

Regulation of the Libraries of the Arab Open University – Kuwait

Prepared by:

The committee constituted for this purpose, pursuant the
Administrative Order (26085),2025
of the Director of the Arab Open University,
The State of Kuwait

November, 2025

نوفمبر 2025

Preamble

In alignment with the mission of the Arab Open University (The State of Kuwait) to promote lifelong learning and to empower students, faculty members, and researchers in accessing reliable knowledge resources, these Regulations have been adopted to govern the operation of university libraries and the services they provide on campus and across digital platforms. This document constitutes an authoritative reference that delineates rights and obligations, regulates procedures and workflows, and ensures that practices are conducted in accordance with University policies and the laws applicable in the State of Kuwait.

These regulations are based on core principles, including equitable access to information for all beneficiary groups, academic integrity and respect for intellectual property, high-quality metadata according to RDA/MARC 21 standards, and digital accessibility in accordance with (WCAG 2.x – AA) guidelines. They also underscore information security and privacy, compliance with licensing terms for electronic content, the use of permalinks within courses in lieu of circulating full protected copies, and the requirement to use institutional authentication systems (SSO/VPN/Proxy) for remote access.

The regulations cover core areas, including governance and organizational structure, collection development and acquisition, cataloguing and descriptive metadata, access and discovery, user services and circulation, electronic resources and licensing, information ethics and intellectual property, research support and training, physical environment and safety, inclusivity and accessibility for persons with disabilities, partnerships and interlibrary loan, and quality assurance and performance measurement. They are accompanied by appendices, templates, and Standard Operating Procedures (SOPs) that define implementation steps, team responsibilities, and quality control checkpoints.

The library affirms the importance of partnership with colleges, departments, and supporting entities within and outside the University, and works to enhance its services through training and guidance programs, continuous improvement of bilingual (Arabic/English) discovery platforms, and support for teaching and learning by integrating licensed digital content into the Learning Management System (LMS) in a legally compliant manner. Clear channels are provided for technical support, inquiries, and grievances, and the library adheres to published procedures for responding to *takedown* notices and requests for alternative formats for persons with disabilities.

The library conducts periodic performance assessment using defined indicators—such as response times, resource usage levels, accuracy of records, remote-access success rates, and user satisfaction—and records improvements in reports submitted to the Library Council and relevant administrative bodies. These regulations undergo periodic review and are updated as needed; any new version becomes effective upon approval and is communicated to the university community through official channels.

Through the collective cooperation of the university community, the Arab Open University Libraries in the State of Kuwait continue to foster a secure and reliable knowledge environment that supports research, learning, and innovation, ensures seamless access to resources, upholds ethical use and copyright compliance, and maintains high professional standards of service quality and continuity.

English Term	Abbreviation	Explanation	English Term
Standard Operating Procedures	SOPs	Approved documents describing unified procedural steps for services with roles, timelines, and quality indicators.	Standard Operating Procedures
Machine Readable Cataloging	MARC	A cataloguing standard for bibliographic records encoded in a machine-readable format.	Machine Readable Cataloging
Resource Description and Access	RDA	A content standard ensuring accurate metadata and ease of resource discovery.	Resource Description and Access
Web Content Accessibility Guidelines	WCAG	Accessibility standards ensuring usability for all users, including persons with disabilities.	Web Content Accessibility Guidelines
MARC 21 Standard	MARC 21	A widely used encoding and structure standard for bibliographic and authority records.	MARC 21 Standard
World Wide Web Consortium	W3C	The international body responsible for developing web standards.	World Wide Web Consortium
WCAG 2.x Level AA	WCAG 2.x AA	The intermediate level of digital accessibility compliance.	WCAG 2.x Level AA
Unicode UTF-8 Encoding	UTF-8	A Unicode-based encoding supporting Arabic and all world languages.	Unicode UTF-8 Encoding
Persistent Identifiers		Persistent identifiers for authoritative resource linking.	Persistent Identifiers

English Term	Abbreviation	Explanation	English Term
Standard Operating Procedures	SOPs	Approved documents describing unified procedural steps for services with roles, timelines, and quality indicators.	Standard Operating Procedures
Machine Readable Cataloging	MARC	A cataloguing standard for bibliographic records encoded in a machine-readable format.	Machine Readable Cataloging
Resource Description and Access	RDA	A content standard ensuring accurate metadata and ease of resource discovery.	Resource Description and Access
Web Content Accessibility Guidelines	WCAG	Accessibility standards ensuring usability for all users, including persons with disabilities.	Web Content Accessibility Guidelines
MARC 21 Standard	MARC 21	A widely used encoding and structure standard for bibliographic and authority records.	MARC 21 Standard
World Wide Web Consortium	W3C	The international body responsible for developing web standards.	World Wide Web Consortium
WCAG 2.x Level AA	WCAG 2.x AA	The intermediate level of digital accessibility compliance.	WCAG 2.x Level AA
Unicode UTF-8 Encoding	UTF-8	A Unicode-based encoding supporting Arabic and all world languages.	Unicode UTF-8 Encoding

In alignment with the mission of the Arab Open University – State of Kuwait to provide high-quality open learning and to support research and innovation, this regulation governs the operation of the branch library and ensures fairness, efficiency, and continuity in its services. The library serves as an intellectual, digital, and physical service center that enables students, faculty members, researchers, and administrative staff to access Arabic and English information resources. It further provides reference and training services that enhance academic integrity and promote the responsible use of modern technologies.

Aims of the Regulation:

1. To establish the governing frameworks for managing collections and services (acquisition, cataloguing, access, circulation, training, and research support).
2. To regulate the rights and obligations of beneficiaries and staff, and to ensure equitable access to printed and electronic resources.
3. To align library practices with national accreditation standards and quality-assurance policies in the State of Kuwait, as well as with the broader institutional policies of the Arab Open University across the region.
4. To reinforce inclusivity, accessibility for persons with disabilities, data protection and privacy, intellectual-property rights, and academic integrity.
5. To support digital transformation and blended learning, and to promote research competencies through training in information literacy, reference management, and data governance.

Scope of Application:

The provisions of this regulation apply to all library facilities, services, and digital platforms, and to all categories of beneficiaries, within and beyond the campus, who access the library through authorized channels.

Foundational Values:

This regulation is issued based on the principles of equal access, quality, transparency, accountability, service continuity, respect for cultural and linguistic diversity, and responsible innovation, including the use of artificial-intelligence tools in accordance with clear policies that safeguard privacy and prohibit deceptive practices (such as the fabrication of references).

Regulatory Framework:

The library complies with the applicable laws of the State of Kuwait relating to copyright, data protection, and intellectual property, as well as with the institutional policies of the Arab Open

University and the contractual agreements governing electronic content. In cases of conflict, the higher-ranking legal or institutional provision shall prevail.

Governance and Responsibilities:

The Library Administration oversees the implementation of this regulation, refers the necessary executive procedures to Standard Operating Procedures (SOPs), and establishes clear channels for inquiries and grievances, each with specified response timelines.

Review and Updating:

This regulation is subject to periodic review—at least annually—or earlier when technological, regulatory, or institutional developments necessitate amendment. Approved updates are published in both Arabic and English and communicated to all beneficiaries.

Document Structure:

The regulation consists of chapters covering: aims and definitions; governance and organisational structure; collection development and acquisition; cataloguing and metadata description; access and discovery; user services and circulation; electronic resources and licensing; information ethics and intellectual property; research support and training; physical environment and safety; inclusivity and accessibility for persons with disabilities; partnerships and interlibrary loan; and quality assurance and performance measurement, as well as appendices with templates and procedural guidelines.

Library Mission:

The mission of the library is to empower learning, research and innovation among the Arab Open University community by providing high-quality Arabic and English knowledge resources, both digital and print, and by delivering equitable and inclusive reference and training services that uphold academic integrity and support the responsible use of technology and artificial intelligence.

Library Vision:

The vision of the library is to be a leading academic library in the Gulf region in supporting open learning and digital innovation, offering a safe, inclusive, and sustainable knowledge environment aligned with information-literacy standards, data-driven research practices, accreditation requirements, and the overall mission of the university.

Primary Functions of the Arab Open University Libraries – Kuwait:

1. Collection Development and Acquisition:

Planning and updating print and digital collections based on course requirements, research needs, and quality standards; implementing policies for selection, donations, systematic weeding, and periodic subscription review.

2. Cataloguing, Description, and Discovery:

Applying RDA / MARC 21 standards; maintaining a bilingual discovery interface to ensure accurate search and retrieval; standardising access points and linking between editions and electronic resources.

3. Circulation and Course-Reserve Management:

Providing lending, renewals, and holds in accordance with published regulations; managing course-reserve materials; monitoring compliance with loan periods; and offering grievance procedures.

4. Reference Services and Academic Support:

Responding to inquiries by users about references in person and remotely; assisting users in selecting appropriate databases and resources; and providing one-on-one consultation sessions and guidance with research methodologies.

5. Information-Literacy and Training:

Organizing and delivering short workshops on academic research, critical evaluation of sources, and reference-management tools such as Zotero; measuring and documenting the impact of training and incorporating it into selected courses.

6. Information Ethics and Academic Integrity:

Raising awareness about responsible information use and ethical application of AI tools; preventing reference fabrication; and supporting university's anti-plagiarism and proper citation policies.

7. Inclusivity and Accessibility for Persons with Disabilities:

Providing accessible formats and alternatives in accordance with WCAG guidelines; facilitating support services in coordination with student-affairs units; ensuring ease of access across digital platforms and the physical library environment.

8. Data Management and Privacy:

Protecting user data and usage records in accordance with data-protection standards and University policies. Ensuring proper storage, secure backup, restricted access, and incident-response procedures;

9. Quality Assurance and Continuous Improvement:

Defining performance indicators – user satisfaction, response time – and reviewing them periodically, issuing quarterly reports, and implementing approved improvement plans.

10. Governance and Reporting:

Implementing decisions issued by the Library Administration; preparing budgets and annual operational plans; and submitting periodic reports to the university administration detailing achievement levels, challenges, and required corrective actions.

Chapter One: Aims and Definitions

First Aims:

1. Supporting Education, Research, and Innovation:

The library is committed to providing high-quality knowledge resources, in both print and digital formats, in multiple languages and in alignment with approved academic plans and research programs. It offers effective reference and training services that enable students and faculty members to access accurate information and to use it in learning, innovation, and knowledge production.

2. Ensuring Fair and Secure Access:

It ensures that all authorized beneficiaries can access library resources on and off campus through secure authentication systems and provides reasonable accommodations for persons with disabilities in compliance with digital- accessibility guidelines and relevant national standards.

3. Developing Sustainable Collections:

The library adopts a clear policy for the selection, acquisition, and weeding of materials, based on academic relevance, currency of content, and its educational and research value.

4. Enhancing Information-Literacy Competence:

It develops regular training programs on academic-research skills, critical evaluation of sources, reference management, and digital safety. The outcomes of these programs are integrated, where applicable, into course and program requirements, and the impact of training is measured using approved indicators and performance scales that reflect improvements in beneficiaries' information-literacy competence.

5. Compliance and Governance:

The library operates in accordance with University policies, contractual agreements, licensing terms, and national regulations, applying transparent procedures for circulation, renewals, and grievances. It is committed to protecting personal data and usage records, and documenting all workflow processes in auditable Standard Operating Procedures (SOPs).

6. Collaboration and Resource Sharing:

The library aims to expand partnerships, its partnerships and interlibrary-loan arrangements with libraries and academic institutions within Kuwait and abroad to broaden access and reduce costs. It also participates in professional networks and associations that support service development, exchange of expertise, and the provision of additional resources to beneficiaries.

Second: Definitions

1. The Library:

All facilities, services, and platforms of the Arab Open University Library – Kuwait, including reading halls, storage areas, digital systems, the institutional repository, and the services of circulation, training, and reference support.

2. Beneficiary:

Any person authorized to access library services and resources, in accordance with membership policies (students, faculty members, staff, and visiting researchers under formal agreements), and who is subject to the rights and obligations stipulated in this regulation.

3. Collection / Holdings:

Books, reference works, journals, multimedia materials, databases, e-books, and licensed open-content resources.

Books, reference works, journals, multimedia materials, maps, atlases, databases, e-books, and licensed or library-owned open-content resources, in addition to donated or deposited materials accepted in accordance with the library's acquisition policies.

4. Collection Development:

A continuous process of planning, selection, evaluation, and maintenance of library content, which includes identifying needs, analyzing usage, accepting donations, and the systematic weeding of outdated or underused materials, with development decisions documented periodically.

5. Acquisition:

The practical procedures for obtaining resources through purchase, subscription, licensing, donation, or exchange, in a manner that observes budgetary controls, governance requirements, and quality standards, and ensures continuity of access and the technical maintenance of digital content.

6. Circulation:

Making materials available for a defined loan period according to the beneficiary's category and the type of material, including procedures for holds, extensions, and renewals. A clear and transparent grievance mechanism is provided to address objections in accordance with published timelines and procedures.

7. Course-Reserve Materials:

Materials for short-term use to support a specific course as requested by the Academic Department. They are managed with a fair-use priority system that ensures the greatest possible number of students can benefit from them during the academic term

8. Reference Services:

A set of advisory and informational services provided in person and digitally (email, chat, individual/group sessions) to support beneficiaries in identifying their information needs, developing effective research strategies, and using databases and subject guides efficiently.

9. Discovery System (Discovery Layer):

A unified bilingual search interface that enables querying and retrieval across all library catalogues and print and digital resources through a single access point, with support for cross-linking and advanced search filters.

10. Bibliographic Description (RDA / MARC 21):

RDA is a content standard that defines the nature of descriptive metadata and the manner in which it is expressed, while MARC 21 is an encoding format that organizes the storage of this metadata into standardized, interoperable fields across systems, thereby ensuring accuracy in cataloguing and information retrieval.

11. Personal Data:

Any information relating to an identified or identifiable individual within the context of library services (such as identity information and usage records). Such data is processed in accordance with the privacy policy and institutional controls designed to protect it and prevent misuse.

12. Partnerships and Interlibrary Loan:

Cooperative agreements with institutions, libraries, and universities for the exchange of resources and expertise and for the provision of interlibrary-loan services, in a manner that expands knowledge access and maximizes the benefit of budgets and subscriptions.

Chapter Two: Governance and Structure

Article 1: Governance Principles

The library adheres to the principles of transparency, accountability, and integrity, ensuring that decisions are grounded in evidence and aligned with the needs of academic programs. It publishes its policies and procedures and provides clear grievance channels. In doing so, it is guided by local institutional practices that emphasize sound governance and accountability.

Article 2: Library Council

(a) Composition:

The Council shall consist of the Library Director, one representative from each academic faculty, one member from the Technology/Digital Transformation Directorate, and one member from the Quality Assurance and Accreditation Unit.

(b) Scope of Responsibility:

The Council shall approve the annual plan and the relevant policies (including collection development, circulation, training, and digital access); recommend budgets and subscriptions; review quarterly performance-indicator reports; and consider high-level grievances.

(c) Meetings:

The Council shall convene at least once per academic term and may hold emergency meetings when necessary. Minutes shall be recorded and duly archived.

Article 3: Library Administration

The Council undertakes the operational leadership of the library, supervises the implementation of policies, manages human resources and the budget, submits periodic reports to library administration and the university administration, and ensures compliance with contracts and subscriptions. Its financial and procedural work is carried out in accordance with the university's rules and regulations governing procurement and record management.

Article 4: Standard Operating Procedures (SOPs)

The library adopts written Standard Operating Procedures that define responsibilities, steps, forms, and performance indicators for each operational process, including: circulation, training, grievances, data protection, emergencies, and inventory. Approved versions are published internally and reviewed annually, guided by relevant local and international practices governing operational procedures and regulatory frameworks.

Article 5: Budget and Procurement

Library budget is managed in a manner that ensures responsiveness to academic priorities, and procurement is carried out in accordance with the university's regulations. Records are

documented, and holdings are registered with the Library Administration or the designated authority, with the necessary identifiers assigned prior to financial settlement, in accordance with the applicable internal regulations governing this matter.

Article 6: Partnerships and Interlibrary Loan

The library establishes cooperation and interlibrary-loan agreements with university libraries and institutions inside Kuwait and abroad, and participates in professional networks to expand access and reduce costs, in line with the publicly adopted practices of local university libraries and comparable institutions.

Article 7: Digital Access and Accessibility

The library is committed to adopting Level AA (WCAG 2.x) compliance across its portals and digital systems, and to providing reasonable accommodations and accessible alternatives. Guidance is drawn from national research recommending adherence to W3C guidelines, as well as from relevant local initiatives on digital accessibility.

Article 8: Data Protection and Privacy

The library maintains the confidentiality of beneficiaries' personal data and usage records and complies with the data-protection policies issued by the university. Access, storage, retention, and disposal controls are updated in accordance with approved schedules.

Article 9: Reporting and Performance Indicators

The library submits quarterly reports to the Library Administration and the University Administration. These reports include: the status of the collections, resource usage, training activities, grievances, compliance, and the progress of improvement projects. The library adopts performance indicators such as reference-response time, growth in usage, beneficiary satisfaction, and the degree of alignment with academic programs, in line with the practices adopted by university libraries in reporting services and performance development.

Original has called the next article 11

Article 10: Revision and Update

Governance arrangements and organizational structure are reviewed annually, or when regulatory or technological developments occur, or when there is a material change in academic programs. Approved amendments are announced, and copies are kept in the library's regulatory record.

Chapter Three: Collection Development and Acquisition

Article (1): Purpose and Principles

Collection development aims to build a balanced and up-to-date body of content that supports

curricula, research, and innovation, and covers both print and digital resources in alignment with the mission of the University. The process is managed in accordance with a written policy that defines the roles of the relevant units and coordinates with academic departments.

Article (2): Scope of Holdings

The holdings include books and reference works; printed and electronic journals; theses and dissertations made available through authorised systems; multimedia materials; and licensed open-content resources. The library affirms the continuous updating of its resources and their responsiveness to academic programmes.

Article (3): Sources and Policies of Selection

First: Sources of Selection

Recommendations from departments and faculty members, publishers' lists, usage data, accreditation reports, and carefully evaluated student suggestions.

Second: Selection Criteria

Relevance to the course or programme; scholarly quality and publisher reputation; currency of content; linguistic coverage (Arabic/English); educational value; duplication or complementarity with existing materials; cost and availability of digital formats; and accessibility for persons with disabilities. Selection decisions are documented in a register that is reviewed periodically, taking into account the characteristics of local academic-library collections, which integrate an extensive range of print and digital holdings.

Article (4): Acquisition Channels

Acquisition is carried out through direct purchase, institutional licensing, and donations/exchange in accordance with a written policy

Article (5): Gifts and Exchange Policy

Gifts are accepted subject to the conditions of academic relevance, acceptable physical condition, absence of unjustified duplication, and the lack of restrictions on disposal. Donated materials become the property of the library and may be withdrawn or reassigned as needed.

Article (6): Budget and Spending Priorities

The budget is allocated annually based on: course priorities and accreditation requirements, usage data, subject-coverage gaps, and electronic-access needs. Purchase and subscription decisions are documented and are subject to the university's financial regulations and the library's record-keeping requirements.

Article (7): Access and Circulation (Lending and Course Reserve)

High-demand materials are placed on *Course Reserve* with short loan periods to ensure equitable access. The library adheres to clear circulation policies and differentiated loan periods according to beneficiary category and material type, with exceptions applied to reference materials and

periodicals.

Article (8): Lifecycle Management (Inventory and Weeding)

Holdings are reviewed periodically through inventory. Structured weeding is applied to materials that are academically outdated, unnecessarily duplicated, infrequently used, or physically damaged beyond viable repair, while considering the availability of digital alternatives or newer editions. Decisions on replacement or weeding are documented, and annual summary indicators are published.

Article (9): Integration with Discovery and Cataloguing Systems

The library ensures that every new resource is represented in the catalogue in accordance with RDA / MARC 21 standards and is linked to the *Discovery Layer* to enable unified retrieval of print and digital resources, consistent with the unified search interfaces and services described by Arab and international university libraries.

Article (10): Data and Privacy

The privacy of beneficiaries' data and usage records associated with print and electronic resources is respected and processed in accordance with university policies. Analytical reports rely solely on aggregated data for service improvement and collection development.

Article (11): Cooperation and Interlibrary Loan

The library establishes cooperation agreements, interlibrary-loan arrangements, and resource-sharing networks with university libraries inside Kuwait and, where feasible, abroad, in support of broader subject coverage, cost reduction, and the enhancement of reference services. Local university-library websites highlight this orientation toward partnerships, events, and resource exchange.

Article (12): Impact Measurement and Continuous Improvement

The library adopts qualitative and quantitative performance indicators, including: the rate of fulfilling departmental requests before the start of the term, growth in use of electronic databases, the processing time for purchase requests, and the coverage levels of core courses. Quarterly reports are submitted to the Library Administration to enable adjustments to spending and renewal priorities.

Article (13): Operational Appendices (Mandatory for Adoption)

Operational appendices are attached to this regulation in the form of Standard Operating Procedures (SOPs). These include: a purchase/subscription request form, a faculty recommendation form, a gift-acceptance form, a deselection checklist, a license and remote-access activation procedure, an annual inventory plan, and the course-reserve policy. These appendices are updated annually or upon changes in publisher platforms or their requirements.

Chapter Four: Cataloguing, Description, and Access

Article (1): Cataloguing and Descriptive Standards Framework

The library complies with recognized content standards for descriptive metadata and links them to MARC 21 encoding within the structure of bibliographic and authority records (fields and input rules), ensuring accuracy of bibliographic representation and interoperability across systems. Authoritative references—including those of the Library of Congress and the established guides published in this domain—inform the control of fields, access points, and cross-linking structures.

Article (2): Authority Control and Subject Headings

The library adopts authority files for names, corporate bodies, and uniform titles, as well as approved subject headings, ensuring standardized spelling, UTF-8 encoding, and full support for right-to-left script. Access points are reviewed periodically to ensure consistency and effective retrieval.

Article (3): Bilingual Records and Translation/Transliteration

Bibliographic records shall provide bilingual data (Arabic/ English), where possible, applying approved transliteration standards for non-Arabic names in order to enhance discovery in both interfaces. Linguistic decisions are documented in an internal cataloguing manual.

Article (4): Representation of Versions and Cross-Linking

Relationships among editions, versions, and formats (print/electronic) shall be created using the appropriate fields and linking structures. Persistent identifiers (ISBN / DOI / Handles) shall be indicated to facilitate access through the discovery system.

Article (5): Discovery System and Unified Search

The library provides a unified search interface in which catalogues of print materials and electronic databases are aggregated into a single access point, with subject filters and Arabic/English interfaces. This reflects the unified-search functionality offered by modern libraries for accessing print holdings and electronic resources.

Article (6): Access Policies and Remote Access

Access to resources is enabled on campus and, for remote access, through the university's authentication credentials for the catalogue and electronic databases. The library is committed to clearly publishing login guidelines for all user categories.

Article (7) was missing in the original

Article (8): Quality Updating and Record Review Policy

Records are subject to periodic review (metadata quality, consistency, mandatory fields) using relevant guidelines and updates, with corrections documented promptly as they occur. Quality reports are incorporated into the quarterly performance dashboard.

Article (9): Availability of Journals and Course Reserve

Journals and high-demand materials are made available according to clear policies (in-library use or short-term loan). Course-Reserve lists are supported with accurate cataloguing that ensures rapid retrieval and equitable circulation, consistent with established and recognised circulation and reserve-material guidelines.

Article (10): Compliance with Intellectual Property and Licensing

The discovery interfaces and access links comply with licensing terms and fair-use provisions, and display clear warnings against misuse (unauthorised sharing / bulk downloading), in a manner consistent with the copyright policies publicly adopted for the university community.

Article (11): Privacy and Record Security

Usage analytics and search reports are limited to aggregated data. Inquiry logs and reading-history records are protected in accordance with university policies and applicable local regulations. Retention and disposal controls are reviewed periodically in line with recognised and widely adopted policies governing this area.

Article (12): Reference Support and Discovery Training

The library provides regular training—both in person and online—on the use of the catalogue, unified search, and electronic databases, including guidance on keywords and retrieval strategies, in order to enhance information-literacy skills and improve the quality of usage.

Article (13): Cooperation and Data Exchange

The library expands catalogue integration with regional and international networks and catalogues in accordance with global standards (such as RDA and MARC). It studies opportunities for interlibrary loan and collaborative search to increase levels of access and improve retrieval performance.

Chapter Five: User Services and Circulation

Article (1): Scope of Services

User services include: lending, return, renewal, holds/recall; in-person and digital reference services; training and information literacy; access to electronic resources on and off campus; interlibrary loan/document delivery; study-room booking; and support services for persons with disabilities. These services are managed through the catalogue/discovery interfaces and the beneficiary account.

Article (2): Eligibility and Identity Verification

A valid university ID or approved membership must be presented for in-person lending and renewal. External users are registered under special arrangements determined by the University, and their categories and restrictions are specified in the Membership Appendix. These practices

follow regional university policies that require identity verification for lending and renewal.

Article (3): Lending Privileges and Beneficiary Categories

The library differentiates lending periods and the number of allowable items according to user category (undergraduate students, postgraduate students, faculty members, staff, and visiting researchers/external members). Regional practices are followed in determining the number of books and lending periods, with provisions for renewal, while reference materials and extended Course-Reserve lists are not lent. Regional policies typically show models such as: 15–28 days for students, 28–90 days for academic staff, and varying item limits per category.

Article (4): Holds and Recalls

A beneficiary may place a hold on a checked-out item. In the event of a recall, the borrower is notified of the earliest return date (ensuring fair priority for high-demand items), and the right to renew the recalled item is suspended. This practice aligns with regional and international models; the borrower is required to return the recalled item within no more than three (3) days from the date of notification, and renewal rights remain suspended during the recall period.

These procedures are applied in accordance with established regional and international academic-library practices to ensure equitable access to knowledge resources.

Article (5): Renewals and Returns

Renewal is permitted within the limits of the user category unless the item is on hold/recall or has exceeded the overdue threshold. One renewal for the same period is permitted if no hold exists.

Renewals may be completed through the user account or in person.

Article (6): Course-Reserve Lending

Materials listed as part of course reserves are made available for short-term loans (by the hour or for limited days) to ensure equitable circulation among beneficiaries and to support course requirements. These loans are not eligible for automatic renewal.

Article (7): Interlibrary Loan and Document Delivery

The library provides interlibrary-loan and document-delivery services when a resource is not available locally, in accordance with cooperation agreements and reasonable cost-recovery arrangements.

Article (8): Remote Access to Electronic Resources

Access to databases and electronic books/journals is available 24/7 through the library's electronic portal using university credentials/authentication systems, with published login guidelines.

Article (9): Reference Services and Academic Support

The library provides in-person and digital reference consultations (email/chat/individual sessions), as well as regular training on search strategies, source evaluation, and reference

management, and publishes instructional guides through the library website.

Article (10): Room and Equipment Booking

The library offers study rooms and equipment (such as projectors, computers, and readers) for booking according to academic-use priority and defined time limits. The conditions of use, room capacity, and requirements for maintaining quiet and cleanliness are specified in the Booking Appendix.

Article (11): Conduct and Environment

The library maintains quiet zones and collaborative-learning areas and prohibits any behaviour that disrupts quiet or compromises the safety of the collections. Serious violations may result in suspension of service in accordance with this Regulation and University policies.

Article (12): Digital Accessibility and Persons with Disabilities

The library provides reasonable accommodations and accessible formats, aiming for high implementation standards in this area. Requests are coordinated through a dedicated support channel.

Article (13): Notifications and Communication

Loan, recall, and overdue notifications are sent via university email, and beneficiaries may monitor their accounts (loans, renewals) through the library portal.

Article (14): Privacy and Data Protection

The confidentiality of reading records and transactional logs is maintained, and their use is restricted to operational and aggregated statistical purposes. The library complies with university data-protection policies and publishes a grievance mechanism for correcting any errors in records.

Article (15): Grievances and Appeals

Beneficiaries have the right to submit a written grievance against suspension decisions within a defined period. The User Services Committee or the Library Administration reviews the grievance according to principles of fairness and transparency, and the beneficiary is notified of the decision within an announced timeframe.

Article (16): Operational Appendices (SOPs)

Operational Standard Operating Procedures are annexed to this Regulation and cover: general circulation, course-reserve circulation, renewals, recalls, loss/damage, interlibrary loan, remote electronic access, grievances, and data protection. These appendices include the associated forms, checklists, and review timelines.

The precise figures (loan periods, item limits, fine and suspension thresholds) are set out in an internal table approved by the Library Administration and may be adjusted annually based on usage data and user-experience feedback, with a commitment to informing the university

community of any updates prior to their effective date.

Chapter Six: Electronic Resources and Licensing

Article (1): Scope of Electronic Resources

Electronic resources include bibliographic and full-text databases; electronic journals and books; atlases and media; catalogues and unified-search tools; and the institutional repository, in addition to the electronic library portal, which provides 24/7 access on and off campus using university credentials.

Article (2): Access Eligibility

Access is authorized for the University community (students, faculty members, and staff) through institutional authentication. Library visitors from outside the University may be granted on-campus access only, to the extent permitted by individual licenses, as walk-in users, without remote access.

Article (3): Licensing Principles

Electronic resources are subject to binding license agreements that specify permitted and prohibited uses and, in the event of a conflict, take precedence over institutional “fair use” policies. Licenses address matters such as: number of authorized users, remote access, reasonable printing/downloading, and educational uses.

Article (4): Permitted Uses

Unless the license stipulates otherwise, individual searching and browsing are permitted, as well as reasonable printing/downloading for non-profit educational or research purposes, and the inclusion of permanent links to content within courses (LMS), subject to compliance with access and login conditions. Some policies may also permit on-site access for “walk-in users.”

Article (5): Prohibited Uses

Automated or systematic bulk downloading (scraping), sharing of login credentials, circumventing access controls, large-scale redistribution outside the University, or any commercial use are strictly prohibited.

Article (6): Remote Access and Technical Support

Off-campus access is provided through the institutional authentication systems approved by the University (Proxy/VPN/SSO), with login instructions and support links published through the library website.

Article (7): Integration with the Discovery System

The library ensures the representation of electronic resources in the catalogue and the *Discovery Layer*, with Arabic and English interfaces, and links to DOI/ISBN and permanent identifiers, in

accordance with RDA/MARC standards, consistent with global academic-library environments that provide unified search across print holdings and electronic resources.

Article (8): Digital Accessibility (WCAG)

The library aims to meet high accessibility standards for the library portal, catalogue, and institutional repository, ensuring perceivability, operability, understandability, and compatibility with assistive technologies. Requirements are updated periodically.

Article (9): Privacy and Usage Files

Usage statistics are processed as aggregated data for the purpose of service improvement, and the library does not disclose individual browsing behavior except in accordance with data-protection policies.

Article (10): Trials and Evaluation

Trial periods for new databases may be activated in coordination with academic departments, with a public announcement, collection of user feedback, and measurement of usage prior to making a subscription recommendation.

Article (11): Course Integration (Links and Lessons)

The library encourages departments to include permanent links or access codes through the LMS instead of uploading PDF copies to the platforms, in compliance with license agreements and to prevent unauthorized distribution. This aligns with the "Terms of Use" in the University's policy, which gives priority to the wording of license agreements and imposes limitations on downloading and sharing with respect to course materials.

Article (12): Access for Non-Affiliated Users and Partnerships

Where licenses permit, on-site access may be provided to visiting researchers under written agreements, and interlibrary loan/document delivery may be activated when the requested material is not available locally.

Article (13): Handling Violations

When a content provider reports misuse (such as automated downloading or sharing of login credentials), offending sessions are suspended and the library investigates the matter, informing the provider of corrective actions. In cases of repeated violations, the account may be subject to temporary or permanent suspension in accordance with the license agreement, in order to protect access for the entire community.

Article (14): Intellectual Property and Citation

Users shall comply with copyright and applicable license agreements when citing or reusing content for educational purposes. The library provides training on proper citation and reference management.

Chapter Seven: Information Ethics and Intellectual Property

Article (1): Scope and Objectives

The provisions of this chapter apply to all forms of content and practices within library facilities, its digital platforms, and the Learning Management System. These provisions aim to regulate the use of resources in accordance with copyright and licensed agreements, safeguard academic integrity, and protect the reputation and legal interests of the University.

Article (2): Terms

For the purposes of this chapter, “licensed resources” refers to any resource provided by the University under a subscription or license; “fair and equitable use” refers to legally established limits and/or educational exceptions; “personal copying” refers to limited reproduction for individual, non-commercial use; and “institutional repository” refers to the University’s platform for providing access to scholarly output.

Article (3): General Principles

The library and its users shall comply with two governing principles:

- (a) respect for intellectual-property rights and personal data, and
- (b) adherence to contracts and licenses.

In the event of a conflict between an academic custom and a publisher’s licence, the licence and contractual terms shall prevail.

Article (4): Academic Integrity and Violations

Plagiarism in all its forms is prohibited. Violations include: quoting without citation; re-using previous work without disclosure; falsifying data or results; and using text-generation tools to produce fabricated references or misleading content. Violations are referred to the relevant authority in accordance with the University’s disciplinary regulations.

Article (5): Quotation and Citation

Beneficiaries must use one of the approved citation styles, applied consistently within the text and in the reference list. The library provides reference guides and training on reference-management tools (such as Zotero), without assuming academic responsibility for the accuracy of the final content.

Article (6): Limits of Use for Licensed Resources

Browsing, searching, and reasonable-quantity downloading/printing for non-commercial educational and research purposes are permitted. Prohibited actions include: automated or bulk downloading; sharing login credentials; circumventing access controls; public dissemination outside the University; or commercial exploitation.

Article (7): Course Materials within Academic Modules

When copyrighted content is included in courses or presentations, permanent links (Permalinks /

DOI) shall be used as the preferred method instead of re-uploading full copies. Uploading protected files requires explicit permission unless permitted by the license or relevant educational exceptions.

Article (8): Educational Exceptions and Personal Copying

Copying is permitted for personal use or for instructional illustration, within limits proportionate to the educational purpose and without prejudice to the rights holder's interests. This provision does not establish a right to public distribution or to creating collective "course files" outside the prescribed controls.

Article (9): Images, Media, and Open Licenses

Users must verify the license status of images, tables, and graphics (such as Creative Commons), including attribution requirements and commercial restrictions. Materials available online are not automatically authorized for use unless their license is explicit or the content is in the public domain.

Article (10): Institutional Repository and Availability of University Works

Self-deposit of research and educational materials is permitted in accordance with the repository's access and licensing policy, subject to publisher policies (pre-print / post-print versions / embargo periods). Rights holders may request modification or withdrawal through a published takedown procedure.

Article (11): Research Data and Privacy

Data relating to research participants and research files shall be protected in accordance with ethics approvals and applicable agreements. It is prohibited to upload sensitive databases or unpublished materials to public platforms or external tools without written approval and, where necessary, appropriate anonymization procedures.

Article (12): Use of Artificial-Intelligence Tools

AI tools may be consulted for organizational purposes (drafting or preliminary research), provided that academic disclosure is made, outputs are verified, and no personal data or licensed materials that may not be shared are entered. The generation of fabricated references or the attribution of statements to non-existent sources is prohibited.

Article (13): Permission and Licensing Requests

The individual requiring use beyond permitted limits -- or wishing to republish, translate, or distribute material--shall contact the rights holder or publisher directly. The library provides procedural guidance and sample correspondence templates without assuming legal responsibility on behalf of the requester.

Article (14): Handling Notifications and Violations

If a notification of violation is received from a publisher or provider, access to the implicated

account may be temporarily suspended, and immediate measures taken to prevent recurrence. Affected parties shall be notified of the corrective steps within a specified period. Serious cases are referred to the competent authorities for disciplinary and legal action.

Article (15): Training and Awareness

The library implements a periodic training program that includes workshops on proper citation, copyright, lawful use of licensed resources, and data security. Quick-reference guides and practical case examples are published.

Article (16): Records, Responsibilities, and Governance

The library maintains an up-to-date register of licenses, their terms, and publisher contact points, which is reviewed and updated periodically. The Library Administration oversees compliance with licensing conditions. By administrative decision, a specialized committee named the “Rights and Access Committee” is formed to review exceptional cases and recommend appropriate solutions.

Article (17): Final Provisions

The provisions of this chapter shall be interpreted in a manner consistent with national laws, university regulations, and applicable contractual agreements; in the event of a conflict, the higher-ranking legal provision shall prevail. The texts are updated as needed, and the approved versions are communicated to the university community.

Chapter Eight: Research Support and Training

Article (1): Scope of Service

The library provides research and instructional support to the university community through individual guidance sessions, short workshops, user guides, and digital communication. This includes support with resource searching, citation, and data management.

Article (2): Objectives

To enable beneficiaries to formulate a clear research question, construct an effective search strategy, and locate sources relevant to their discipline. Outcomes are measured by indicators such as improvement in research skills and increased use of resources.

Article (3): Individual Consultations

Beneficiaries may book an appointment with a specialized librarian to identify keywords, select suitable databases, and improve search results. Recommendations are documented and sent to the beneficiary after the session.

Article (4): Researcher Office Hours

The library announces weekly hours for receiving quick inquiries without prior appointment. Immediate assistance is provided with locating full-text materials and preliminary checking of

reference lists.

Article (5): Research Skills Workshops

Regular workshops are organized explaining types of sources, the difference between general and specialized searching, the use of filters, and setting up alerts. Workshop materials are made available on the library website.

Article (6): Reference Management and Citation

The library provides practical training on Zotero, including creating a reference library, inserting in-text citations, and generating reference lists in styles such as APA and MLA. Quick-use templates are also provided.

Article (7): Subject-Specific Databases

Orientation sessions are offered to introduce the best databases for each programme (e.g., Business, Education, IT). These sessions include real search examples, instructions for remote access, and guidance on saving search results.

Article (8): Institutional Repository

The library supports the deposit of University works by providing basic guidance on licensing, entry of essential metadata, and linking persistent identifiers. Deposits are reviewed to ensure eligibility for publication.

Article (9): Data-Management Plans

Concise templates are provided for data-management plans, including file types, storage locations, access controls, and retention periods. Where necessary, researchers are advised on anonymization options.

Article (10): Researcher Identity and Impact

The library assists in creating an ORCID and linking it to scholarly works, and in understanding impact indicators (citations, access metrics, permanent links). Guidance is provided on improving the visibility of scholarly output.

Article (11): Teaching Support

The library supports faculty in incorporating persistent links to content within the Learning Management System instead of uploading full files, aligning course reading lists, and embedding research-skills components within curricula.

Article (12): Service Channels and Follow-Up

Services are made available through university email, automated chat, and the booking form. After each workshop or session, a brief survey is sent, and upcoming training schedules are announced on the library website and its communication channels.

Chapter Nine: Physical Environment and Safety

Article (1): Purpose and Scope of the Chapter

This chapter aims to provide a quiet and safe environment that supports study and research, and to protect collections and equipment within the library's facilities, study rooms, and public spaces. These provisions apply to all visitors without exception.

Article (2): Quiet Zones and Collaborative Learning Areas

Spaces are divided into silent zones and collaborative learning areas. Visitors must keep noise levels low and avoid disturbing others, and any concerns shall be directed to library staff. The library is committed to providing a quiet environment and well-equipped study rooms.

Article (3): Food, Drink, and Smoking

Eating and smoking are prohibited inside the library. Closed beverages are permitted to the extent allowed by applicable regulations.

Article (4): Conduct and Compliance with Instructions

All visitors must adhere to rules of general conduct and respect the instructions of library staff. Staff have the authority to stop any behavior that disrupts order or safety in accordance with the published conduct policy.

Article (5): Use of Furniture and Facilities

Moving or rearranging furniture in a manner that obstructs exits or causes noise is prohibited. Study rooms must remain quiet, and users must vacate them at least fifteen minutes before closing time.

Article (6): Public Safety and Emergencies

The library adheres to published evacuation plans and conducts periodic drills. All individuals must follow emergency exits and safety instructions.

Article (7): Devices and Electrical Safety

The use of personal computers and devices is permitted provided that passageways are not obstructed and noise is not generated. Users are responsible for their own devices, and the library ensures the availability of safe power outlets and alerts users to any hazards.

Article (8): Bags and Personal Belongings

The library is responsible for regulating entry but does not assume responsibility for personal items that are lost. Lockers—where available—must be used in accordance with posted instructions, and non-educational items or food may not be stored in them.

Article (9): Cleanliness of Facilities and Protection of Collections

Damaging materials (tearing, marking, or cutting pages) or tampering with equipment is prohibited. Books must be returned to the designated return carts rather than reshelfed by users, in order to preserve accuracy.

Article (10): Working Hours and Entry

Official working hours are announced on the library website, and entry is permitted upon presentation of a valid university ID or through approved visitor arrangements.

Article (11): Reports and Incidents

Any incident (injury, spill, malfunction) must be reported immediately to library staff. The incident is documented, necessary measures are taken, and the area is reopened only after safety has been ensured. These procedures follow the principles of institutional health and safety policies.

Article (12): Violations and Penalties

In the event of a violation of the physical-environment or safety rules, a verbal warning is issued, followed by a written warning upon repetition. The individual may be asked to vacate the premises or may have services suspended. University policies applicable to serious violations shall be enforced.

Chapter Ten: Inclusivity and Accessibility for Persons with Disabilities

Article (1): Purpose and Scope

The library is committed to providing equitable access for all beneficiaries, including persons with disabilities, across both physical and digital environments, in alignment with university policies and the locally published support services.

Article (2): Accessible Infrastructure

Entrances, elevators, restrooms, and movement pathways shall be configured in accordance with accessibility standards, and instructions for the use of assistive devices and support services shall be clearly displayed on each floor or at each service point.

Article (3): Reasonable Accommodations

Reasonable accommodations shall be provided upon request (such as extended time for assessments conducted within the library, accessible seating, or screen readers), in coordination with the University's Disability Support Unit.

Article (4): Alternative Formats of Materials

The library is committed, to the extent possible, to providing machine-readable digital copies and alternative formats of instructional materials based on the documented needs of the beneficiary, and in a manner that complies with copyright and licensing conditions.

Article (5): Usable Digital Content

Accessibility elements shall be observed on digital pages, including alternative text for images, adequate colour contrast, keyboard navigation, and clear labels for forms. Interfaces are reviewed periodically in accordance with the detailed guidance documents issued by W3C and WCAG 2.2.

Article (6): Assistive Devices and Technologies within the Library

Where possible, the library provides adjustable workstations and screen-reading and magnification software, and the locations and booking procedures for these resources are announced.

Article (7): Training and Guidance

The library conducts short workshops and provides individual support on the use of accessibility tools (screen readers, browser settings, downloading alternative formats). Guides are posted on the library website and its communication channels.

Article (8): Institutional Coordination and Channels

The library team coordinates with the Student Affairs Unit / Academic Support Unit to ensure timely response. A dedicated communication channel is assigned for digital-accessibility requests or complaints, with published response timelines.

Article (9): Privacy and Confidentiality

Requests and medical documents are handled confidentially and stored in accordance with the University's data-protection policies, and are not shared except when necessary and solely for the purpose of providing the service.

Article (10): Follow-Up and Evaluation

Benefit is measured using indicators such as response time for alternative-format requests, number of support sessions, and the quality of the user experience in digital interfaces. Quarterly reports are submitted to the Library Administration along with continuous improvement plans.

Chapter Eleven: Partnerships and Interlibrary Loan

Article (1): Purpose and Scope

Partnerships and interlibrary loan aim to expand the University community's access to resources that are not available locally, reduce cost, and expedite the acquisition of scholarly material. These provisions apply to cooperation both within Kuwait and abroad.

Article (2): Types of Partnerships

Agreements include: mutual lending of print materials; document delivery of articles or materials; on-site access for approved visitors; and joint training programmes or shared activities between libraries.

Article (3): Eligibility

Students, faculty members, and staff are eligible to request interlibrary loan services using their university account and provided that their library record is free of restrictions. Visitors may benefit to the extent allowed by the relevant agreements.

Article (4): Request Procedure

Requests are submitted through an electronic form including the material details (title, author, year, and identifiers when available). The library sends the request to the partner institution and informs the beneficiary of the processing status and expected delivery date.

Article (5): Prioritization

Priority is given to materials required for current courses, ongoing research, and graduation projects. A request may be declined if a local copy or a licensed electronic version is available.

Article (6): Loan Periods and Restrictions

The lending institution determines the loan period, renewal limit, and number of allowable items. Reference materials, rare items, and high-demand materials may be excluded from lending.

Article (7): Receipt and Return

Materials are issued at the designated service point, and must be returned on time and in the same condition. Late returns or damage render the beneficiary liable for fines or replacement costs in accordance with the lending institution's terms.

Article (8): Document Delivery

When an article or a book chapter is requested, a digital copy may be sent for personal academic use only, if permitted by law and by the relevant licence. Re-publication or redistribution is prohibited.

Article (9): Intellectual Property

The beneficiary must comply with fair-use limits and licensing conditions. Any copying or use that exceeds personal academic purposes requires prior permission from the rights holder.

Article (10): Agreements and Administration

Partnership agreements are maintained in an internal register indicating their duration, scope of service, and contact points. The Library Administration, or its authorised delegate, is responsible for monitoring implementation and updating agreements.

Article (11): Monitoring and Improvement

Indicators such as delivery time, request-fulfilment rate, and cost per request are tracked. Results are reviewed quarterly, and partner lists or procedures are adjusted as necessary to improve speed and quality.

Chapter Twelve: Quality Assurance and Performance Measurement

Article (1): Purpose and Scope

This chapter aims to monitor and continuously improve the library's performance. Measurement covers in-person and digital services, collections, circulation, training, and cataloguing.

Article (2): Roles and Responsibilities

The Library Administration has overall responsibility for supervising performance measurement, while the Quality Committee monitors indicators and corrective plans. Units are required to submit their data within the specified deadlines.

Article (3): KPI Card

Each indicator has a fixed KPI card specifying: the name, definition, calculation method, annual target, baseline, data source, measurement owner, and monitoring frequency (monthly/quarterly/annual).

Article (4): User Services Indicators

Response time to reference inquiries shall be ≤ 24 working hours.

Beneficiary satisfaction rate shall be $\geq 85\%$.

Issuance/activation of membership or resolution of a support ticket shall occur within ≤ 1 working day.

Article (5): Digital Indicators (Databases and Access)

Platforms shall maintain an uptime of $\geq 99\%$.

Remote-access login success rates shall be $\geq 97\%$.

Cost per download shall decrease or remain stable compared with the previous year.

Use of digital resources shall increase annually at an agreed-upon rate.

Article (6): Cataloguing and Discovery

New titles shall be added to the catalogue within ≤ 7 working days of receipt.

Records compliant with RDA/MARC with no critical errors shall be $\geq 98\%$.

Accuracy of full-text links (DOI/856 fields) shall be $\geq 97\%$.

Article (7): Training and Information Literacy

The number of workshops delivered each academic term shall match the approved plan.

Improvement in average pre-/post-assessment scores shall be $\geq 20\%$.

Student attendance from priority courses shall be $\geq 70\%$.

Article (8): Interlibrary Loan and Partnerships

Delivery time for interlibrary-loan requests shall be ≤ 10 working days locally (or as per agreement).

Request-fulfilment rates shall be $\leq 90\%$.

Cost per request shall be monitored quarterly and reduced where possible through expansion of partners.

Article (9): Audit and Review

Quarterly reviews shall be conducted on samples of records (cataloguing / circulation / licences).

An annual inventory of the collections shall be carried out according to plan.

Regular testing of remote-access procedures shall be conducted in coordination with Information Technology.

Article (10): Reporting and Improvement

A monthly internal monitoring dashboard shall be maintained, and a quarterly report submitted to the Library Council and University administration. Any deviation from targets requires a defined corrective-action plan (cause, action, owner, closure date). A summary of achievements and improvements shall be published on the library website.

Appendices: Templates and Procedures

Standard Operating Procedures (SOPs)

Standard Operating Procedures are approved documents that set out, step by step, how library services and operational processes are to be performed in a consistent and repeatable manner (e.g., purchase/subscription requests; donations; inventory; circulation and course reserve; cataloguing and linking; remote access; interlibrary loan; alternative-format requests).

Each procedure includes:

- the purpose and scope;
- roles and responsibilities;
- requirements (systems, forms, permissions);
- the sequence of steps with a target timeframe;
- quality-control points and checklists;
- and the records that must be retained.

Versions are numbered and maintained in a central register, and the use of non-approved copies is prohibited.

SOPs are approved by the Library Administration following review by the Quality Committee, and they are reviewed annually or upon any change to a platform, publisher, or policy. Adherence to these procedures is a professional obligation and is supported through periodic training and attendance documentation, with justified exceptions allowed in emergencies—provided the reasons and alternative steps are recorded.

The procedures are linked to performance indicators (such as request-processing time, activation of access, and record accuracy), and measurement results are used to improve service. Data-protection policies, copyright requirements, and licensing conditions are observed, and integration points with university systems and emergency plans are identified.

All annexed templates (purchase/subscription request; faculty recommendation; donation acceptance; weeding checklist; inventory plan; course-reserve policy; alternative-format request; violation notice) are retained and made available to staff in a unified internal workspace.

