

A. M. AL-REFAI LIBRARY USER'S GUIDE

INTRODUCTION

The A. M. Al-Refai Library supports study and teaching at the University by building and creating information resources and providing services that enhance their usefulness, accessibility, and availability. Central to A. M. Al-Refai Library's mission is excellence in collection development, services offered, and information provided. The extensive growth in the Library electronic assets ensures a balanced representation of resources in all formats.

Visit the Library website at: <http://amrlibrary.gust.edu.kw>

A. M. Al-Refai Library Working Hours:

Sunday- Thursday

8:00 a.m. - 9:00 p.m.

Saturday

9:00 a.m. -7:00 p.m.

Hours vary during the Summer, Ramadan and Final exam periods. The Library is closed on Fridays and public holidays.

Note: *Closing time in the Library begins 10 minutes before the posted closing hour. Late-comers will not be admitted after closing procedures start. No borrowing is permitted 5 minutes before the Library closes.*

COLLECTION

A. M. Al-Refai Library houses a curriculum-oriented collection containing books, eBooks, journals, eJournals, audiovisual materials, bibliographic, and full-text databases. The collection is mainly directed toward GUST degree program requirements including Computer Science, Business Administration, Accounting and Finance, Marketing, Management Information Systems, and English.

The collection is divided into two categories:

- **Digital Resources**
- **Print Resources**

Digital Resources

The Library provides access to thousands of research materials through links to electronic resources. These online collections allow the Library to reach beyond its traditional walls to faculty, staff, students, and alumni.

eJournals: The Library provides more than 193,504 (including open access titles) scholarly journals in digital format. The collection supports core curriculum degree requirements, general education, and elective courses. The collection provides full-text coverage for academic areas of study, including the social science, fine arts, humanities, education, computer science, accounting, finance, business management, and economics.

eBooks: The Library subscribes to the ebrary & SpringerLink databases consisting of over 168,802 full-text eBooks from more than 200 leading academic, STM (Science/Technical/Medical), and professional publishers. In addition to ebrary & SpringerLink, the Library subscribes to eBooks from Safari Online.

Databases: The Library subscribes to bibliographic and full-text databases including AACE Digital Library, ABI/INFORM Complete, Academic Search Complete, Accounting and Tax, AccessScience, ACM Digital Library, American Accounting Association, American Real Estate Society, Asian Business & Reference, Banking Information, Bankscope, Business Source Complete, Communication and Mass Media Complete, Computers and Applied Sciences Complete, Direction of Trade Statistics Online, EBSCO eBook Academic Collection, Emerald, Encyclopaedia Britannica Online, Encyclopaedia of Islam Second Edition and Third Edition, Encyclopaedia of The Qur'an, Encyclopedia of Women and Islamic Cultures, Entrepreneurship, ERIC, Global Development Finance (GDF) Online, GreenFILE, H.W. Wilson Humanities and Social Sciences Full Text, IEEE Computer Society Digital Library, Index Islamicus, International Bibliography of the Social Sciences (IBSS), International Financial Statistics Online, JSTOR, LexisNexis, Library Information Science and Technology Abstracts, Literature Online, MLA Literary Research Guide, Project MUSE, Regional Business News, SAGE Humanities and Social Sciences Collection, ScienceDirect Business and Economics Collection, ScienceDirect Mathematics Collection, SocINDEX with Full Text, SpringerLink, Taylor and Francis Collection, Web of Science-Journal Citation Reports (JCR), World Bank eLibrary, World Development Indicators (WDI) Online.

Print Resources

Books: The Library has a growing collection of over 16,733 book titles. Books are classified according to the Library of Congress (LC) classification system.

Reserve Collection: The reserve collection includes items designated by faculty for course use as well as core books requiring limited circulation. Reserve books are accessible at the Library circulation desk.

Reference Collection: The reference collection comprises encyclopedias, dictionaries, thesauruses, atlases, almanacs, handbooks, manuals, and other fundamental sources of information. The reference collection is for use only within the Library.

Periodicals/Journals: The Library presently subscribes to 89 periodical/journal titles in print format. The collection is arranged alphabetically and is located in the periodical area of the Library.

Audiovisual Collection: The audiovisual collection consists of over 2,090 videos, audiocassettes, CDs, and DVDs. The CD and DVD collection is available only for Library use.

Special Collection: The special collection comprises Islamic banking & finance, Arabic books, Gulf heritage, Theses, and Dissertations. As part of the Library's special collection, the Library provides American, Chinese, Spanish, African, and German corners collections supported by the United States, Chinese, Spanish, African, German Embassies in Kuwait.

CIRCULATION SERVICES

Library Card

Registered students: For registered students, the GUST ID card is the Library card. Once registered at GUST, students are automatically given borrowing privileges.

Borrowing

The Library staff checks-out books to users by identifying the GUST ID and scanning the barcode on the material that is being borrowed.

Renewals

Items may be renewed online without bringing them to the Library. A maximum of two renewals are allowed. To renew items online, click the "Renew" button on checked-out items page, in the "My Account" feature of the Library catalog.

Loan Period

General Collection: 5 items for 2 weeks for students / 10 items for 1 month for GUST Faculty/Staff.

Reserve Books: 2 hours to overnight. Items may not be renewed.

Video and Audiocassettes: 1 item for 3 days for students, and 2 items for 5 days for GUST faculty/staff. Items may not be renewed.

Journals, Magazines, and Newspapers: Restricted for Library use only.

Overdue Items

Overdue notices are sent out to users at the end of each semester. Failure to receive an overdue notice does not constitute an excuse for non-payment of a fine.

Fine

- General Collections: 100 fils per day.
- Reserve books: KD 1.000 per day.
- Video and Audiocassettes: KD 1.000 per day

Overdue materials that are not returned are considered lost by the user and he/she will be billed by the Library administration for the cost of replacement plus a processing fee.

STUDY AREAS

Well-equipped individual study areas and group study/discussion rooms are provided on the lower level of the Library for women and upper level for men. The detailed policy is available under 'RESPONSIBILITIES OF THE LIBRARY USERS'.

REFERENCE SERVICES

The Reference librarian can help you find the information you need, assist you in searching a topic, teach you how to search databases, and answer your questions about using Library services and resources. Reference services are available online via 'Ask-a-Librarian' link on the Library homepage, in person at the Library, or by phone.

INSTRUCTIONAL SERVICES

The Library also offers a variety of research, teaching, and learning services to faculty, staff, students, and alumni. The Library's instructional programs are designed to assist users to develop **Information Literacy** (the ability to locate, identify, use, and interpret information effectively) and promote the Library as a resource for lifelong learning.

THE ONLINE LIBRARY CATALOG

The Library Catalog or Online Public Access Catalog (OPAC) provides access to all physical and electronic collections in the Library. Click "Catalog" on the Library homepage. (<http://amrlibrary.gust.edu.kw/library>)

The OPAC displays descriptive information and cover images relating to videos, DVDs, CDs, audio books, and all types of books. You may search the catalog on various indexes such as Title, Author, Subject, and Call Number.

You may also view the status of your Library account, and place hold/renew items from office or home.

INTERLIBRARY LOAN

The Library obtains material not available in the Library collection to support research and learning.

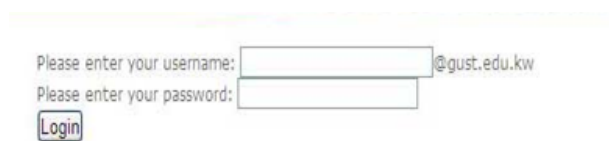
REMOTE ACCESS SERVICE

The Library provides remote access to its electronic resources. Faculty, staff, and currently enrolled students of GUST may access Library resources remotely by logging in using their GUST ID and Password.

How it works?

The user clicks on a URL to access an electronic resource on the Library Website:

1. When accessing a GUST electronic resource from a remote location, the user will be prompted to log in using his/her username and password. Please use your GUST ID and password for this purpose.



Please enter your username: @gust.edu.kw
Please enter your password:

2. Once authenticated, EZProxy will direct the request on the user's behalf to the electronic resource host.
3. Once a user has been authenticated to the EZProxy server, they will remain authenticated until the browser is closed.

Note: Computers in the University campus will by-pass the EZProxy servers. There is no change to the way users are currently accessing electronic resources on-campus.

If you have any questions, please feel free to contact the Library at 2530-7094 or email library@gust.edu.kw.

DIGITAL ARCHIVED COLLECTIONS

The Library has initiated the following digital archived collections on the Library website:

GUST Faculty Research Publications (GFRP)*

A bibliographic/full-text database, which stores research publications of the GUST faculty. The Library by means of GFRP promotes publications of GUST faculty members and increases the awareness of faculty research.

GUST Exam Repository

An archived collection of past exam and class test papers dating back to 2007-08.

GUST eReserve*

An archived collection of articles used by GUST faculty for research purpose.

GUST News Repository

A digital archive of GUST news published in periodicals, newspapers and on the World Wide Web.

***The GFRP, Exam Repository, and eReserve can only be accessed by use of GUST ID and Password.**

EBSCO DISCOVERY SERVICE (EDS)

As libraries have shifted focus from print catalogs and resources to OPACs, e-journals, eBooks, subject indexes and full-text databases, it's become necessary for the perception and habits of the search experience to evolve — for both end users and library administrators.

EDS provides a fast, streamlined search through a single search box, but within the context of a greater experience that pulls together intuitive features and functionality, high-end indexing via Platform Blending, and instant access to critical full text, leveraged from the leading EBSCO host research platform and databases, as well as from key information providers. And as EDS continues to evolve, the end goal remains the same—helping users to find and access the highest-quality content for the best-possible research experience.

LIBGUIDES

LibGuides a web 2.0 content management available on the Library website provides one-stop easy access to user's research and learning needs. LibGuides comprise a collection of research guides, subject guides and many other useful sources; they offer assistance on citing sources, learning to research papers and much more. The guides have been compiled subject wise and are regularly updated by the Library staff. Considering the needs of the user, new guides are continually added therein.

CABELL'S DIRECTORIES

The Library has recently subscribed to Cabell's Directories, an online resource which help professors, graduate students and researchers to publish their manuscripts in academic journals. Its database provides: type of review, number of external review, acceptance rate, ISSN, submission process, and more.

OPEN ACCESS RESOURCES (OAR)

Open Access Resources is one of the latest initiatives at the Library promoting open access (OA) and is available on the Library website via the LibGuides. The OAR guide provides access to a huge variety of open access content namely eJournals, eBooks, Theses & Dissertations, Repositories, Visual Archives, Databases and Search Engines, and Open Education.

OAR is literature that is freely available via the Internet and can be accessed by anyone at any time without restraint.

TEAMSPOT SERVICE

In view of implementing new technologies to facilitate the technical needs of the Library users, Library offers TeamSpot service

TeamSpot software is a revolutionary approach to collaboration. TeamSpot makes moving digital content with the team simple. By means of this software, the users can share their work and discuss at the same time. Each TeamSpot has a central "worksurface" screen connected to an independent computer. Users "jump" to this screen simply by moving their mouse cursor beyond the top of their laptop screen. Instead of sending files to everyone through email, they can simply drag and drop files, folders and weblinks to instantly transfer copies to the common screen, another person, or the entire group. TeamSpot reduces the need for everyone to write down or bookmark interesting content, freeing them to participate in discussion.

COMPUTING @ THE LIBRARY

The Library has over 121 workstations available providing internet access. Wireless network access is available throughout the Library. In addition Network printing facility is available as well.

AMERICAN, CHINESE, SPANISH, AFRICAN, AND GERMAN CORNERS

The American, Chinese, Spanish, and African Corners are special Library collections in partnership between the Public Affairs Section of the United States, Chinese, Spanish, and African Embassies in Kuwait, and Gulf University for Science and Technology (GUST). The collections consist of books on art, history, economics, American studies, English teaching, politics, law, democratic societies and Islam in America. The bibliographic information for this collection can be accessed from the Library catalog. The American Corner also serves as a platform for presentations by visiting American information specialists.

LIBRARY ORIENTATION

Library orientations and tours are arranged and tailored to individual and group requirements.

SERVICES FOR COMMUNITY USERS

- Community user may borrow up to 3 books at a time. The loan period is 15 days and items may be renewed twice.
- Community users may search the library catalogue and browse the Library's web site from off-campus however, due to Copyright and licensing issues they are not eligible to access the online resources.
- Members of the community may utilize onsite Library services after 2:00 p.m. on working days only.

SERVICES FOR ALUMNI

- Alumni may borrow up to 3 books. The loan period is 15 days and items may be renewed twice.
- The Library provides unrestricted in-house use of all Library electronic resources. For off campus access service, please contact the Library Director.
- Research assistance is provided from librarians. Call, visit or email the Library using "Ask-a-Librarian" form.
- 82 workstations connected to the internet are available in the Library. Printing and photocopying service is provided.
- Orientation and training can be arranged upon request.

COPYRIGHT

The Library obtains permission from Copyright Clearance Center (CCC) to photocopy or republish copyrighted works.

SPECIAL SERVICES

The Library offers access and assistance to accommodate Library usage for those with special needs.

The A. M. Al-Refai Library aims to ensure that all users can benefit fully from its services and facilities. We are happy to offer support to any users with a disability, and are committed to reviewing and improving these services.

The following services will be offered to persons with disabilities upon request:

- Finding and Using Library Materials
- Offer assistance to facilitate the use of finding aids (online and physical)
- Locate books from stacks and shelf areas
- Extend reserves or loan periods or modify other lending rules on an individual basis when possible
- Accept telephone requests to check Online Catalog (HIP) to find out the status of an item. On an individual basis, check to see if an item is on the shelf or check out
- Assist with photocopying of a limited number of pages from books and journals

Reference Assistance

- Advice about access to specialized online information resources
- Explanations and descriptions of resources of specialized information
- Help with numerous bibliographic citations
- Instruction on how to use available library technologies

SUGGESTION BOX

The online Suggestion Box is available on the Library website. Any comments or suggestions that help to improve Library services are welcome.

RESPONSIBILITIES OF THE LIBRARY USERS

Borrowing for Others

- Users should not abuse borrowing privileges by lending IDs or borrowed items to others.
- Users are held responsible for checked-out materials until the material is returned to the Library.

Handling of Library Materials

- Users should keep track of their checked-out Library materials and act immediately upon receiving recall and overdue notices.
- Materials may be recalled to be put on reserve for classes or for use by another user.
- Users are not allowed to check-out any new items until overdue materials are returned and fines paid.

Proper care of Library Materials

- Library materials are to be used by all. Hence, proper care is strongly urged. It is forbidden to cut, tear, or deface (mark by pencil, pen, or highlighter) Library materials.

Group Study/ Discussion Rooms

A total of 6 group study/ discussion rooms are available in the library for use by the GUST students. 3 rooms on the ground floor are for women and 3 rooms on the first floor are for men. Each room accommodates up to 6 people.

Group study/ discussion rooms' reservation policy:

- Study rooms are for group study only. A group consists of three or more people. Rooms cannot be booked for use by an individual.

- Study rooms are for quiet discussion; students using the rooms for purposes other than quiet study will be asked to leave.
- Study rooms can only be booked by current GUST students with a valid GUST ID; you (Students) may be asked to present your GUST ID for inspection by library staff or security.
- During the regular semester, rooms are available on a first-come, first-served basis.
- During examination periods, group study rooms may be reserved in advance.
- To maximize access for all students needing quiet group study space, study rooms may be booked for a maximum of 2 hours per day and a maximum of 8 hours per week. Alternatively, a student may choose to make 2 individual bookings per day; however no combination of bookings can exceed a maximum of two consecutive hours. The library reserves the right to cancel bookings in violation of this policy. Attempts to monopolize study rooms will be considered a breach of the Library Code of Conduct.
- Rooms must be booked by filling out the form available at the circulation desk.
- Rooms must be claimed within the first 15 minutes of the booking, or the room may be taken by other eligible users.
- Rooms may be booked up to 3 weeks in advance.
- When no rooms are available, a hold may be placed for the first available room.
- Reservation can be renewed for additional time if no one is waiting for a room.

Library Lab

The Library provides Lab: N2-102, which is available in the upper level of the Library, for conducting classes, tests, presentations, and workshops.

Library Lab Reservation Policy

- Discussion rooms outside the labs are used for quiet study and therefore faculty members must ensure that the noise levels inside the labs are kept under control at all times.
- The Lab cannot be booked for a complete semester and therefore the booking of the lab must be renewed. Attempts to monopolize the lab will be considered a breach of the Library Code of Conduct.
- The lab must be reserved in advance by filling out the Library Lab Booking Form available at the circulation desk.
- The Lab must be claimed within the first 15 minutes of the booking, or it may be taken by other eligible users.
- The Lab may be booked up to 3 weeks in advance.
- When no lab is available, a hold may be placed for the first available lab.
- Reservation can be renewed for additional time if no one is waiting for a room.

CONDUCT

- Food, drinks, and the use of mobile phones are not permitted in the Library.
- The Library is a place for study and reflection, so talking is discouraged.
- Reserving seats is not permitted.
- Books and other articles left for any length of time on chairs and tables will be removed by Library staff.
- The Library does not accept responsibility for the loss of any personal belongings.
- Users may be requested to leave the Library if they are violating any Library rules and regulations.