



جامعة المستقبل
Mustaqbal University
أول جامعة أهلية بمنطقة القصيم

Learning Resources Department Guide

Prepared by
Learning Resources Department

September 2025



Guide Identification Card

Guide Name	Learning Resources Department Guide
Code	UOM-ACA-LRD-GUI-001-V2
Objective	Raising awareness among university staff and students about learning resources and how to make the most of them.
Owner	Learning Resources Department
Reference(s)	ISO 9001 IFLA (International Federation of Library Associations and Institutions) standards ACRL (Association of College and Research Libraries) standards.
Scope	The University's staff and students
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1. Introduction to the Department and Its Responsibilities

The Learning Resources Department (LRD), commonly referred to as the Central Library, is a cornerstone of academic life at Mustaqbal University. It plays a vital role in supporting the university's mission of academic excellence, research advancement, and community engagement. As a dynamic and evolving academic unit, the LRD provides access to a wide range of physical and digital resources, fosters information literacy, and cultivates a culture of lifelong learning among students, faculty, and researchers.

1.1 Strategy Framework

1.1.1 Vision

A leading department that empowers excellence in teaching, learning, and research through high-quality knowledge resources.

1.1.2 Mission

To deliver comprehensive printed and digital knowledge resources, foster information channels, provide advanced user-centered training, and create an inclusive environment that enhances teaching, learning, and research.

1.1.3 Strategic Goals

- The Central Library aligns with Mustaqbal University's strategic vision and contributes to its long-term goals through the following objectives:
- Support Academic Excellence: Enhance access to high-quality resources that support teaching, learning, and research across all disciplines.
- Promote Innovation and Lifelong Learning: Foster a culture of continuous learning through digital tools, workshops, and reading initiatives.
- Strengthen Community Engagement: Position of the library as a hub for intellectual and cultural development within and beyond the university.
- Advance Digital Transformation: Fully automate library operations and expand digital access to global academic databases.

1.1.4 Values

- Quality: We are committed to high quality in inputs, processes and outputs.
- Integrity: We perform our work with sincerity, mastery and dedication in accordance with professional ethics.
- Transparency: We are committed to the highest levels of transparency, integrity and accountability within the framework of corporate governance.
- Collectiveness: We do our work in the spirit of one team.
- Innovativeness: We promote creative thinking and creative spirit, intellectually and productively.
- Continuous Learning: We support continuing education and learning inside and outside the university.
- Development: We believe in the necessity of development and growth in all fields



and businesses

1.2 Core Responsibilities of the LRD

Acquisition and Organization

- Acquire, organize, and maintain a comprehensive collection of academic resources in both Arabic and English.
- Ensure resources meet the diverse learning and research needs of students, faculty, and staff.
- Catalog, classify, and maintain all materials for easy retrieval and efficient access.

Information Access

- Offer a rich and diverse collection of print and electronic resources supporting all academic programs and research requirements.
- Guide on effectively locating, evaluating, and using resources.
- Ensure equitable access to both physical and digital resources.

Digital Integration

- Manage advanced systems such as the Library Management System (LMS) and digital platforms, including the Saudi Digital Library.
- Ensure seamless, user-friendly access to online resources for on-campus and remote users.

User Support Services

- Provide core library services such as lending, cataloging, reference support, and research guidance.
- Provide personalized support for academic assignments, research projects, and faculty needs.

Learning Engagement

- Host workshops, orientations, reading initiatives, and information literacy sessions.
- Promote active learning and independent research among students and faculty.

Facility Enhancement

- Maintain modern, inclusive spaces such as study rooms and digital terminals.

- Support diverse learning styles and provide an environment conducive to study, collaboration, and research.

Strategic Contribution

- Prepare departmental guides, annual plans, and annual reports to align library operations with the university's strategic vision.
- Ensure library services remain relevant, high-quality, and supportive of institutional goals.

Innovation and Outreach

- Introducing creative initiatives like the Library Club, mobile access tools, and virtual learning support.
- Strengthening user engagement, extending the library's reach, and encourage community participation in learning activities.

Assessment and Continuous Improvement

- Monitor resource usage, user satisfaction, and service efficiency.
- Collect feedback, analyze data, and implement improvements to enhance library services and overall user experience.

Collaboration and Academic Support

- Work closely with academic departments to support curriculum development, research projects, and faculty initiatives.

2. Role and Relationship with Other Departments of the University

The effectiveness of the Learning Resources Department (Central Library) depends on continuous collaboration with various university departments and units. Each department plays a unique role in supporting the library's mission of facilitating learning, teaching, and research. The following table outlines the key departments and the nature of their collaboration with the Central Library.

Department/Unit	Description of Collaboration
Colleges and Departments	Collaborate with the library to select and recommend academic resources, support the curriculum, and coordinate with faculty on subject-specific resource development.

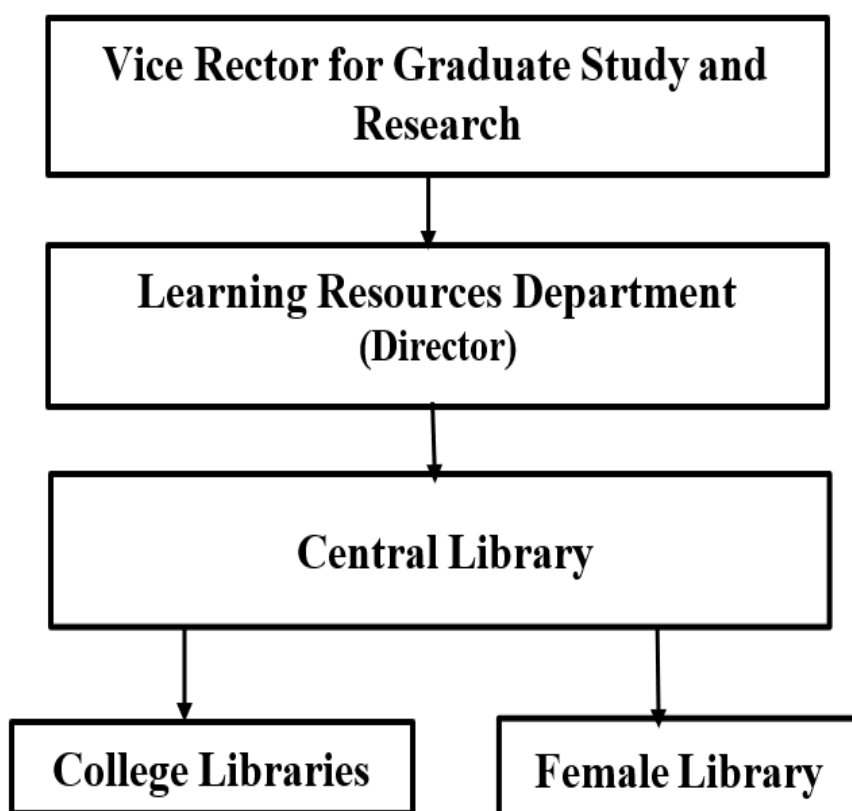


Department of Quality and Accreditation	Assist the library in preparing and providing documentation, reports, and evidence required for institutional and program accreditation processes.
IT Department	Support the library in maintaining integrated library systems, online databases, and digital repositories, ensuring smooth access and data security.
Research and Graduate Studies	Work jointly to support advanced research needs by providing access to research databases, journals, and tools for scholarly communication.
Students' Affairs	Collaborate with the library in organizing user awareness programs, library orientation sessions, and information literacy workshops for students.

3. Organizational Structure

The LRD reports directly to the Vice President for Graduate and Scientific Research.

The Structure of the LRD



4. Functions, Tasks, Powers, and Responsibilities

Position	Functions & Tasks	Powers & Responsibilities
Library Director	Provides strategic leadership and overall direction for the Learning Resources Department (LRD); oversees all operations, staff performance, and interdepartmental coordination.	Approves acquisitions, supervises all units, and ensures compliance with university policies, accreditation, and quality standards.
	Leads collection development, resource selection, procurement, and vendor management to ensure balanced and updated collections.	Negotiates with vendors, recommends purchases, maintains acquisition records, and ensures alignment with policies and financial plans.
	Manages electronic resources, remote access systems, digitization projects, and integration with institutional repositories.	Collaborate with the IT Department to oversee digital access management, maintain system performance and security, ensure compliance with copyright regulations, and recommend necessary technological upgrades.
	Designs and conduct workshops, user education programs, and outreach activities to promote LRD services and e-resources.	Schedules and approve training programs, updates materials, evaluate learning outcomes, and enhance information literacy among users.
	Supervises cataloging, classification, metadata management, and bilingual data entry for both print and digital resources.	Ensures accuracy of bibliographic data, adherence to cataloging standards (MARC, RDA), and integration with the SLiMS system.
	Coordinates annual planning, statistical reporting, and performance review for strategic and accreditation purposes.	Prepares annual plans and reports, monitors KPIs, proposes service improvements, and aligns activities with institutional goals.
	Fosters collaboration with academic departments, supports faculty and student research, and promotes scholarly communication.	Establish partnerships, facilitates access to research resources, supports open access initiatives, and advises on data management.
	Oversees staff development and performance evaluation to ensure an efficient and motivated team.	Conducts appraisals, identifies training needs, mentors staff, and cultivates a culture of excellence and continuous improvement.



5. Work Policies and Procedures

The Learning Resources Department (Central Library) operates in strict accordance with university regulations, national laws, and international library standards. These policies are designed to ensure effective management of library resources, equitable access for all users, and a safe, productive environment that supports teaching, learning, and research.

The LRD's policies are reviewed periodically to remain aligned with evolving academic needs,

technological advancements, and accreditation requirements such as those of NCAAA.

Policies:

Collection Development Policy

- Guides the systematic selection, acquisition, and maintenance of all library resources, including books, journals, e-resources, multimedia, and special collections.
- Ensures resources support the university's curriculum, research programs, and scholarly activities.
- Establish criteria for evaluating and weeding out outdated or underused materials.
- Encourages faculty and student input in recommending resources to maintain relevance and quality

Circulation Policy

- Defines borrowing privileges, loan periods, renewals, fines, and penalties for late returns or loss of materials.
- Outlines procedures for reserving, requesting, and recalling materials, ensuring fair access for all user groups.
- Provides clear guidelines for special borrowing arrangements for faculty, researchers, and students with specific academic needs.
- Supports efficient tracking and management of the library's physical collections.

E-Resource Access Policy

- Regulates access to online databases, e-books, journals, and other electronic resources.
- Provides guidelines for remote access, including user authentication and secure login procedures

User Conduct Policy

- Users are expected to maintain respectful behavior within the library premises and comply with all posted rules and guidelines.
- Library spaces must be used quietly to ensure a suitable learning environment.
- Food, drinks, and disruptive activities are not permitted in study areas.
- Users must handle library materials and equipment responsibly to avoid damage or loss.
- Mobile phones must be kept on silent mode, and calls should be taken outside the library.
- All users are required to follow borrowing rules and return materials by the due date.
- Violations of conduct may result in warnings or temporary suspension of library privileges.

6. Electronic Services

- Online Public Access Catalog (OPAC)
- E-Database Access

User Guide for E-Services

The Learning Resources Department offers a comprehensive suite of electronic services designed to provide fast, reliable, and user-friendly access to academic resources. These services are tailored to meet the evolving needs of students, faculty, and researchers, supporting teaching, learning, and scholarly activities across all disciplines.

Users can:

Access the Online Public Access Catalog (OPAC):

Users can search the library's holdings, including books through the OPAC system. This tool allows users to locate resources by title, author, subject, or keyword.

Access Online Databases and E-Resources:

Explore subscribed and open-access databases that provide full-text journal articles, research papers, and reference materials across all disciplines.

Submit Acquisition and Document Requests:



Faculty and students can recommend new titles for purchase, request interlibrary loans, or submit document delivery requests through the online request form.

Access User Accounts and Renew Loans:

Users can log in to their personal library accounts to check due dates, renew borrowed materials, and reserve items online.

Request Research Assistance:

Users can contact the Library Director or designated staff through the library's online helpdesk or email for research support, citation help, or database training.

The LRD provides access to a wide range of subscribed and open-access databases. These platforms offer full-text journal articles, conference papers, e-books, and reference materials covering various academic fields.

Acquisition and Document Requests

Faculty and students may submit requests for new acquisitions, interlibrary loans, or document delivery services via the online request portal. This ensures that the library's collection remains responsive to academic needs.

Personal Library Accounts

Users can log in to their accounts to:

- View of borrowed items and due dates
- Renew loans
- Reserve materials
- Track request status

Research Support and Assistance

Users may contact the Library Director or designated staff for personalized research assistance. Support includes help with database navigation, citation management, and literature research. Requests can be submitted via the online helpdesk or email.

Guides, Tutorials, and Help Resources

To assist users in navigating library systems and services, the LRD provides:

- Step-by-step user manuals
- FAQs and help documents

7. Basic Information and Statistics

Annual statistics include:

The Learning Resources Department (Central Library) monitors its activities through comprehensive statistical records to assess performance, understand user needs, and support reporting and accreditation requirements. This approach provides insight into the effectiveness of library services and resource usage over the academic year.

Collection Statistics by Discipline:

Discipline	Title	Volumes
Computer and Engineering	135	565
English	412	818
Law	399	616
Business Administration	95	647
Dentistry	129	344
Islamic Studies	417	2095
General	925	983
Total	2512	6068

The following key performance indicators are regularly collected, analyzed, and reported in the **Annual Library Report** and submitted to the **Department of Quality and Development** as part of the university's quality assurance processes.

Collection Size

- Represents the total number of information resources available in the library's **collection**.
- These figures help the library evaluate the growth and relevance of its collection in alignment with academic programs and research priorities.

Circulation Transactions

- Includes data on materials borrowed, renewed, returned, or reserved during a specific period.



- Circulation statistics reflect the demand for physical resources and help determine high- use and low-use materials for collection development and space planning.
- These records are automatically generated from the integrated library system.

Workshops and Information Literacy Sessions

- Covers all training programs, workshops, and orientation sessions conducted for students, faculty, and staff.
- The statistics include the number of sessions, total participants, and topics covered (e.g., database search and citation management).
- These activities demonstrate the library's contribution to enhancing information literacy and lifelong learning.

Library Space and Operating Hours

- Provides information on the total physical space of the library, seating capacity, study areas, group discussion rooms, and computer terminals.
- Operating hours, including regular and examination schedules, are recorded and displayed for user convenience.
- These data help in evaluating space utilization, accessibility, and user satisfaction with library facilities.

8. Procedures for Handling Complaints and Suggestions

The Learning Resources Department (LRD) values the opinions and feedback of its users as essential inputs for continuous improvement of library services, resources, and facilities. All complaints and suggestions are handled transparently and professionally to ensure user satisfaction and service excellence.

Handling Process

1. **Acknowledgment:** Feedback is acknowledged within five working days.
2. **Documentation:** Feedback is recorded appropriately.
3. **Review:** The Library Director or designated staff reviews and assigns the issue.
4. **Resolution:** Investigation and resolution are carried out within ten working days.
5. **Response:** The outcome is communicated to the user (if contact details are provided).
6. **Closure:** The issue is marked resolved and archived for reporting.

Confidentiality and Ethics

1. All feedback is treated confidentially. Users are encouraged to be constructive and respectful. Staff are expected to handle all submissions impartially and professionally.
2. Reporting and Improvement
3. Collected feedback is reviewed, with actionable suggestions informing enhancements to services, policies, or library resources.

9. Employee Selection Criteria and Job Requirements

The selection criteria and job requirements outlined for Learning Resources Department staff are developed in coordination with Mustaqbal University's Human Resources Department to ensure consistency with institutional hiring policies and professional standards

Selection Criteria

- **Educational Qualification:** As per HR standards, candidates must hold a relevant degree in **Library and Information Science**.
- **Professional Competence:** Demonstrated knowledge of library operations, digital resources, and information services.
- **Experience:** Previous experience in academic or research libraries is preferred.
- **Communication Skills:** Proficiency in English (and Arabic where applicable).
- **Teamwork and Ethics:** Commitment to professional ethics, collaboration, and service quality.
- **Continuous Learning:** Willingness to participate in professional development and training.

Job Requirements

- Compliance with **Human Resources regulations** and **university employment procedures**.
- Fulfillment of job descriptions approved by the Library Director and the HR Department.
- Ability to manage library systems, e-resources, and digital tools.
- Dedication to accuracy, service excellence, and user satisfaction.
- Active participation in library programs and institutional development initiatives.

10. Quality Assurance System

The Learning Resources Department (Central Library) follows a structured Quality Assurance system (QAS). which aligned with Mustaqbal University's Quality and Accreditation standards. The system ensures that all services, operations, and resources



meet institutional expectations, support academic programs, and follow national accreditation requirements (NCAAA). Continuous monitoring, documentation, feedback collection, and improvement processes are applied to maintain high-quality performance.

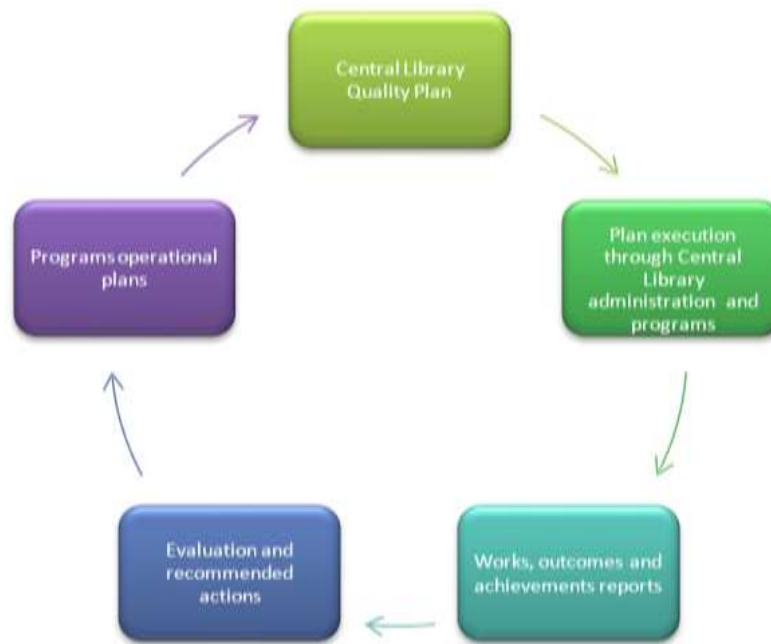


Figure: Improvement Cycle

Quality Assurance System Implementation Mechanism

Plan Development

The Quality Unit collaborates with the Mustaqbal University administration to develop an annual Quality Assurance Plan that includes:

- **Strategic goals** aligned with the university's vision (e.g., enhancing learning resources, improving access, digitization, user satisfaction).
- **Operational objectives** for the library departments (circulation, reference services, digital services, technical processing, archives, special collections).

Defined performance indicators (KPIs) such as:

- Average book processing time
- Cataloging accuracy rate
- User satisfaction index

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- Digital resource usage rate
 - Response time to inquiries
 - **Standard operating procedures (SOPs)** for core library functions:
 - Acquisition and cataloging
 - Borrowing and return process
 - Digital library services
 - Preservation and archival procedures
 - **Risk identification** (e.g., system downtime, resource shortages, copyright issues) and mitigation plans.
 - **Annual quality calendar** specifying audits, reviews, surveys, and reporting cycles.

Plan Implementation

The Mustaqbal University Learning Resources Department (Central Library) implements the approved Quality Plan through the following steps, overseen directly by the Library Director:

- **Plan Familiarization:** The Library Director conducts a thorough review of the Quality Plan to ensure full understanding of its objectives, Key Performance Indicators (KPIs), Standard Operating Procedures (SOPs), documentation requirements, and reporting timelines.
- **Implementation Oversight:** All tasks and responsibilities outlined in the plan are managed and executed by the Library Director, ensuring that monitoring and execution of activities are carried out effectively.
- **Service Improvement Initiatives:** The Library Director implements initiatives to enhance library services, including:
 - Introducing self-service kiosks to facilitate efficient operations.
 - Enhancing access to the digital repository for research and learning.
 - Improving catalog search functionalities for easier resource discovery.
- **Systems and Tools Management:** The Library Director ensures the availability and proper functioning of all systems and tools required for data collection and service delivery, such as the integrated library system, visitor counters, and feedback kiosks.
- **Objective:** These steps guarantee that the Quality Plan is fully executed, services are continuously improved, and library operations are aligned with institutional objectives and NCAAA accreditation standards, even in a single-staff setup.



Collection of the Data Related to Performance

The Learning Resources Department (LRD) systematically collects and analyzes performance-related data as part of its Quality Assurance System Implementation Mechanism. The primary purpose of this process is to measure service efficiency, evaluate staff performance, identify gaps, and support evidence-based decision-making. Data collection is conducted regularly through multiple verified sources to ensure accuracy, transparency, and alignment with institutional and NCAAA requirements.

Performance data is collected through the following methods:

Key Performance Indicator (KPI) Results

Performance is evaluated against established KPIs related to service delivery, resource utilization, user satisfaction, processing time, and operational efficiency. KPI results are monitored periodically to assess overall progress and compliance with strategic goals.

Periodic Progress Reports:

Library department heads prepare comprehensive progress reports **biannually** to monitor, evaluate, and document departmental activities and achievements.

- Purpose: To track the implementation of library plans, assess performance against goals, and identify areas for improvement.
- Content: Reports typically include summaries of completed projects, service statistics (e.g., book circulation, digital resource usage), staff activities, training programs conducted, and challenges faced.
- Analysis & Recommendations: Each report highlights successes, identifies gaps or issues, and provides recommendations for future actions or resource requirements.
- Follow-up Actions: The reports are reviewed by the library leadership and relevant committees to inform decision-making, plan interventions, and ensure alignment with the library's strategic objectives.

User (Beneficiary) Satisfaction Surveys:

The library conducts periodic surveys among its users, including students, faculty, and staff, to assess the quality, accessibility, and effectiveness of its services and resources.

- Purpose: To gather feedback on user experiences, identify areas for improvement, and ensure services meet the academic and research needs of the university community.
- Methodology: Surveys may be conducted online or in-person and cover various aspects such as resource availability, library facilities, staff assistance, digital services, and overall user satisfaction.
- Analysis & Action: Survey results are analyzed to identify trends, strengths, and

areas requiring enhancement. Findings inform service development, staff training, and strategic planning to improve overall user experience.

- **Alignment:** These surveys are an integral part of the library's Quality Assurance System and contribute to meeting institutional objectives and accreditation standards (NCAAA).

Administrative Follow-up Records

To ensure smooth operations and maintain service quality in the Central Library, administrative follow-up includes:

- **Attendance Tracking:** Monitor staff presence during assigned shifts to ensure adequate coverage in all sections.
- **Task Completion:** Verify that assigned duties—such as shelving, cataloging, and assisting patrons—are completed within deadlines.
- **Quality Assessment:** Evaluate the accuracy of cataloging, timeliness of services, and overall patron satisfaction to maintain high standards.
- **Documentation:** Record observations and remarks for future reference and performance reviews.
- **Action Planning:** Identify areas needing improvement and recommend training or corrective measures.

Meeting and Workshop Outcomes

Meetings and workshops play a vital role in supporting service development, problem-solving, and continuous improvement. The Library Director documents outcomes to ensure that decisions and actions are evidence-based and aligned with institutional objectives.

Purpose:

- Identify opportunities for improving library services and resource management.
- Discuss challenges, propose solutions, and plan corrective actions.
- Ensure alignment with the Quality Plan, institutional goals, and NCAAA accreditation standards.

Content:

- Orientation workshops on Key Performance Indicators (KPIs), Standard Operating Procedures (SOPs), documentation standards, and reporting timelines.
- Meetings with university stakeholders or committees to gather input on library services and academic support needs.
- Discussions on implementing service enhancements, such as digital resources, catalog functionalities, or user engagement strategies.

Use of Outcomes:



- Documented outcomes guide service improvements and operational decisions.
- Action points from meetings and workshops are included in follow-up reports for monitoring and evaluation.
- Ensure that library services are continually enhanced based on evidence, user needs, and institutional priorities.

Result:

- Facilitates structured decision-making, accountability, and continuous improvement of library services, aligning with institutional and accreditation standards.

Data Documentation and Reporting:

All collected data is systematically documented and submitted to the Quality Unit on a monthly, quarterly, or bi-annual basis, depending on the nature of the performance indicators.

- **Objective:** To provide accurate and timely information for monitoring, evaluation, and informed decision-making within the library.
- **Scope:** Covers all relevant quantitative and qualitative data, including service usage statistics, staff performance, resource management, and user feedback.
- **Process:** Data is compiled, verified for accuracy, and formatted according to reporting standards before submission to the Quality Unit.
- **Outcome:** Ensures transparency, supports continuous improvement, and aligns library operations with institutional objectives and NCAAA accreditation requirements.

Results Analysis and Evaluation Based on Targets

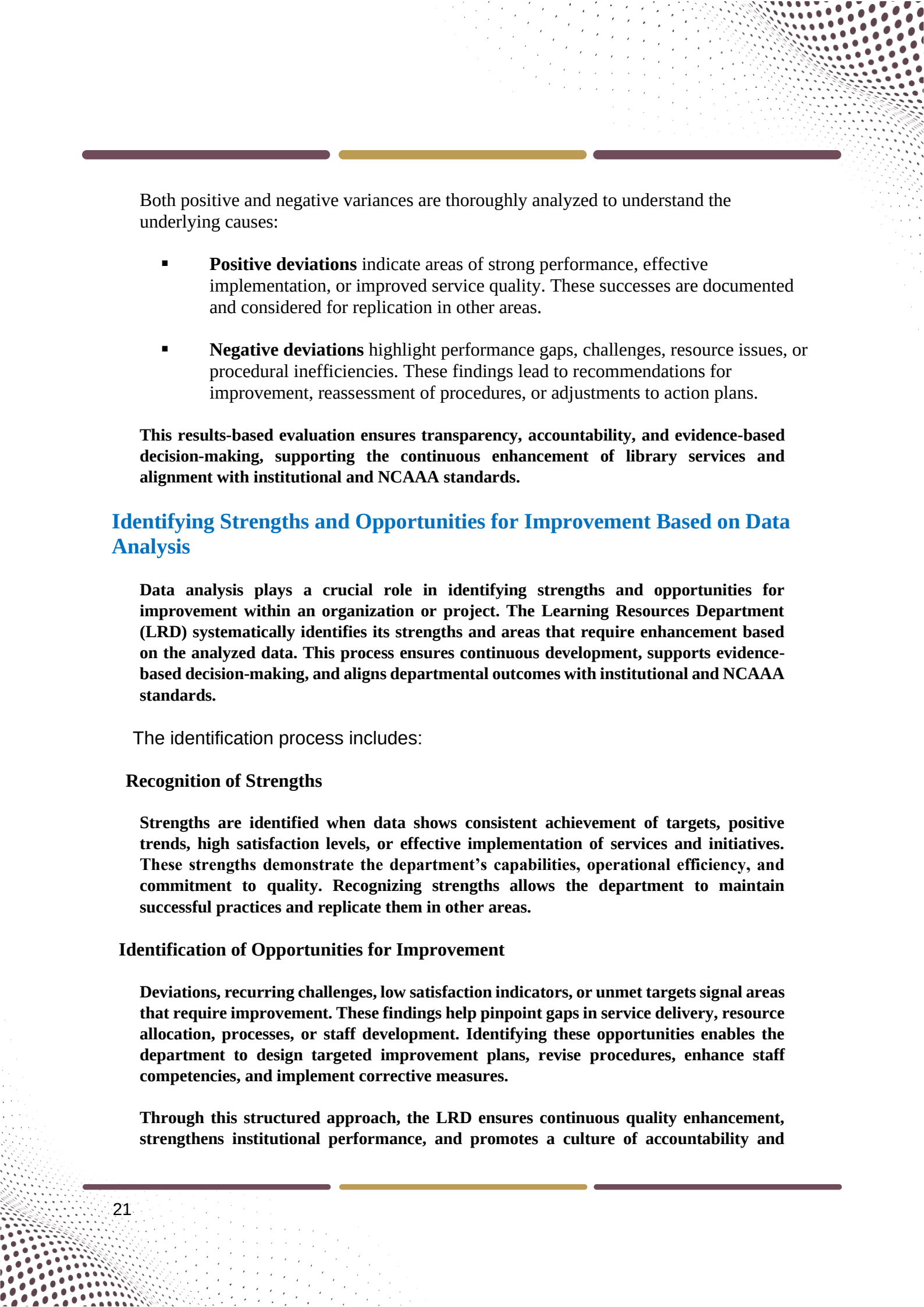
The Learning Resources Department (LRD) conducts a systematic analysis of collected performance data by comparing actual results with predefined targets. This evaluation process ensures that the department remains aligned with institutional goals and supports continuous quality improvement.

The analysis and evaluation process includes the following steps:

Comparing Performance with the Required Target

Actual results from KPIs, progress reports, surveys, and operational records are compared against the planned targets set in the strategic or operational plan. This comparison helps determine the level of achievement, identifies areas where performance meets or exceeds expectations, and highlights any gaps that require corrective action.

Analyzing Positive and Negative Deviations



Both positive and negative variances are thoroughly analyzed to understand the underlying causes:

- **Positive deviations** indicate areas of strong performance, effective implementation, or improved service quality. These successes are documented and considered for replication in other areas.
- **Negative deviations** highlight performance gaps, challenges, resource issues, or procedural inefficiencies. These findings lead to recommendations for improvement, reassessment of procedures, or adjustments to action plans.

This results-based evaluation ensures transparency, accountability, and evidence-based decision-making, supporting the continuous enhancement of library services and alignment with institutional and NCAAA standards.

Identifying Strengths and Opportunities for Improvement Based on Data Analysis

Data analysis plays a crucial role in identifying strengths and opportunities for improvement within an organization or project. The Learning Resources Department (LRD) systematically identifies its strengths and areas that require enhancement based on the analyzed data. This process ensures continuous development, supports evidence-based decision-making, and aligns departmental outcomes with institutional and NCAAA standards.

The identification process includes:

Recognition of Strengths

Strengths are identified when data shows consistent achievement of targets, positive trends, high satisfaction levels, or effective implementation of services and initiatives. These strengths demonstrate the department's capabilities, operational efficiency, and commitment to quality. Recognizing strengths allows the department to maintain successful practices and replicate them in other areas.

Identification of Opportunities for Improvement

Deviations, recurring challenges, low satisfaction indicators, or unmet targets signal areas that require improvement. These findings help pinpoint gaps in service delivery, resource allocation, processes, or staff development. Identifying these opportunities enables the department to design targeted improvement plans, revise procedures, enhance staff competencies, and implement corrective measures.

Through this structured approach, the LRD ensures continuous quality enhancement, strengthens institutional performance, and promotes a culture of accountability and



ongoing development.

Suggestions for Improvement, Actions, and Improvement Action Plan

Suggestions for Improvement Actions

Suggestions for improvement actions are concrete, evidence-based ideas aimed at closing performance gaps identified through data analysis. These actions focus on addressing weaknesses and enhancing service quality. Examples include:

Training and Capacity Building: Organize workshops, training sessions, or self-learning programs to strengthen staff skills.

Process Optimization: Streamline workflows for cataloging, circulation, and digital resource management.

Technology Upgrades: Implement or enhance systems to improve efficiency and user experience.

Service Enhancement: Introduce new services or improve existing ones based on user feedback.

Communication Improvements: Strengthen communication channels with patrons and stakeholders.

Improvement Action Plan

The Improvement Action Plan converts these suggestions into a structured, time-bound roadmap using the SMART framework (Specific, Measurable, Achievable, Relevant, Time-bound). It includes:

- **Objective:** Clearly define the area requiring improvement (e.g., reduce delays in resource access).
- **Action Steps:** Specify tasks required to achieve the objective.
- **Responsible Person:** Assign accountability (e.g., Library Director).
- **Timeline:** Set start and completion dates for each action.
- **Resources Required:** Identify tools, budget, or support needed.
- **Performance Indicators:** Establish measurable targets to track progress.
- **Monitoring and Review:** Schedule periodic evaluations to ensure successful implementation.

Together, the suggested actions and the Improvement Action Plan form the operational core of any quality or performance improvement initiative within departments, projects, or services. They ensure continuous enhancement, evidence-based decision-making, and alignment with institutional and NCAAA standards.

11. Conclusion

This manual provides a structured framework for effective and quality-driven library operations. It ensures all activities align with Mustaqbal University's strategic direction, academic needs, and NCAAA standards. The Learning Resources Department (Central Library) contributes significantly to the university's mission of excellence and innovation.

12. Communication Channels

Address:

**Central Library - Mustaqbal University
Western Ring Road, Red Exit,
Buraidah, Qassim
Saudi Arabia**

Tel: 9200000039 Ext: 5100

Email: lr@uom.edu.sa

Google Maps: <https://maps.app.goo.gl/whQTEniZHmn2pneTA>

Click here to view the library location





