decisions on library collections according to the available budget, The assessment of the sources of information donated to the libraries of the University of Dammam, the review and updating of the policy of development of library libraries collections, the recording and analysis of data to support the evaluation of library collections and the improvement of selection processes. Evaluating the continuous change in the needs of the community of university library students by identifying new research trends, university programs and the new intellectual product

<sup>22</sup> Tariq Abdel Raouf. Total Quality and Academic Accreditation in Public Education "Contemporary Trends" Cairo: Arab Training and Publishing Group, 2014. Pp. 374-378.

<sup>23</sup> National Commission for Academic Accreditation and Assessment, Quality Assurance and Accreditation Standards for Higher Education Programs 2009

<sup>24</sup> Imam Abdul Rahman bin Faisal University.- Available at <http://www.uod.edu.sa/en/about-us>

**Scientific Documentation Unit:** This unit aims to demonstrate and use the influence of the scientific and academic research results of the employees of Imam Abdulrahman bin Faisal University through the preservation and dissemination of this product from the scientific research and the scientific communication between the students of Imam Abdulrahman bin Faisal University and the faculty members. Its functions include receiving printed and electronic messages, digital scanning of printed messages and verbatim editing using OCR software, indexing messages according to the Dublin Core standards for metadata, downloading electronically transmitted messages on the digital repository site, uploading bibliographic data for digitized messages E-catalog of university libraries, archiving and archiving e-mails in external repositories.

To investigate the copyrights of the full text of the scientific research published locally or internationally for the employees of Damman University from the faculty members for publication within the intellectual property rights, also training the beneficiaries on the use of the digital repository. Technical Services Management Unit : The Technical Services Unit manages all technical operations including acquisition and development of collections, processing and cataloging the resources of the university libraries and controlling their serials. Its functions include: managing the technical operations of the university's information resources in relation to the development of these resources, bibliographic control, physical processing, in addition to the maintenance of the printed and electronic sources of Arabic and English information, and the establishment of bibliographic records and adapting them to the practices of international cataloging projects such as the OCLC, It also ensures the quality of cataloging and classification according to the latest trends in the global cataloging standards, in addition to distributing the sources of information that are constantly acquired on the university libraries in different locations Geographically. The Learning Resources and Scientific Research Unit: The Learning Resources and Scientific Research Unit was recently established, which aims mainly at meeting the information and research needs of the university community and its employees in an innovative manner. This unit is equipped with the latest equipment and equipment under the supervision of qualified personnel at the highest level.

**Library Collections:**<sup>25</sup> It includes a variety of sources of information, whether printed or electronic, covering all topics of knowledge to serve the information needs of all the employees of the University. The Central Library of the Girls Colleges has a rich collection of information resources with more than 25,000 titles and about 72,000 copies. These groups cover disciplines such as mathematics, physics, chemistry and biology. In addition to the disciplines of social and human sciences such as sociology and anthropology, English literature, education, library science, Arabic language ... and others.

**Activities:** The Deanship of Library Affairs represents the University of Imam Abdulrahman bin Faisal in participating in local and international exhibitions. The Deanship of Library Affairs undertakes the process of giving and exchanging between the university and universities. And institutions inside and outside the Kingdom. The organizational structure of the

library consists of the library manager's units, the help desk, the educational and cognitive services unit, which responds to queries and questions, the lending unit, and is responsible for loaning books, return and fines, indexing and supply unit, Office of the agent and the secretariat and services provided by the library Ask my office This service in turn responds to the questions of the user and his inquiries directly or by e-mail and electronic index service can be searched by the paper and electronic books in the library and also from the cheek Based on the experience of the beneficiary, Al Rayyan Library is a central library with full services that serve the College of Education, Arts and Sciences as well. Serving all groups from home and abroad. The Library is also dedicated on Sunday and Monday from 2:30 to 4:30 to serve postgraduate students. Also, the library is distinguished by the existence of a statistical system that calculates the number of visitors to the library. It also calculates the most used books and the number of books used. Concerning the most sources of information used In the library we can not judge the percentages vary depending on the subject that the user is looking for. He selects the appropriate source, paper or electronic, but usually the beneficiary will search for paper sources first and then search for electronic resources.

**Services provided by the Central Library at Imam Abdul Rahman bin Faisal University in Al-Rayyan Complex:** Lending and booking in the library: Loan is one of the most important services provided by the Deanship of Library Affairs for its members.

**Electronic reading lab:** Where you can search on the Internet through the laboratories available in the libraries of the university.

**Scanning:** A service that provides a free user service, where it allows to photograph specific pages does not exceed 30 pages and sent to the email format pdf or other format.

**Reference service:** Whether personal or electronic by e-mail or electronic conversation. Beneficiary Training and Counseling Services: This service includes various activities offered by the library in order to identify and educate the beneficiaries and train them in a number of fields such as access to the portal, electronic catalog, search engine Samon. Photocopying and reproduction services: This service is provided to photocopies of periodicals, manuscripts and publications to relieve the pressure on the library and provide the time of the beneficiary This service may be charged, some restrictions should be placed on the process of photography such as allowing the photocopying of a certain number of pages and preventing the copying of university researches in order to preserve copyright. Analytical presentation of data, information and study axes. Through the interview questions and the checklist which revolves around the extent to which the Library's quality standards are applied. We will present the results and recommendations reached after the analysis and conclusion according to the scientific method followed.

) All the employees of the library responded, by agreeing to the laws and regulations of the library, which assured the researcher that the library implements systems to ensure the proper functioning of the work, leading to the achievement of library goals and the preservation of the rights of employees and beneficiaries.

<sup>25</sup> Yara Al Fayed. Responsible for reference service - personal interview. -, 18/10/2018

- J In the case of non-compliance with the laws, penalties are imposed and this affects the annual assessment of the employee or worker. Which assured the researcher that there is supervision of the staff in the library in the performance of their duties and the accountability of those who show any mistake.
- J The library is concerned with the continuous training of employees according to their specialization in order to keep abreast of the technological developments that occur continuously and it is also motive employees to work collectively to achieve their goals and to exchange experiences and knowledge among them.
- J Library administration allows the participation of staff in decision-making. Demonstrating the mutual trust between managers and employees. This helps to improve the quality of decisions and makes them more acceptable to employees and increases their sense of responsibility and makes them more willing to accept the treatment of problems and implement the decisions that they have taken part in.
- J The staff working in the Library is aware of the application of quality standards in the library by 80%. The researcher believes that the senior management should send clear and positive signals to the employees, which contributes to the building and consolidation of the, practice and application of quality standards and show their support and participation.
- J The library is keen to provide the sources of modern information that the beneficiary may need in a clear way to achieve the satisfaction of the beneficiaries by providing their needs of information and help them in their research.
- J The extent of the satisfaction of the beneficiary with respect to the services provided by the library shall be measured in a number of ways, including the questionnaire or through direct communication or the complaints and proposals box. The researcher considers the importance of measuring the satisfaction of the beneficiary of the library because it helps the library to develop and improve library services, which will help to take the appropriate decision in a timely manner with a management to measure satisfaction on an ongoing basis
- J One of the library's main objectives is to obtain a quality certificate and the researcher believes that this contributes to the competitiveness of the library and contribute to better library planning and the development and improvement of the library on an ongoing basis.
- J There is a box for complaints and suggestions for beneficiaries and this box is opened by the beneficiary's administration and handed over to the Dean and then study each complaint and make solutions. The researcher considers the importance of the existence of the complaints box because it is considered a link between the beneficiary and the library.
- J Application of the library to the most important standard of quality is the choice of the appropriate location. But according to the researcher's view that it is far from the main gate, which leads to the difficulty of access to beneficiaries from outside the university.
- J In terms of building, we find that the library is appropriate in terms of design according to the accepted international standards, reading rooms and places of individual activities, either in terms of space library is expanding its area in the future.

- J The university allocates part of its annual budget to the library, which is sufficient to meet its needs, and is distributed appropriately, where there is a special part for the collective contributions of databases, periodicals and supply.
- J The library is very interested in the security and safety standard. There are strong and appropriate security controls for the library, which preserve the library and its holdings, for example a device that detects the theft of holdings and the presence of surveillance cameras throughout the library, as well as providing positive protection against the fire and continuously inspecting electricity and wires to ensure their safety. And prevent the library from the introduction of any means or material causing the ignition. With the distribution of high-quality equipment throughout the library against the fire and fire extinguishers such as water spray on the roofs and fire extinguishers. The training of workers on evacuation plans is very appropriate to maintain the safety of workers, Number of emergency exit.

## RESULTS

**Through the study, the researcher reached the following points:**

- J The Library is concerned with the application of standards and specifications in all its activities.
- J The library building is designed according to internationally recognized standards.
- J The library space does not fit the number of beneficiaries and therefore the library is working on future expansion.
- J We found that 20% of the university employees are not aware of the importance of applying quality and that 80% of them are fully aware of the quality of the institution.
- J Some workers do not receive training continuously

## Conclusion

Quality is of great importance in different types of institutions and has objectives that focus on the needs of the institution. The quality of university libraries is aimed at providing quality services according to international standards through which the objectives of providing the best service to the beneficiary are judged. Academic accreditation is the recognition of the academic competence of any institution or educational program and is issued by specialized academic bodies and organizations at the local and regional levels in order to encourage the achievement of these internationally agreed standards.

## Recommendations

- J To ensure the possibility of expanding the size of the library in the future.
- J The library should rehabilitate the staff of the library and provide them with the importance of quality and academic accreditation through awareness leaflets and awareness lectures
- J Provision of a separate budget from the university budget to be placed to the library for reserve if there is a deficit in the library.
- J Making a continuous training for all employees according to their specialties in order to ensure the quality of work.
- J Continuous updating of resources continuously.