


Library Process

Process Definition



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1. SUMMERY

- 1.1. This document defines the Library process in details.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Mehmet Ozdemir
2	01/11/2017	1	3 years	The format has been changed, other items has been added to the content	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

3.

4. PROCESS DEFINITION

- 4.1. The purpose of this process is to support the Departments Curriculum and to support the research of the university faculty and students.

5. PROCESS OBJECTIVES AND METRICS

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- 5.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 5.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Tishk International University” document.
- 5.3. The targets of each objective are determined in October of every academic year.
- 5.4. The achievement of the quality objectives are discussed in the Management Review Meeting.


Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
H6 -To satisfy students’ needs of the library.	Satisfaction average in the library survey	None
H7 -To make the resources available in the library competence with the curriculum.	Availability of textbooks of the courses in the library Textbooks/courses	None

6. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 6.1. The owner of this process is the **Director of Library**.
- 6.2. **All Library Staff** will ensure proper fulfillment of the requirements of this process.
- 6.3. The **Vice-President for Administrative Affairs** will ensure proper resources are provided for this process.

7. TYPICAL PROCESS INPUTS AND RESOURCES

- 7.1. Technical Information Needed:
 - International Classification System.
 - List of Required Textbooks.
 - Courses Syllabus.
 - Satisfaction Survey about the Library.
- 7.2. Resources/Facilities and Techniques needed:
 - Electronic Library Management System.
 - High Speed Internet Connection.
- 7.3. Resources/Personnel needed:
 - Library Staff.
- 7.4. Special training needed
 - Dewey Decimal Classification System

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8. SUP-PROCESSES WITHIN THIS PROCESS:

- Providing Textbooks of the courses in the library.
- Receiving books and Classifying them
- Dealing with the incidents of losing books
- Borrowing books from the Library.

9. TYPICAL PROCESS OUTPUTS

9.1. Service produced:

- Textbooks of the Courses are available to the students.
- Research resources and references are provided.

9.2. Documents produces :

- None.

9.3. Records produced:

- Book Request Form (IU.LB.FR.005E).

10. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Some textbooks can't be found in the library	Unlikely to occur	Moderate	Students petition letters	University management should assign an academicians to check the availability of all textbooks in the library and report the results
Low satisfaction level about the library	Somewhat likely to occur	High	Annual applying of the students satisfaction surveys	Conducting the Students Satisfaction Survey annually, analyzing it and give it a priority

11. STEPS

10.1 For sub-process: Providing Textbooks of the courses in the library.

1. The Director of the Library request from the Heads of Departments to prepare of the text books required for all the courses.

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2. Head of Department directs the Departmental Scientific Committee to prepare the List of Textbook.
3. The text books in the prepared list shall be aligned with the syllabus filled by the instructors.
4. The Library staff check the availability of the textbooks in the library and figure out the unavailable books
5. The Director of the library prepares a list of books need to be bought and submits it to the Vice-President of Administrative Affairs to pass the supply request to the Financial Committee to approve the Purchasing process.

10.2 For sub-process: Classifying the Books

1. The classification process is done according to the “The Dewey Decimal Classification System”.
2.).

10.3 For sub-process: Dealing with the incidents of losing books

1. When a student wants to borrow a book, he/she can search for it in the electronic system off the library or he/she can look for it on the book shelves.
2. When the student finds the intended book, he/she shall note its Classification Nmber.
3. The student shall contact the library Executive and ask for the book by its registration number.
4. The Library Executive asks the student to fill up the Book Request Form (IU.LB.FR.005E).
5. The Student is allowed to keep the borrowed book with him/her for 15 days (maximum 3 books are allowed to be borrowed within these 15 days), whereas for staff it is allowed for 1 month.
6. Library execute enters the students name and information into the electronic system.

10.4 For sub-process: Borrowing books from the Library.

1. When the student loses a book, Library Staff require from him/her to buy the same book to the library.
2. In case that the student couldn't bring the book, he/she should pay a financial penalty equals to Triple of the Book's Price.