The deanship is very keen on getting to know the beneficiaries' views on the service provided. So, different surveys have been administered for the sake of achieving the quality criteria. These surveys involved students as well in order to find the strengths and weaknesses.

Teaching staff and all university employees should assess traditional and electronic information resources, services, library and the way employees deal with the beneficiaries of the service through:

Teaching staff survey of evaluating available information resources in the University for supporting education purposes.

Survey of measuring to what extent the beneficiaries are pleased with the services in the deanship of libraries affairs.

A survey of measuring the libraries quality of Almajma'ah University.

A survey of measuring to what extent the beneficiaries are pleased with the Saudi digital library resources.

A survey of measuring to what extent beneficiaries are pleased with electronic data bases.

A survey of measuring the extent of students' benefits out of electronic data bases.

A survey of measuring to what extent the printed books benefit the students.

A survey of measuring effectiveness of search service on the internet

A survey of measuring to what extent teaching staff are pleased with training over electronic data bases.

. A survey of measuring to what extent beneficiaries are pleased with the service of magazines and newspapers