

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Library and Information Resources Policy	Effective Date	14/06/2026
	Category	Academic	Last Review date	
	Policy Number	ACA-005	Next Review date	14/06/2029
	Responsible Entity	Vice President for Academic Affairs	Approved By	Chair Board of Trustees

Overview

The AIU Library is an academic resource, not an administrative convenience. Its purpose is to advance the intellectual work of the University, to give students, faculty, and researchers the information resources, services, and skills they need to learn, teach, conduct research, and develop as intellectually capable graduates. Accrediting agency requires that institutions provide information resources sufficient in scope, quality, currency, and kind to support the educational objectives of the institution. More specifically, accrediting agency identifies information literacy as one of the five core competencies that every undergraduate program at an accredited institution must address. The Library is AIU's primary mechanism for developing that competency, not through passive resource provision but through active instruction, research support, and curriculum partnership.

This policy establishes the governance and service framework for AIU's Library and Information Resources, including the Library's collection development obligations, borrowing privileges and circulation standards, information literacy instruction responsibilities, electronic resource access standards, user conduct expectations, copyright compliance requirements, and the annual assessment cycle through which Library effectiveness is evaluated and improved.

The AIU Library Director reports directly to the Vice President for Academic Affairs. This reporting line is not administrative convention, it is a signal about how the institution understands the Library's function. A library that reports to administration is understood as a service unit. A library that reports to academic affairs is understood as an academic partner. AIU intends the latter.

Scope

This policy applies to all AIU Library operations, collections, services, and staff. It governs the Library's obligations to all members of the AIU community, students at all levels and in all programs, full-time and part-time faculty, administrative staff, and approved external users. It applies to all information resources held by or licensed to the Library, whether in physical or electronic format. It applies to Library facilities, equipment, and technology systems.

Purpose

The purposes of this policy are to:

- Establish the Library's role as an academic partner in AIU's educational mission, not a peripheral service function
- Define the Library Director's responsibilities for collection development, user services, information literacy instruction, and annual assessment
- Establish borrowing privileges and circulation standards for all user categories
- Establish the information literacy instruction program through which the Library contributes to compliance
- Define the electronic resource access framework, including database subscriptions, remote access, and copyright compliance

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- Establish the Library Code of Conduct governing user behavior in Library facilities and in the use of Library resources
- Define the annual assessment and reporting cycle through which Library effectiveness is evaluated and used for improvement
- Demonstrate compliance with information resources sufficient in scope, quality, currency, and kind for educational objectives and information literacy as a core undergraduate competency

Definitions and Abbreviations

Library: The AIU Library, comprising physical collections, electronic resources, Library facilities, Library staff, and Library services provided to the AIU community in support of teaching, learning, and research.

Library Director: The AIU Library, comprising physical collections, electronic resources, Library facilities, Library staff, and Library services provided to the AIU community in support of teaching, learning, and research.

Information Resources: The full range of materials, print, digital, electronic, audiovisual, and archival -- held by or licensed to the Library for use by the AIU community. Includes physical books, journals, and media; electronic databases; e-books; and interlibrary loan access.

Information Literacy: The ability to identify, locate, evaluate, and effectively use information from diverse sources. Recognised by Accrediting agency as one of the five core competencies required in undergraduate general education. The Library's primary educational contribution is developing this competency in AIU students.

Collection Development Plan: The Library Director's annually reviewed, documented plan specifying the priorities and criteria for acquiring, licensing, maintaining, and withdrawing information resources across all subject areas served by the Library.

Interlibrary Loan (ILL): A service through which the Library obtains materials not held in its own collection from other libraries, subject to copyright law and licensing agreements.

Reserve Materials: Items placed by faculty on a restricted-access shelf or electronic reserve system for student use in connection with a specific course. Reserve materials are governed by separate circulation rules to ensure equitable access.

Library Code of Conduct: The behavioral standards governing user conduct within Library facilities and in the use of Library resources, as defined in Article 5 of this policy.

Electronic Resources: Licensed databases, electronic journals, e-books, and digital content accessible through the Library's subscriptions, available through the AIU network and via authenticated remote access (SSO).

COUNTER: Counter Online Metrics, the international standard for measuring electronic resource usage, ensuring that usage statistics from different database providers are comparable and reliable for collection management decisions.

Annual Library Report: The annual report prepared by the Library Director and submitted to the VPAA, covering Library performance, collection status, user satisfaction, information literacy program outcomes, and proposed improvements for the following year.

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Policy

Article 1: Governing Principles

The following principles govern Library services and operations at AIU:

- Educational primacy:** The Library's fundamental purpose is educational. Every service, collection decision, and staffing investment is evaluated against its contribution to student learning, faculty teaching, and faculty research. A Library that is well-stocked but unused, or accessible but not taught, has not fulfilled this principle.
- Sufficiency:** The Library's collections, electronic resources, and services are sufficient in scope, quality, currency, and kind to support the educational objectives of every academic program AIU offers. Sufficiency is assessed annually, not assumed.
- Information literacy as an educational outcome:** The Library is an active participant in developing students' information literacy skills, not a passive repository of resources. Library instruction is integrated into the curriculum, not offered as an optional add-on.
- Equity of access:** All enrolled AIU students and faculty have equitable access to Library resources and services. Access is not conditional on School, program, academic standing, or ability to pay. Where physical access limitations exist, the Library provides equivalent alternative access.
- Privacy and confidentiality:** Library records, including borrowing history, database searches, and research consultation notes, are confidential. The Library does not disclose information about an individual's use of Library resources to any third party except as required by applicable law, consistent with ADM-002 (Privacy and Personal Data Protection Policy).
- Continuous improvement:** Library services and collections are regularly assessed and the results are used for improvement. Assessment is a core professional obligation of the Library Director, not an administrative compliance exercise.
- Copyright and intellectual property:** The Library upholds and facilitates compliance with applicable copyright law and licensing agreements in all its operations. The Library provides guidance and education to the AIU community on copyright obligations consistent with current Kuwait law and international norms.

Article 2: Library Organization and Leadership

The Library reports to the Vice President for Academic Affairs. This reporting line reflects the Library's role as an academic unit, not an administrative service. The Library Director is the senior professional officer of the Library and is responsible for all Library operations, staff, collections, and services.

The Library Director must hold a recognized professional qualification in Library and Information Science (a Master of Library Science, Master of Library and Information Science, or equivalent degree from an accredited institution) and must have demonstrated experience in academic library management. The Library Director participates in relevant AIU academic governance activities including academic planning discussions, program review processes, and institutional effectiveness reporting.

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The VPAA convenes an annual Library Advisory consultation involving the Library Director and School Deans, at which: collection coverage for each School's programs is reviewed; information literacy integration in the curriculum is assessed; faculty research support needs are identified; and the Library's budget request for the following year is discussed. The Library Advisory consultation is not a governance body; it is an advisory mechanism that informs the Library Director's annual planning and the VPAA's budget advocacy.

Article 3: Collections and Information Resources

The Library Director maintains a current, documented Collection Development Plan reviewed annually and submitted to the VPAA. The Plan specifies collection priorities, acquisition criteria, subject area coverage standards, and withdrawal and weeding guidelines. The following standards govern each category of information resource:

Collection Area	Standards and Responsibilities
Print and physical collection	The Library Director, in consultation with Deans and the VPAA, maintains a current collection development plan reviewed annually. Print acquisitions are prioritized where digital equivalents are unavailable or where the discipline requires physical access. The collection covers all disciplines offered by AIU's five Schools and the Foundation Program.
Electronic databases and digital resources	The Library Director maintains subscriptions to academic databases sufficient to support the research and learning needs of all current programs. Database coverage is reviewed annually against program learning outcomes and faculty research needs. New database subscriptions are evaluated using the Accrediting agency criterion of sufficiency in scope, quality, currency, and kind.
Information literacy integration	The Library Director works with the VPAA and School Deans to integrate library instruction and information literacy skills into the curriculum. Information literacy is one of the five Accrediting agency core competencies required in undergraduate general education. Library instruction sessions are offered each semester and tracked for assessment purposes.

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Research support for faculty	The Library Director ensures that faculty have access to the databases, interlibrary loan services, citation management tools, and research consultation support needed for their scholarly activity, consistent with AIU's obligations under ACA-003 and the RISE Strategy Research pillar.
Collection weeding and withdrawal	Materials that are outdated, superseded, damaged beyond repair, or no longer relevant to the curriculum are withdrawn through a documented annual weeding process approved by the Library Director and reported to the VPAA. Withdrawal decisions for significant or expensive items require VPAA concurrence.
Interlibrary Loan	Where AIU's collection does not hold a required item, the Library provides interlibrary loan services to faculty and students, subject to copyright law and licensing agreements. ILL requests are processed within a published service standard. ILL usage is monitored as a collection gap indicator.

Article 4: Borrowing Privileges and Circulation

Borrowing privileges are extended to all currently enrolled AIU students, full-time and part-time faculty, and administrative staff who present a valid AIU identification card. The following borrowing standards apply:

User Category	Items at One Time	Loan Period	Renewals	Overdue Consequence
Undergraduate students	5 items	14 calendar days	1 renewal if no hold placed	Borrowing privileges suspended until all overdue items returned; fines per Article 7.3
Graduate students	10 items	28 calendar days	1 renewal if no hold placed	Borrowing privileges suspended until all overdue items

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				returned; fines per Article 7.3
Full-time faculty	20 items	One academic semester	Not applicable semester loan reviewed at semester end	Faculty notified before semester end; items recalled for student use where needed
Part-time and visiting faculty	10 items	28 calendar days	1 renewal if no hold placed	Same as graduate students
Staff and administrators	5 items	14 calendar days	1 renewal if no hold placed	Same as undergraduate students
Reference materials	In-library use only; faculty and teaching staff may borrow reference items for 7 days	7 days for faculty	No renewal	Immediate recall available
Reserve materials	2-hour in-library loan during normal periods; no borrowing during	2 hours (in-library)	Not applicable	Return immediately required

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	examination periods			
Periodicals (current issues)	Faculty only: 2 days	2 days	No renewal	Immediate recall available

Each borrower is personally responsible for all Library materials borrowed under their AIU account. Library materials may not be transferred between users; items must be returned to the Library and re-issued in the second user's name. Where a user experiences a genuine emergency preventing timely return, the Library Director may extend the loan period on a documented, case-by-case basis.

The Library Director maintains a recall system through which any circulating item may be recalled before its due date where another user has placed a verified need. The current borrower is notified of the recall and given a minimum of six calendar days to return the item. The Library Director manages holds and recalls through the Library management system, ensuring that high-demand items are equitably accessible.

Article 5: Library Code of Conduct

All users of AIU Library facilities and resources are expected to conduct themselves in a manner that supports a productive learning and research environment. The following code of conduct applies in all Library spaces and governs use of all Library resources:

5.1 Conduct in Library Facilities

- All users must present a valid AIU identification card to access Library services. Visitors who are not AIU community members must register with Library staff on arrival and may access the Library only for specific, defined purposes approved by the Library Director.
- Users must maintain an environment conducive to study and research. Conversation is permitted at a low volume; designated quiet study areas require silence. Group study rooms are available for collaborative work.
- Mobile phones must be silenced or set to vibrate in all Library study areas. Calls must be taken outside the Library.
- Eating and drinking are not permitted in Library spaces except in designated areas where the Library Director has expressly authorized this, and then only with sealed containers.
- Users are responsible for the security of their personal belongings. The Library does not accept liability for lost or stolen personal property left unattended.
- Users must not reserve Library study spaces, seats, or equipment by leaving belongings unattended. Library staff may remove unattended belongings from reserved spaces after a reasonable waiting period.

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- g. Any misuse of Library facilities, including damage to Library property, theft or concealment of Library materials, or interference with other users' access, is subject to disciplinary action under STU-001 (for students) or applicable employment policy (for staff and faculty).

5.2 Use of Library Technology and Equipment

- Library computers and digital resources are provided primarily for academic research, scholarship, and learning activities directly related to users' AIU academic work. Personal recreational use that limits others' access to these resources is not permitted.
- Users must access electronic resources through their assigned AIU credentials. Sharing login credentials with other users is prohibited. Users are responsible for all activity conducted under their accounts.
- Downloading, copying, or printing content from electronic resources must comply with the applicable licensing agreement and Kuwait copyright law (see Article 8). Bulk downloading of database content is prohibited under most licensing agreements and may result in suspension of the Library's access to the relevant database.
- Users must not attempt to modify, damage, or misuse Library computers, equipment, or network connections. Unauthorized software installation is prohibited.

5.3 Responses to Code of Conduct Violations

Library staff apply a graduated response to conduct violations, proportionate to the nature and severity of the breach:

- Verbal reminder: for minor, first-time violations such as noise level or eating
- Request to leave the Library for the remainder of the session: for disruptive conduct or repeated minor violations
- Temporary suspension of Library access and borrowing privileges (up to 14 days): for misconduct involving equipment, materials, or other users
- Permanent suspension of Library privileges and referral to the Dean of Students or HR (for students: STU-001 process; for staff/faculty: applicable employment process): for serious misconduct including theft, vandalism, or deliberate damage

Library staff document all formal responses and report incidents to the Library Director. The Library Director reports patterns of conduct violations to the Dean of Students and VPAA.

Article 6: Information Literacy and Library Instruction

Information literacy is one of the five Accrediting agency core competencies that undergraduate general education must address. The Library is AIU's primary vehicle for developing this competency. The Library Director is responsible for an active, curriculum-integrated information literacy instruction program:

- The Library Director works with the VPAA and School Deans at the start of each academic year to identify courses at each level where library instruction is most relevant and valuable, prioritizing first-year courses in the Foundation Program and School-level introductory courses with significant research components.

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- b. The Library Director or designated Library staff member delivers library instruction sessions in identified courses. Sessions are scheduled in advance and their content is agreed with the relevant faculty member. Instruction content includes, at minimum: navigating AIU's electronic database subscriptions; evaluating source quality; academic citation practice; and avoiding plagiarism.
- c. Library instruction is not a one-time orientation event. Instruction is scaffolded across the curriculum: Foundation and first-year students receive introductory sessions; upper-division students receive advanced research skills instruction relevant to their discipline's research conventions.
- d. The Library Director tracks library instruction sessions and the number of students reached each semester. This data is used in the Annual Library Report and contributes to Accrediting agency evidence for information literacy as a demonstrated core competency.
- e. The Library Director develops and maintains online Library guides (LibGuides or equivalent) for each School's major subject areas, providing students with curated access to relevant databases, recommended sources, and citation guidance. Online guides are reviewed and updated annually.
- f. The Library Director engages with faculty on research assignments, providing feedback where assignment designs create information literacy learning opportunities or where they risk inadvertently encouraging poor research practices.

Article 7: Electronic Resources and Remote Access

Electronic resources, databases, e-journals, e-books, and other licensed digital content -- are central to AIU's information resource portfolio. The following provisions govern electronic resource access:

- a. The Library Director maintains subscriptions to electronic databases sufficient to support the research and learning needs of all active AIU programs. Database subscriptions are reviewed annually against curriculum needs and COUNTER usage statistics.
- b. All enrolled students and faculty may access AIU's electronic databases remotely through the AIU Single Sign-On (SSO) system, consistent with applicable licensing agreements. Remote access is available at any time, not only during Library opening hours. IT maintains the SSO system in coordination with the Library Director.
- c. Where a database license restricts access to simultaneous users, the Library Director ensures that the license terms are communicated to users and manages concurrent access within the license parameters.
- d. The Library Director monitors COUNTER-compliant usage statistics for all subscribed electronic resources. Databases with persistently low usage are evaluated before renewal. Where low usage reflects poor user awareness rather than lack of need, the Library Director addresses this through targeted instruction and promotion before a cancellation decision.
- e. The Library Director maintains a current record of all electronic resource licenses, including renewal dates, permitted uses, and user restrictions. This record is reviewed annually and is available to the VPAA and, on request, to Accrediting agency review teams as evidence of resource sufficiency.

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Article 8: Copyright Compliance

AIU is committed to compliance with applicable copyright law. The following provisions govern copyright compliance in Library operations:

- The Library Director provides guidance to faculty and students on copyright compliance in connection with Library resources, including photocopying, scanning, downloading, and electronic reserve practices. Copyright guidance is published on the Library's website and updated when applicable law changes.
- Photocopying and scanning of Library materials is permitted for personal study, research, teaching, and scholarship, consistent with applicable exceptions and limitations under Kuwait Law No. 64 of 1999 on Intellectual Property Rights (as amended) and international copyright norms. Users must not photocopy or scan entire books or journals in ways that substitute for legitimate purchase or licensing.
- Electronic reserve materials placed by faculty are reviewed by Library staff for copyright compliance before being made available. Where a required electronic reserve item requires a license fee or permission, the Library Director coordinates with the relevant publisher or rights holder.
- Interlibrary Loan requests are processed in compliance with copyright law and the applicable fair use or fair dealing provisions. The Library will not process ILL requests that, in the Library Director's professional judgment, would violate copyright law.
- The Library does not accept responsibility for copyright violations committed by users acting outside the guidance provided by the Library. Users who reproduce Library materials in violation of copyright law do so at their personal risk and are subject to applicable legal consequences.

Article 9: Roles and Responsibilities

Role	Library Responsibilities
Vice President for Academic Affairs (VPAA)	Institutional accountability for the Library as an academic resource; approves the annual Library Report; ensures adequate Library staffing and budget; advocates for Library resources in the annual budget cycle; reviews and endorses the Library Strategic Plan
Library Director	Leads all Library operations; maintains the collection development plan; manages Library staff; produces the Annual Library Report; coordinates with Deans and faculty on curriculum support and information literacy; oversees ILL services; monitors and reports on Accrediting agency-relevant resource sufficiency indicators; reports directly to the VPAA

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Library Staff	Deliver reference, circulation, and user support services; deliver library instruction sessions; maintain collection records; process ILL requests; enforce Library Code of Conduct; report conduct violations to Library Director
Deans and Department Chairs	Identify subject-area resource needs to the Library Director; ensure faculty are aware of Library services and database access; incorporate information literacy into program learning outcomes where appropriate; participate in annual collection review
Faculty Members	Incorporate Library resources and information literacy into course design; place reserve materials through the Library Director; refer students to Library for research support; participate in Library instruction by inviting Library staff to deliver relevant sessions in courses with significant research components
IT Department	Maintains technical infrastructure supporting electronic resource access: network connectivity, VPN access for remote users, SSO authentication for databases, and uptime monitoring; coordinates with Library Director on technology-related access issues
IR Director	Incorporates Library utilization and satisfaction data in the Annual Institutional Effectiveness Report; supports Library Director in analyzing assessment data; reports Library KPIs to the VPAA
Students	Access Library services using valid AIU student identification; comply with the Library Code of Conduct; return borrowed materials by the due date; engage with Library instruction and research support services

Article 10: Assessment, Annual Review, and Reporting

The Library is assessed annually as an institutional resource, consistent with Accrediting agency requirement (institutional effectiveness). The Library Director is responsible for a systematic, evidence-based assessment program:

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KPI	Measurement	Target
User satisfaction with library services	Annual Library User Satisfaction Survey: percentage of faculty and students rating overall library services as Satisfactory or above	>=80% satisfaction
Collection coverage rate	Annual review: percentage of program subject areas with adequate database and print coverage, assessed against program learning outcomes	100% of active program subject areas covered
Information literacy instruction reach	Library instruction session records: percentage of undergraduate cohort receiving at least one library instruction session per year	>=60% of undergraduate students per year
Database utilisation	Electronic resource usage statistics (COUNTER-compliant): number of sessions, searches, and downloads per database	Trend increase year-on-year; databases below minimum use threshold reviewed for renewal
Faculty research support	ILL requests fulfilled and research consultation sessions conducted	All ILL requests fulfilled within 10 working days or patron notified of delay
Response time for reference enquiries	Tracking of reference desk and email enquiries: percentage acknowledged within one working day	>=95% acknowledged within one working day
Collection currency	Annual review: percentage of items in active curriculum subject areas published within the	>=70% of active curriculum print

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	last 10 years (excluding historical and archival collections)	collection within last 10 years
Digital access uptime	IT system records: percentage uptime of electronic resource access systems during normal business hours	>=99% uptime during published access hours

The Library Director prepares the Annual Library Report by 31 October each year, covering the preceding academic year. The Report is submitted to the VPAA, who presents a summary to the President and shares key findings with the Board Academic Affairs Committee. The IR Director incorporates Library KPIs in the Annual Institutional Effectiveness Report. The Annual Library Report includes:

- KPI performance against all targets with year-on-year comparison
- Collection development activity: acquisitions, withdrawals, and coverage assessment by subject area
- Electronic resource usage statistics (COUNTER-compliant) for all subscribed databases
- Information literacy instruction program: sessions delivered, students reached, and evidence of learning outcomes
- ILL service performance: requests received, fulfilled, and average turnaround time
- Library budget expenditure and next-year resource needs assessment
- User satisfaction survey findings and proposed improvements
- Proposed changes to services, collections, or staffing for the following year, with rationale

Assessment findings drive specific, documented improvements. A satisfaction finding below the 80% target triggers a formal improvement plan submitted to the VPAA within 30 days of the Annual Library Report. A collection coverage gap identified in the annual review is addressed in the next budget cycle. The close-the-loop standard of IE-001 applies to Library assessment as to academic program assessment.

Article 11: Library Strategic Planning

The Library Director develops and maintains a Library Strategic Plan aligned with the AIU RISE Strategy 2026-2030. The Library Strategic Plan is reviewed every three years in conjunction with this policy's review cycle and is submitted to the VPAA for approval. The Plan addresses:

- a. Collection development priorities for the planning period, including electronic resource expansion targets
- b. Information literacy program development goals, including curriculum integration targets and instruction assessment outcomes
- c. Facilities and technology improvements required to support the Library's educational role
- d. Staffing development needs for Library staff

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e. Research support service development in alignment with the RISE Strategy Research and Innovation pillar

f. Digital access and remote service expansion goals

The Library's budget is developed annually through the institutional budget cycle (FIN-002) on the basis of the Library Strategic Plan priorities. The VPAA advocates for adequate Library resourcing in the budget process. Where budget constraints require the Library Director to defer planned improvements, the deferred items are documented and carried forward to the next cycle.

Procedures

Annual Collection Development Review

1. By 1 September each year, the Library Director distributes a subject-area collection review questionnaire to all School Deans and Department Chairs, requesting identification of new resource needs arising from program changes, new courses, or faculty research directions in the current academic year.
2. The Library Director reviews questionnaire responses against current collection holdings and database subscriptions, identifies gaps, and develops a prioritized acquisition list with estimated costs.
3. The Library Director conducts a COUNTER-compliant usage review of all subscribed electronic resources and identifies databases below the usage threshold established in the Collection Development Plan.
4. The Library Director presents the annual collection review findings to the VPAA Library Advisory consultation and proposes the acquisition and cancellation recommendations for the following year's budget.
5. The Library Director implements approved acquisitions within the Library's allocated budget, tracking expenditure against the allocation and reporting to the VPAA where significant variances arise.

Library Instruction Session Request and Delivery

1. Faculty members who wish to incorporate a library instruction session in their course contact the Library Director or designated liaison librarian by the third week of the semester, specifying the course, the research assignment students will complete, and the preferred session date and duration.
2. The Library Director or liaison librarian reviews the request, designs a session appropriate to the course level and research task, and confirms the date with the faculty member at least two weeks before the proposed session.
3. The instruction session is delivered by the Library Director or a qualified Library staff member. Session content is documented for assessment purposes, including the learning objectives addressed and any pre- or post-session assessment used to measure student learning.

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- The Library Director records all instruction sessions in the Library's annual instruction log, noting the course, faculty member, number of students reached, and the session's primary learning objectives. This data is compiled for the Annual Library Report and for Accrediting agency evidence.

Lost or Damaged Item Process

- When a Library item is reported lost or damaged, the borrower is notified in writing by Library staff within five working days of the discovery or report.
- The notification specifies the replacement cost of the item (at current market price) plus a processing fee established by the Library Director. The borrower is given 14 calendar days to respond and arrange payment or dispute the charge.
- The Library Director has discretion to accept a replacement copy of the same item in lieu of a cash payment where the item is still in print and a new copy can be obtained within a reasonable time. The Library Director's decision is documented and communicated to the borrower in writing.
- Where a borrower disputes the charge, the matter is referred to the Dean of Students (for students) or the HR Director (for staff/faculty) for resolution under the applicable grievance process.
- Borrowing privileges are suspended for the borrower until the lost or damaged item matter is resolved. Academic holds are placed on student accounts at the end of the semester where charges remain unpaid, consistent with the Registrar's academic hold procedures.

President Signature

Signature: _____ Date: _____