

Personal Information

Name	Dina Tbaishat
Place and date of birth	Amman
Faculty	Educational Sciences
Department	Library & Information Science

Qualifications

Qualification	Specialization	University of donor rank	Date
PhD	Information Science	Aberystwyth University	2012
MSc	Software Engineering	University of the West of England	2005
BSc	Computer Information Systems	University of Jordan	2004

Specialization and domain of interest

Specialization	Information Science
Domain of interest	Business Process Modelling, academic libraries, systems analysis, social networks

Specialization and domain of interest**Title and abstract of the doctoral thesis (within 150 words)**

Business process modelling for academic libraries

This study examines business process modelling for academic libraries.

Background: Pressures on commercial organisations to be more efficient and effective in their information management have led to interest in the modelling of business processes, to help ensure that information systems – manual and computerised – genuinely support effective operations. Academic libraries have seen huge changes with the growth of the Internet and easier access to information, but examination of library functions and activities, in terms of process architecture has been limited. **Aims and objectives:** This research investigates academic library processes using a business process modelling method called Riva. The university libraries selected are four cases from two contrasting sites: Jordan and the UK.

Methods: The literature review covered academic libraries and their history, the

concept of role, operational research and business process modelling. Interviews with library staff ($n = 47$) were conducted, to learn about library processes. After analysing the information gathered, with consultation of documents, a Process Architecture Diagram and a set of Role Activity Diagrams for selected functions were derived. **Results:** Models of RADs were provided, demonstrating the processes selected. A comparison between the two sites in terms of application of these processes along with their associated challenges was also provided. Improvements could be extracted from the process models, as they pinpointed some inefficiencies and also helped to raise questions about procedures through comparisons. **Conclusions:** It seems fair to conclude that the modelling technique used was feasible, as it was able to visualize processes within academic libraries and provide a basis for improvement and management by supporting the analysis of process performance and behaviour. A limitation to this method is that library managers might need to learn new techniques

Career Experience

Job Title	Place of work	Date
Assistant Professor	University of Jordan Library and Information Science Department	Sep 2013
Teaching Assistant	Aberystwyth University Information Studies Department	Jan2008- May2009
Teaching Assistant	University of Jordan Library and Information Science Department	Feb2007- Aug2007
System Analyst	Social Security Corporation Amman-Jordan	Feb2006-Jan2007

Administrative works and committees

Administrative work and committee	Date
Social day committee	2013-2014
Scientific day committee	2014-2015
Grades Checking committee	2014-2015 + 2015-2016
Study plan committee	2015-2016 + 2017-2018
Higher studies committee	2015-2016
Academic accreditation committee	2016-2017 + 2017-2018
Library committee	2017-2018

Reviewer for papers submitted to the first, second and third conference on e-publishing at University of Jordan's library (2015-currently)	
Reviewer for papers submitted to the Online Journal of Arts and Humanities (2016-currently)	

Recent Publications within last five years

Name of researcher	Research title, Publisher, Date
Urquhart, C., and Tbaishat, D.	Reflections on the value and impact of library and information services. Part 3: towards an assessment culture. <i>Performance Measurement and Metrics</i> , 17(1), 29-44 2016
Hamad, F., Tbaishat, D. and Fadel, M.	The role of social networks in enhancing library staff profession and promoting academic library services: A comparison study between University of Jordan and AlBalqa Applied University. <i>Journal of Librarianship & Information Science</i> , 1-12 2016 Sage
Tbaishat, D.	Business process modelling using ARIS: process architecture , <i>Library Management</i> , 38(2/3), 88-107 2017 Emerald
Tbaishat, D.	The role of social network sites in connecting students with learning and academic activities: a case study. In Taha, N., Sayyed, R. and Qatawna, J. (Eds.), <i>Social media shaping e-publishing</i> . 2017 Springer

Scientific conferences and symposia
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Conference Title	Place and date of conference	Type of participation
The 6 th International Conference: Education in a renewable digital environment	Zarqa University, Zarqa, Jordan 6-7 May 2015	Presented a paper
The 1 st International Conference on E-publishing: Social media shaping e-publishing	University of Jordan, Amman, Jordan 27-29 July 2015	Presented a paper
The 4 th Scientific & Research Conference on New Trends in Business, Management & Social Sciences (COES&RJ)	Istanbul, Turkey 19-20 September 2015	Presented a paper
the 21 st UK Academy of Information Systems (UKAIS) conference on Information Systems Comes of Age	University of Oxford, Oxford, UK 12-13 April 2016	Presented a paper
The second international conference on e-publishing: E-publishing over cloud and mobile technologies	University of Jordan, Amman, Jordan 26-28 July 2016	Only attendance

Training courses

Name of course	Date
Web of Science and Endnote Training	28 th April 2015
Contemporary Issues in the Design of Higher Education Curricula	12-13 October 2015
Writing and Publishing Research	3 rd November 2015
How to Get Published	29 th February 2016
Procedures and forms for quality assurance	26 th April 2016

Teaching activities

Taught Courses	Bachelor	Graduate
Information systems analysis and design	●	
Information networks	●	
Developing electronic information resources on the web	●	
Fundamentals of automation of information centers and libraries	●	
Digital libraries	●	
Introduction to information resources management	●	
Basics of information technology	●	
		Supervision of master's students to complete theses
I was selected to teach one week (8 hours) at university of Cyprus through Erasmus+ programme. I taught three courses at the computer science department, and these are: System analysis and design, Software engineering, Professional practice in software engineering. I also lectured post-graduate students and computer science department staff, talking about my research interest, see the link below: https://www.cs.ucy.ac.cy/colloquium/index.php?speaker=cs.ucy.2017.tbais hat	●	●

Membership in scientific and professional bodies and societies

Name and place of scientific body and society	Date
Member of: Association of Jordanian Female Academics	October 2017

Awards

Name of Award	Donor and place of award	Date
Certificate	Best paper award at the 4 th Scientific & Research Conference on New Trends in Business, Management & Social Sciences (COES&RJ)	Istanbul, Turkey 19-20 September 2015