

**EDUCATIONAL TECHNOLOGY CENTER  
HIGHER COLLEGE OF TECHNOLOGY  
STAFF INDUCTION BOOK**

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## **Welcome! To the Education Technology Center at Higher College of Technology!**

The Educational Technology Center [HCT] at Higher College of Technology would like to **WELCOME You!** As one of its new team member, the Technology Education Center provides an open, supportive environment that is designed to encourage using and evaluating of Educational Technologies in the aim of enhancing learning, teaching and training at the college. Furthermore, it offers a variety of up-to-date learning, teaching and training resources for college's students, lecturers and staff which include:

**Human resources:** Where the center is managed, maintained and supported by well trained high skilled and motivated staff, who provides different services to Higher College of Technology students, lecturers and staff, these services includes: consultation, software and educational material development, production and support and development services in curriculum delivery processes, procedures and systems, training of staff and students in the methods of utilization of educational technologies and monitoring and implementing of up-to-date technologies in learning, teaching and training at Higher College of Technology.

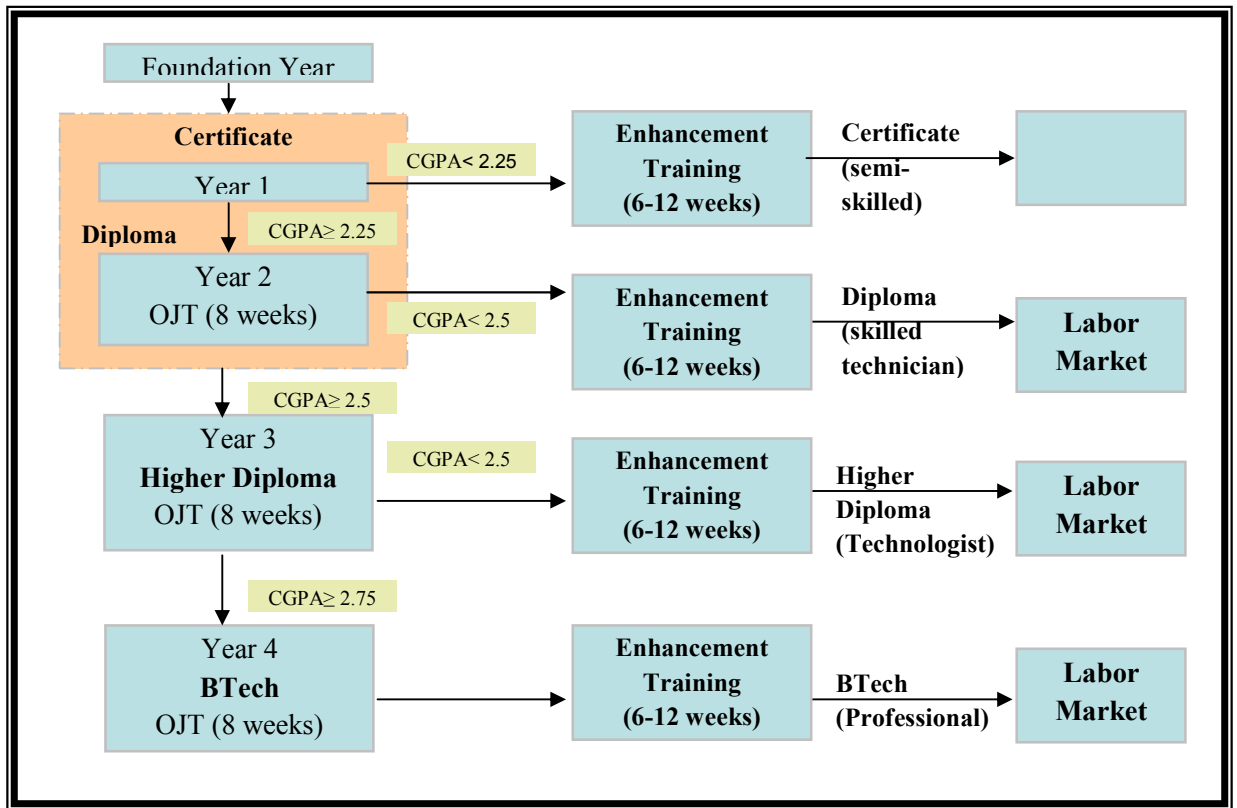
**Hardware resources:** which comprise of an Open Access Computer Laboratories [OACL], General Computer Laboratories [GCL], Specialization Computer Laboratories [SCL], English Language Multimedia Computer Laboratories [ELMCL], Computer Network [Cabled and Wireless] infrastructure, Education Reproduction Equipment, AV equipments, Library space, books, magazines, etc.

**Software resources:** Which includes general and specialized licensed computer software, employed in assisting learning, training and working environment within the Higher College of Technology, in the aim of making these processes more affective efficient and pleasurable, to students, lecturers and other college staff. Furthermore, the center holds e-learning platform software which increases the learning, teaching and training flexibility of students and lecturers of Higher College of Technology.

The center's vision is to strive to be a hub for the exploration, development and dissemination of technologies, methods and procedures to enhance teaching, training and learning at Higher College of Technology, the center also act as an agent of change where it helps to formulate policy on technology-supported teaching and learning in the aim of maximizing Higher College of Technology resources utilization, flexibility and accessibility around the clock and cross geographical barriers.

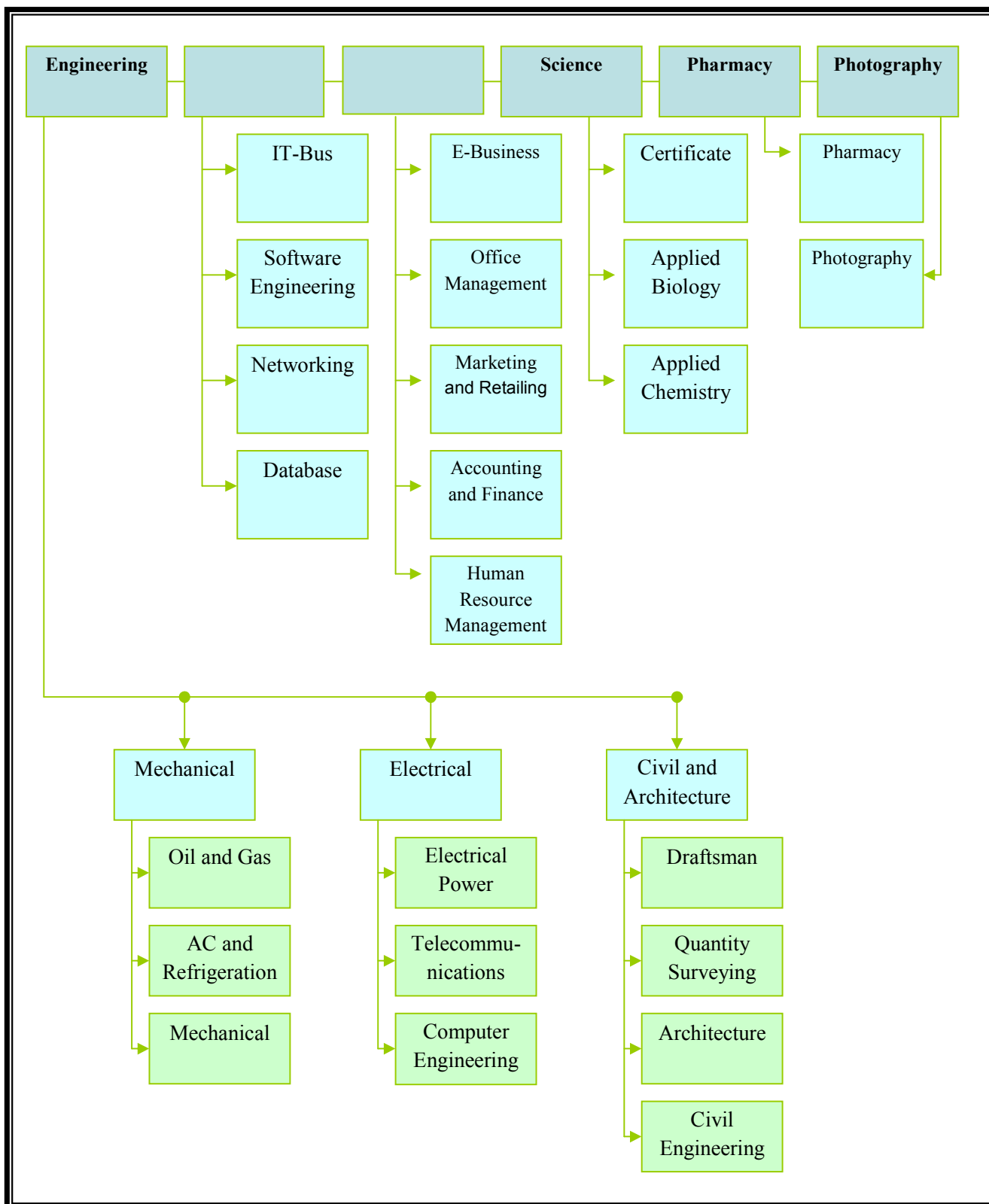
The center's mission is to provide reliable and valid assistance, consultation and support in all aspects of computer technologies, education technologies and information acquisition for the aim of planning, designing, delivering, utilization, learning and evaluation of Higher College of Technology curriculum. This curriculum is regulated by Colleges of Technology's-by-Law,

where the qualification levels are presented within the college-by-law by Colleges of Technology Qualification Framework as shown on diagram (1).



**Diagram1. College of Technology Qualification Framework**

Furthermore, and in order of making sure that, college education processes are grouped into 5 major fields as shown on the diagram (2). The centers main task is also identified by college-by-law article (xxx)



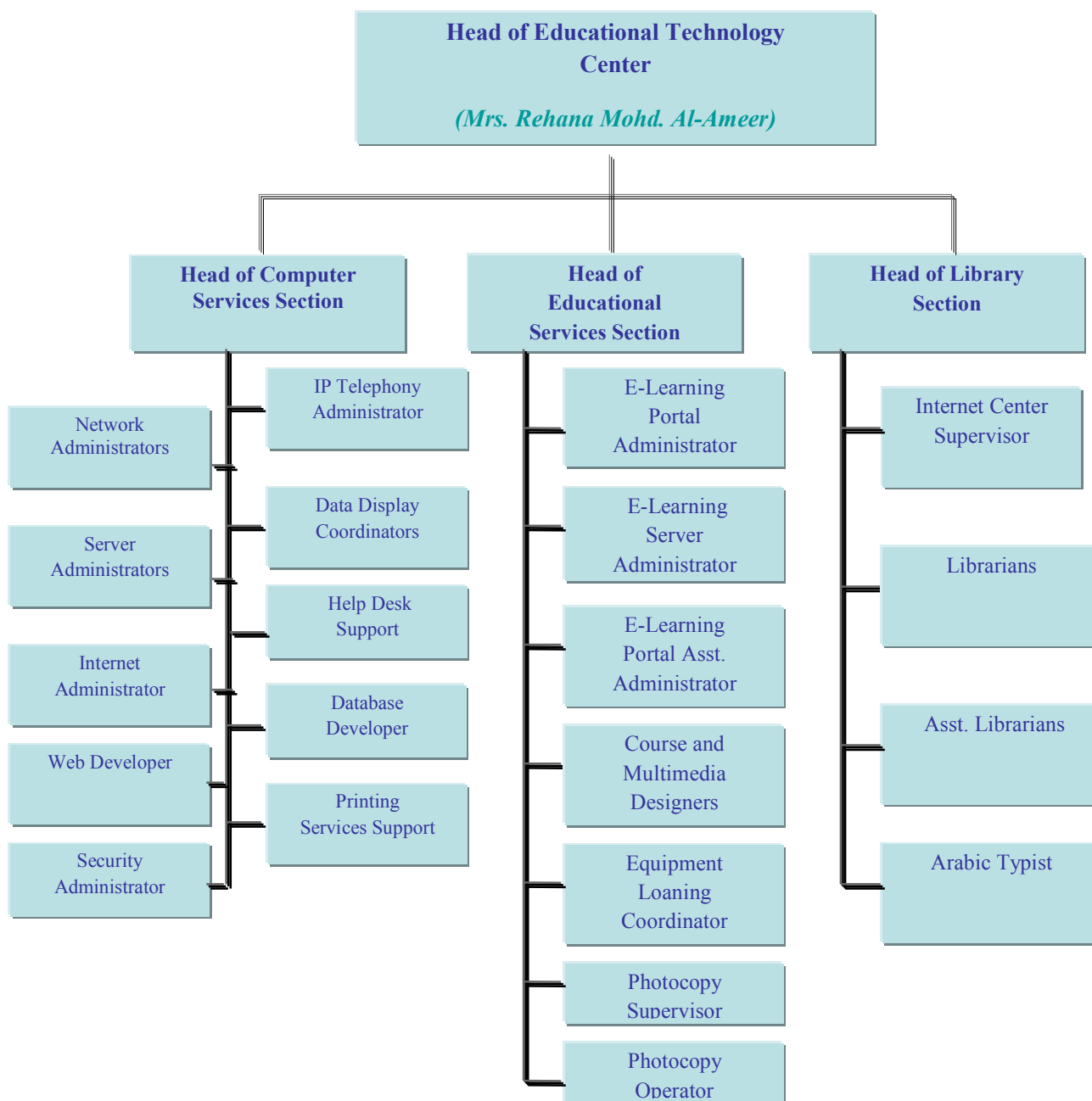
**Diagram 2. College of Technology major education field grouping**

The center is situated at the second floor of the new building at the Higher College of Technology, where the college itself is located at Wilayat Baushar in Al-Khuwair, one of the major centers of economic activities at Muscat City.

Due to its location and its long history of delivering technology education and training [since 1984] in Oman the college has built a reputation to be one of the main Higher Education Organization which supply the public and private sector of its high caliber manpower in different discipline.

## **College Tour**

In order of making sure that, the delivery of college curriculum is where the Education Technology Center comes to life and in order to be efficient and effective its management structure has been established as it is shown on diagram (3).



**Diagram 3. Educational Technology Center Organizational Structure**

It is at this junction I will let my colleagues, the Head of Computer Services Section, Head Student Services Section and the head of Library to provide you with a brief explanation of their sections, hoping that it will give you a bearing and an initial understanding of the center activities. Again on behalf of the Educational Technology Center team we would like to welcome you as member of our dynamic team.

Head of Educational Technology Center

Higher College of Technology

## **Staff Appraisal and Development**

Educational Technology Center believes on staff appraisal, where appraisal provides a means by which individual members of staff can review their practice, identify their skills, achievements and strengths relating to their current responsibilities and role within the section, and identify ways in which they can work more effectively and efficiently.

The appraisal process will consider how professional development can be supported and enhanced in order to improve the quality of provision within the section and increase job satisfaction for individuals. The center emphasizing that staff appraisal is a positive and developmental process wholly separate from the issues of pay and promotion, which are dealt with in separate procedures, and the process will operate on a semester bases.

The main aim of appraisal is of staff development, where appraisal will aim to enhance the quality of staff knowledge and skill and as a result services provided by the section, in line with its strategic plan. The scheme of staff appraisal will be a supportive and beneficial process of professional staff development, for the individual with the overall aim of improving college performance. For more information refer to Staff Appraisal Policies and Procedures.

## **Computer Services Section Higher College of Technology Welcome Note!**

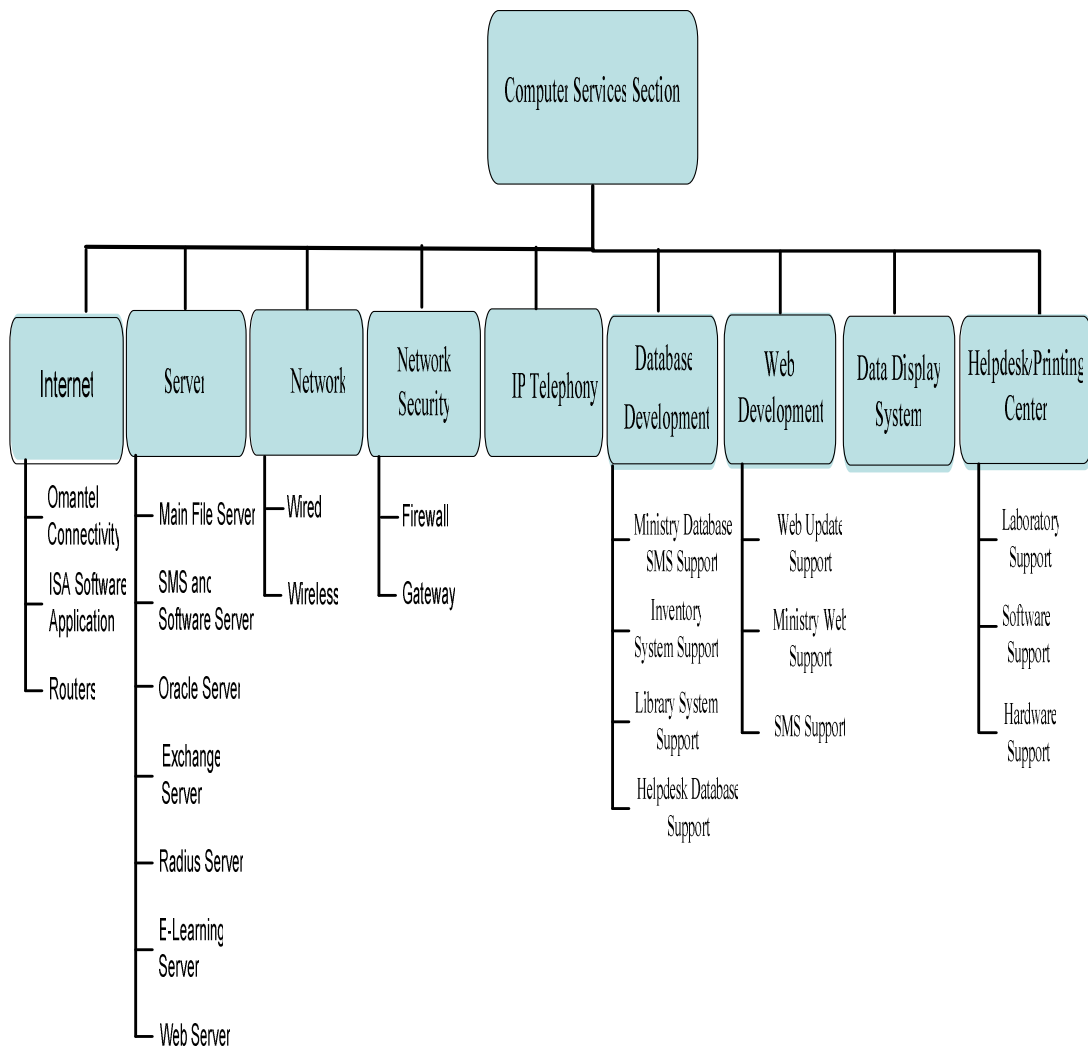
Hi there! The Computer Services Section would like to **WELCOME YOU!** And take you through a brief explanation tour, where through this tour we are expecting you to understand the organization structure of the section, different resources of the section, the services in which the section provides to different Higher College of Technology population and more.

As explained in brief by the Head of Technology Center the section serves as information technology resource center for Higher College of Technology population. It houses open-access computer facilities, information technology products such as CD-ROMs, software, Laser-Discs, DVD-Video, and CD-Audio etc. The section also provides services include:

- i. Computer networking development and management,
- ii. Intranet and internet connectivity,
- iii. Computer hardware and software troubleshooting and repair,
- iv. Database and web development
- v. Data display System

Overall, the Computer Services Section mission is to provide high learning resources and training services to assist, college staff and student in realizing their aim efficiently and effectively through the utilization of information technology.

## Computer Services Section Organizational Structure



## Computer Services Section Resources

For the computer section to work effectively and efficiently, and as noted by the Head of Computer Center the Computer Services Section is continuous going all-out to attract, attain, retain, purchase and develop the best resources require in learning process. Due to this policy the Computer Services Section have been able to build-up a valuable and significant pool of resources for the aim of realizing its aim, vision and mission, this include:

### Human Resources

In regard to human resources, the Computer Services Section at the moment is manned by experienced and professional personnel with different computer knowledge and skill [as shown on the table no. 1] reflecting its responsibilities requirements, and where the section is always in process searching and developing of more talented personnel so to increase the quality of its services to is college population.

	Designation	Name	Qualifications
1	1.1. Server Administrator	Mahfoodha Saleh Al Farqani	Diploma
	1.2. ISA Server Administrator	Wahab Al Hussini	Bachelor
	1.3. SMS Administrator	Marlon Ferrer	Bachelor
2	2.1. LAN/Wireless Administrator	Najma Mohd Al Mahrooqi	Diploma
	2.2. LAN/IP-Telephony Administrator	Mohd Amran Al Sutti	Diploma
	2.3. Network Administrator	Wafa Bakheet Tabook	Diploma
	2.4. LAN / CISCO Technical Support	Molette Macalindong	Masters
	2.5 IP Telephony Tech Support	Harley Guevarra	Bachelor
3	3.1. Web and Software Developer / MacAfee and Web Administrator	Nawal Al Dhanki	Bachelor
	3.2. Asst. Web Developer/ Lab Tech support	Sheryl Santos	Masters
	3.3. Graphics / Web Designer	Marlon Cureg	Bachelor

	<b>Designation</b>	<b>Name</b>	<b>Qualifications</b>
4	4.1. Database Administrator/Developer	Noora Al Hoqani	Bachelor
	4.2. Database Developer	Rahma Al-Saadi	Bachelor
	4.3. Oracle Technician	Wajid Nawaz	Masters
	4.4. Database Technician	Charu Goyal	Bachelor
5	5.1. Old Building Coordinator/ Lab Tech Support	Orly Meneses	Bachelor
	5.2. Lab Tech support	Nenita Guerrero	Masters
	5.3. Students Helpdesk/Lab Tech support	Yasir Arabath	Bachelor
	5.4. Lab Tech support/Free Access Coordinator (3 Labs)	Najeel Al Busaidi	Certificate
	5.5. Lab Tech Support	Sulaiman Al Minji	Bachelor
	5.6. Lab Tech Support	Kamran Siddiqui	Bachelor
	5.7. Students Help Desk Coordinator / Lab Tech Support	Diosdado Fabros	Bachelor
	5.8. Laptop Technician	Abigail Dumandan	Bachelor
	5.9. Lab Tech Support	Prithviraj	Certificate
	5.10. Lab Tech Support	Ronnie Salialam	Bachelor
	5.11. Lab Tech Support	Navas CK	Bachelor
	5.12. Lab Tech Support	Ulysses Andres	Bachelor
	5.13. Lab Tech Support	Suresh Joseph	Masters
	5.14. Lab Tech Support	Rodolfo Talan	Masters
6	Library Section's Laptop Borrowing Technical Support	Brix Gavilloso	Bachelor
		Joel Aldea	Bachelor
7	Data Display Coordinators	Najma Al Bimani	Bachelor
		Shanmagunathan	Masters
		Anver	Post Graduate

## **Physical Resources**

Computer Services Section at Higher college of Technology manages file-servers, a number of air conditioned computer laboratories and English Language Computer Multimedia Laboratories, which are equipped with the information technology necessary and connected to intranet and internet for innovative classroom instruction. These laboratories have advanced 'instructor stations' that are neatly laid out and fully equipped with Windows and Macintosh computers with multimedia capabilities and advanced overhead visualization as shown on the laboratories diagrams below.

## **Software Resources**

Computer Services Section manages and maintained different licensed computer software required for the purpose of instruction and managing the Higher College of Technology activities, these software includes: Microsoft: Win 2003, Win Vista, Win XP, Office 2003, MS Office2007, MS Office 2003, MS XP, MS Publisher, MS FrontPage, System Management Server 2003, Exchange Server 2003, ISA Server 2000, SQL Server 2000, Visio 2003, MS Project Extra, Adobe Acrobat, Java, Turbo C++ 4.5, AutoCAD 2006, VB 6.0

## **Computer Services Section Support Services**

Computer Services Section is renowned in the college population for its support services, where section's staff is providing important support services required by all college population these services include:

### **Window Support Services**

The section provides window technical support includes: software installation, maintenance, upgrades, general diagnostics, and troubleshooting of hardware and software. Peripheral recommendations and consultation to all lecturers, staff and students within the Higher College of Technology

### **Mackintosh Support Services**

The section provides Macintosh technical support services where these services include: software installation, maintenance, upgrades, general diagnostics, and troubleshooting of hardware and software. Peripheral recommendations and consultation to all lecturers, staff and students within the Higher College of Technology

### **Computer Network Support**

The Computer Service Section support college cabled computer network infrastructure for approximately 2000 connection points in four college zones, and these connections are expected to increase to 3500 points in near future. The Computer Network Supporting Team is made of well trained network technicians, which their function is to design, install, administrate and support college's computer Local Area Network (LAN), Wide Area Network

(WAN), network segment, and internet and intranet network system, as well as, providing day-to-day onsite network administrative support in a variety of college work environments.

What's more, the Computer Network Support Team maintains college's computer network [cabled and wireless] hardware and software through the process of problem identification, analysis and provision of effective solutions. It is also in charge of college's computer network [cabled and wireless] security, where it makes sure that the network is secure and is utilized in proper manner and in an effectiveness and efficient way so to ensure its availability and viability to college users and according to college by-laws and the laws of the country.

### **Wireless Network Access Services**

The wireless service has been implemented and is now available in selected areas within the campus. The response on this service is enormous that most of the students and staff eagerly subjected their laptops for configuration.

Furthermore, the Computer Network Supporting Team has been responsible in managing the college computer wireless network, a network which started November 2007 [with 120 access points to increase to 800 access point shortly] and which provides wireless network connectivity across the entire college campus, where staff, faculty and students with a wireless enabled laptop computer and with college wireless security password are able to connect to the network from anywhere on college campus including all classrooms, labs, offices, lounges and even outdoors. Wireless network users can access the web, read e-mail and connect to college computers all without the use of wires.

The project started in 28<sup>th</sup> May 2007, which went on through three phases. The first phase was designing, the second phase was cabling and installation and the last phase was configurations and documentation. The project handles over in 09<sup>th</sup> December 2007.

On 12<sup>th</sup> January 2008, the labeling of the access points was accomplished, HCT Network Diagram was handed over by the company and accordingly, the college map has been loaded in the Wireless Control System (WCS) that manages the WLAN of the college. Acceptance of the project was signed on 29<sup>th</sup> January 2008.

As a result, three (3) controllers are actively running. Each of these controllers manages at least 50 access points.

Also, a total of 120 access points were installed across the college, distributed as follows:

#### Old Building

Ground Floor	-	36
First Floor	-	27
Second Floor	-	25

#### Old Business Dept (presently occupied by the Engineering Dept.)

Ground Floor	-	7
Second Floor	-	7

New Building Canteen-	2
Parking Area	- 16
<b>Total</b>	<b>- 120</b>

Policy, procedures and guidelines are implemented to ensure that the wireless service is continuously provided to all students and staffs of the Higher College of Technology.

### **Web Designing Support**

Computer Services Section provides Web Design Support services, through its well trained technicians, where the technician's team manages web design environment which contains many different web designing software and applications that are required in web design, through a unified web designing portal that provides one integrated interface to secure web services. Where users come in one place to login and presented with an array of web designing software and applications appropriate to them and where they could be assisted and trained in using them. Furthermore, the Web Designing Support Team is responsible in designing, developing up-dating monitoring and managing college website and intranet in term of the quality of information, graphics and interface with users.

### **Computer Hardware Support**

The section provides support in computer hardware installation and troubleshooting for all college computer facilities either in college's offices or labs used by students, faculty and staff. In addition offering these services the section offers advice and recommendations for college, college staff and students' in the matter of purchasing, maintenance or up-grading of computer hardware. Besides these services, Computer Service Section support and maintain either internally or through outsourcing all computers hardware peripherals systems such as: printers, scanners, LCD projectors, smart boards etc. required by college educational and learning process.

### **Computer Laboratory Support**

Higher College of Technology maintains 31 computer labs across its campus, with approximately 1,000 computers where students can use standard office suite applications or special, discipline-specific software. These labs are in multiple locations which make them easily accessible for students and faculty. It is the task of the Computer Services Section of making sure that all the lab space and computer hardware and software required in the learning are maintained properly and ready for use in all time. Furthermore it is the task of the Computer Services Section zone teams to provide the advice and consultant of how to use computers facilities in these labs. If the member of team is unable to answer a specific question, he or she is required to direct the quires to a proper person for solution.

### **Computer Student Help Desk Support**

Computer Services Section operates Student Help Desk, which is managed by well trained technicians, and it is the first point of contact between students and the center's staff. Student Help Desk technicians provide different support, and advice to students and other users regarding information technology systems. This including assisting students to trouble shoot, interpret problems and provide solutions for their computer hardware software systems. Moreover, it is a point where students come to be assisted in solving problems of their collage computer password and username as well as collecting or printing their college written work, assignments, internet search etc. Furthermore, it is a point in which students and college staff comes to be helped to install wireless security password and briefed on the rules and regulations on the utilization of college's wireless network.

### **Computer Servers Support**

Higher College of Technology maintains a centralize server system, where the section supports Active Directory (User & Computer Authentication), File & Print Services including: college's mail system Microsoft Exchange which provides E-mail for staff, faculty and students. Other services include user account and mailbox maintenance, backup and restore, and support for various other servers such as WEBHOST, INFOBEAR and WEBSERV.

### **Database Development Support**

Computer Services Section Database Development Support is managed by well trained teem, the team task is to coordinate with different departments and assisting them to identify different problem, offer database conceptual solutions followed by developing the required computerized database for that department.

As well as the above, the team is tasked to work closely with different external organization who have been contracted to develop college database, and responsible of making sure that, all college database documentations are kept and stored in a proper place and are easily accessible if required. Furthermore they are tasked in training database user in using a particular database according to their needs.

### **User Network Accounts**

The ETC/CSS creates user network accounts for the staff and students in order for them to access the HCT's network facilities, including the internet and the college web site. Problems that might occur are reported to helpdesk for appropriate actions.

### **Exchange Mail Services**

Mail services were established to facilitate ease of communication among the staff of the college. Staff can send and receive email through the intranet and viewed using the Microsoft Outlook. Staffs were given their own mail accounts.

### **Data Display System**

The HCT Data Display System (DDS), a technologically implemented medium for recording, storing, and disseminating linguistic expressions, is a user-oriented data retrieval and display system. The system provides the user with an easy means for specifying data retrieval and display requests. Data is displayed and produced in a format ready for publication.

## **Educational Services Section Higher College of Technology Welcoming Note!**

Hello! Educational Services Section takes this opportunity to welcome you as its new team member, and hoping that you will have rich working experiences and healthy and conducive productive environment. This section proud itself as other sections of Technology Educational Center of its human, physical and software resources. These resources it believes are its linchpin of its success.

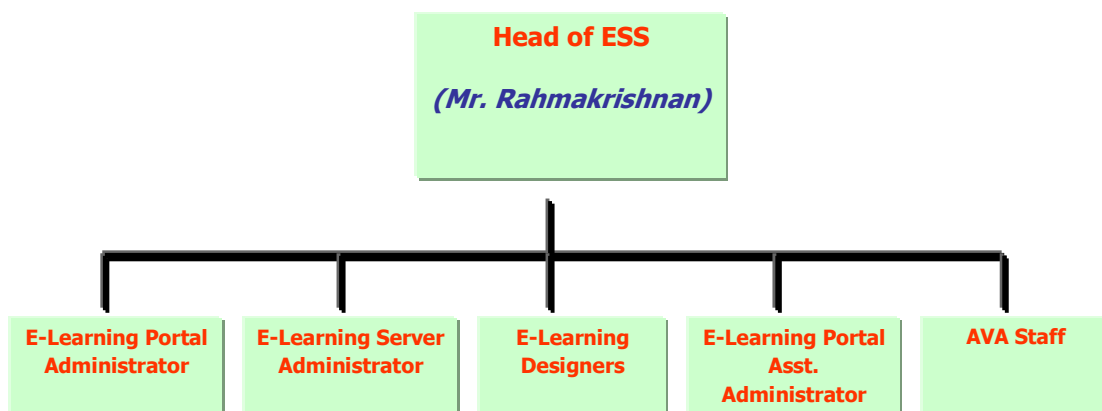
The center also proud itself in working with its customers, be it lecturers, college staff or students, in the aim of serving their needs, its vision reflects the Center's vision and that is to strive to be a section for the

Exploration, development and dissemination of technologies, methods and procedures to enhance teaching, training and learning at Higher College of Technology. the section also act as an agent of change where it helps to formulate policy on technology-supported teaching and learning in the aim of maximizing Higher College of Technology resources utilization, flexibility and accessibility around the clock and cross geographical barriers.

The Section also utilizes its resources and know-how in providing reliable and valid assistance, consultation and support in all aspects education technologies for the aim of planning, designing, delivering, utilization, learning and evaluation of Higher College of Technology curriculum.

### **Educational Services Section Role and Responsibility and Organization Structure**

For the section to perform to its maximum efficient, an organizational structure of the section was reworked through the translation of college-by-law Educational Services Section Role and Responsibility specification as noted by article no (19), and shown below.



## **E-Learning Strategy**

Learning is an active process. With the advent of the technology, this theory is becoming relevant. Today, E-Learning is the new way of learning with its various advantages that it is, the flexibility of learning. This section is working towards implementing an e-learning system for the college.

## **E-Learning Platform Management**

To promote quality education in this college, a platform named Moodle has been implemented. This E-Learning Portal is a new learning environment to promote quality of education through better interactions in the learning process, using the Information and Communication as support.

This Moodle platform is open-source software. It has been designed and implemented taking into account the needs of the users. The functional and non functional requirements have been investigated before its implementation.

## **Instructional Designing**

HCI and online pedagogy have been taken into account for the design of the moodle platform. It is very important to think of the learning theories and processes in the design phase of online learning.

This section takes care of the instructional design of teachers' course materials in order to help students in their learning process.

## **Reproduction of Learning Materials**

To provide teachers with adequate number of learning materials distributed among the students, the section takes care of the reproduction of teachers' course materials and other learning documents. The photocopy operator handles all job order requests of the teachers for the time being. The undergoing process to design a network for the photocopy machines will provide better and enhanced services to the college.

## **Learning Support Equipment**

The Educational Services Section provides learning support equipment to the learning community of the Higher College of Technology in Muscat, Sultanate of Oman. To this date, 35 LCD Projectors and 4 Digital Video Cameras are available for loan. Likewise, there are Smart boards, installed at different locations within the college and are available for a better simulation of the lectures and teaching methods.

## Workshops, Seminars and Trainings

To promote efficient and effective use of the E-Learning Portal, the section coordinates with each department across the college, schedules of workshops and seminars for clarifications, queries, problems and any related concern about the portal.

In addition to this, the section provides the teachers with appropriate trainings, to equip them with the proper operation and handling of learning support equipment.

## Educational Services Section Resources

### 1. Human Resources

The section's staffs are increasing in the number of staff. But more staffs are needed to be part the E-Learning team such as instructional designers to provide on-line pedagogy of learning materials.

#### List of staff

	Designation	Name	Qualifications
1. E-Learning	1.1. E-Learning Portal Administrator	Michelle Jimenez	Bachelor
	1.2. E-Learning Server Administrator	Henry Rodriguez	Bachelor
	1.3. E-Learning Asst. Administrator	Yassir Al-Bahry	Certificate
	1.4. E-Learning Course Designer	Indika Fernando	Bachelor
	1.5 E-Learning Course Designer	Maria Kristina Kempis	Masters
	1.6 Multimedia Designer	Renato Ang	Bachelor
2. AVA	2.1 Photocopy Supervisor	Redha Al-Balushi	On-going Diploma course
	2.2 Photocopy Operator	Muhammad Al-Hadi	Secondary
	2.3 Equipment Loaning Coordinator	Najeeb Shiek	Certificate

### 2. Physical Resources

Aside from the room allocated for the Head of the section, Room 23, the section's staff presently occupying the meeting room, Room 28, of the Educational Technology Center, located at the 4<sup>th</sup> Floor in the New Building. The section provides each of the staff with a computer system to work with.

### **3. Software Resources**

At present, the section maintains the installation software for the smartboards, which are available upon the request of concerned teachers who would like to have it installed on their laptops or personal computers.

## **Library Services Section Higher College of Technology Welcoming Note!**

**Dear Colleague,**

Welcome to the Library. This program has been prepared to brief new staff on library program. The also includes agued tour of the college to show the various Departments and college facilities.

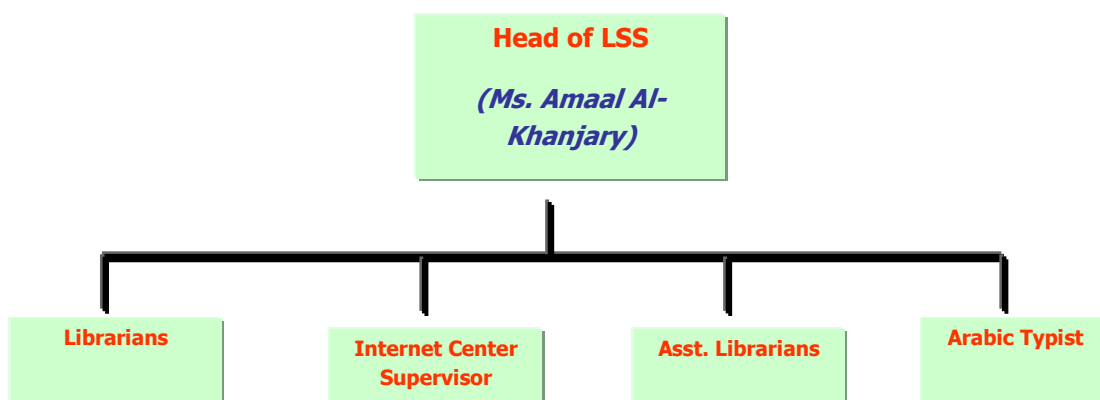
- **Orientation Documents Included:**
  1. Library student leaflet
- **Documents to be issued every new semester:**
  1. Responsibility plan for each staff

**Best Wishes**

**Head of Library Section**

If you have any queries, please don't hesitate to refer to me, or to other staff.

## Library Organizational Structure



## Library Resources

### 1. Human Resources

	Designation	Name	Qualifications
1	Internet Center Supervisor	Redha Abdullah Babwani	Masters
2	Librarian	Najiya Al-Omrani	Bachelor
	Librarian	Ashraf Al-Mahroqi	Bachelor
3	Asst. Librarian	Suliman Al-Salmi	Elementary
	Asst. Librarian	Halah Al-Lawati	Diploma
4	Typist	Samia Al-Risasi	Nil

## **Library Support Services**

### **Electronic Library System (E-brary)**

The ETC connected the E-brary system to the HCT website which can be found under the library section.

**E-brary** is a leading provider of e-content services and technology. It is an electronic book collection with high-quality books covering many different subjects.

All documents in the E-brary platform can be cross-referenced, are full-text searchable, and integrate with other digital resources in the library and on the web through the E-brary reader and InfoTools software.

With the Ebrary e-content platform, libraries, corporations and other organizations have a number of choices for acquiring e-books and other valuable materials from the world's leading academic, STM and professional publisher. It contains innovative reference tools and a rich collection of books, where you can browse, view, search, and print documents from your computer at any time.

### **Wireless Internet Services**

This service is available daily for library users, starting from 8:00 am Until 8:00 pm. On Wednesday the Internet centre closes at 01:00p.m for managing the library and the internet centre purposes.

Aside from lending of books and other learning materials, the library expanded its services through the free wireless internet services for the students. There are about 30 laptops which can be borrowed from the section.

### **Lending Resources Services**

The library subscribes to various periodical titles. In addition, the library serves a community of more than 7,000 people at the College. It provides direct borrowing privileges to the student as well as staff.

The Lending Resources Services counter is in the front side of the main door of Library. If any of users misses a book, he/she has to pay a full amount of book  $\pm$  10% as per library rules. The users have the right to borrow any resources from library except the reference and periodicals. These are to be used within the Library.

### **Researching and Information Gathering**

Further services are also provided such as reference services, research assistance, multimedia online internet browsing. Library currently using manual system for the searching through the books available to help students and all the books are numbered depending on their classifications. Additionally, the library has a fit electronic database for the books and the educational reference in the library. It is used to search for books. Such as by author, title or subject for all different classifications.

According to the direct communication between the service provider and library users, the Library Management makes sure of full co-operation and proper guidelines to the services and users within the library abilities.