




BACKGROUND

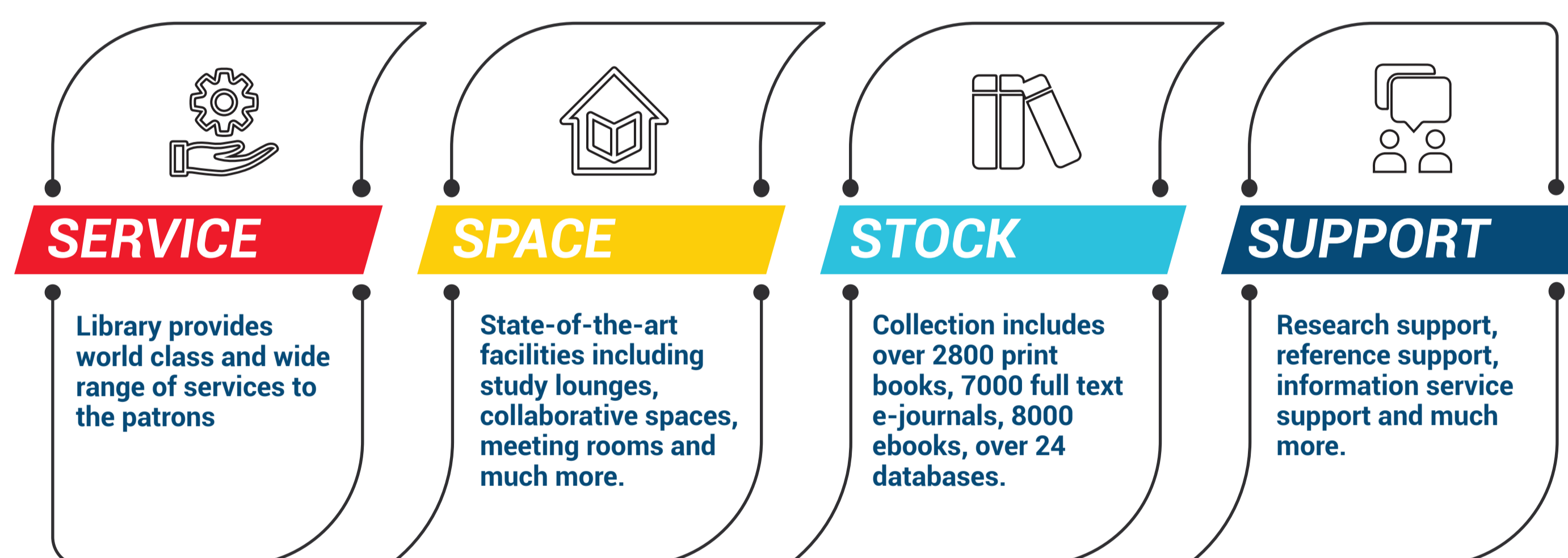
Al Maktoum Medical Library (AMML) support patrons to find solutions for their information needs and provide effective & efficient ways of services to deliver information. To achieve excellence in customer service continuous assessment is required. To ensure high quality services to the patrons library benchmarked international standard for delivering excellence in customer service.



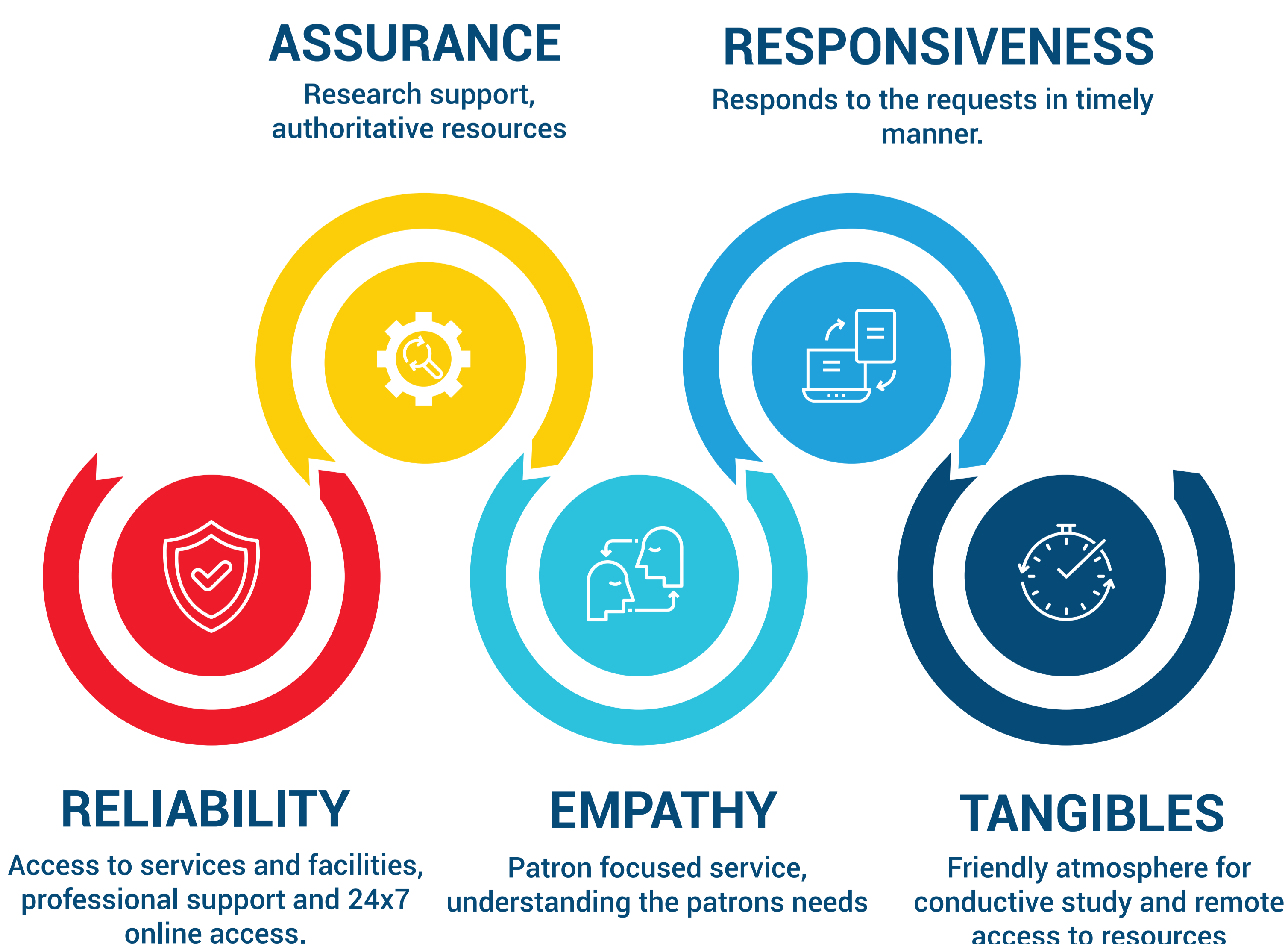
PROJECT GOALS

-  To assess library services to ensure for its efficiency, effectiveness, excellence, equity and empowering.
-  To improve quality of services & processes to ensure a customer-centric library.
-  To enhance teamwork and collaboration

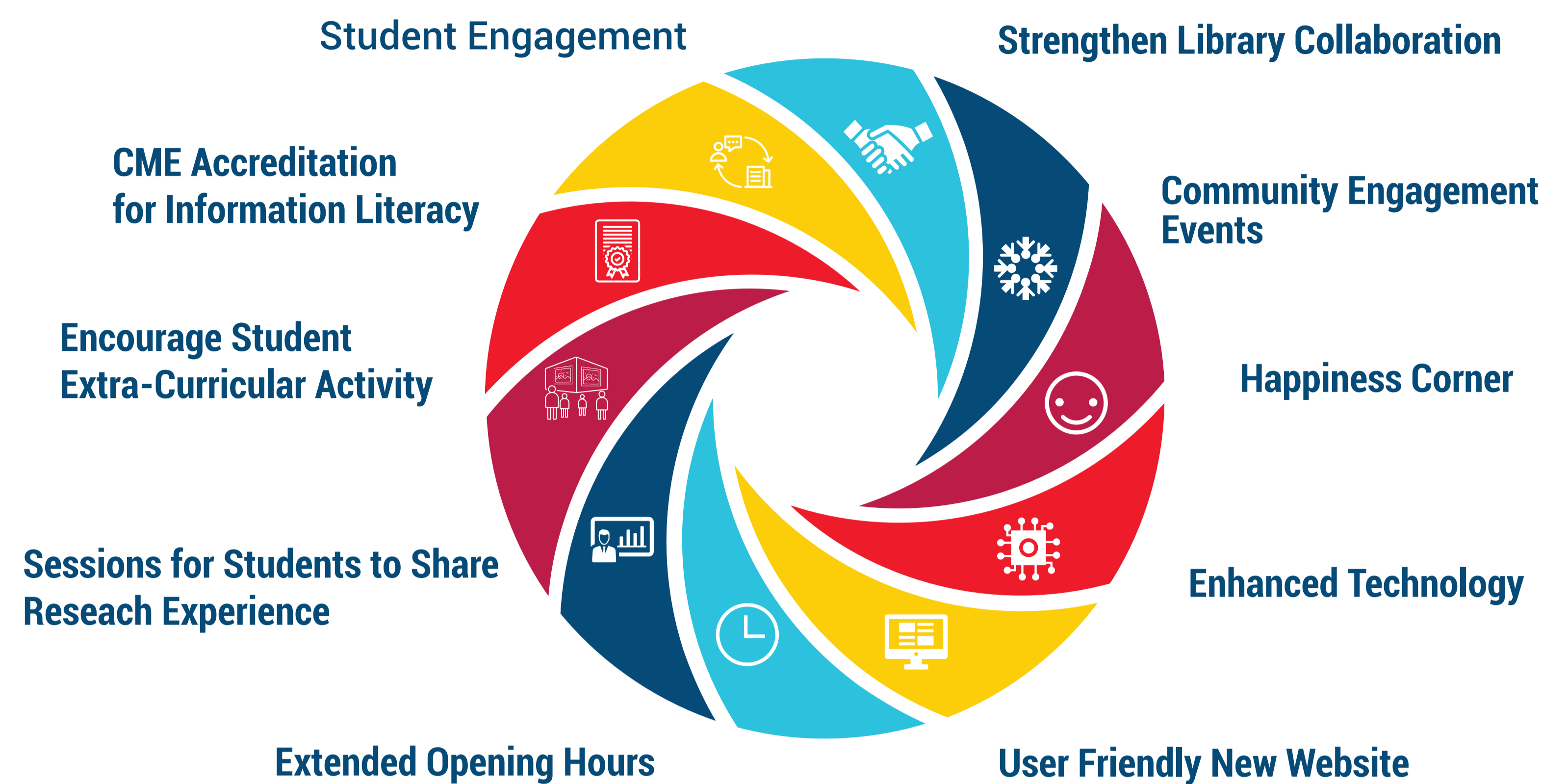
LIBRARY STANDARDS 4S




LIBRARY SERVICE EXCELLENCE MEASURE LIBQUAL METHOD



EXCELLENCE – AY 2018-19



KEY CHALLENGES

-  Group study rooms & Individual study rooms
-  Staff office space
-  24x7 Access to library facility
-  Weeding procedure and collection update
-  Embargos, document delivery service
-  Curriculum integrated information literacy
-  Vacant staff positions
-  Institutional Repository

ACTION PLAN AY 2019-20

- ▶ Research workshop series
- ▶ 24x7 access to the facility with access control system
- ▶ New collaboration for resources sharing and interlibrary loan
- ▶ Integrate information literacy programs into curriculum
- ▶ Recruit additional professional staff
- ▶ Create additional staff offices
- ▶ Implement institutional repository
- ▶ Create additional group study rooms, individual study rooms and collaborate spaces

CONCLUSION

The project proved useful to assess the quality of services offered at AMML. It concludes that AMML should maintain and strengthen the services with which users are satisfied, and improve those about which they are concerned. A library is required not only to improve its collection, services and facilities, but it also should continue taking their feedback to discover the effectiveness of the resources and services offered. Such studies may be conducted at regular intervals to understand internal process, assess the quality of services and users' perceptions that may be addressed to achieve their satisfaction.