University libraries in Saudi Arabia
A descriptive study

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Introduction:

Academic libraries play critically-important roles in supporting research and learning in all subjects and disciplines within their host universities and colleges. With the advent of internet and other information technologies users' expectations and information seeking behaviors, librarians' roles, library role as a place and the physical services it provides, budget, and collections access, format and acquisition have changed and brought new challenges to university libraries in meeting their goals and services. Libraries recognized these challenges and their success is highly associated with strategic alignment with universities vision, goals, objectives, and strategy.

This study covers three university libraries in Saudi Arabia (SA), King Saud University Library (KSUL), Umm AlQura University Library (UQUL), and King Fahd University for Petroleum and Minerals (KFUPML). The study aims to describe these libraries in the context of their history, users, collection, strategic planning, human resources, services, and other pertinent themes.

Saudi Universities

In order to understand the context in which these university libraries operate, it is important to discuss academic institutions they are attached to and to understand the environment and the community of these libraries.

There are a number of 21 government funded universities in Saudi Arabia located in different cities, the chosen libraries are serving the main three universities that are in three different provinces (western, eastern, and central) of Saudi Arabia. The majority of Saudi universities are government institutions; they are funded by the government and operated under the auspices of the Ministry of Higher Education.

The higher education council over which the king presided is the ultimate authority in decisions regarding higher education policies and regulations. The following paragraphs will give a brief introduction to the three institutions that academic libraries under study are serving.

King Saud University (KSU) was the first Saudi university established in 1957 in the central part of SA and its name was "Riyadh University", it took the name of the capital city of Saudi Arabia, since it is located there. In 1982 the name changed to the existing name. King Saud University is the biggest university in SA. It has more than thirty colleges and schools distributed among its main campus in Riyadh and other branches located in small cities like AlKharj, AlMajmah and Wadi Addawasir. The university consists of the following colleges and schools:

Health Colleges:
- College of Medicine
- College of Dentistry
- College of Pharmacy
- College of Medicine in AlKharj
- College of Pharmacy in AlKharj
- College of Applied Medical Sciences
- College of Nursing
- College of Applied Medical Sciences In AlKharj
- College of Health Science
- Applied Medical Science In AlMajmah

Humanities Colleges
- College of Arts
- College of Education
- College of Business Administration
- College of Law and Political Science
- College of Languages
- College of Tourism & Archaeology
- Arabic Language Institute
- College of Teaching
- College of Physical Education & Sports
- College of Business Administration in Al-Khararj

Science Colleges
- College of Engineering
- College of Science
- College of Food and Agricultural Sciences
- College of computer and Information Sciences
- College of Architecture and Planning
- College of Science in AlKharj
- College of Engineering in alkharj
- College of Arts and Science in Wadi Addawasir

- College of Administrative Sciences and ALMajma'ah
- College of Computer Engineering and Sciences Alkharij

KSU's strategic statement reveals its vision as a university that "seeks to become a leader in educational and technological innovation, scientific discovery and creativity through fostering an atmosphere of intellectual inspiration and partnership for the prosperity of society". Its current mission "aspires to meet the educational and development needs of society by providing high-quality academic programs, pioneering innovative research and creative articulation, and through active involvement in the community for the prosperous cultural and economic development of the country". The university strategic plan also operationalized its mission statement in the following goals:
- "To provide initiative-based education that promotes the highest intellectual and academic standards
  - To provide confident and ambitious graduates, well-equipped to advance the welfare of the society
  - To foster an accommodating environment for skilful, professional, and serious faculty
  - To achieve the reputation and recognition of being a valued teaching and research institution
  - To enhance the well-being of society, its unity, and social and cultural values
  - To become the choice for businesses, industries and professions seeking cooperation that serves the economical prosperity of the nation
  - To uphold a productive academic environment that cultivates excellence, diversity, respect, and willingness to change."[1].

Umm AlQura University (UQU) is located in the western province of SA, in the Holly city of Makkah. It was started in 1949 as a college of Shari'a (Islamic Law) as the first higher education institution in the kingdom, followed by the establishment of the Teachers' College in 1952 which continued until 1959 when the College of Shari'a took the responsibility of teachers' preparation and became the College of Shari'a and Education. In 1962 the College of Education was established as an independent college. In 1971 the Colleges of Shari'a and Education became part of King Abdul Aziz University in Jeddah and constituted its branch in Makkah. In 1981 these colleges were the foundation for the newly

established Umm AlQura University. Nowadays, the university includes the following colleges:

- College of Shari'a (Islamic Law).
- College of Da'wa and Usul-ul-Din (Islamic call and fundamentals of Religion)
- College of Arabic Language.
- College of Education.
- College of Applied Sciences.
- College of Social Sciences.
- College of Engineering and Islamic Architecture.
- College of Medicine.
- College of Pharmacy.
- College of Applied Medical Sciences.
- College of Computer.
- College of Community Services and Continuing Education
- Institute of Arabic Language for Non-Native Speakers

Umm Al-Qura University is distinguished by its academic reputation in Islamic and Arabic studies. The stated goals of the university "are:

- Provision of higher education and graduate studies to enable citizens to contribute to the development of their country in the light of Islamic principles in the following fields:
  - Islamic studies
  - Natural and applied sciences.
  - Humanities, social sciences and languages.
- Contribution to the enhancement of scientific research by conducting and encouraging research and establishing research centers, and suggesting means for provision and satisfaction of present–day needs.
- Preparation of specialized scientists and teachers.
- Helping other Islamic societies in the specialized education of their citizens in the different fields of knowledge[2].

The mission statement of UQU is "to provide education and training of students and human resources in various disciplines and services in the instruction and training, social and health to the community development, conducting scientific research and provide solutions to the problems of civil society". Its broad vision reads as follows:

- Aspiring to be the best place for work and education.

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- To seek the national and global academic accreditation and to be classified based on the possibilities and the level of the output of the global accredited universities.
- Aspiring to be a reference for the issues and problems of the holy city of Makkah and for the community and environment development[3].

King Fahd University of Petroleum and Minerals (KFUPM) is located in the eastern province of SA, in the city of Dhahran. It was established in 1963, back then it was just a college of Petroleum and Minerals" (CPM), in 1975 it became the University of Petroleum and Minerals, and it was renamed in 1986 to become King Fahd University of Petroleum and Minerals. The vision of the university is "to be vibrant multicultural university of international repute focused on quality education and innovative research that prepares professionals and entrepreneurs to lead social, economic, and technical development in the region". Its mission statement indicates that: KFUPM is an institution of higher learning committed to:

a. Preparing professionals empowered with the knowledge, skills, values and confidence to take a leadership role in the development of the kingdom in the fields of science, engineering, environmental design and business.
b. Producing research that contributes to the knowledge and sustainable development of the kingdom and region by providing innovative solutions to identified economic and technical problems and opportunities.
c. Providing a stimulating campus environment for the welfare of its students, faculty and stuff, and offering outstanding professional services and out-reach programs to the society at large[4].

The university is well known for its fields of science and engineering, this is reflected in it colleges:

- College of Science.
- College of Engineering Sciences.
- College of Computer Sciences & Engineering.
- College of Industrial Management.
- College of Environmental Design.

The Universities' Libraries

All academic libraries should endeavor to achieve the main objectives of the university, education, scientific research and community services. In this section, the study will focus on the three universities libraries in terms of history, policy and procedures, community and users, management and governance, and services and challenges.

Overview and Historical Review:

Most of the central libraries of Saudi universities started as college libraries merged together to form a large library that provides services to the whole university community and its attached college libraries.

Prince Salman Central Library at KSU is the biggest university library in Saudi Arabia. It was established in 1964, located in the main campus in Riyadh, the capital of Saudi Arabia. It has a seven-story building, in a central location among university colleges, with an area of 51.400 square meters.

The University had previously established several college libraries; first of which was the College of Art Library in 1957, the second was the library of the College of Science in 1958, the third was the Administrative Sciences College Library in 1959, and the forth was the library of the college of Pharmacy in 1961. Actually, the central library of KSU was the result of the merge of two college libraries; those were the library of the College of Pharmacy and the Science College Library, and that considered the first phase of the merge. Even after the establishment of the university central library, seven different college libraries were opened: the library of the College of Agriculture in 1966, the College of Education Library in 1967, the Engineering College Library in 1968, the College of Medicine Library in 1969, Arabic Language Institute Library in 1974, the College of Dentistry Library in 1978, and the King Abdul Aziz University Hospital Library in 1980. The second phase of merge was in 1984/1985, when the seven college libraries joined the central library[5]. the library is using AACR2 for the descriptive cataloging and LC subject headings list for subject cataloging of the English language books along with KSU subject headings list for the Arabic books, in addition to Dewy classification scheme. Nowadays, the library has the following seven branches:

- Central Library for Girls
- University Studies Center for Girls

- The Faculty of Medicine
- King Abdul-Aziz University Hospital
- College of Dentistry
- College of Applied Medical Sciences
- College of Community Services[6]

King Abdullah Bin AbdulAziz library is the central library at UQU in Makkah. It was established in 1971as a result of the merge of both Shari'a College Library and the College of Education Library. Although, the merge of the two libraries has established the central library, it did not belong to UQU at that time; it was just a central library for the two colleges. In 1981 it became the university central library as Umm Al-Qura was established[7]. In 2005 the library has moved to a new three-story building.

The library has a main branch serving female section in Umm Al-Qura University with related college libraries, especially the College of Medicine library and the College of Engineering Library.

The central library of KFUPM was established in 1964, and is located in the central area of university campus, with an area of about 1000 square meters. It has some branches in different colleges and schools such as the Community Center Library, the College of Environmental Design library and the library of the English Language Center.

The central library is responsible for the technical processing of all branches libraries, so it acquires information resources, catalogues, and classifies them for all of the university libraries using AACR2 for the descriptive cataloging, and LC subject headings list for subject cataloging of the English language books along with KSU subject headings list for the Arabic books and LC Classification Scheme[8].

Administration and Finance:

All three universities have deanship for library affairs which means that the university libraries have dean level representation in universities' councils.

Formally, deans of library affairs in all three universities report to vice presidents and member of universities council. The library affairs deanship has academic colleges status, this kind of structure gives the library deans the ability to communicate directly with universities rectors as well as vice rectors and peer academic deans.

UQUL consists of the following departments and units (Appendix 1 shows the organizational chart of the library):

- The Department of Users Services.
- The Department of Digital Libraries.
- The Department of collection development
- The Department of Technical Procedures.
- The Department of Manuscripts sterilization and renovating
- The Department of Inventory.
- The Computer Department
- Financial and administrative affairs
- Maintenance and warehouse[9]

KFUPM library consists of the following departments (Appendix 2 shows the organizational chart of the library):

- Acquisition department
- Cataloging department
- Circulation department
- Reference & information services department
- Supporting services department
- Systems department

As for KSUL there are the following departments (Appendix 3, shows the organizational chart)

- The department of distribution.
- The department of the halls.
- The department of special collections.
- The department of user services.
- The department of Information Technology.
- The department of technical procedures
- The department of public relations and exhibitions.
- The department of financial affairs.
- The department of management affairs.

As it becomes clear from the organizational charts, there are similarities of some departments at the three libraries in spite of the difference naming scheme, for example; every library has a unit for IT, called computer

department, information technology or system department. Also all the libraries have departments for collection development called acquisition department at KFUPML. Technical services and procedures are managed through cataloging department in KFUPML and technical procedures departments in both UQUL and KSUL. All libraries have dedicated departments for users' services in different names.

On the other hand, there are some departments that exist in a library that doesn't have a counterpart in the other; for example, the department of sterilization and renovating, the department of Inventory, and the department of Digital Libraries are unique to UQUL. KSUL has additional departments for public relations and exhibitions, distribution, and library halls,

Library staff numbers, distribution and qualification differ among the three libraries. There are 39 employees working in UQUL, only 9 of them have university degrees and only 7 of them are LIS specialists and 2 are paraprofessionals. Although the library has IT and digital library units, staff qualifications show no IT specialists. In KFUPML there are 61 employees, 30 of them are LIS specialists, 18 are paraprofessionals, and 10 IT professionals. In KSUL there are 133 employees, 48% of them are LIS specialist, and 7.4% are paraprofessionals.

In 2007, a study on human resources in Saudi University Libraries found that 25% of the employees of KFUPML are holding graduate degrees (doctoral or master) and most of them have intellectual contributions in scientific journals. On the other hand only 3% of KSUL employees have master or doctoral degree while there weren't high degree holders among the UQUL staff. The lack of qualified staff is considered one of the shortcomings for any academic library and not compatible with the global standards which assure that the librarians should be at least a master degree holder. (Basager, 2007)[10]

The study also found that 42% of the personnel at KSUL are holding BA degrees compared to 19% at KFUPML and 17% at UQUL. Most of Saudi University libraries have not hired specialists in computer science; KSUL is the only library that employed two professional holding BS in computer science and one has a diploma in technology. Consequently, there are lacks of IT technicians in Saudi university libraries –as Basager mentioned[11].

The study reported on applying the international standards related to library staffing, and found that KFUPML is the only library that met these

standards while there was a lack in the other two libraries of 56 professionals in KSUL, and 41 in UQUL [12].

As mentioned earlier, universities are government institutions funded by the government. All universities are responsible for considering libraries annual budget, allocating funds to it, and establishing the rules and restrictions for expenditure. However, Libraries have also some other finance resources.

In 2007 UQU allocated about 5,000,000 SR ($1,333,333) for the library affairs deanship, 75% of that money was spent on traditional Information resources acquisition and 25% on electronic resources.

Other expenditures were covered utilizing internal income such as copying and printing. Also other units and departments of the university may support the library; for example: Information Technology and Technical Support Center assists all university units and administrations in the use of computer technology in their works, design and build communication networks, and provides technical supervision of computer activities in the university, which means that this center covers the cost of building the communication network and maintenance of the computers for the Library[13].

As for KFUPM, the 2007 budget was almost 6,000,000 SR (1,600,000$), but the deanship has the ability to independently manage and spend its allocated money as needed without any restrictions from the university and that reflects the flexibility of KFUPM management.

The situation is different in KSU, since the deanship expenditures in 2007 came to 17,841,408 SR (4,757,708 $) spent on collection development, information technology, devices and equipments, binding, in addition to the Unicorn automation system new installation. According to the 2007 library annual report, most of KSUL budget (3,271,333$) was spent on the information resources, the rest of the money (1,477,642$) was allocated to cover the Unicorn automated system new installation and information technology related investment[14].

It should be indicated that the salaries of all libraries staff are paid by the universities and is not part of the libraries budgets. None of the libraries reports any funds from grants or donations to cover the cost of the collections or services. Other reported income is associated with:
- Fees of providing workshops and training services at KFUPML.
- Ministry of Higher Education subsidies to KSUL.
- Fees of copying and printing in UQUL, and KFUPML.

Collection Development:

There are different features and characteristics of the three libraries' collection that will be discussed according to subject coverage, collection's size and collection languages.

Collection Coverage:

All university libraries provide traditional and electronic information resources covering different subject fields that match the different disciplines taught in each university. There were some similarities in the subject fields covered in both KSUL and UQUL as they considered general purpose universities while KFUPML is more focused on science and engineering. Both KSUL and UQUL acquire and subscribe to information resources in the fields of: religions, philosophy, psychology, social sciences, arts, literature, science and medical fields, history, geography, languages, beside the general knowledge resources. Whereas, KFUPML provides resources in more limited fields related to management, science and engineering. KFUPM doesn't provide all disciplines education, but it has specific colleges and departments in the fields of science, engineering, and management.

Collection size:

Beside the differences in subject coverage among libraries, collection size varies for those libraries. Collection size discussion will be limited to the quantity of the traditional collections, electronic resources is discussed in electronic database services section.

Accurate statistics for collection size are not available for all libraries; this might be due to colleges, with their libraries that used to be under the Ministry of Education supervision, were attached to universities. In 2007 the total collection at KSUL reached 874,971 titles in 2,065,863 volumes, compared to 693,830 title at UQUL, KFUPML has 299.100 title.

King Saud University is the largest university in terms of students and faculty numbers. It serves around 64,102 students, faculty and staff[15]. UQU is serving a community of approximately 17000 students, faculty and staff. KFUPM is the smallest community size among the three universities of 14,733 students, faculty and staff. Those statistics are only for main campuses as the study is only concerned with central libraries and does not cover branches libraries.

Collection language:

KSUL and KFUPML collections have more English titles than Arabic as their statistics show. For KFUPML the reason can be attributed to the language of instruction in the host institution which is English. KSUL

collection statistics is somehow surprising, most colleges teach in Arabic. Table 1 shows collection distribution according to language. In contrast UQUL collection is mostly in Arabic which serves well their users especially those in Islamic and Arabic studies.

The language	KSUL	UQUL	KFUPML
Arabic books title	155.281	150.000	177.788
English books titles	279.740	50000	21.318

Table (1)
Number of books distributed by languages

KFUPM focuses on the English language resources because it is the main language used in teaching at the university, and all students are required to study English language extensively in the first year. The library indicated in its acquisition policy that: "English is the principal language of materials acquired for library use. Arabic materials relevant to the university curriculum will also be acquired. Care should be taken in assessing the value of Arabic materials, which should only be done by professional librarians. Selected materials from other languages will only be acquired if supported by strong justification and approved by the Dean of Library Affairs".

However, KFUPML policy for acquisition also reveals that "The mission of the KFUPM Library is to collect materials in all formats in support of the university's teaching and research programs. Primary emphasis is on acquiring current materials". The policy also indicated that "the library does not have its own subject specialists[16], the liaison persons from academic departments will act as subject specialists. The acquisitions librarian designated for each college will work closely with the liaison persons of academic departments within the college in developing their respective subject collections. They will ensure that no areas of development proper to the collection are ignored and the collection as whole is developed **objectively, consistently and thoroughly**."[17].

The acquisition policy provides a strategic goal to meet level 3 and 4 of the American Library Association five collection levels. These levels are defined as follows:

- **Study level:** A collection which supports undergraduate or graduate course work, or sustained independent study; that is, which is adequate to maintain knowledge of a subject required for limited or generalized purposes, or less than research intensity.

- **Research level**: A collection which includes the major published source materials required for dissertations and independent research, including materials containing research reporting, new findings, scientific experimental results, and other information useful to researchers.

The policy indicated that it may not be possible for us to achieve a level-5 collection due to limited resources[18]. On the other hand, both KSUL and UQUL don't have any written policy for acquisition or weeding.

Libraries Automation:

Both UQUL and KFUPML automation are based on Arabized version of SirsiDynix library integrated system. KSUL converted its old library automated system (DOBIS/LIBIS) to the Unicorn Integrated System in 2007.

While all libraries use almost the same automation system, level of integration is quiet different. Cataloging, circulation and OPAC (Online Public Access Catalog) services are all activated while serials control and acquisition services are only automated in UQUL and KFPML. KSUL recent automation system conversion is still in progress.

Information technologies infrastructure is well-established in all libraries; they are equipped with computers for staff and users. In UQUL there are 50 computers allocated to staff in different departments, beside 25 terminals for users, and there are 500 network access points in the library. However, in KSUL there are 231 computers, and 726 network access points in central and branches libraries. As for KFUPML there are 50 computers allocated for employees and 57 to users inside the library, it also has 150 network access points beside the wireless system.

Excluding KFUPML, other libraries are members of the Arabic Union Catalogue (AUC) that was developed by king AbdulAziz public Library in Riyadh; AUC Arabic Union Catalog is a nonprofit, membership, computer library service dedicated to the creation of a cooperative space for all library owned Arabic collection and to the spread of Arabic book and culture through the world. It allows libraries to use the experience of other libraries and download high quality bibliographic and authoritative Arabic records. It was borne out of an initiative of King Abdlaziz Public library and it will be financed by it for the first ten years before financial autonomy)[19].

Until July 2007 UQUL has added almost 70,000 bibliographic records to AUC database, while KSUL has added about 350,000 records.

Information Services:

The libraries provide various information services for the benefit of the university community: students, faculty members and staff, in addition to researcher affiliates or non affiliates of the university.

The information services would therefore be examined under the following sub-headings:

a) Circulation   b) Reference Services
c) Digital Reference Services   d) Information retrieval from databases
e) Internet services   f) other services

a) Circulation :

All libraries provide circulation to the affiliates of the university, beside the researchers who are not affiliates to the university.

The 2007 statistics of the libraries indicated that there were 50,703 lending process at KSUL, where 103,770 books were lent through them, although at UQUL there were a total of 28,872 lending process, versus 16,270 process at KFUPML with 51,463 books lent through them.

As it became clear from statistics that KSUL had the greatest number of lending processes and lending books, the reason for that may be related to the numbers of collections and users who are much larger in KSUL than other libraries.

The libraries have written policies for providing circulation to the users which reveal the categories of users, number of books, and period of time allowed for lending to each category, renewing circulation, and the fines for missing, damaged, or delayed items. Also, the policy shows the library resources allowed to be lent, and any exceptions to that.

KFUPML has a separate policy for interlibrary loan which defines who may request the service; what can be requested, time required, loan period, and the borrowing limitations[20].

b) Reference Services:

Rosemarie Riechel mentioned that "the best reference service combines mediated searching, formal and informal instruction in information–seeking skills (using hard copy sources, nonprint media, and automated systems), and assistance in the use of reference sources. It includes analysis and

evaluation of the value of the information retrieval and the accuracy or correctness of the method of retrieval"[21]

Both KSUL and KFUPML are using traditional and non traditional sources to meet the user's information requirements on campus. The statistics indicated that in 2007 KFUPML met the total of 43,300 requests, and KSUL met 638 requests from thesis and dissertations, in addition to 9350 requests from the search automated system.
In contrast, UQUL doesn't provide this type of services on campus, it only provides the digital reference services through its web site as we will mention later.

Obviously, "the reference encounter should not only provide the information sought , but also explain where the information is located, encouraging users to replicate the process in the future without assistance"[22] this means that academic libraries should pay attention to the instruction services , and as mentioned before present formal and informal instruction in information seeking skills , to help users to acquire the ability to locate, search, and evaluate the information resources by themselves without any need for mediation.

In our cases, we found that all libraries provide instruction services to teach information skills to their users, although, the level of the service may differ from library to another. All the libraries have developed a program for orientation to be provided at the beginning of each semester, to inform the freshmen about library divisions, resources, and services, besides teaching them how to locate the resources they need, and how to use the catalogue and other skills. They usually distribute folders to each student which contain some brochures, and booklets to illustrate the information about the library.

KSUL and KFUPML have also training sessions for the users to teach them how to use the library and benefit from its resources such as: electronic databases. On the other hand, on UQUL and KSUL web sites there are some instructional presentations that teach users the way to use some of its databases. Also, all libraries present some activities each semester, like: lectures or presentations in cooperation with some vendors of the electronic databases, to inform users about any new products and teach them the practical way to retrieve information from those databases.

c) Digital Reference Services:

Both KFUPML and UQUL provide the digital reference service remotely through their web sites, although, there are differences in their policies and methods. While KFUPML has restricted the service to be presented to its affiliates only, UQUL has extended the service and made it available to any user without conditions. On the other hand, UQUL uses the request form to provide the service, and requires filling the form that is presented at the library web site by the user and submitting it to the information specialist, who receives the request and try to send the answer back to the user as soon as possible. But, KFUPML provides the same service in two ways ; first of which is through filling the form, and the second is through chatting between user and information specialist in a specific period of time, it's an interactive way to communicate live with the specialist.

The 2007 statistics of both libraries shows that, UQUL received 1234 queries through this service, while KFUPML received 524 queries only. The big difference between the uses of the service in both libraries may reside in the availability of the traditional reference service in KFUPML, against the absence of the same service in UQUL, beside the fact that the service is not restricted to university affiliates at UQUL.

In 2006, a study of Bamofleh[23] suggested establishing a consortium for digital reference service in Saudi University libraries, to attain cooperation among libraries in a way that improves the level of this service nationally.

d) Information retrieval from Electronic databases:

Deanships of library affairs in all universities subscribe to a number of electronic databases, which are accessible through the internet. Also, all libraries allowed people affiliated to its university to access the databases from inside the campus or remotely, by using usernames and passwords.
In each deanship the number of subscription to databases was in 2007 as follows:

- 22 in UQUL
- 26 in KSUL
- 22 in KFUPML

In addition to these numbers, there are other 24 databases available to all users of all Saudi university libraries, since the subscriptions were made by the Ministry of Higher Education in Saudi Arabia, who chose the most needed, used, beneficial databases for the community of users in university libraries, and subscribed to them under the consortium established by the

ministry few years ago which aims to improve the information services provided by the university libraries.

e) Internet services:

All libraries provide internet services for their users, but the policy of presenting the service differ among libraries. At KFUPML the service is available without any restrictions or conditions, while UQUL follows the instructions and restrictions given by the Information Technology center at the University, which controls the use of the service in all university departments. The situation is different at KSUL, since they have their own restrictions on the use of the internet; for example: the library doesn't allow users to access any sites against the religions or moral values, also, it prevents chatting.

The library follows different procedures to ensure applying its instructions and restrictions, such as:

- Using filtering software to prevent undesirable sites.
- Monitoring the use of the service by the staff.
- Using the proxy server.

On the other hand, all libraries have web sites on the Internet. Every library uses its web site to provide information resources and services remotely to the users. A study of Alsuraihy [24] describes the web sites of the Saudi university libraries, as the following:

Alsuraihy rated the sites from the technical part as: poor for KSUL, fair for KFUPML, and good for UQUL. He also evaluated the libraries web sites, and found that KSUL gives the users good information, but it is a static site, which means that it doesn't has interactive services, and doesn't have a good link between the users and the supervisors of the site, while KFUPML and UQUL sites were among the best and most improved university libraries web sites [25].

f) Other Services

Both KFUPML and KSUL provide consultation services for the users in foundations or organizations inside or outside Saudi Arabia. They may give technical, or any other consultations related to the library and information services.

We should mention that all libraries are promoting their services in different ways; table (2) shows the methods of promotion used by each library.

No.	The method	KFUPML	KSUL	UQUL
1	Issue printed newsletter	●		●
2	Issue electronic newsletter	●		
3	Announcements through the library website	●	●	●
4	Announcements through faculty members e-mails	●	●	●
5	Announcements through students e-mails	●		●
6	Announcements through stuff e-mails	●		●
7	Writing articles in the university newsletter	●	●	

Table (2)

Methods of promotion

In table (2), KFUPML is marketing its services and announcing it in different ways, and it is targeting all categories of users (faculty members, students, and stuff). Similarly, UQUL announces its services to all categories of users through their e-mails, while KSUL focuses on the e-mails of its faculty members only, but it's promoting its services to everybody in general by writing articles in the university newsletter, and announcements on the library website.

Digital Libraries projects:

Academic libraries in Saudi Arabia started many digital information services to meet users' needs and use of information and technology. In this section, the study covers some important digital libraries projects initiated in those university libraries.

UQUL started the early digital library project in 2005. King Abdullah Bin Abdul-Aziz digital library project, the name of the project, was initiated by the digital library committee with the following specific goals:

- Digitize information resources owned by the UQU (thesis and dissertations, publications such as: books, periodicals, and conference proceedings….)
- Provide users with access to digital information regardless of time and space obstacles.
- Provide information services to UQU community and other researchers through internet access.

- Preservation of UQU information resources on standardized digital format.
- Increase the digital collection according to the need of UQU community[26].

UQU digital library project system in its first phase was based on a customized version of the Dspace[27] open source digital library system. Digitization process was carried out internally by library's staff. Technical support was provided by IT center staff on UQU.

The project plan was in three stages, during the first stage 6000 dissertations were digitized and a Dublin Core based metadata was developed for all files. The digital library houses more than 6000 digital dissertations.

Due to the technical support, the library management decided to stop using Dspace system and integrated its metadata to its OPAC system. The digital library web site is: http://staff.uqu.edu.sa/lib/dilib/

The Information Technology Center (ITC) at KFUPM has created a digital library in 2006 which includes the publications of the university (periodicals and books).

The digital library (http://digital-library.kfupm.edu.sa) uses e-print content management system; whish is an open access system.

The interface of the digital library consists of the items in two lists of alphabetical letters, one of them is for the authors and the other is for the titles. There are also different links available from the same interface, so, the user can choose among those links which are:

- the e-print link which leads to the system web page where the user can browse and search the digital library
- IEEE link, or ISI link, which enables the user to search and browse the collection of KFUPM affiliates that were published by IEEE or ISI.

The digital library includes 45,834 items, not all of which exists as a full text, for some of them only the abstracts are available, that may be due to the restrictions of the copyright acts.

KSUL is creating its own digital library project. The library is not using a specific content management system, but use the university general portal. The items of the digital library exist on four categories: dissertations, manuscripts, government publications, and journals. The digital library website

(http://www.ksu.edu.sa/SITES/KSUARABIC/DEANSHIPS/LIBRARY/Pages/digitallibrary.aspx) is very basic and does not provide a search and browsing capabilities.

The aforementioned digital libraries projects reflect the vested interest in applying new technologies in the university libraries to provide better level of information services to the users, either on campus or remotely, specially with Saudi Universities attention to e-learning and distance learning, and the need to improve the libraries resources and services to mach development in learning methods.

Those digital library projects created by Saudi University Libraries show the quest of libraries to benefit from the technology to provide better level of information services to its users on campus or remotely, specially these days when many Saudi Universities are applying the concept of e-learning. Among these universities is KFUPM which provides several courses electronically, either in partial or full e-learning system. Obviously, this factor helps the library improve its information services, and provide them remotely to meet the needs of all its users.
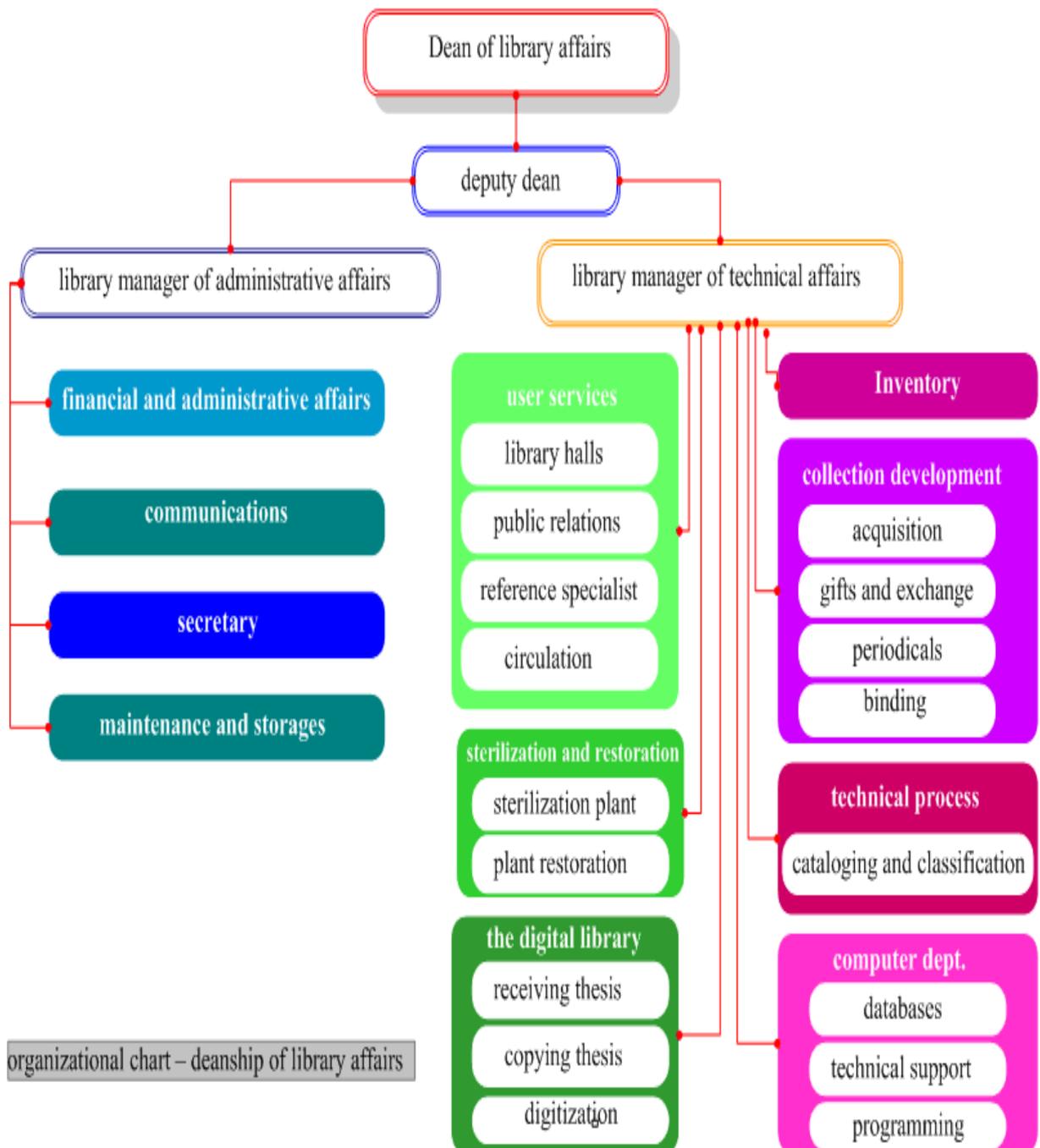
Academic libraries in Saudi universities need to work in strategic alignment with their host universities goals and missions. The study found a lack of documented policies and work procedures. It also important to mentioned that academic libraries in Saudi universities are in continuous development.
It is also important to point to the importance of cooperation between all academic universities. They are all government funded institutions and serve similar populations.
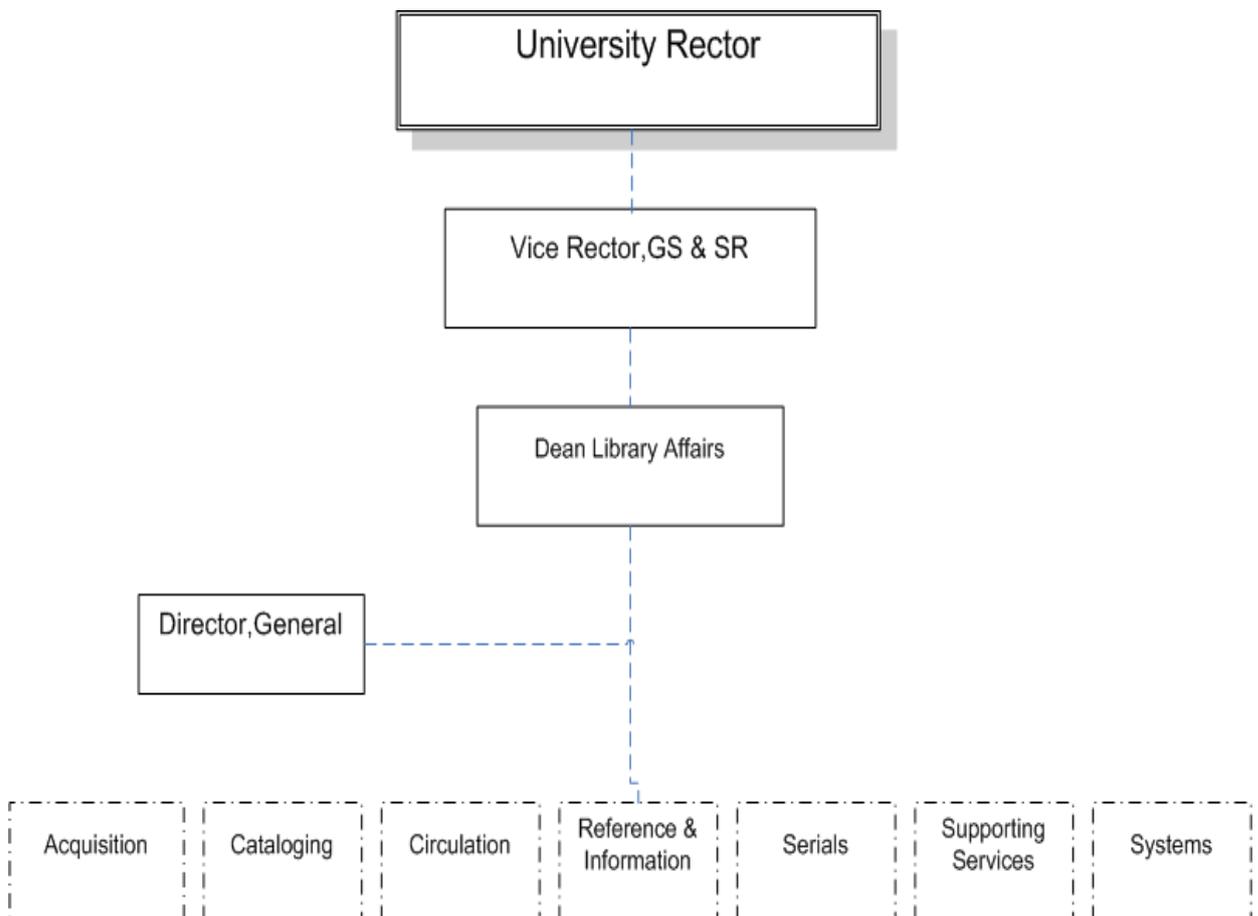
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Appendix (1)
Umm ALQura University
Deanship of Library Affairs - organizational chart

Dean of library affairs

deputy dean

library manager of administrative affairs

library manager of technical affairs

financial and administrative affairs

communications

secretary

maintenance and storages

user services
library halls
public relations
reference specialist
circulation

sterilization and restoration
sterilization plant
plant restoration

the digital library
receiving thesis
copying thesis
digitization

Inventory

collection development
acquisition
gifts and exchange
periodicals
binding

technical process
cataloging and classification

computer dept.
databases
technical support
programming

organizational chart – deanship of library affairs

Appendix 2
KING FAHD UNIVERSITY OF PETROLEUM AND MINERALS
Deanship of Library Affairs - organizational chart

University Rector

Vice Rector,GS & SR

Dean Library Affairs

Director,General

| Acquisition | Cataloging | Circulation | Reference & Information | Serials | Supporting Services | Systems |

Appendix 3
King Saud University
Deanship of Library Affairs - organizational chart