

Abbreviations:

Jouf University (JU)

Deanship of Library Affairs (DLA)

2019\2020 DLA Central, Branches & Digital Libraries' Performance Measurement and Benchmarking Report

An introduction:

Generally, library is one of the information centers that provides information services to its users. Throughout the rapid changing in technologies, the library also gets affected from it where their collections, services, facilities, interior design and others components need to improvise to meet the user needs and attract users to come to the library.

This report is prepared by DLA quality department team as part of the Deanship of Quality and Academic Accreditation internal quality requirements in Jouf University. The report is based on the data of both JU Faculty Members' opinions (Part 1) as well as the students' (Part II). JU DLA Central, Branches & Digital Libraries' benchmarking adoption, as improvement tool, in Jouf University (JU) is presented in this report.

Part 1: JU Faculty Members' opinions

Benchmarking of the results of measuring the opinions of faculty members (male\female) about the library evaluation and its services

This benchmarking is based on a survey specifically designed to measure the opinions of the faculty members regarding their evaluation of the library and its services between the two years 2018 and 2020. The study includes six themes as follows:

The first theme: the assistance provided by library staff:

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
72.41%	High	3.62	81.3%	High	4.1

This table shows that 72.41% of the faculty members of Jouf University were highly satisfied with the assistance provided by the library staff at the university in 2018 with overall weighted average 3.62, while the rate has increased to 81.3% with weighted average, 4.1 in 2020 and this could be related to the particular attention being paid by the library on the user orientation programs as well as the social weekly activities and regular workshops.

The second theme: the updated services.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
71.55%	High	3.58	81.6%	High	4.1

The brief results in the above table show that 71.55% of the faculty members of Jouf University were highly satisfied with the availability of the updated service in 2018, and the overall weighted average was 3.58, while the rate has increased to 81.6 % with weighted average 4.1 in 2020 and the reason for this is that the library provides modern devices to offer electronic services like self-check machine, regular updated website as well as active social media accounts and email.

The third theme: Photocopying and printing facilities.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
67,70%	High	3.40	71.7%	High	3.6

The brief results of the above table show that 68% of the faculty members of Jouf University were satisfied with the libraries' photocopying and printing facilities at High degree and the overall weighted average was 3.40 in 2018, while the degree of satisfaction has increased highly with the rate, 71.7% with overall weighted average 3.6 in 2020 and the reason for this is that the library provides digital scanning devices.

The fourth theme: Effectiveness of the equipment.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
64.37%	Average	3.22	79.6%	High	4.0

The summarized results in the above table show that 64.37% of the faculty members of Jouf University were satisfied to medium degree with the effectiveness of equipment in the libraries in 2018, and the overall weighted average was 3.2, while the rate of satisfaction of the university faculty members in 2020 was 79.6% with highly overall- weighted average 4.0.

The fifth theme: The atmosphere of study and research.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
75.86%	High	3.97	85.9%	V. High	4.3

The above table shows that 75.86% of the faculty members of Jouf University were satisfied with the availability of an atmosphere of study and research at the university and the overall weighted average was 3.97 in 2018, while the degree of satisfaction has increased very high with the rate, 85.9% and the overall weighted average was 4.3 in 2020 and the reason for this is that the Deanship of Library Affairs (DLA) has prioritized the importance of space environment that encourages reading and researching. Further, all library branches have been provided with more updated books.

The sixth theme: Availability of places for study.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
69.54%	High	3.48	82.1%	High	4.1

The results in the above table show that 69.54% of the faculty members of University were satisfied with the availability of study spaces in the buildings of library in 2018 and the overall weighted average was 3.48, while the degree of satisfaction in this theme in 2020 was highly with the rate 82.1% and the overall weighted average was 4.1 and the reason for this is that the library has provided the necessary facilities and well-equipped spaces. In addition, the opening of new branches in Quryat and Tabarjal has provided opportunities for the university faculty staff to have more convenient study and research spaces.

Suggested improvement points for library services

Points for Improvement

The first theme: the assistance provided by the library staff

Employing a sufficient number of qualified reference service specialists to answer the inquiries of faculty members in the library, besides providing the latest reference book.

The second theme: The updated services

Providing the latest edition of books for the faculty members and offer electronic services through the latest devices.

The third theme: Photocopying and printing facilities

Providing library-based photocopying services that operate on prepaid payment system.

The fourth theme: Effectiveness of the equipment

Increasing the number of computers, terminals, internet access points, and the number of training rooms.

The sixth theme: Availability of places for study.

Increase the number of research halls

Create multi-purpose study spaces for group meeting/work that can be booked online

Part II: JU Students' opinions

Firstly: Benchmarking of the results of measuring the opinions of students(male\female) about the library evaluation and its services

This benchmarking is based on a survey specifically designed to measure the opinions of the students regarding their evaluation of the library and its services between the two years 2018 and 2020. The study includes six themes as follows:

The first theme: the assistance provided by library staff:

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
69.23%	High	3.46	78.5%	High	3.9

This table shows that **69.23%** of the students of Jouf University were highly satisfied with the assistance provided by

the library staff at the university in **2018** with overall weighted average **3.46**. While the rate has increased to **78.5%** with weighted average, **3.9** in **2020** and this could be related to the particular attention being paid by the library on the user orientation programs as well as the social weekly activities and regular workshops.

The second theme: the updated services.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
60.26%	Average	3.01	62.8%	Average	3.1

The brief results in the above table show that **60.26%** of the students of Jouf University were medium satisfied with the availability of the updated service in 2018, and the overall weighted average was **3.01**, while the rate was **62.8%** with weighted average **3.1** in **2020**. This indicates that the library needs to provide Providing modern and effective electronic services through the website of deanship.

The third theme: Photocopying and printing facilities.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
51.56%	Low	2.58	72.5%	High	3.6

The brief results of the above table show that **51.56%** of the students of Jouf University were satisfied with the libraries' photocopying and printing facilities **Low** degree and the overall weighted average was **2.58** in 2018, while the degree of satisfaction has increased highly with the rate, **72.5%** with overall weighted average **3.6** in 2020 and the reason for this could be related to that the students have used the services of digital scanning.

The fourth theme: Effectiveness of the equipment.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
66.67%	Average	3.33	76.2%	High	3.8

The summarized results in the above table show that **66.67%** of the students of Jouf University were satisfied to **medium degree** with the effectiveness of equipment in the libraries in **2018**, and the overall weighted average was **3.33**, while the rate of satisfaction of the students in **2020** was **76.2%** with **highly** overall- weighted average **3.8**.

The fifth theme: The atmosphere of study and research.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
74.93%	High	3.75	79.4%	High	4.0

The previous table shows that **74.93%** of the students of Jouf University were satisfied with the availability of an atmosphere of study and research at the university and the overall weighted average was **3.75** in 2018, while the degree of satisfaction has increased highly with the rate, **79.4%** and the overall weighted average was **4.0** in 2020 and the reason for this is that the Deanship of Library Affairs (DLA) has prioritized the importance of space environment that encourages reading and researching. Further, all library branches have been provided with more new editions of books.

The sixth theme: Availability of places for study.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
72.36%	High	3.62	77.2%	High	3.9

The results in the above table show that **72.36%** of the students of University were satisfied with the availability of study spaces in the buildings of library in 2018 and the overall weighted average was **3.62**, while the degree of satisfaction in this theme in

2020 was highly with the rate **77.2%** and the overall weighted average was **3.9** and the reason for this is that the library has provided the necessary facilities and well-equipped spaces, as well as the opening of new branches in Quryyat and Tabarjal has provided opportunities for the university students to have more convenient study and research spaces.

Suggested improvement points for library services

Improvement Points
The first theme: the assistance provided by the library staff
Employing a sufficient number of qualified reference service specialists to answer the inquiries of students in the library.
The second theme: The updated services
Providing modern and effective electronic services through the website of deanship.
The third theme: Photocopying and printing facilities
Providing library-based photocopying services that operate on prepaid payment system.
The fourth theme: Effectiveness of the equipment
Increasing the number of computers, terminals, internet access points, and the number of training halls.
The sixth theme: Availability of places for study.
Increasing the number of research rooms
Create multi-purpose study spaces for group meeting/work that can be booked online.

Benchmarking of the results of measuring the opinions of the students (male\female) about the evaluation of digital library services

This benchmarking is based on a survey specifically designed to measure the opinions of the students regarding their evaluation of the digital library services between the two years 2018 and 2020. The study includes the following four themes:

The first theme: Ease of use of the website (accessibility)

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
63.02%	Average	3.15	72.2%	High	3.61

The results in the above table show that **63.02%** of Jouf University students were satisfied with the ease of use of the website at medium degree level in 2018 with overall weighted average **3.15**, while the degree of satisfaction has increased highly with the rate **72.2%** and the overall weighted average was **3.61** in 2020 and the reason for this is due to the fact that digital library has provided enough printed and electronic manuals on the use of the data bases both inside and outside of campus.

The second theme: Availability of electronic data bases.

Benchmarking					
2018			2020		
% of agreement	Degree of agreement	Weighted Average	% of agreement	Degree of agreement	Weighted Average
76.25	High	3.81	76.9	High	3.9

The above table shows that **76.25** of Jouf University students were satisfied with the availability of electronic data bases at the university with a high rate in 2018, and the overall weighted average was **3.81**, while the degree of satisfaction has increased highly with the rate **76.9** and the overall weighted average was **3.9** in 2020 and the reason for this is that the digital library provides data bases in Arabic and English and it contains recent resources of information.

The third theme: Ease of user access.

Benchmarking					
2018			2020		
Weighted Average	Degree of agreement	% of agreement	Weighted Average	Degree of agreement	% of agreement
3.57	High	71.35%	3.82	High	76.6%

The results in the above table show that **71.35%** of Jouf University students were satisfied with ease of user access to the

digital library at high level in 2018, and the overall weighted average was 3.57, while the degree of satisfaction has increased highly with the rate 76.6%, and the overall weighted average was 3.82 in 2020, and this could be related to the fact that the digital library has provided easy access for faculty members through the blackboard. Also, accesses provided via <http://ezproxy.ju.edu.sa:2048/login>

The fourth theme: Using digital library training

Benchmarking					
Year 2018			Year 2020		
Weighted Average	Degree of agreement	% of agreement	Weighted Average	Degree of agreement	% of agreement
3.42	High	68.49%	3.79	High	75.85%

The results in the above table show that 68.49% of Jouf University students were satisfied with the digital library training courses at a medium degree in the year 2018 with overall weighted average 3.42, while the degree of satisfaction has increased highly with the rate 75.85% and overall weighted average was 3.79 in 2020 and the reason for this could be related to the fact that the digital library has organized more training courses for data bases.

Suggested improvement points for digital library services

Points for Improvement
First Theme: Online Accessibility
Provide video instructions instead of the traditional PDF manuals on how to access and use the digital library both on campus and off campus.
Fourth Theme: Using the digital library Training courses
Development of information literacy program
Increasing the number of training halls
Employing number of sufficient trainers in the libraries

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