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Electronic Management in University Libraries under Corona Pandemic (Covid-19): Reality and Challenges

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Summary of the study:

This study examines the experience of libraries at Imam Abdul Rahman bin Faisal University during the period of the Corona pandemic (COVID-19) since early March 2020. The paper reviewed the reality of libraries during the crisis and highlighted the unknown challenges posed by the epidemic to the university digital services. The paper examines how libraries have adapted electronic management to support the university's full online teaching and learning processes since March 2020. The impact of the use of electronic management on the performance of human resources at the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University was reviewed and the various digital services of libraries provided to meet the needs of end users were reviewed during the COVID-19 pandemic.

The study concluded that some of the organizational, technical, human, and financial obstacles that hinder the application of electronic management, including, for example, the difficulty of carrying out repairs due to the crisis by 25%, the lack of readiness of workers to deal with such crises by 25%, and the disruption of some works due to the crisis by 25%. The study offered several recommendations: the most important of which are the development of an alternative plan or an emergency plan in the event of the failure of electronic management and the establishment of integrated and separate work teams with high capabilities and expertise and suitable for crisis management.

Terminology of study:

Electronic management - crisis management - corona pandemic - university libraries

Introduction:

Electronic management is one of the modern administrative concepts and one of the goals that organizations of all kinds and different activities and services seek for. To deal with transparency and increase efficiency in the provision of services, electronic dealing is also a goal sought by all those dealing with departments in

order to obtain distinguished services and get rid of the waiting routine, especially in information institutions, and electronic management aims to improve, develop and quality within the institution, using Modern electronic methods characterized by speed, efficiency and effectiveness (Al-Qair, 2018).

Electronic management has emerged effectively after Corona crisis, which has imposed a state of health emergency in all countries of the world, and it was necessary for countries with different institutions to continue to provide their services during the pandemic period. Therefore, most countries and their institutions have turned to electronic management to ensure continuity of their services. That is why this study came to shed light on the impact of the application of electronic management in the university library on the efficiency of services provided during the Corona pandemic.

Research Questions:

The closure of public and university education institutions and the suspension of studies in the Kingdom of Saudi Arabia to limit infection with the Corona virus have led to an attitude toward electronic administration to ensure the continuation of the educational process remotely and to ensure that it is not affected by the health situation that the country is going through. This has made Imam Abdul Rahman bin Faisal University work to harness all its technical capabilities for this. Since university libraries are part of this educational system and their prominent role in supporting the educational process and ensuring its quality, the problem of the study represent in the following are questions:

1/ What is meant by the concept of electronic management and what are the justifications, areas and steps for its application in university libraries?

2/ What is the impact of the application of electronic management on the level and efficiency of the information services available at the Deanship of Library Affairs to beneficiaries during the Corona pandemic?

3 / What are the decisions taken by the Deanship of Library Affairs at Imam Abdul Rahman University in facing the Corona pandemic and ensuring the continuity of its services?

4/ To what extent does the use of electronic management affect the performance of human resources at the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University?

5 / What are the stages and steps of the applications and programs that were used by the Deanship of Library Affairs to confront the Corona crisis?

6/ What are the organizational, technical, human, and financial obstacles that hinder the application of electronic management at the Deanship of Library Affairs?

7 / To what extent has the Deanship of Library Affairs at Imam Abdul Rahman University succeeded in applying electronic management?

1/2/ Importance of the study:

The importance of the study is that it focuses on exploring the reality of the application of electronic management in the Saudi university library considering the Corona pandemic and knowing the administrative procedures and methods that have been adopted to confront the crisis. Especially since the library under study belongs to the largest universities in the eastern region of the Kingdom.

1/3/ Objectives of the study:

- Identifying the concept of electronic management and the justifications, areas, and steps of its application in university libraries.
- Identifying the impact of the application of electronic management on the level and efficiency of information services available at the Deanship of Library Affairs to beneficiaries during the Corona pandemic.
- Identifying the impact of the use of electronic management on the performance of human resources at the university
- Disclosure of the stages and steps taken by the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University towards the application of electronic management
- Uncovering the organizational, technical, human, and financial obstacles that hinder the application of electronic management at the Deanship of Libraries Affairs of Imam Abdul Rahman University.
- Identifying the applications and programs that have been used by the Deanship of Library Affairs to confront the Corona crisis.
- Determining the extent of the success of the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University in applying electronic management during the Corona pandemic.

1/4/ The field of study and its boundaries:

Spatial boundaries: Imam Abdurrahman bin Faisal University in the Eastern Province of the Kingdom of Saudi Arabia.

Time Limits: the period from March to August 2021 AD, which is the period of the emergence of the virus in the Kingdom until the completion of this study.

Objective limits: electronic management of university libraries considering the Corona pandemic (Covid-19).

1/5/ Study methodology and tools:

The descriptive analytical approach was employed, as this approach enabled the two researchers to combine qualitative and quantitative data about the studied phenomenon and work on analyzing and interpreting it and reaching results about it. This approach also enabled the use of many tools to collect data as a tool for accessing the library's administrative reports and manuals and to the information available through the library's official website. The interview and observation tools were used to obtain information about the studied population.

1/6 Study terminology:

- Electronic management: one of the entrances to the modern administration that works to absorb and use the infrastructure of information and communication technologies in the exercise of the functions of the basic operations of management and activities electronically in electronic organizations that use the infrastructure of information technology (Sharif, 2013).
- **Crisis management:** managing what cannot be managed and controlling what cannot be controlled through scientific administrative tools to avoid the negatives of the crisis and take advantage of its positives to achieve the largest possible number of desired goals and good results by searching for information that enables management to predict the locations and trends of the expected crisis and prepare The appropriate climate to deal with it (Gadallah, 2015)

Corona Pandemic: “It is the global pandemic caused by the emergence of the new Corona virus and led to the closure of educational institutions in most countries of the world.” (Matar, 2020), including Saudi Arabia.

1/ 7 Previous studies:

o Foreign Studies:

1- Expanding digital academic library and archive services at the University of Calgary in response to the COVID-19 pandemic.

This paper deals with the experience of the University of Calgary during the COVID-19 pandemic period since early March 2020. The paper reviews the reality of the library during the crisis and clarifies the unknown challenges posed by the pandemic to its digital services. It also deals with how the library has adapted some of the existing services to support the university’s full online teaching and learning since March 23, 2020. The library’s various digital services that are being provided to meet the needs of end users during the COVID-19 pandemic are also reviewed. The researchers used their personal experiences working in the library as a study tool, and the feedback of the library's responses regarding its digital services, as a tool for future development. The study concluded by providing practical insights and solutions to respond to the global health crisis for other libraries that deal with similar challenges to digital library services.

Among the manifestations of the interest of American universities in the method of crisis management. 2019: American universities were interested in the method of crisis management by establishing programs and courses to train leaders, workers,

and students. Examples of these universities are George Washington University UNIVERSITY OF WASHNTON - University of Texas (Sutherland, 2013).

2- Crisis Management Planning and Theater Organizations: Responses and Lessons from the Covid-19 Crisis.

The study deals with crisis management planning, theatrical organizations' responses, and lessons learned from the Corona crisis. The researcher stated that the information he collected was based on interviews and analysis of the limited available materials, and that the information was based on the organization and its leadership. The researcher also mentioned that he conducted interviews by phone without revealing the identity of the caller. The researcher noted the possibility of bias in the information given during the interviews, and due to the Corona crisis, which affected many professional theater companies, which made the completion of this study a challenge for the researcher.

In his study, the researcher used the qualitative approach and the case study approach, and he studied three companies in New Jersey:

- 1- Associate Equity theatre company
- 2- Cape May Stage
- 3- Paper Mill Playhouse.

It has focused on studying what comes with each company: financial sustainability, staffing, management, and communications, and in addition, it examines how each of these companies engages in the practice of crisis management and planning, developing strategies and procedures to proactively deal with finances, public relations, and crises. related to the service, and the important question that the researcher referred to was "How is it possible for theater companies to prepare for a crisis similar to the Corona crisis, which calls for closure in the future?"

The study came out with one result for the three companies, with some details differing, that at the beginning of the Corona pandemic, the companies tried to control the matter and take the necessary precautions. To face the crises that may occur, it does not have to bear fruit, and that all companies have gone to remote management using various applications and technologies (Yow, 2020).

Arabic Studies:

1- The reality of the use of electronic management in the official university libraries in Jordan from the point of view of the managers and their attitudes towards it. 2013:

This study deals with the reality of the use of electronic management in the libraries of the University of Jordan from the point of view of the directors in them. The questionnaire tool, the response was 82.5%.

This study came out with several results, the most important of which are:

- Availability of infrastructure: The arithmetic mean of the availability of infrastructure for the application of electronic management was calculated from the point of view of its managers, and it was between 2.96-3.86.
- Availability of administrative support: extract the arithmetic average between 2.57-3.29 for the availability of administrative support for the application of electronic management with an average rating.
- Availability of technical support: the arithmetic average was between 2.99-4.14 for the availability of technical support for the application of electronic management with a high rating for the field.
- Performance of administrative functions: the arithmetic average ranged between 2.42-3.30, where the managers' estimate was average for the field (Awad, 2013).

Obstacles to the application of electronic management in Algerian university libraries: From the point of view of university library officials in the state of Constantinople. 2013:

This study aims to determine the theoretical foundations of the concept of electronic management and the requirements that are applied in the libraries of Algerian universities. The study reveals the organizational, technical, human, and financial obstacles that hinder the application of electronic management on the libraries of Algerian universities in Constantine. This study used the descriptive survey method and used a questionnaire to collect information, and the study ended with an analysis of the results and interpretation.

The results of the study showed that there are obstacles to the application of electronic management in the libraries under study, and the most important of these obstacles are: ambiguity of the concept of electronic management, lack of clarity in the future vision for its application, lack of a clear policy, lack of proper planning for the transition towards electronic management, weak necessary infrastructure, inefficiency of devices and equipment available in university libraries, and lack of its ability to track the rapid progress of modern technologies due to its limited financial budget and is the biggest reason for the failure or delay of the project. (Saidi, 2013)

Theoretical framework of the study:

2/1/ The concept and emergence of electronic management:

Electronic management emerged because of advances in the field of information and communication technology. Where governments and decision-making circles have been interested in electronic management as a modern and advanced technical means that helps them accomplish tasks with high quality and accuracy (Qwareh,

2018). It was the first application of electronic management officially in the Central Postal Authority in Florida, USA in 1995.

2/1/1/ The concept of electronic management:

There are many opinions of writers and researchers in defining electronic management according to the different societies and theories on which the function of electronic management is based. Accordingly, some of those definitions that dealt with electronic management will be addressed according to the field in which it is practiced.

It is "the use of technology, computers and communications to accomplish administrative work and raise the level of work efficiency for the organization and achieve its goals" (Sumayer, 2015), and also defined as "the process of automating all the administrative tasks and activities of the institution, relying on all information technologies necessary to reach the achievement of the goals of the new administration in reducing the use of Paper, eliminating red tape, fast and accurate completion of tasks and transactions. (Abdul Rasoul, 2015)

There are those who defined it as "an administrative methodology based on the conscious assimilation and use of information and communication technologies in the exercise of the basic functions of management." (Al-Ghamdi, 2020). It has also been defined as "a means of exchanging information and data electronically between the institution, its employees and its external public" (Al-Qair, 2018).

Through the previous definitions, we can say that electronic management is the transformation of administrative work from traditional to electronic and the use of technology and communication networks to carry out the work of the administrative institution and achieve better and faster performance and achieve its

goals, as well as enabling effective communication between employees and customers.

/2/2 Justifications for applying electronic management in university libraries:

There are many justifications that made university libraries move towards the application of electronic management, including the following:

1. Technological progress and the knowledge revolution, which brings many benefits and advantages to its application in various fields.
2. Globalization trends and the interdependence of human societies.
3. Responding and adapting to the surrounding environment, so the concept and method of electronic management spread in many organizations and institutions, as well as in university libraries, which followed this development in keeping with the era of speed and knowledge.

2/3/ Fields of application of electronic management in university libraries:

- 1- The areas of application of electronic management are summarized as follows
- 2- . Providing information services electronically to researchers and beneficiaries through a single port through which they can enter the library's website and choose the required service.
- 3- . Achieving integration and participation between libraries through electronically exchanging services and information between them. This requires standardization of standards that include standardization of application forms, software and means of communication (Al-Samir, 2014).

2-4/ Steps for applying electronic management in university libraries:

- 1- The process of applying electronic management in university libraries passes through several stages that can be summarized as follows:
- 2- Preparing the preliminary study: Preparing the preliminary study requires the formation of a working team that includes specialized members in information management, for the higher management to be aware of the reality of the university library in terms of information technology, financial, technical, and human aspects, in order to be able to identify alternatives, solve problems and develop them.
- 3- Develop an implementation plan: After the recommendation of the work team is approved by the senior management for the application of electronic management in the library, an integrated plan is then prepared detailing all stages of the implementation of electronic management.
- 4- Determining the sources: For the plan to be supported by specific and clear means, it is necessary to identify the sources, such as: human cadres for the purpose of implementing the plan, hardware, and equipment, required software, and determining the infrastructure.
- 5- Determining responsibility: that is, determining which entities will implement and finance the plan within the specified time and cost.

Follow up on technical progress: Due to the rapid development in the field of information technology, the plan implementers must be aware of the latest developments in the technical field, software hardware and other topics related to this field (Al-Samir, 2014).

2/5/ Requirements for applying electronic management in university libraries:

The success of the electronic management project is achieved by providing the necessary requirements for it, in terms of the availability of financial support, infrastructure, information technology and human resources, to obtain the

maximum benefit from modern technology and improve management and work. The requirements for the application of electronic management are:

2/5/1/ Financial Requirements:

The application of electronic management requires the necessary financial support for the following:

- To provide infrastructure, to purchase equipment, establish sites and connect networks.
- To design and develop electronic programs necessary for electronic management applications in the library.
- To seek the assistance of qualified trainers to train the manpower in the library.
- To maintain hardware and electronic software.
- To update hardware and software.” (Al-Samir, 2014)

2/5/2/ Technical requirements:

Electronic administration is considered a means for the development and advancement of the university library, due to its reliance on modern and advanced technology, which is characterized by efficient performance, speed and effectiveness of response, adaptation, and flexibility. As the library was able to solve its traditional problems, and to achieve this goal, the requirements of: (Al-Samir, 2014) (Al-Akaidi, 2021).

- Solid infrastructure: "consists of all installations, terrestrial and remote cellular connections, computers, networks, and physical information technology necessary for conducting electronic business and exchanging data."
- Soft Infrastructure: “It represents a set of services, information, expertise and software of the operating systems for the networks through which the functions of

electronic business and application software are accomplished. It consists of websites, electronic databases, network services, customer self-value service, e-commerce services on the web, The internal network of the external value chain” (Al-Samir, 2014).

- Networks:

The Internet: “It is a global network that connects different networks, whether they are private, public, commercial, academic, or governmental networks by wireless technologies or optical fibers, and the computer uses the Transmission Control Protocol / Internet Protocol (in English: TCP / IP). that provides it with a host that enables it to access the Internet” (El-Sheshtawy, 2021).

Intranet (Intranet): “a “private network” with a limited number of computers interconnected and controlled in a specific way. The intranet is set up and controlled by an organization, to ensure a secure and uninterrupted connection between members for more information exchange

- Efficiency (El-Sheshtawy, 2021)”.

The Extranet: “It is an extension of the internal network that allows external groups that are related to the nature of the institution’s activity, such as suppliers, customers, and other parties, to view the information that is displayed through the intranet” (Al-Samir, 2014).

2/5/3/ Human requirements:

The human element is one of the most important elements in university libraries, as without this element, libraries will not be able to manage their operations and activities and achieve their goals. And achieving efficiency in the field of electronic management applications.

(Al-Samir, 2014)

2/5/4/ Administrative Requirements:

a. Develop strategies and founding plans: It requires a clear future vision about the project of transition to electronic management, its dimensions, roles, and the goal that the project will perform to serve individuals, communities, and the state.

NS. Leadership and administrative support: It are considered one of the most important factors affecting the success or failure of the project, as it includes choosing the appropriate environment for work, leadership commitment to support the library's strategy points, follow-up to project leadership and providing information, and the interest of senior management to apply information technology in university libraries.

NS. Organizational Structure: The traditional hierarchical model of the institution in the age of industry is no longer appropriate in the age of information technology, as the appropriate organizational structures for administrative work are arrays, networks, and living cell organizations arranged in a fabric of communications. The application of e-management requires the creation of new departments, the cancellation or merging of some departments with each other, and the restoration of internal procedures and processes to provide the appropriate conditions and environment for the library to be ready to implement e-management efficiently and effectively, considering that the transformation takes place within a specific and gradual time frame in terms of developmental stages.

NS. Educating and training employees and educating the beneficiaries: e-management requires radical changes in the quality of human resources appropriate to it. Therefore, it is necessary to prepare programs and organizational and training methods for all levels of education and training systems to keep pace with the requirements of the new transformation, in addition to educating community members about e-management and preparing them psychologically and

behaviorally. And technical, physical, and other requirements to adapt to electronic management.

g. Develop and update legislative frameworks according to the latest developments: i.e. issuing appropriate laws, regulations and procedures to facilitate the transition towards electronic management, as laws and legislation related to the traditional environment are not suitable for electronic management; Because it was established to perform the work according to the direct interaction between the employee and the beneficiary, and to rely on documented certificates of evidence, so the legal and legislative environment for electronic management is different, and its presence facilitates its work and adds legitimacy and credibility to all the legal consequences of it (Al-Samir, 2014).

/6/ The impact of the use of electronic management on the performance of human resources in university libraries:

- Improving the implementation of operations: the use of electronic management to reduce the burden on employees and to reduce costs for operations and to improve the quality and efficiency of work.
- Encouraging innovation: enabling employees to develop themselves by investing in electronic management techniques to provide new products and services that provide new opportunities for growth and development.
- Retaining beneficiaries and suppliers: using electronic management techniques to link the library, the beneficiary and the various dealers to maintain relations between them (Saidi, 2013).

3 /: Electronic management during the Corona crisis at the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University

Through this part, we review the stages and steps taken by the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University to move towards the application of electronic management and the difficulties it faced during the Corona pandemic, as well as how it provided its services during the crisis and how it was communicated with library beneficiaries and knowing their needs. Finally, we will review the success of the Deanship of Library Affairs in applying electronic management during this crisis.

3/1/1/ An introduction to Imam Abdul Rahman bin Faisal University

The university was launched under its new name (Imam Abdul Rahman bin Faisal University), bearing an academic and research legacy that spans four decades; Some of its colleges received the first batch of students in 1395 AH (1975 CE) at the beginning of the university's career. The College of Medicine, the College of Medical Sciences, and the College of Architecture and Planning have had a leading role in the field of postgraduate studies at the level of the Kingdom and the Gulf states. With the continued expansion of the number of colleges, and the joining of most colleges in the Eastern Province - Dammam, it has 21 colleges, distributed over the largest geographical area in the Kingdom, and has more than 45 thousand students. and sub-categories (16) distributed geographically within the two main campuses of the university in Dammam and the university campuses in the cities of Qatif and Jubail.

(About Imam Abdul Rahman bin Faisal University, 2021).

1/2/ Introduction to the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University:

Vision:

The vision of the Deanship of Libraries at the university is for the libraries of Imam Abdul Rahman bin Faisal University to become an innovative partner within

the academic mission of the university, and to support the development of knowledge and sharpen critical thinking, in addition to developing information retrieval skills in the direction of building a society that provides opportunities for lifelong learning.

the message:

The mission of Imam Abdul Rahman bin Faisal University Libraries is to support the university's mission primarily by providing resources and a learning and research environment that encourage critical thinking within the academic community. Librarians also provide services to a wide range of faculty members and students through the processes of selecting, organizing, retrieving, and making various sources of information and knowledge available, in addition to providing the necessary instructions for each of them, in addition to providing activities beyond the university surroundings to extend to the surrounding community.

Objectives:

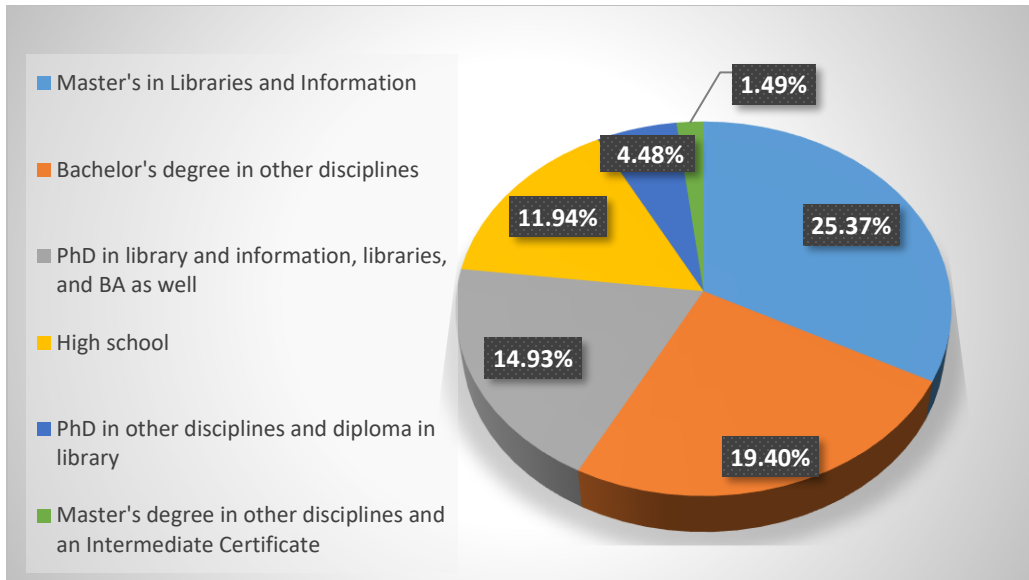
- Providing an organized group of books and periodicals (whether printed or electronic) that meet the educational needs of students and faculty members to support the research programs and academic degrees they grant.
- Selecting, organizing, and preserving learning resources (either printed or electronic) that are needed by undergraduate students, graduate students and researchers.
- Raising the level of informational competence of the beneficiary community and assisting the academic community in making effective use of information in its many forms.
- Aiding faculty members and students with various mechanisms to provide information, in order to make the best use of the services of Imam Abdul Rahman bin Faisal University libraries.

□ Establishing the appropriate infrastructure for information and communication technology for all university libraries to provide an appropriate service to its beneficiaries. The total number of university libraries is 19, between central (and numbering 3), and branch (16), distributed geographically within the two main university campuses in Dammam and the university campuses in the cities of Qatif and Jubail. (About Imam Abdul Rahman bin Faisal University, 2021)

2/1/3/ Human Resources at the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University:

The Deanship seeks to provide high-quality information services in the university's libraries, so it has been keen to employ qualified individuals to work in those libraries who have practical experience supported by an academic background from different nationalities. The following figure shows the details of the workforce in the Deanship of Library Affairs with an explanation of their academic qualifications and specializations.

Figure No. (1) illustrates the size of the library's workforce according to academic qualification

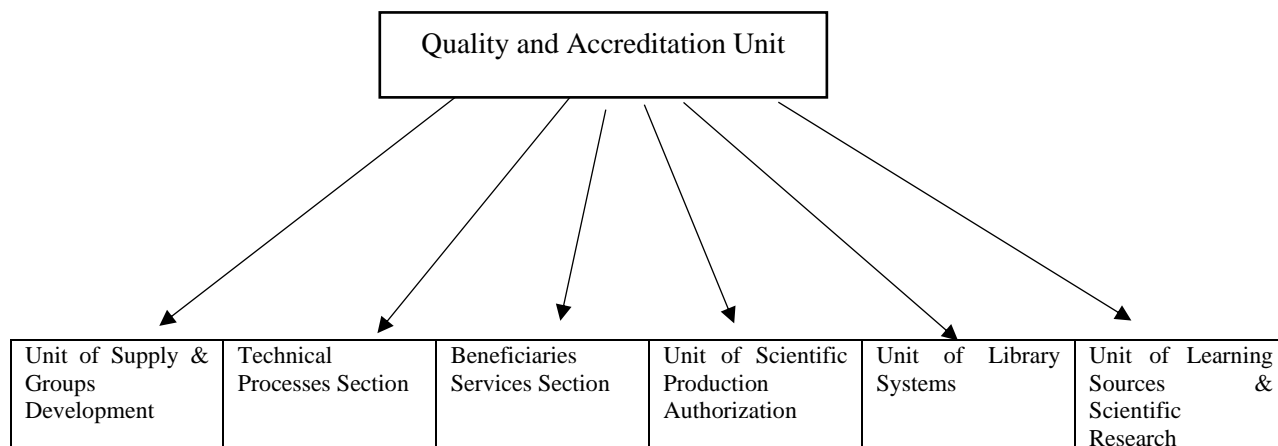


Referring to the data of the previous table and figure, we find that the master's holders of libraries constitute the vast majority of the workforce in the study library, with a percentage of (25.37%), then the category of bachelor's holders in other subject disciplines with a percentage of (19.40%), and after them the PhD holders in the specialty of libraries and the bachelor's holders also with a percentage of (14.93%) for each, followed by high school holders with a rate of (11.94%), then a PhD holders in other disciplines, a library diploma holders with a rate of (4.48%) for each, and finally comes a master's holders in other disciplines, a diploma holders in other disciplines, and an average certificate holders with a rate of (1.49%)) for each of them. The presence of this quantity and quality of human resources is a good indicator that may help the library in managing crises like the one we are going through now.

3/1/4/ Sections and Units of the Library:

The library includes several departments and units that work in harmony to achieve the objectives of the library and implement its programs. The library includes the departments and units shown in the following figure:

The following figure (2) shows the departments and administrative and service units in the library



The Learning and Research Resources Unit is the body responsible for implementing information awareness programs in the library for all beneficiaries (faculty members - postgraduate students - undergraduate students). This unit organizes training courses and workshops on an ongoing basis throughout the academic year in coordination with the various colleges. It is presented in both Arabic and English. Its topics are as follows:

- How to search in general and specialized information bases.
- Use of the electronic catalog of the library.
- Web of Science.
- Ethics of information use.
- Scientific plagiarism.
- Summon discovery tool.
- Benefit from the Scopus database.

- How to build networks of communication with researchers.
- Google search capabilities.
- How to prepare research papers for conferences and publish in journals.
- Use of e-books databases.
- Manage citations using Endnote software.

Previous programs are usually announced via university e-mail by sending messages to all members of the target group of the program, and then a link is available for registration. Through the Public Relations Unit of the Deanship of Libraries.

3/2/ Services provided by the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University:

By exploring the library's website and by looking at the updated library guide, it became clear that the library provides its beneficiaries with distinguished information services, following all available means and information technologies, as the library provides the reference service, both traditional and electronic, and the external borrowing service for university and non-university employees after their completion. Subject to certain conditions, the library also provides a copying, printing, and scanning service, in addition to an ongoing briefing and selective broadcasting service, and an online catalog service (Affairs, 2018-2019).

The following is the system of services provided by the library to the categories of beneficiaries:

- 1. Internal access services, a group study room service for academic and research purposes.**
2. The service of borrowing and booking through the office.

3. Availability and/or self-checkout services.
4. Exchange loan service between university libraries.
5. The reference service, whether in person or electronically, via e-mail or electronic chat.
6. Internet search service and the electronic library catalog.
7. Search service in electronic information sources through the electronic resource's portal.
8. Electronic and photographic imaging service. An ongoing briefing service and selective broadcasting of information.
9. Library tours and workshops to improve the information efficiency of the beneficiaries, whether for the newly joined (preparatory year) or for the rest of the categories of beneficiaries.
10. Guidance services for scientific research operations, including reference citation.
11. Electronic computer labs for teaching and electronic research, and the provision of wireless internet connection with technical support.

3/ Categories of Library Services Beneficiaries:

The library provides its services to:

- 1- university students
 - 2- Faculty members.
 - 3- Postgraduate students.
 - 4- An audience of readers from outside the university.
- 3/4/ Electronic Administration of the Deanship of Library Affairs at Imam Abdul Rahman bin Faisal University:
- 3/4/1/ Stages and steps of converting traditional administration to electronic management in the Deanship of Library Affairs:

The two researchers did not arrive at accurate information explaining the exact time for the administration of the Deanship of Library Affairs to shift to electronic management, but it is certain that the university libraries continue to run the administrative process in all its branches and administrative and service units remotely during the pandemic period, employing all the technical options available by the Deanship of Communications and Information Technology.

At the university since March 2020. It also started working on two sectors: 1. Deanship employees 2. Identifying the change in the behavior of the research beneficiaries because of the change in the method of teaching and learning. The home quarantine of the Dean's employees and its management posed a real challenge, which led to the adoption of a few decisions aimed at continuing the conduct of work in the university's libraries and maintaining the rates of use of the university's libraries, as follows:

A- Decisions related to identifying the needs of university library staff because of the change in the way of learning:

The Deanship of Library Affairs launched an electronic questionnaire to identify the needs of the beneficiaries of the university's libraries during the distance learning period imposed by the period of home quarantine to redirect its services during this period. Based on the results of the questionnaire, decisions were made related to information services.

B - Decisions related to the development of the capabilities of the staff of the Deanship, represented in the following: -

1. Urging all employees of the Deanship to attend all the training workshops provided by the Deanship of Communications and Information Technology.
2. Request additional workshops from other relevant authorities to develop the skills of the employees of the specialized deanship.

3. Follow up the attendance and participation of the Dean's employees and activate their benefit from it in carrying out their job duties

C- Decisions related to the information services provided by the university libraries were as follows:

- Increasing the number of the Dean's employees designated to respond to electronic inquiries, which are available on the electronic resource portal website "Ask My Office Service".
- Extending the hours of the "Ask My Office Service" to extend beyond the official working hours.

Activating the "Responding Service to Inquiries Using WhatsApp" to allow the possibility of responding to inquiries on a larger scale.

- Teaching a series of workshops electronically (using the Zoom program) on various topics based on the needs of the beneficiaries.
- Remote evacuation services for university employees using the university's electronic symphony library system remotely.

W- Decisions related to information technology:

- A new web page has been created under the title "Subject guide" in coordination with the Learning Resources and Scientific Research Unit ILRC, which is divided according to the different faculties of the university. It has been linked to 35 web pages with the most important research tools that serve the specialists for each department within the college. The address of this page is: http://library.iau.edu.sa/public/SubjectGuide_en.htm
- Also, a new page has been created for educational videos explaining and facilitating the use of search tools in the university libraries. It has been linked to the information resource portal so that it can be easily accessed by the beneficiaries

of the university libraries and its employees

<https://web.microsoftstream.com/channel/6b166069-cb5d-4ed0-b9b57cd4dfc2788>

- The ILRC Learning Resources and Scientific Research Unit page has been linked to the video files page to allow access to these educational files from more than one place on the Deanship's website.
- A training tab has been added to the electronic information resources portal, which includes all the information of the Learning Resources and Scientific Research Unit, through which it is possible to meet the training needs of university employees and develop their information capabilities and skills.

C- Decisions related to the marketing of university library information resources:

A series of e-mail marketing and awareness campaigns have been launched for the university's electronic library information resources that you own and use in e-learning, whether for faculty members or students at all levels, as shown in Appendix No. (5) A marketing advertisement sent via e-mail about the university's library information sources Electronic at Imam Abdul Rahman bin Faisal University.

3/4/2/ Applications used in the Deanship of Library Affairs to face the Corona crisis:

The Deanship has used several programs and applications to ensure the management and flow of administrative work in its various branches and departments and to achieve the quality of services provided to different segments of beneficiaries. Those programs were:

1. Microsoft Teams and Zoom program for remote communication between the Dean's employees, whether between the Dean's senior management (His

Excellency the Dean and the deans) or between the university's library supervisors and the employees of each library, or between the supervisors of the research and self-learning rooms and between the officials of these halls in the various colleges.

2. VMWare to use the electronic correspondence management program and Sand remote services.

3. VMware supports out-of-university requests.

4. Palo alto VPN program to achieve remote access to the content of the information stored on the computers in the offices of the Dean's employees in the various university campuses.

5. The OneDrive program for the collaborative use of electronic files for work among the Dean's employees

6. Zoom program to provide training workshops after linking the accounts of the Deanship's employees with the Deanship of e-learning.

7. Skype business

3/4/3/ The services of the Deanship of Library Affairs available during the Corona crisis period:

The library continued to provide its services remotely to all university employees, as it included the activities and services that were made available during the suspension of studies at the university.

Providing remote evacuation services for university employees using the Symphony electronic university library system.

Teaching a series of workshops electronically (using the Zoom program) on different topics based on the needs of the beneficiaries.

Providing the reference service by answering the beneficiaries' inquiries through the "Ask the Librarian" service using the "WhatsApp" program and the university e-mail to allow the possibility of responding to inquiries on a larger scale. This required an increase in the number of the Deanship's employees dedicated to

answering electronic inquiries and available on the e-resources portal website “Ask Service” my office".

❑ **Implementation of internal training workshops for the staff of the Deanship of Libraries.**

❑ Providing remote lectures to the students of the Library Department at the Faculty of Arts in the context of field training from some of the library’s employees.

❑ Extension of external borrowing services.

3/4/4 Marketing Means of Information Services:

Among the measures that have been taken to expand the circle of those services and expand the sector of beneficiaries of the university’s employees is to market them electronically and this is done in coordination with the University’s Public Relations Department and the Public Relations and Digital Media Unit at the Deanship. Social media (Twitter, Facebook, YouTube channel) within the activities of pre-planned campaigns according to the needs of the community of beneficiaries served by the university libraries. And the **following figure (3) shows one of the forms of marketing services and office activities that were provided and are still being provided during the pandemic period.**



Availability of electronic resources

Among the most important steps taken by the library in the context of marketing its services; Its announcement to all university employees about continuing to provide electronic information sources available on the library page, as the library made available during this period more than 600,000 thousand e-books and about 150,000 electronic periodicals, urging their use with clarification of the mechanisms and ways that allow beneficiaries to access and benefit from them. This was accompanied by the presentation of two lectures via Zoom to explain and simplify these methods with practical applications.

Figure (4) Ways of access Electronic Sources

Reference service:



Regarding the reference service and answering the beneficiaries' inquiries, the library activated the "Ask the Librarian" service throughout the day in both Arabic and English, and this service is available via WhatsApp, university e-mail and via the "Ask the Librarian" service link.

This can be illustrated by the following figure (5). The two researchers believe that there could have been more activation of this service through the means of communication most used by students (such as Twitter and Facebook), because the

student segment represents a greater presence in these platforms, especially since the library has accounts in these platforms.

Figure No. (5) Ask the librarian service



One of the activities that the library used to activate annually is the celebration of the World Book Day, so the library was keen, despite the pandemic conditions, to continue this, as the library celebrated the World Book and Copyright Day “through the library’s page on the university’s website, and it also published awareness messages indicating the importance of the book and reading and the necessity of Preservation of copyright and related rights.

External borrowing service:

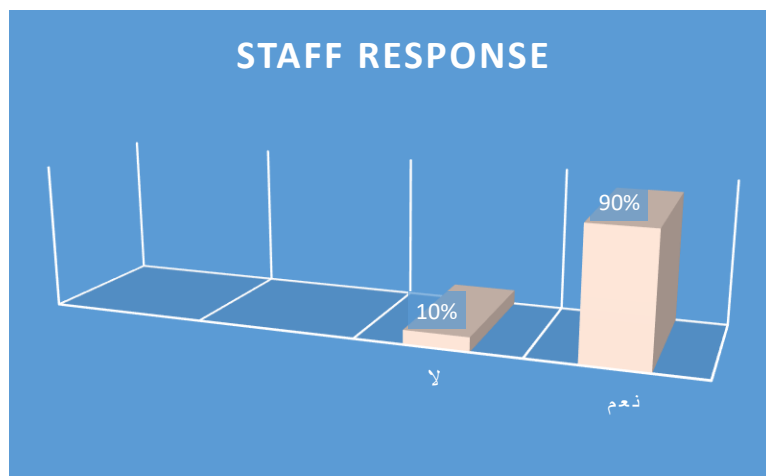
In the field of lending, the library sent text messages and e-mails to beneficiaries who had borrowed books and were unable to return them due to the pandemic, the message being that delay fines were not recorded, with a commitment in the event, God forbid, that this pandemic continued for a long time (Saidi, 2013).

There was also activation of some administrative services related to the lending service, which the library was keen to provide remotely, which is the service of

vacating the university's employees from faculty, staff, and students. Automated Systems Unit, then notify the Director of Administrative and Financial Affairs at the Deanship to approve the request in the electronic services system (disclaimer) in the absence of any obligations, as the service was provided to about 220 beneficiaries.

Based on the information available for the study about the services provided by the Deanship of Libraries Affairs at Imam University and their management electronically during the pandemic period, a survey was conducted for some workers and users to evaluate the services of the Deanship of Library Affairs provided during the crisis through the interviews conducted, the result was as follows:

Figure No. (6) shows the employees' evaluation of the services of the Deanship of Library Affairs during the crisis (Response of Staff)



- 3/4/5: Communication means with Beneficiaries:

- 1- E-mail.
- 2- What sap Program
- 3- Chatra Program.

4- Help page at Deanship of Libraries Affairs page.

5- Receiving inquires personally.

B- Recognizing Beneficiaries' needs:

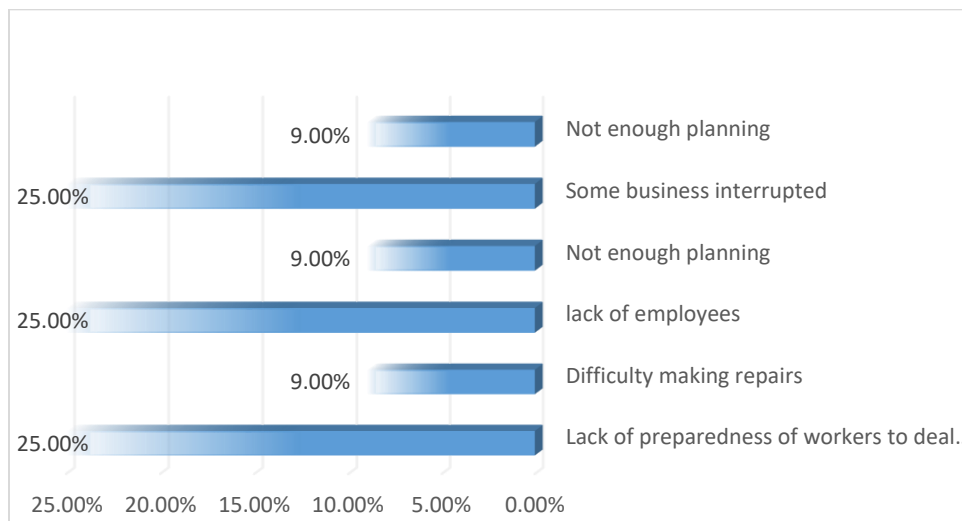
- Electronic questionnaire, Link of subscriptions evaluation of electronic database (Ask us), besides (recurrent questions) link.

3/4/6: Obstacles faced Deanship of Libraries Affairs:

Most challenges that may face any governmental sector is change of administrative work into electronic work, particularly when work featured by speed. These obstacles identified through asking the staff of the deanship about the obstacles they faced during the crisis:

(Figure No. 7 showing staff opinions that deanship of libraries affairs faced)

The impact of the crisis on the library's activities:



The responses of the staff in the Deanship in this regard were different, but similar in terms of content and reason:

However, it focused on the following:

- Beneficiaries are not able to benefit from paper sources.

The inability to provide some services in their traditional form as a result of social distancing and the lack of beneficiaries in the library.

Increasing the number of digital frequencies on library services.

However, there are positive effects represented in the following:

- Focusing on providing electronic information services and developing other information services and providing them electronically, as the crisis put the library management in the challenge, how to take advantage of the university's information and communication network infrastructure in performing many technical and administrative tasks and procedures remotely.

3/5/ Deanship of Library Affairs before and after the crisis:

1/5/2: The percentage of using university library buildings considering the Corona pandemic.

It is normal for the percentage of university library buildings to be used and to be visited in person after the Corona crisis. This is due to:

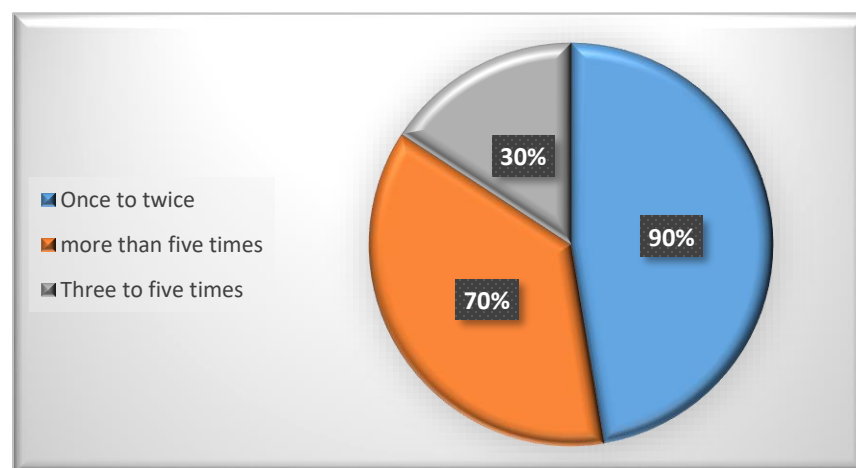
1. Change in the behavior of searching for information and the trend towards electronic use.
2. The policy of university libraries in reducing the number of their users and visiting the building at the same time is simultaneous use.

The study did not have accurate statistics that directly determine the percentage of use of library buildings, because the statistics are compiled at the end of the academic year, and therefore they are not available at the time of preparing the study, but by referring to the direction of the Deanship, it is expected after the end of the quarantine period and return to the workplace and after assessing the

situation under the circumstances The ongoing Corona pandemic, and in implementation of the policy of the Kingdom and the university in applying precautionary measures, the Deanship of Library Affairs will tend to provide university library services in accordance with the policy of precautionary measures with full continuation of services (Saidi, 2013).

Through a survey of the opinions of some employees of the Deanship of Library Affairs about their frequency to the library during this semester, the result was as follows:

Figure No. (8) Percentage of employees' frequency to the libraries of the Deanship of Library Affairs during the crisis



3/5/2/ The precautionary measures followed in the libraries of Imam Abdul Rahman bin Faisal University:

The Deanship of Library Affairs has taken several measures related to health precautions to confront the Corona pandemic while working from it, and the following table shows a number of those measures.

Table No. (2) Some of the precautionary measures followed in the libraries of Imam Abdul Rahman bin Faisal University

Item FAQ

Frequency of the library building: Allow entry to the library building, provided that the total number of visitors from all groups in the library building does not exceed 50% of the capacity of each viewing room, so that there is a distribution of those who frequent the tables and seating places to ensure distancing.

Access to printed information sources: if the beneficiary needs to browse the shelves The principle of limited browsing is applied: it is allowed to view books with a maximum of five books in a single visit, and to adhere to the library's policy of not returning books on shelves but in sterilization baskets during the period of sterilization.

Viewing the sources: Those who are frequently come to library are allowed to borrow books in accordance with the adopted lending policies, provided that the borrowed books are sterilized when they are retrieved, and they are left for 72 hours, which is the period the virus remains on paper in baskets with the dates of the end of the sterilization period, noting that paper books are not loaned if electronic copies are available. The collection of fines is limited to the electronic method only, without dealing with cash.

Workshops: It is recommended to hold workshops remotely through electronic programs used for all categories of beneficiaries. This service is available to conduct electronically without the need to come to the library according to the deanship's plan.

Use of library devices: The devices are available for use, provided that they are used by the responsible male and female employees to minimize touching the devices and to return books that have been scanned or photographed in sterilization baskets. Fees are collected using electronic devices only, excluding cash.

Use of the reading Hall: The hall is allowed to be used for no more than 50% of the capacity of the hall, with social distancing signs placed on the equipment units to ensure this distance. * Devices must be sterilized after each incident of beneficiary use, and this is done under the supervision of the laboratory official in coordination with the hygiene services unit.

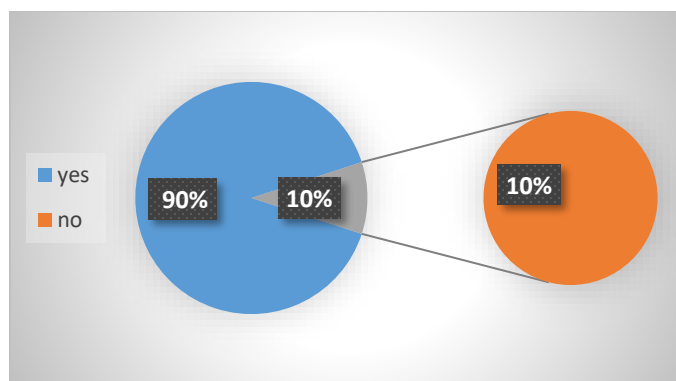
Use of individual rooms: Single rooms are available for use, provided that the rooms are sterilized daily under the supervision of the official of each briefing room, who records the sterilization incidents in a daily sterilization follow-up list.

Use of collective rooms: The use of collective rooms does not exceed 50% of their capacity, provided that the rooms are sterilized daily under the supervision of the officials of each hall.

3/6/ How successful is the Deanship of Library Affairs in implementing electronic management during the Corona crisis

To answer this question, the two researchers also used the interview tool by surveying the opinions of some employees of the Deanship about the extent to which the Deanship has succeeded in applying electronic management in the face of the Corona crisis. Most of the answers were positive, and the following figure (7) illustrates this.

Figure No. (9) is the extent of the success of the Deanship of Library Affairs for electronic administration and managing and confronting the Corona crisis from the point of view of employees



Conclusion:

The study showed the importance of applying electronic management in university libraries, especially in such exceptional circumstances, as it is applied in several areas because of its effectiveness in achieving the goals of university libraries, facilitating work tasks, enabling communication with beneficiaries, interacting with them, and meeting their services with a high level of quality and efficiency.

A- Results:

- The administrative functions of university libraries complement each other, and in the event of a defect in any job, this causes a failure and a shortcoming in the administration.
- The electronic management is of indispensable importance in university libraries lies in raising the efficiency of work and facilitating performance and flexibility, and to give libraries high privacy and confidentiality for their work.

The experienced human element is one of the most important elements of electronic management in university libraries, where all other elements depend on it.

- The differences between the traditional and electronic management show us that there are some advantages that the traditional management does not possess and exist in the electronic one, including: long-term preservation and high confidentiality of the institution's information, as well as the possibility of quick access to electronic documents when needed, which means saving the institution's time and effort.
- There are major requirements without which electronic management cannot be, which are administrative, technical, human, security, and financial requirements.
- The electronic administration contributed to providing the best services to the beneficiaries and researchers in the university library at a high level and at lower costs.
- The electronic administration has helped in the exchange of services and information between university libraries in an effective and integrated electronic manner.
- Crisis management activity calls for exploration, analysis and gathering of information to take appropriate decisions that are in the interest of the entity, organization, or institution, and to track gaps and alerts and everything that may cause a crisis in the future.
- The development of technology contributed to the change in university libraries, where the use of modern technologies had an effective role in facilitating work tasks.
- The success of the electronic management project can only be achieved by providing the necessary requirements for it, in terms of financial support, infrastructure, information technology and human resources, to benefit from

modern technology and improve management and work. This is what the Deanship of Libraries succeeded in efficiently during the quarantine period, which reflected positively on its performance

- The electronic and library information systems, and the library's online website, are among the electronic management tools in university libraries.
- Electronic management affects the human resources in university libraries, as it improves the implementation of operations, encourages innovation, and retains beneficiaries and suppliers.

Within the framework of the studied case, the study concluded the following:

- The Deanship of Library Affairs has increased the number of employees in some services and increased the time beyond the official working hours to provide the best electronic service to the beneficiaries.
- The Deanship of Library Affairs has implemented decisions related to developing the capabilities of university employees through training workshops by the Deanship of Communications and Information Technology and from other parties.
- The Deanship of Library Affairs has implemented decisions related to information technology by creating new web pages that provide electronic information sources and research tools that meet the needs of university employees and develop their information capabilities and skills.
- The Deanship of Library Affairs has launched a series of awareness and marketing campaigns by e-mail for the university's electronic library information resources that it acquires for university employees.
- Evaluation of the services of the Deanship of Library Affairs during the Corona crisis. This evaluation showed that two employees gave a grade of excellent and two of them rated it very well. As for the beneficiaries, 16 of them rated it

excellent, 8 very good, 6 good, and 2 acceptable. This means that the services provided are satisfactory for the majority.

- The Deanship of Library Affairs faced some difficulties, like any institution in the government sector, in changing the culture of administrative work and the rapid transition to electronic management.

The difficulties encountered by the Deanship of Library Affairs, which were collected according to the opinions of some employees: the lack of beneficiaries by 50%, the difficulty of carrying out repairs due to the crisis by 25%, the lack of readiness of workers to deal with such crises by 25%, and the disruption of some works due to the crisis by 25% %. Perhaps this is because the occurrence of such a crisis was surprising and there was no ready plan before to deal with such crises.

- From the employees' opinions about the impact of the crisis on the library's activity: that it affected the beneficiaries' use of paper resources, and the focus was on providing and developing electronic information services and benefiting from the university's communication and information network in performing many technical and administrative tasks and procedures remotely, and it affected the percentage of visitors to the library and increased frequency of digital services. In the sense that the crisis affected the administrative procedures and services in the library in a positive way in terms of employing the technical options available to provide the service, and it is now done electronically.

- The opinions of employees and beneficiaries about the commitment of the libraries of the Deanship of Library Affairs to the precautionary measures were positive by 100%. As for the beneficiaries, 56% answered yes, 38% answered without knowing, 3% of them answered somewhat, and 3% answered no. This means that the majority agree that libraries usually librarians abide by precautionary measures.

- The opinions of the employees about the extent of the success of the Deanship of Library Affairs in implementing electronic management during the Corona crisis were positive as well, as the sample indicated 100% yes. This means that it has succeeded in its application and needs to continue to develop to meet the needs of the university's employees

- Recommendations:

- Continuously holding training courses for employees to improve their performance and to raise new topics about modern technologies and systems.
- Searching for excellence in electronic management and good work, as it raises the level of performance of workers and the service of beneficiaries more.
- Develop an alternative plan or a contingency plan in the event of the failure of the electronic administration.
- Establishment of integrated and separate work teams with high capabilities and expertise and suitable for crisis management.
- That the library serves students both physically and virtually, by creating a common portal through which students can book consultations and appointments to provide services such as teaching, writing center and workspaces to help with exams and research work. To implement it, key partnerships must be developed with university education, counseling, student support services, progress tracking and data collection to improve service performance and student access to the support they need.
- The experience of the Deanship of Library Affairs has proven its success in providing remote training workshops, but we see a need for flexibility as students have different learning styles, some of whom prefer learning on campus, and some prefer distance learning. Therefore, we suggest that training workshops be offered in person and that they be made available remotely and that the students be from

both groups at the same time, and that is done by running demonstrations and asking questions.

- That special collections and digital archives that carry out digitization and 3D scanning technology be made available to provide access and availability for students and researchers to materials and resources. This will increase support for digitization and provide new tools and research methods.
- That the Deanship of Libraries create a virtual exhibition for students to deposit their projects, whatever they are, so that others can learn from and build on their work, and for the library to share the intellectual outputs of its campus.
- Enabling the restriction of the possibility of remote login for the same user from multiple computers at the same time (Concurrent Logins).

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