Original Article

Building the e-Society within the University and Beyond - A special Study on Hamadan Bin Mohammed e-University Library, United Arab Emirates

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ABSTRACT
Hamdan Bin Mohammed e-University is the first e-University in the Middle East. The HBMeU is the first online institution to be licensed and recognized by the Ministry of Higher Education and Scientific Research in the United Arab Emirates and among the few in the region. The University is a pioneer in e-learning with a mission to re-shape education by providing a model of lifelong learning, including open access to short courses, executive development programs, certificate and diploma courses leading to accredited undergraduate and graduate degree programs. Handan Bin Mohammed e-University e-Library is the striving to create an information e-society within the University and beyond. This paper describes the process of making Handan Bin Mohammed e-University e-Library a modern digital library and a center for continuing education.
Keywords: e-Library, e-Learning, digital library, Library technology, e-society.

INTRODUCTION

Interest in Total Quality Management continues to grow un-relentlessly throughout the globe. Indeed, TQM is not considered just as a powerful concept for driving the improvement of processes and operations in organizations, in the private or public sectors, but it is more and more accepted as a key driver for ensuring organizational competitiveness and the sustainability of corporate performance. His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, the Crown Prince of Dubai and the President of Hamdan Bin Mohamed e-University (HBMeU), officially launched the HBMeU on February 1, 2009.

The HBMeU is the first online institution to be licensed and recognized by the Ministry of Higher Education and Scientific Research in the United Arab Emirates and among the few in the region. The University is a pioneer in e-learning with a mission to re-shape education by providing a model of lifelong learning, including open access to short courses, executive development programs, certificate and diploma courses leading to accredited undergraduate and graduate degree programs.

The University offers wide range of programs to meet the needs of learners in all sectors of the economy, including business, education, e-learning, healthcare and environment. The HBMeU provides learning opportunities for all through the principle of click-to-learn. The HBMeU enjoys international credibility, recognition and affiliation, and its programs are not only demand-driven, but are customized to meet the growing needs of businesses in the UAE and indeed elsewhere in the Arab world.

ABOUT DUBAI

The major part of the Dubai emirate consists of rolling sand dunes lapping the foothills of the arid Hajar Mountains in the east. Until a decade or two ago, the dunes were inhabited by nomadic bedouin roaming with their flocks and herds. Today the nomads have all settled, in villages in the few fertile oases or valleys, or else in the city .Modern Dubai is the product of the past 20 years of intensive development. Prior to that, Dubai was a small trading port, clustered around the mouth of the Creek.

It had grown gradually from a fishing village inhabited in the 18th century by members of the Bani Yas tribe. Its origins, however, go back into the far more distant past. The town s museum displays a rich collection of objects found in graves of the first millenium BC at nearby Al-Qusais, while a caravan station

of the sixth century AD was excavated in the expatriate suburb of Jumairah. The village really began to grow in the early 19th century, when some 800 members of the Bani Yas tribe, the Al Bu Falasah, moved north and settled in Dubai.

By the turn of the 20th century Dubai was a sufficiently prosperous port to attract settlers from Iran, India and Baluchistan, while the souk on Deira side was thought to be the largest on the coast, with some 350 shops. The facilities for trade and free enterprise were enough to make Dubai a natural haven for merchants who left Lingah, on the Persian coast, after the introduction of high customs dues there in 1902. These people were mostly of distant Arab origin and Sunni, unlike most Persians, and naturally looked across to the Arab shore of the Gulf finally making their homes in Dubai. They continued to trade with Lingah, however, as do many of the dhows in Dubai Creek today, and they named their district Bastakiya, after the Bastak region in southern Persia.

Meanwhile a flourishing Indian population had also settled in Dubai and was particularly active in the shops and alleys of the souk. The cosmopolitan atmosphere and air of tolerance began to attract other foreigners too: by the 1930s, nearly a quarter of the 20,000 population was foreign, including 2,000 Persians, 1,000 Baluchis, many Indians and substantial communities from Bahrain, Kuwait and the Hasa province in eastern South Arabia. Some years later the British also made it their center on the coast, establishing a political agency in 1954. The international trade which flowed from Dubai s cosmopolitan contracts was the basis of rapidly increasing prosperity. This gave the city an early start in development before the beginning of oil production in the late 1960s. Dubai contacts and mercantile skills increased resilience and the ability to profit from favorable conditions for enterport trade with Persia and India after the 1939-45 war.

The successful early development was due in large part to the foresight of Dubai s rulers. During the 20th century the city has benefited from the stabilizing influence of two exceptionally long rules: that of H H Shaikh Saeed Bin Maktoum from 1912 to 1958, followed by that of his son, H H Shaikh Rashid Bin Saeed al-Maktoum. For many years prior to his father s death in 1958 Shaikh Rashid has played a leading role in directing the state. Since then he has guided Dubai in its expansion from a small, old-world town to a modern state with excellent communication, and industrial infrastructure, and all the comforts of contemporary life. Since 1980 Shaikh Rashid has played a background role due to ill health but his four sons have continued his policies in exactly the same mould. While this development has been greatly facilitated by the discover of oil and its production from the 1960s.

Gensis of Hamadan Bin Mohammed e-University

The idea for setting up the e-TQM College was first conceived within Dubai Police. Dubai Police has, over the last 10 years or so, taken lead in not only applying TQM principles in policing and support activities but has also been extremely proactive in sharing its humble but effective experience with quality implementation with other police forces in the Arab World. The level of passion, enthusiasm and belief related to the importance of TQM within Dubai Police's leadership team has encouraged them to launch a newsletter which is edited within the TQM department and which is published and distributed throughout the Arab World on a regular basis. The response to this initiative was overwhelming, the initial printing run was 5000 copies, which got increased to 10,000 copies and the demand for more copies was still overwhelming. People were still thirsty and avid to know more about TQM generally speaking and in the context of policing more specifically.

In response to this popular demand, came the idea of setting up an online College for supporting the growth of quality in policing and to use the College as a vehicle for spreading the awareness and education of quality in the Arab World. The idea was suggested by the Director General of Dubai Police's TQM department and with the support of the Commander in Chief of Dubai Police, H.E Lt General Dhahi Khalfan Tamim the idea was presented to H.H Sheikh Mohammed Bin Rashid who, on the 29th December 2001 gave a specific instruction on the setting up of the eTQM College which then got launched on the 29th September 2002 by official inauguration from His Highness.

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2009. The HBMeU is the first online institution to be licensed and recognized by the Ministry of Higher Education and Scientific Research in the United Arab Emirates and among the few in the region.

LIBRARY MISSION
"The aim of the Hamdan Bin Mohammed e-University e-Library and Learning Resources is to provide information services and resources required to support the teaching, learning and research of the e-University Community."

OBJECTIVES OF LIBRARY
- To provide members of the e-University Community with anytime/anywhere access to library services and information resources irrespectively of their geographical location, social or employment circumstances
- To support the e-University graduate, undergraduate and professional programs in its instructional and information needs
- To provide strong research collections that support and strengthen academic programs and the research interests of faculty and preserve them for the future
- To ensure that users are adequately trained to use and exploit the information available and that further assistance and guidance is available on demand through a variety of means appropriate to their needs
- To work with collaborating organizations and institutions in providing library and learning resource facilities and services
- To maintain a process of evaluation and continuous improvement in the quality of services of the e-Library and Learning Resources and ensure responsiveness to changing user needs
- To continuously increase the holdings of the e-library and other learning resources to meet the e-University Community information needs

Electronic Library to support the mission of the library
The mission of the library is to provide information services and resources required to support the teaching, learning and research of the e-University Community. Library is working continuously in this direction to fulfill the mission of the e-University. In order to meet the international standards of the electronic library, Library is working in the following directions
  a. Collection
  b. Access
  c. Technology
  d. Services
  e. Library policies
  f. Suggestions
  g. Information literacy programs
  h. Strategic Partnerships

A. Collection
In order to support the e-education mission of Hamdan Bin Mohammed e-University, Library is working in this direction to fulfill the informational needs of the faculty and students in their pursuit of seeking information for their academic purpose. The Library's comprehensive collections support instruction and research through the master's and Bachelor's level in most fields. The "e-Resources" portion of the e-Library provides access to the contents of some 6832 electronic journals; over 28 regional, national, and international newspapers online; 187,700 electronic books, and several recommended and scholarly websites arranged by nature of contents. E-Library working within the framework of its collection policies of "Electronic resources collection" to support the informational needs of the users, is procuring the electronic resources for its collection. Electronic resources including the databases for books, journals, reference collection from various publishers, has been procured for the library and given access to the library users through the library portal. These resources support the academic needs of the faculty and students.

The Hamdan Bin Mohammed e-University is committed to advance the missions of the e-library by developing and maintaining a dynamic collection of resources in multiple formats. The Library collects current scholarly information, regardless of format, which supports the research, administrative and educational needs of its patrons. This "Library Resource Development Policy" provides context and guidelines in the selection, acquisition, provision of access to, evaluation, and maintenance of such resources. Selection of Library materials involves the planned identification and review of items best-suited to strengthen Library resources for education and research. Regardless of format, selection criteria are the same subject relevance, intellectual content, level of presentation, and reputation of author and publisher

E-Library Resources Present Status

E-Journals

Resource	Coverage	Available
Proquest ABI Inform (For Management)	Most scholarly and comprehensive way to explore and understand business research topics. Search nearly 3000 worldwide business periodicals for in-depth coverage of business and economic conditions, management techniques, theory, and practice of business, advertising, marketing, economics, human resources, finance, taxation, computers, and more. Expanded international coverage. Fast access to information on 60,000 + companies with business and executive profiles.	3566
Proquest Health Management	Find complete, full-text information from leading publications covering all aspects of health administration, including public health and safety, hospitals, finance, personnel management, insurance, population studies, labor relations and law.	844
EBSCO Business Source Premier	Business Source Premier is the industry's most used business research database, providing full text for more than 2,300 journals, including full text for more than 1,100 peer-reviewed titles. This database provides full text back to 1886, and searchable cited references back to 1998. Business Source Premier is superior to the competition in full text coverage in all disciplines of business, including marketing, management, MIS, POM, accounting, finance and economics. This database is updated daily on EBSCOhost.	3299
EBSCO Education Research Complete	Education Research Complete is the definitive online resource for education research. It offers the world's largest and most complete collection of full text education journals. It is a bibliographic and full text database covering scholarly research and information relating to all areas of education. Topics covered include all levels of education from early childhood to higher education, and all educational specialties, such as multilingual education, health education, and testing. Education Research Complete also covers areas of curriculum instruction as well as administration, policy, funding, and related social issues. This database also includes full text for 133 books and monographs, and full text for numerous education-related conference papers.	3424

E-Books

Resource	Coverage	No. of e-Books Available
E-Books	Is the first online library that provides 24/7 access to the world's largest online collection of books and journal articles in the humanities and social sciences, plus magazine and newspaper articles.	150,000 Titles 67,0000 cover to cover books 6000+ research Topics
Ebrary	Online books covering 16+ subject areas	52,000

Periodicals

Resource	Coverage	Available
E-Journals	Is the first online library that provides 24/7 access to the world's largest online collection of books and journal articles in the humanities and social sciences, plus magazine and newspaper articles.	92

Newspapers

Resource	Coverage	Available
Press Display	Is the first online library that provides 24/7 access to the world's largest online collection of books and journal articles in the hum~~~ **Shakeel** *et al* ~~~e and newspap~~~	28

Case Studies/Reports/Statistics Databases

Resource	Coverage
Business Performance Improvement Resource (BPIR)	BPIR offer the web's most extensive collection of benchmarking and best practice information.
World Bank eLibrary	The World Bank e-library is an online, fully cross-searchable portal of over 5,000 World Bank documents. The collection consists of over 2,000 World Bank publications and over 3,200 Policy Research Working Papers, plus each new book and paper as they are published. As an e-Library subscriber you gain unlimited access to a wealth of knowledge and expertise on development issues throughout the years and across a wide range of subjects.
LexisNexis	LexisNexis Academic provides access to full-text news, business, and legal publications, using a variety of flexible search options. The Company Dossier module gives you the detailed company information and financial performance measures or identifies and compares companies matching specific criteria. The outstanding news coverage includes deep back files and up-to-the-minute stories in national and regional newspapers, wire services, broadcast transcripts, international news, and non-English language sources.
Knowledge Management	Contains books on Knowledge Management Consulting Methodology, Directory of KM Principles, Tools and Techniques, and KM Education. This consists of 18 ebooks as pdf files.

B. Access

The e-Library website serves as an electronic gateway to the Hamdan Bin Mohammed e-university e-Library's extensive collections and services. The content of the e-Library has been continuously expanded and updated, the website's basic design, navigation and technology has also been continuously enhanced. To reach the library, users irrespective of their geographical location, e-Library is giving access to its informational resources through the e-Library portal. E-Library portal is a one location for all the library services. Access to the library resources and services is provided to the library user from this library portal. The Library's World Wide Web site was mostly created, enhanced and refined during the past two years. The Library's Web site has just completed a complete "renovation" which has made it even more useful and easy to use than before. With its user friendly menus, users can authenticate themselves in the e-library portal with the login credentials supplied to them and benefit from the various resources and services.

the Library provided access to over 6832 electronic journals; over 28 regional, national, and international newspapers online; 187,700 electronic books, and several recommended and scholarly websites arranged by nature of contents.

C. Technology

E-Library is always adapting to new technologies to reach the library user. No matter how much digital library content is available, it cannot be made reliably available without a robust technical infrastructure to support the discovery and delivery of these materials.

1. **Integrated Library System :**
   As one would expect, the e-Library's internal processing services are fully automated. Virtua Integrated Library system has be purchased for the library. It acts as the main support for the e-Library automation.

2. **E-Library Portal :**
   The e-Library website serves as an electronic gateway to the Hamdan Bin Mohammed e-university e-Library's extensive collections and services. The content of the e-Library has been continuously expanded and updated, the website's basic design, navigation and technology has also been continuously enhanced-Library has various informational resources and services, which can be accessed from the library portal. With a single sign on mechanism, users can login to the library portal only once and access to all the library resources and services. Library users can access the e-Library portal at http://lib.hbmeu.ac.ae.

3. **Federated Search Engine :**
   Library released a Web based federated search engine named Search Analyzer Federated search. Search Analyzer is a combined "discovery and delivery" tool designed to simultaneously search multiple collections and return results in a single presentation. Within the list of search results, duplicate records can be removed, and the remaining unique records can be sorted and manipulated in a variety of ways. Whenever possible, search results include the delivery of full-text. Search Analyzer works much like an Internet search engine, but instead of trawling the Web, it searches a variety of reputable collections subscribed by the library, including commercially-licensed indexes and abstracts, full-text databases, online journals, library catalogs, and quality-assured websites. Currently, 09 extensive collections can be searched simultaneously using Multi-search, including the Search Analyzer. Users can choose to search all available collections, or can narrow their focus by searching pre-defined, subject-based "profiles" in such topical areas. Search Analyzer is one of the few tools of its kind that combines the convenience of a Google-like search engine with the rich content of library and commercial databases. Library user can search the required information from all the library resources with just one query in one place. This in turns saves the time of the users.

4. **Online Public Access Catalog (OPAC) :**
   By looking back on the digital library as a process, one can see the progress achieved and lessons for guiding the future. The Library's first efforts in the digital environment were to automate its internal procedures. The catalog records in this process were then loaded into OPAC, from where the patrons can search the Online Public Access Catalog, and connect to the full text.

D. Services

E-Library portal is a one place for all the library services. Library services includes the access to the library resources, Suggestions, Reference Services, Current Awareness Services, Inter Library loan, Live chat, Tutorials, Alerts.

1. **Reference service :**
   Reference Service is considered to the live blood of any library. The primary purpose of this service is to guide e-TQM College students, faculty, staff, and researchers at point of need to resources that accelerate the process of identifying and retrieving information for research, study, or personal use and to connect library users with the best available information for their research needs, and to achive the connection in the most effective manner possible.This is the most busiest section in the library. E-Library users can fill up the form from the reference queries available on the e-Library portal and submit.
   E-Library offers the following reference services:

1. **Article Search**: Article includes journal articles, magazine articles or news article. An electronic form has been provided for the patrons for article search request. Library patron are requested fill

up the electronic form, with as much details of the article/s requested, and submit. Reference librarian will search for the requested article and send it to the library patron by email or the link.

Literature Search: Literature search includes information about the particular or related topics. An electronic form has been provided for the patrons for literature search request. Library patron are requested fill up the electronic form, with as much details of the information requested, and submit. Reference librarian will search for the requested article and send it to the library patron by email or the link.

Current Awareness Service :
Current awareness services assist patrons with keeping up-to-date with new publications in their subject area. Keep up-to-date with the latest research in their field with free current awareness services. These services allow patrons to browse the tables of contents of the latest issue of their favorite journals or provide email notices of new publications in your research area.
Current awareness services (CAS) are available for, but not limited to:

- Journal articles - search alerts or table of contents alerts
- Books
- Web pages

How does it work?
Patrons are requested to let us know the area of their interest by filling up form given on the e-Library portal, and provide as much information as possible and submit. Library will keep posting the patrons in their email, the latest table of contents of the journals of your interest, new book releases, latest updates on the websites of their interest.

2. **Inter-Library Loan :**
Interlibrary loan is a service whereby a user of one library can borrow books, videos, DVDs, sound recordings, microfilms, or receive photocopies of articles in magazines that are owned by another library. Interlibrary loan borrowing provide eTQM college community with access to library resources unavailable in the eTQM college library and are available with the other libraries in cooperation with eTQM college library.This service is available to the learners, researchers and faculties of eTQM college.

3. **Remote access Reference Service :**
This service is available to e-Library patrons only. The main focus of this service is to provide quick information and referrals using online sources including our online databases, the Catalog and the Internet. The librarian will be able to see your desktop remotely, and will guide you to access the required information, using the database, searching and downloading the information, and will answers to your questions, or sources of information.

4. **Live Chat :**
This service is available to e-Library patrons only. The main focus of this service is to provide quick information and referrals using online sources including our online databases, the Catalog and the Internet.
The librarian will "chat" with the patrons, and will answers to their questions, or sources of information. Patrons can call from any part of the world by clicking on the icon CLICK TO TALK available on the e-Library portal.

E. Library Policies
All the e-Library users are advised to read and keep well informed about the library policies. Policies related to collection development, Circulation, Copyrights, Acceptable use and other policies. These policies have been displayed on the e-Library portal. Users can acquaint themselves on the various policies.

F. Suggestions
E-Library values for the suggestions from its users. Different suggestions regarding the library resources and resources can be sent to the library. E-Library values these suggestion for it quest to develop and improve the library serves to its users. Various suggestions forms are displayed on the e-Library portal. Users can use these forms to suggest.

G. Information literacy programs
The library maintains an active program of instruction, including both formal classes and a large numbers of workshops and informal class sessions. The e-Library regularly conducts information literacy programs. Various sessions for the orientation of the library and its resources and services is conducted to the users. Tutorials and workshops for training users to use the library resources is been conducted regularly. Library manual is made available to the users from the library portal. And online tutorials for the using the databases is made available to the users from the e-Library portal.

H. Strategic Partnerships
Full participation in the emerging Union catalog LIWA. The Hamdan Bin Mohammed e-University e-Library now has the opportunity to work with other libraries to leverage the strength of the Union catalog through the LIWA. e-Library is in the process of establishing Inter-Library cooperation with other libraries within the country.

CONCLUSION
E-Library is the gateway for the informational needs of the Hamdan Bin Mohammed e-University community. With the use of latest technologies in delivering the information to the users, e-Library portal, with its online resources and online services, serves as the one stop for all the informational needs of the Hamdan Bin Mohammed e-University community.

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