

2011

# Library Policies & Procedures Manual

## ACADEMIC BRIDGE PROGRAM QATAR FOUNDATION



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(Revised September 2011)

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## **Section 1: Mission & Goals**

### **1.1 Organization**

ABP is a pre university college in Qatar Foundation, Doha offering young men and women one year foundation program. The ABP curriculum and courses are designed to help students prepare for entrance to major English-language universities in the Education City and around the world and to help them develop the computer skills and study habits that will ensure their success once they are enrolled.

### **1.2 ABP - Mission**

“The mission of the ABP is to provide high school graduates of Qatari high schools (and other similar schools) who meet the admission requirements with the academic and personal skills for success in reputable English language universities around the world, with special emphasis on preparing students for the universities in Qatar Foundation’s Education City”.

### **1.3 ABP Library Mission**

The mission of ABP library is to “provide the best possible information services and resources to the Academic Bridge Program Community (ABP students, faculty and staff) in order to advance the Mission of ABP”.

## 1.4 Objectives & Goals of the ABP Library

The ABP Library's objectives are directed towards providing all the required educational support to the ongoing programs and activities of the ABP. The ABP Library endeavors to build an outstanding collection of both print and electronic information resources to meet the current & future needs of ABP. It seeks to promote the use of information and communication technologies to be in full harmony with the electronic environment of ABP and that of Qatar Foundation.

### 1.4.1 Goals

- ❖ Provide necessary knowledge and skills to the students to meet the acceptance criteria of prestigious universities;
- ❖ Provide opportunities for students to develop and practice the necessary skills and be successful in their university studies.
- ❖ Provide quality and relevant information resources and services to the patrons that are easily accessible.
- ❖ Maintain a current and well-balanced collection of information and knowledge resources.
- ❖ Provide appropriate 'information literacy and lifelong learning skills' to all patrons, on information seeking and retrieval process.
- ❖ Continuously improve the quality and the efficiency of the Library by maintaining a feedback monitoring system.
- ❖ Ensure through appraisal and training, that all Library staff reach a high professional standards of performance.
- ❖ Work with other libraries in the Education City in particular and Qatar at large to achieve a positive cooperation.
- ❖ Create an ambience that is conducive to study at all levels.

The ABP Library will collect materials and other informational resources in a wide variety of formats and in multiple subject areas in order to ensure that these goals can be met.

## **Section 2: Personal**

### **2.1 Librarian**

The Librarian reports to the LRC coordinator and works under the general directions of the Assistant Director of Academics and Director of ABP. The Librarian assumes overall responsibility of the library and manages both administrative and technical functions of the library. He/she also is responsible for all departmental functions and like planning, budgeting, assigning and reviewing work of subordinates under direction; exercises discretion and independent judgment with authority to make important decisions.

#### **2.1.1 Administrative Duties**

- ❖ Supervise and direct the operation of the library in accordance with sound library practice
- ❖ Requisition new materials for the library with the recommendation of faculty members and approval by the Director.
- ❖ Promote the effective use of the library.
- ❖ Employ qualified library staff, subject to the approval of the Director;
- ❖ Supervise and evaluate the library staff;
- ❖ Maintain records of all library encumbrances and expenditures;
- ❖ Prepare statistical reports of patron use, circulation and library expenditures for various agencies;
- ❖ Maintain office hours; and perform special assignments as directed by the Director & Assistant Director of Academics.

#### **2.1.2 Systems Administration Duties**

- ❖ Maintain and upgrade the library online catalog.
- ❖ Update and maintain the library webpage in intranet or internet.
- ❖ Develop and maintain a Digital Library and digital collections.
- ❖ Maintain and upgrade library PC's and printers.



### **2.1.3 Cataloging Duties**

- ❖ Catalog recommended materials and gifts.
- ❖ Transfer and or update cataloged records in the library online catalog.
- ❖ Keep statistics of materials cataloged.

### **2.1.4 Collection Development Duties**

- ❖ Use academic resources to select materials for the relevant collections to fulfill the instructional and research needs of the ABP community.
- ❖ Prepare purchase order requests for all materials.
- ❖ Submit orders by means of computer interface.
- ❖ Receive and invoice new materials and prepare them for cataloging.

### **2.1.5 Instructional Support and Information Literacy Duties**

- ❖ Provide general research assistance to faculty, staff and students conduct orientation and bibliographic instruction sessions.
- ❖ Assist users with electronic database searching.
- ❖ Create and maintain online tutorial, survey instruments and other instructional tools.
- ❖ Establish and maintain liaison role with academic departments regarding research paper assignments and other library instructional activities.

## **2.2. Librarian Assistant**

The Librarian Assistant will work under the direct supervision of the Librarian and assist him/her with all library related works and other duties assigned from time to time. The Librarian Assistant assumes responsibility for routine tasks using basic skills and established procedures; demonstrates effective job knowledge; demonstrates initiative and motivation in performance of job responsibilities.

### 2.2.1 Circulation Duties

- ❖ Assist the Librarian in cataloging new materials.
- ❖ Handle circulation transactions.
- ❖ Collecting fines for lost or damaged materials as per the procedure.
- ❖ Maintain statistical records of all materials checked out by faculty, staff and students.
- ❖ Compile and report patron use statistics.
- ❖ Issue over-due book notices.
- ❖ Report delinquent accounts to the Librarian.
- ❖ Keep materials shelved and in proper order.
- ❖ Help patrons on their Interlibrary Loan requests and maintain a record of what they are borrowing and from where.
- ❖ Assist users in the use of copiers and printers and keep ample supplies on hand for these machines.
- ❖ Maintain schedule for the student assistants and supervise their work.
- ❖ Receiving & processing new issues of periodicals and cataloging them.
- ❖ Checking all incoming invoices of periodicals for accuracy before cataloging them.
- ❖ Keeping shelf holdings of loose copies updated.
- ❖ Perform other duties as assigned by the Librarian.

## **Section 3: Classification & Cataloguing**

### **3.1 Classification & Cataloguing Policy**

The ABP Library collection is classified & catalogued using the Library of Congress Classification system (see below) and Anglo American Catalogue Code II (AACR II). The only exceptions are periodicals, which are arranged alphabetically by title, and recordings, which are assigned consecutive numbers as they are received.

#### **3.1.1 Library of Congress Classification**

- A - General Works
- B - Philosophy, Psychology, Religion
- C - Auxiliary Sciences of History
- D - History: General and Eastern Hemisphere
- E - History: United States (General)
- F - History: United States (Local)
- G - Geography, Anthropology, Recreation
- H - Social Sciences
- J - Political Science
- K - Law
- L - Education
- M - Music
- N - Fine Arts
- P - Language and Literature
- Q - Science
- R - Medicine
- S - Agriculture
- T - Technology
- U - Military Science
- V - Naval Science

## Z - Bibliography and Library Science

### **3.2 Cataloguing Procedure - Monographs**

The ABP Library orders all its resources through the vendor Yankee Book Peddler (YBP), from the United States. Appropriate technical contract has been signed with YBP for supply of fully processed materials; accordingly, all the resources are classified, catalogued, stamped with ABP seal, security tags, spine labels and due date slips pasted. The bibliographic records are received in MARC II format via a FTP folder that is password protected and are directly imported into the ABP Library Management System (LMS).

ABP Library also procures books locally or from other vendors if they are not available in the YBP's catalogue. YBP also supplies books that are not listed in their catalogue by sourcing them from various publishers around the world. Such books are processed - classified and catalogued and the bibliographic records are entered in the LMS for patron's use by the Librarian either manually or importing the records from OCLC's "Worldcat" (Online Computer Library Center/ World Catalogue).

### **3.3 Cataloguing Procedure – Serials**

The ABP Library subscribes all its serials from a standing vendor EBSCO. A Local Data Record (LDR) is completed for each journal title held by the library in the Library Management System and entries are made for each issues received. The issues are processed and then displayed for patron's use.

If the serial is retained in the permanent collection the item would then be assigned a barcode and updated in the LMS.

### **3.4 Cataloguing Procedure – Audio Visual Materials**

All Audio Visual Materials are procured from YBP and they are not processed. The Librarian processes them and the bibliographic records are added either manually or by 'copy-cataloguing' from Worldcat.

## **Section 4: Collection Development and Management**

### **4.1 Objectives**

The primary goal of the ABP Library is to support the teaching and educational function of the ABP. The objectives of collection development are: to support the curriculum, to strengthen the collection and; to provide for the research and information needs of the ABP community.

### **4.3 General Principles of Collection Development**

#### **4.2.1 Responsibility for Collection Development**

The ABP Librarian has the overall responsibility of building a strong and balanced collection of resources. He/she will work with all the faculty, staff and students and welcome their suggestions or recommendation of resources.

#### **4.2.2 Audience**

The primary intended audience of the ABP Library is the ABP faculty, staff and students. Other Education City students, faculty and staff are a secondary concern.

#### **4.2.3 Selection Sources**

Sources for selection decisions include, among others: User and Faculty requests or recommendations, publisher, catalogues or publishers and other libraries, vendor, library related or library association web sites, catalogs, advertisements, any other valued source of information.

#### **4.2.4 Language**

To further and mission of ABP, all resources procured in the ABP library will be in English language.

### 4.3 Selection Criteria

The ABP Librarian (and or Faculty members) uses their subject knowledge and expertise in combination with the standards listed below to select and evaluate collection items. Gifts and purchases are selected using the same criteria, listed below (not in priority order). It is important to note that an item selected for purchase need not meet all the listed 'criteria', however will have to meet some of them.

#### 4.3.1 General Criteria

- ❖ Suitability of format or physical form for library and home use based on the criteria of this policy.
- ❖ Space required relative to the value the item contributes to the collection.
- ❖ The extent to which the item supplements, expands on, or supports the existing collection, rather than duplicates it.
- ❖ Relevance to observed and anticipated community needs and desires.
- ❖ Reputation and qualifications of the author, creator, or publisher of the work.
- ❖ Local significance of the author or creator of the work.

#### 4.3.2 Content Criteria

- ❖ Comprehensiveness of treatment, including scope and coverage of the subject.
- ❖ Evaluation of the currency and accuracy of the information contained.
- ❖ Representation of diverse points of view.
- ❖ Historical significance or interest.
- ❖ Relevance of the information to local requirements.
- ❖ ***Not being in conflict with the values of the State of Qatar.***

### 4.3.3 Electronic Format Criteria

- ❖ Advancing the overall objectives of the ABP Library.
- ❖ Ease of use of the product.
- ❖ Appropriateness to the primary audience.
- ❖ Accessibility to multiple users.
- ❖ Accessibility from remote locations (off campus).
- ❖ Costs.
- ❖ Continued access to retrospective information when necessary or desirable.
- ❖ Reduction of space requirements over print products.
- ❖ Reduction in number of copies of a print source when purchased for multiple locations.

### 4.4 Gifts

The library gratefully accepts gifts of a material nature as long as there are no preconditions set by the donor. The Library declines offers of gifts if they unnecessarily duplicate existing holdings, if the subject matter is outside the scope of its collections, or if there are donor restrictions the Library cannot honor.

Gifts are accepted with the understanding that the donors willfully donate these resources without expecting anything in return, in terms of money, material, service or other facilities and that the resources become the property of ABP, upon receipt. The Library may make all necessary decisions, as to their retention, location, cataloging treatment, and other considerations relating to their use and disposition.

Materials which prove not to be needed in the Library may be exchanged with other libraries, or otherwise used for the ABP's benefit and goodwill, in accordance with established procedures. Donors may not make any claims, whatsoever, once the resources are gifted to the Library.



#### **4.4.1 Unaccepted Materials**

Gifts which are rejected or unaccepted, for whatever reasons, are returned to the donor. Should the donor refuse to reclaim them, the ABP Library reserves the right to dispose of them in any way it sees fit.

#### **4.5 Retention and Preservation**

ABP library holdings are periodically evaluated to identify inappropriate or outdated materials. This process is accomplished through a cooperative effort between the library staff and the faculty. Faculty members have the responsibility of weeding outdated or inaccurate materials in their area of expertise. The library staff is responsible for removing multiple copies, multiple editions, outdated materials and worn or damaged materials.

Worn or damaged materials are evaluated for preservation, replacement or removal. If the item is necessary to the collection, it is replaced. Items not appropriate to the collection are discarded following established procedure given in this manual under section 4.6.

#### **4.6 Retention & Weeding**

Resources are retained based on:

- ❖ Condition,
- ❖ Content,
- ❖ Value,
- ❖ Use

Resources are weeded based on:

- ❖ Obsolescence
- ❖ Lack of value
- ❖ Poor circulation

- ❖ Physical condition
- ❖ Space

#### **4.7 Evaluation Criteria for Retention & Weeding**

ABP Librarian evaluates the collection to determine its usefulness in terms of scope and depth of coverage, as well as strengths and weaknesses. The following are some of the elements for evaluation used by library staff:

- ❖ Age and condition of items in the collection.
- ❖ Comparing the main areas of the collection with accepted core collection lists.
- ❖ Frequency of requests for new resources.
- ❖ Circulation.
- ❖ In-house use of materials.
- ❖ Relevance to observed and anticipated community needs and desires.
- ❖ Long-term or historical significance or interest.

#### **4.8 Request for Reconsideration**

Library patrons, should they have any objection to titles that have been selected for the collections, may approach the Librarian for appropriate actions. Patrons seeking the reconsideration of an item or other resource (in any format) should complete and sign a *"Request for Reconsideration of Library resources"* form (***Annexure-1***). The library, upon receipt of a completed and signed form, reviews the item for inclusion in relation to the library's overall objectives, its Collection Development Policy as well as the mission of the Academic Bridge Program. If it is felt that the matter requires further attention it is brought to the attention of the Assistant Director of Academics and if necessary the Director of ABP. The resource is then dealt with according to the decisions reached.

#### **4.9 Context and Scope of Collection Development**

To acquire material items and electronic resources, in any acceptable format, that directly or indirectly advances the goals of the Academic Bridge Program, the Qatar Foundation and ultimately the State of Qatar. The mission of the ABP will be the main guideline for resource selection in the following broad categories:

- ❖ English language teaching & learning materials.
- ❖ Materials in any format which can advance the comprehension and communicative skills of ABP students in the English language.
- ❖ Materials related to various Sciences with emphasis on Mathematics, Physics, Chemistry and Biology.
- ❖ Introductory level materials on various subjects taught at HBK Universities and institutions of higher learning in the State of Qatar.
- ❖ Resources which provide diverging views on current events.
- ❖ Professional development materials for Faculty and staff of ABP.

#### **4.10 Objectives of Resource Selection Policy**

- ❖ To support the curricular needs of ABP
- ❖ To provide resources on a wide range of subjects and levels.
- ❖ To provide instructional and professional materials for faculty and staff.
- ❖ To support a variety of teaching and learning activity.
- ❖ To promote leisure reading among students.
- ❖ To provide students, faculty and staff with the best opportunities for a wide range of information access.

#### **4.11 Selection and Procurement Criteria**

The selection and procurement of resources are based on several criteria as listed below (not in order of importance).

- ❖ Relevance to the curriculum
- ❖ Significance of subject matter
- ❖ Accuracy of information and date of publication
- ❖ Authoritativeness of publisher
- ❖ Importance of author
- ❖ Potential use by patrons
- ❖ Importance to total collection
- ❖ Appearance of title in important bibliographies, or recognized / reputed reviewing media
- ❖ Current and/or permanent value
- ❖ Scarcity of materials on the subject
- ❖ Price
- ❖ Availability of materials through interlibrary loan.
- ❖ Form (print, electronic or others.)
- ❖ Physical quality (binding, print, size, etc.)
- ❖ Duplication of information
- ❖ Available budget and space
- ❖ Maintenance

#### **4.12 Resource Selection & Ordering Procedure**

- ❖ The Library gives priority to purchasing books, which meets the curricular needs of the students and faculty at ABP.
- ❖ Apart from books, ABP library will also build a collection of electronic resources viz. e-books, DVD/CDs, online databases and electronic journals etc.,
- ❖ Internationally recognized authors and titles of books and periodicals mainly pertaining to the curriculum being taught would be procured.

- ❖ The resource selection process involves the faculty, staff and student of ABP.
- ❖ Publisher's catalogue and publisher's website would be circulated among the patrons and asked to select the resources for the Library.
- ❖ A consolidated list of all the resources would be prepared and checked for duplication, currency value of content and cost and then presented to the ABP Director for approval by the Librarian.
- ❖ The Librarian ensures timely procurement, of the approved resources, using standard Qatar Foundation norms and purchase procedures in vogue from time to time.
- ❖ The ABP Library places orders for books and other A/V materials through the standing vendor **Yankee Book Peddler (YBP)** through their online ordering facility and the same can be accessed via [www.gobi3.com](http://www.gobi3.com) account number 2204.
- ❖ Orders for books and other materials could also be placed with local vendors and other suppliers, for materials that are published locally or otherwise if the same cannot be procured from the standing vendor.

#### **4.13 Selection Criteria – Serials**

The ABP Library acknowledges that periodical subscriptions represent an ongoing commitment; therefore, Budgeting and selection differ from that involved in purchasing monographs. Serials receive substantially more consideration than the acquisition of a single monograph because each periodical title does involve a prospective longstanding commitment, besides an annual increase in subscription rates. Some or all of the following criteria are used in evaluating periodical titles for acquisition or cancellation:

- ❖ Support of present academic curriculum;
- ❖ Present use of this or other periodicals in a subject area;
- ❖ Projected future use;
- ❖ Price, projected availability of funds;

- ❖ Reputation of journal and/or inclusion in a prominent
- ❖ Abstracting and indexing source;
- ❖ Availability in one of the library's electronic databases in full text form.

#### **4.14 Resource Acquisition Policy**

Resources to the ABP library would be sourced and acquired with utmost care and diligence keeping in mind the mission and vision of ABP. Much care and concern would be shown towards matters dealing with the culture, religion, traditions, conventions, and politics of the State of Qatar and the same will be dealt with utmost sensitivity. Particular focus would be given on the following aspects and would also be dealt with diligently.

- ❖ No pictures or photos for immoral purposes.
- ❖ No material which denounces the policies of the State of Qatar, it's sovereignty, or attacks the GCC or Arab states.
- ❖ No disrespect toward the Islamic religion or Arabic nationalism.
- ❖ The Prophet Mohammed will not be represented in any art form.

## **Section 5: Library use and Borrowing Privileges**

### **5.1 Library Use**

The ABP Library is open to all patrons from Education City for use of the collection within the physical premises.

### **5.2 Borrowing Privileges**

Borrowing privileges are only available to ABP faculty, staff and currently enrolled students. Library cards are not issued to patrons instead the ABP Institutional ID cards must be produced for borrowing resources.

### **5.3 Circulation policy and loan categories:**

- ❖ Service is on a first come first serve basis but ABP faculty has priority of service.
- ❖ Books may be borrowed for two weeks.
- ❖ Reference books, current issues of periodicals, VHS tapes and, DVDs are not loaned to students.
- ❖ Loans can be renewed for any item if no one else has requested it.
- ❖ Items requested during a renewed loan period can be recalled by the library.
- ❖ Students may borrow as many as five items or five item sets simultaneously (An item set is defined as related items listed under a single bibliographic record, for example: A book and accompanying CD computer file which have two different barcodes).
- ❖ Reserves: Circulation will depend on current need (to vary and be decided on a case by case basis).

## 5.4 Returns and Overdue Fines:

- ❖ There are no fines for overdue materials.
- ❖ When an item is overdue, the student may be sent as many as three notices via email.
- ❖ All borrowing privileges will be suspended immediately after the first notice has been sent and will not be renewed until the matter is resolved.
- ❖ If an item is returned damaged, it is subject to a standard replacement fee.
- ❖ If an item is not returned, it is subject to a standard replacement fee.
- ❖ The matter can be resolved by A) Returning the overdue item or B) Paying the current cost of replacing the item plus 100 Qatar Riyals.

Students with overdue materials should expect to receive the following message via email:

### 5.4.1 ABP LIBRARY -- OVERDUE ITEM -- FIRST NOTICE

You have borrowed the following item from the Academic Bridge Program Library:

Title: \_\_\_\_\_

Call number: \_\_\_\_\_

Check out Date: \_\_\_\_\_

It has come to the library's attention that you should have returned this item on:

Date: \_\_\_\_\_ but have failed to do so.

While there are no fines for overdue materials, there are charges for lost, damaged or unreturned items. For rules and regulations (and penalties) concerning overdue materials please refer to: The Academic Bridge Program Student Handbook and Planner 2005-2006 (pages 35-36 Loans & Fines) which was given to you when you arrived at ABP. You should also be aware that your borrowing privileges are suspended until this matter is resolved.

Please contact the library regarding this matter immediately.

Thank you

The ABP Assistant Librarian



## 5.5 Non-Circulating Materials

Reference books, periodicals and audio-visual materials are not circulated by the ABP Library. Faculty members may arrange for short loans of reference books and periodicals for classroom use or for a period of 24 hours. Audio-visual materials would be issued only to faculty and staff for 3 days. If a faculty wishes to screen any of the videos in the classroom, it would be the responsibility of the concerned faculty to make sure it is appropriate for classroom screening.

## 5.6 ABP Faculty & Staff

- ❖ Faculty and ABP Administration members have priority of service.
- ❖ Faculty and ABP Administration members must check out items on their own: The library will not lend out items to a third party.
- ❖ Faculty and ABP Administration members may borrow up to 10 books (stack books) for the entire duration of the academic year.
- ❖ Such items are subject to requested recall if requested for by another patron (Faculty may deny the request if the item is currently needed).
- ❖ Reference books and current issues of periodicals may be borrowed for 24 hours or over the weekend.
- ❖ Faculty and ABP Administration members wishing to borrow A.V. materials to be shown in class should reserve the items in question at least 5 working days in advance.
- ❖ **By showing A.V. materials in class (or otherwise) to students, faculty members acknowledge having previewed the material and considered it suitable viewing for the intended audience.**
- ❖ Faculty and ABP Administration members may borrow three videocassettes or DVDs.
- ❖ ABP support staff members may borrow up five books for a period of 10 working days.

- ❖ ABP support staff members may borrow up to three videocassettes or DVDs for a period of two working days.

#### **5.6.1 Returns and Overdue Fines:**

- ❖ Faculty will be advised if any loans are outstanding before leaving ABP for leave or permanently.
- ❖ Unreturned or damaged items will be charged at cost of replacing the item plus 100 Qatari Riyals for re-ordering and technical services. This is applicable to anyone borrowing ABP library items.
- ❖ Faculty end of year checkout is not considered complete unless library clearance has been signed by the ABP Librarian (or by the Asst. Librarian in his/her absence).
- ❖ Non-Faculty members who are delinquent with their returns will receive emails asking for items to be returned. Borrowing privileges will be suspended after the first email has been sent and remain in effect until the issue has been resolved to the satisfaction of the library.

#### **5.7 Lost/Damage or Mutilation of Resources**

Patrons are fully responsible for all the materials borrowed upon his / her Library account. Any loss of materials should be brought to the knowledge of the Librarian before the due date. Any damage or willful mutilation of the resources by underlining, writing, or marking using inerasable inks will lead to penalty such as replacement of the resource or cost of the resource along with Qatar Riyals 100.

#### **5.8 Fine Collection Procedure**

Fines would be collected for loss or damaged resources based on the policies described in 5.6.1 & 5.7 in this manual. Money collected from the patron's would be acknowledged by providing them a cash receipt. The Librarian or the Librarian Assistant would deposit the money collected with the ABP Business Coordinator

at the end of each semester with a consolidated report and a copy of the receipts.

### **5.9 Holds**

ABP patrons may place a hold on an item that is checked out to another patron. Notification will be sent when the item is returned.

### **5.10 Reserves**

Faculty members may place materials needed for course assignments on reserve in the Library. Students may request these reserve materials from the circulation desk, however most reserve books are for use only in the library, unless the faculty has requested a limited circulation period.

### **5.11 Security of Library Collections**

Library staff is committed to maintaining the integrity and safety of the materials and take all possible effort to prevent any loss or damage to the property and resources in the Library by willful means or otherwise. However, in order to detect and prevent theft of resources an “Electronic Article Surveillance” is positioned at the entrance of the Library that raises an alarm whenever a resource is taken out of the Library without properly checking out. If an alarm sounds as a patron is leaving the library, he/she will be requested to return to the Circulation Desk, where a staff member will assist them with materials they need to checkout.

### **5.12 Interlibrary Loan Policies and Procedure**

Interlibrary Loan serves the research and information needs of the ABP community by providing access to materials not owned or readily available at the ABP library.

Interlibrary Loan services are available to current ABP students, faculty, and staff. Policies concerning Interlibrary Loan are governed by the lending libraries and Education City Interlibrary Lending Policies (ECLLP).

No interlibrary loan requests will be accepted from any patron having overdue materials or outstanding fines.

In accordance with the ECLLP libraries cannot borrow the following: rare, old or valuable materials, best sellers, reference books or fragile items, or materials intended to be placed on reserve. Videos other than those intended for classroom viewing cannot be borrowed.

Failure to comply with ECLLP regulations may result in the loss of ILL borrowing privileges.

#### **5.12.1 Loan Period/Renewals**

The lending library determines the length of the loan period and whether or not renewals may be granted. The borrowing library honors all restrictions of the lending library.

#### **5.12.2 Requesting Materials**

Requests for interlibrary loan services are handled by the Librarian Assistant. Appropriate request by mail has to be sent with details about the resource and the library. Processing of an ILL request and delivering might take time depending upon the availability of the resources and other such factors and would vary between libraries. However, no specific time could be set for the delivery of requested materials.

### 5.12.3 Notification & Issue

- ❖ Patrons are notified as to the status of their material by email once the lending library responds to the ILL request.
- ❖ Patrons have to come to the ABP library circulation desk for borrowing the requested ILL material within two working days from the receipt of the e-mail about the arrival of the material at the ABP library.
- ❖ Borrowed materials not picked up by requesting patrons within two working days, will be returned to the lending library.

### 5.12.4 Return of Materials

All materials borrowed on ILL have to be returned on or before the due date to the ABP library only and not to the lending library directly. ABP library staff would take care of returning the materials to the lending library. Due dates along with details of borrower and borrowing libraries are written on the flap that's covered over the front cover of the book. Patrons have to take due care not to lose or tear the flap and should remain intact until the book is returned.

Prompt return of materials to the Circulation Desk is necessary in order to adhere to due dates established by the lending library. Due dates may vary between lending libraries.

Renewal requests should be made at least two days before the due date in order to process the request. There is no guarantee that the lending library will grant a renewal.

### **5.12.5 Charges**

There are no charges for borrowing materials on ILL from Libraries within the EC Libraries. However, if the request is made to libraries outside of EC and in case there are any charges incurred for delivery or otherwise, patrons have to bear the charges in full and ABP library will in no way bear any of the costs for such requests.

### **5.12.6 Overdue, Lost or Damaged ILL Materials**

It would be the prime responsibility of the patrons to handle carefully all the materials borrowed on ILL and return them on time to the ABP library. If, in case, there is any damage or loss to the materials, the patron will pay all costs assessed according to the regulations of the lending library and will have to pay the costs directly at the lending library and produce a copy of the receipt of payment to ABP library.

### **5.12.7 Inter Library Loan Lending by ABP Library:**

- ❖ All loans to non-ABP users are inter-library loans.
- ❖ The borrowing library is responsible for the materials borrowed under its name. Any unreturned or damaged materials will be charged to the borrowing library which requested the item.
- ❖ ILL agreement is based on reciprocity and equality of service.
- ❖ Set materials are defined as items listed in a single bibliographic record (e.g. A book and accompanying computer file CD are considered one item).
- ❖ Reference books, current issues of periodicals may not be circulated via ILL.
- ❖ AV materials are not circulated via ILL unless approved by the ABP Librarian.
- ❖ Any circulated A.V. materials must be returned within three working days.

## Section 6: Reference

### 6.1 Reference Materials

The ABP reference staff is available to provide assistance in utilizing materials in the Reference collection that includes encyclopedias, dictionaries, handbooks and atlases. These books are marked 'REF' and may not be removed from the library by students. Faculty members may arrange for short loans of reference books for classroom use.

### 6.2 Orientation & Information Literacy Services

The ABP Library staff will provide orientation as well as Information literacy services for lifelong learning to the patrons. Initial comprehensive orientations to library services and resources are given to freshmen students at the beginning of the academic year. Faculty members may schedule more focused bibliographic instruction sessions with the Librarian. Topics addressed in these sessions reflect expectations for college students as set forth in the Association of College and Research Library's *Information Literacy Competency Standards for Higher Education*. Individual reference assistance is provided to students on a drop-in or scheduled basis. Students who need in-depth assistance may schedule research consultations.

An online tutorial is available in the Library page of the student announcement page website to further educate users.

## **Section 7: Serials**

### **7.1 Cataloguing Procedure**

A record is created for each journal title held by the library in the LMS. The record includes the title of the journal, the format in which the library retains the journal (bound, or individual volumes), and the volumes and years held by the library.

Once an issue of the title is received, an entry is made in the Library Management Software (LMS) and it is assigned a unique number. A spine label with details of the issue and volume is pasted on the top left corner of the issue and displayed on the Journal display rack until the next issue arrives.

### **7.2 Missing or Damaged Issues**

The Librarian Assistant keeps track of the issues regularly and reports to the Librarian about missing issues or damaged issues, if any. The Librarian would then write to the vendor for a replacement issue or negotiate a suitable remedy.

### **7.3 Serials Weeding and Retention**

All issues of serials that have no information value would be identified for weeding out and those that have high information value would be retained for binding into volumes. Faculty and staff would be made known about the weeding they would be asked to pick the issues that they wanted and the others would then be discarded.

If the serial is retained in the permanent collection the item is assigned a barcode in the Library Management Software and shelved for reference.



## **Section 8: Electronic Databases**

### **8.1 Policy on the use of Electronic Databases**

The library provides access to many research databases to support the information needs and research activities of the ABP community. ABP library has entered into vendor agreements for providing access to these databases that are otherwise called as “license agreements”. The clauses in the agreements govern how a database may and may not be used and supersede the “fair use” provisions laid out in the copyright law.

License agreements may vary between vendors but typically there are few conditions that are common to all agreements and these conditions include, but are not limited to, restrictions on copying, republishing, altering, redistributing and reselling the information contained therein. Users may not copy and resell texts from licensed sources to non-subscribing individuals, institutions or organizations.

#### **8.1.1 Prohibited Actions**

- ❖ Sharing of passwords or authorized access codes.
- ❖ Posting copyrighted materials on a publicly accessible website.
- ❖ Resale or commercial exploitation of licensed information.
- ❖ Engaging in actions intended to circumvent or defeat access control mechanisms of the Library or information provider.

### **8.2 Violation of the License Agreement**

Violations may result in the publisher terminating access to the database for the entire ABP community. This in turn will result in serious disciplinary action against the offender.

## **Section 9: General Policies**

### **9.1 Policy on the Access to ABP Library**

The ABP Library has a primary mission to support the educational, teaching and administrative needs of its faculty, staff and students. However, the collection and facilities are also accessible all HBKU students and employees.

### **9.2 Policy on Consumption of Food and Drink**

Consumption of food, drink or tobacco in any form is not permitted in the library.

### **9.3 Policy on the use of Personal Communications Devices**

To minimize disruptions to individuals who are seeking quiet study space, use of electronic equipments and personal communication devices such as mobile phones, audio & video devices etc., are strictly prohibited inside the Library. However, students wishing to listen to audio files or videos from their personal laptops for their study purposes should use headphones available in the circulation desk.

### **9.4 Policy on the use of Computers**

The computes in the library should be used only for accessing the Library **Online Public Access Catalogue** (OPAC), Electronic databases subscribed in the library and any other searches pertinent to academic activity. The computers may not be used to participate in games, chat sessions, newsgroups or any other activity not directly related to the academic activity of the Institution.

#### **9.4.1 Responsible Computer Use**

Public computers are to be used for academic research purposes only. Electronic information, services, software and networks provided directly or indirectly by the library shall be accessible, in accordance with licensing or contractual obligations and in accordance with existing ABP computing

services policies. Qatar & International Copyright Law and contractual license agreements govern the access, use and reproduction of the electronic resources that the library makes available to its users.

All those that use the library's public computers must do so in a legal and ethical manner, demonstrating respect for the rights of other users and recognition of the importance of civility and responsibility when using resources in a shared academic environment. Priority for use of these workstations is given to ABP students, faculty, staff, and others engaged in research activities.

The library does not control information available over the Internet and is not responsible for its content. Patrons should be aware that Internet sites may contain offensive or controversial material.

### **9.5 Inventory Control**

In order to maintain a good collection and ensure adequate copies of books and other reading materials available to the patrons, an inventory check would be done periodically as appropriate at the end of the year (June-July). The inventory check will be carried out by the Librarian with assistance from other library staff. A final report would be presented to the ABP Director with recommendations on further course of action.

### **9.6 Photocopying, Printing & Scanning**

The Library offers documentation facilities such as photocopying, printing and scanning. Requests to make copies print and scan will be accommodated keeping in mind the Copyright and Intellectual Property Rights Act (**see Section 6**). ABP Library does not charge any fee for these facilities and are available at free of cost, however students will be allowed to make only 10 copies per request and anything beyond that, they will be directed to use the facility in the student services center.

### 9.7 Conduct of the User in the Library

Patrons are expected to follow the code of conduct and the Library staff shall strive to make sure all the patrons adhere to them inside the Library.

- ❖ Silence shall be observed at all times.
- ❖ Use of cell phones and music players is prohibited inside the Library.
- ❖ Head phones must be used while listening to audio programs.
- ❖ Patrons shall be responsible for all the Library materials accessed.
- ❖ Patrons shall not replace the books referred by them in the shelf. Instead, books are to be placed on the table after using them.
- ❖ No Library resources shall be issued without proper identification of the patron i.e., the patron shall produce the ID card for the purpose.
- ❖ Patrons shall strictly follow the procedures for borrowing / accessing the Library resources.
- ❖ Patrons shall be made aware of the overdue charges.
- ❖ Borrowed materials should be returned on or before the due date.
- ❖ Consumption of food, beverages & tobacco shall be prohibited inside the Library.

### 9.8 Library Classroom

The Library Classroom is available for instructional services or for official meetings. Use of this room must be scheduled in advance with the Librarian or one of the staff members.

### 9.9 Annual Report

The Librarian prepares an annual report every year highlighting the achievements, events and activities of the ABP library and its staff. The Annual report would have the results of the survey conducted among the faculty and students and an analysis of how the library has performed in the year against the standard “**Key Performance Indicators (KPIs)**”, identified and used universally.

The report is submitted to the Assistant Director & Director of ABP at the end of each academic year. **See Patron Survey Form (Page 51&52).**

### **Section 10: Policy on Copyright Laws & Intellectual Property Rights**

The ABP Library will strictly abide by the Qatar copyright laws and other International Copyright and Intellectual Property laws (*Law No. 7 of 2002 on the Protection of Copyright and Neighboring Rights*

<http://www.wipo.int/wipolex/en/details.jsp?id=3567>). These laws govern the making of photocopies or other reproductions of copyrighted materials and any violation of these laws will be treated as an offence and will be dealt with appropriately by the authorities concerned. International Copyright laws in general and Qatar copyright law in particular allows libraries and similar institutions to copy any copyrighted material under the “fair use” policy, provided the reproduction is not used for any purpose other than private study, scholarship, or research [**Chapter V: Restriction on Copyright and Neighboring rights 21-(2) (a) & (b)**]. If a patron makes a request for copying and later uses a photocopy or reproduction for purposes in excess of "fair use", then the user may be liable for copyright infringement. The Library reserves the right to refuse or accept a copying order, if in its judgment; fulfillment of the order would involve violation or infringement of copyright and intellectual property laws.

## Section 11: Facilities & Services

### 11.1 Facilities provided currently at the ABP Library

- ❖ Study carrels for students and staff for independent study.
- ❖ High speed wired and wireless internet access.
- ❖ Adequate latest computers for access to internet and online databases.
- ❖ Audio visual equipments & head phones for audio and video facility.
- ❖ Photocopier, printer and scanner.

### 11.2 Services currently offered at ABP Library

- ❖ Freshmen Orientation
- ❖ Instructional Support Services – information literacy and lifelong learning.
- ❖ Reference Service
- ❖ Circulation of Resources
- ❖ Web Enabled OPAC (Online Public Access Catalogue)
- ❖ Access to Electronic Journals, Databases, and other Audio Visual Resources
- ❖ Access to Open Source Journals/Books/Thesis and Dissertations
- ❖ Inter Library Loan
- ❖ Document Delivery Service
- ❖ Internet Browsing
- ❖ Reprographic Services - Photocopying, Printing and Scanning (as per copyright laws see *section 6*)

Facilities and services would be review from time to time and upgraded, newly introduced or withdrawn with the approval from the Director of ABP.

## Section 12: Complaints and Grievances

### 12.1 Procedure for Complaints

Patrons who have any grievances on matters relating to the Library shall follow the procedure described below and can be assured of being addressed earnestly.

#### 12.1.1 Complaint to the Library Staff Concerned

The Patrons may approach any one of the Library staff who is most directly concerned with the issue or the Librarian directly in person or by other means of communications viz. e-mail or telephone. The library staff would appropriately address the issue according to the policies and procedures of ABP library. An answer may be expected immediately, or may be posted via e-mail or by other appropriate means within two working days. If the patron is not satisfied with the Library staff's reply, he/she may proceed to the next stage.

#### 12.1.2 Formal Complaint to the ABP Administration

Patrons who are not satisfied with the reply to their complaint from the library staff can escalate the issue and make a formal complaint to the Librarian or Assistant Director of Academics in person or by e-mail and express their grievances. A formal complaint/suggestion form is available in the Library and the same can be used (*See Annexure-2*).

Matters of a personal nature will generally be dealt with privately. Matters of policy which require a change in regulations or which remain unresolved will generally be taken up for review and dealt with in accordance with the ABP policies.

## **12.2 Patron's Feedback**

The ABP Librarian would try and conduct a survey to get the feedbacks of the students, faculty and staff at least once a year. The results of the survey would be consolidated and appropriate action initiated wherever it is deemed necessary to overcome any shortcomings in the Library facilities or services. The results of the feedback would be published in the Library annual report.



### **Section 13: Library Network and Cooperation**

ABP library will closely work with all the libraries in the HBKU and other libraries in Qatar to further the cause of its mission, vision and goals. ABP library will also participate in all activities and programs organized by the HBKU libraries and contribute significantly to foster closer cooperation with all libraries. The ABP Librarian will be a member of the HBKU Library Director's Council and attend all its meetings. ABP library will also look to build cooperation with other libraries in the region and that of the world to enhance its mission, vision and goals.

**ANNEXURE-1**

**LIBRARY RESOURCE**

**RECOMMENDATION**

**FORM**

## Library Resource Recommendation Form

Date :

Name:

Department:

**(Tick the appropriate type of resource)**

1. Book(s)

2. Journal(s)/Magazine(s)

3. Database(s)

4. Non-book Material(s)

**Usefulness of the Resource:**

1. Reference

2. Research and other academic purposes

3. Soft skills improvement

4. General/recreational reading

### Details of the Resource(s)

No.	Author(s)	Title	Year of Publication/ Edition	Publisher	ISBN /ISSN	Copies		Approximate Cost & Currency
						Required	Available in the Library	

Signature

**ANNEXURE-2**

**SUGGESTIONS/  
COMPLAINTS**

**FORM**

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## Suggestions/Complaint Form

(Please use separate sheet(s) if space provided herein is inadequate.)

Name : \_\_\_\_\_ ID. No.: \_\_\_\_\_ Date : \_\_\_\_\_

Department: \_\_\_\_\_

Mobile No. : \_\_\_\_\_ E-mail Address : \_\_\_\_\_

1. Please select if this is a

Suggestion /Comment  Compliment  Complaint

2. What service did you use in the Library?

- I. Circulation
- II. Internet / Database Access
- III. Inter Library Loan
- IV. Reference Service
- V. Referral Service
- VI. Photocopying/Printing

3. Date and time of your visit: \_\_\_\_\_

4. Your Suggestion(s) / Compliment(s) / Complaint(s) :

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5. Offer your suggestion(s), if any, for improvement(s) :

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6. Staff Recognition: Are there any staff member that require special mention? Please indicate below (in the space provided) the details of the staff such as name, designation and reasons for special mention:

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7. How do you want the reply?

Written reply  Telephone reply

E-mail reply  Don't want a reply

8. Indicate (by marking a tick in the box provided herein) whether you intend this suggestion / compliment / complaint to be confidential.

YES  NO

(Signature)

**Note:**

1. Your suggestions, compliments and complaints will be reviewed and acted upon appropriately.
2. Confidentiality is respected when requested.
3. If you would like to speak in person please contact the Librarian.
4. Please ensure that this form reaches the Librarian in a sealed envelope or by e-mail.

**ANNEXURE-3**

**RESOURCE**

**RECONSIDERATION-**

**REQUEST FORM**



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**Resource Reconsideration - Request Form**

1. Request by :
2. Relationship to ABP :
3. Author of the Resource :
4. Title of the Resource :
5. Format :
6. Publisher/Producer :
7. To what in the resource do you object? (Please be as specific as possible. Cite pages, frames in a filmstrip or scenes in a film, etc.)

8. Do you object to the total resource or only to a portion of it?

Total           Portion

9. Did you find anything of value in the resource?

Yes           No

10. Are you aware of the judgment of this resource by literary media critics from sources such as School Library Journal, Hornbook, Booklist, and other similar sources?

Yes           No

11. What exact action would you like to have taken regarding this resource? Please state your reasons.

Signature of Requestor:

Date:

# **ANNEXURE-4**

# **FEEDBACK FORM**

### Feedback - Form

1. Have you visited the ABP library? Yes  No

2. If yes, how frequently have you visited

a. Every day	
b. Once in two days	
c. Once a week	
d. Occasionally	

3. If no, Why?  
Please specify why? \_\_\_\_\_

4. Why did you go to the library?

a. To read or borrow book(s)	
b. To read newspaper	
c. To check mails	
d. To browse internet	
e. To print, photocopy or scan	

5. Have you borrowed books from ABP library? Yes  No

6. If yes, how frequently have you borrowed books?

a. Every day	
b. Once a week	
c. Once a month	
d. Occasionally	

7. Have you asked a library staff member for assistance? Yes  No

8. Have the library staffs been helpful at all times? Yes  No

9. Do you find the library databases useful Yes  No

10. What do you like the most about the Library? \_\_\_\_\_

## Key Performance Indicators

Please read the statements below carefully. On a ten-point scale (1 to 10) how would you rate the following Indicators below for each service sections in the library? (Rating '1' would indicate Poor and '10' Excellent).

Personal comments can be written in the column provided at the end. Thank you for helping with this database collection.

Section/ Services	Indicators	Rating
Physical library	1. Study climate	
	2. Availability of Resources	
	3. Arrangement of Resources	
	4. Copy-/ printing facilities	
	5. Functionality computers	
Opening hours	Library opening hours	
Resources	1. Library has adequate books to meet the curricular demands of ABP.	
	2. Library has adequate periodicals to meet the curricular demands of ABP.	
	3. Latest editions & volumes of books and periodicals are available in the library	
	4. Books & periodicals are easily accessible	
Digital Resources	1. Library has adequate digital resources:	
	2. Adequate online journals & databases are available	
	3. Access to the online journals & databases are easy trouble free	
	4. Library website (student announcement page) is quite informative & useful.	
Library Staff	1. Library staff are very helpful and friendly	
	2. Library staff is knowledgeable and are qualified to do the job.	
	3. Instructions provided by Library staff are always useful.	
Instructions/ Information Literacy	1. Adequate information is available either in print or digital format to inform about the library policies, functions, services & facilities.	
	2. Information Literacy/database instruction/Orientation provided by the library staff is very useful.	
	3. Library has adequate resources in print and digital form to support the learning activities.	
Circulation	1. Adequate number of books can be borrowed from the library and enough time is given to read them.	
	2. Books can be borrowed from other libraries in the Education city if it is not available in ABP library.	
Over All Satisfaction	Your overall satisfaction with the Library services and resources	

**COMMENTS:**

Which area(s) of the services or collections need improvement in your opinion?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

(You may use separate sheets and attach to this feedback form, if needed)

Any other specific suggestion: (write in this space provided or attach separate sheet to this feedback form, if required).

**Thank you**

\* \* \* \* \*



# Library Policies & Procedures Manual

## Academic Bridge Program

### Qatar Foundation

Revised 2011

Prepared by	S.C.Kumaresan	Librarian	Sep 09, 2011	
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