

**Работа в университетской библиотеке в Иордании:
статус, проблемы и амбиции**

**Working at Jordanian University Libraries:
Present Status, Problems and Ambitions**

**Робота в університетській бібліотеці в Йорданії:
статус, проблеми й амбіції**

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Человеческий фактор в любой университетской библиотеке является одним из основных условий ее успеха, поскольку успех этот напрямую зависит от эффективности этого фактора и способности формирующих его людей выполнять различные обязанности. Библиотечные работники – это те люди, которые превращают политику в реальные действия и результаты. Успех или неудача любой библиотеки напрямую зависят от качества, опыта и уровня компетентности ее сотрудников. Ни одна университетская библиотека не может, несмотря на свои значительные ресурсы, обеспечить требуемый уровень обслуживания своих пользователей, если в ее штате нет компетентных и хорошо подготовленных сотрудников, которые могли бы раскрыть ресурсы библиотеки наилучшим образом. Таким образом, университетские библиотеки должны серьезно подходить к отбору и назначению сотрудников на должности, а приняв их на работу, обеспечить им карьерный рост, тренинги и всяческую поддержку. Очень важно также быть внимательным к их человеческим нуждам. Только в этом случае может быть достигнут максимальный результат при минимальных затратах, как в количественном, так и в качественном отношении.

The human element working at any university library represents the basic component for its success, since this success is entirely dependent on the efficiency of such element and its ability to cope with the different duties. The library staff are the ones that are responsible for translating the policies to actions and accomplishments; the success or failure of any library depends on the quality, experience and competitiveness of those staff, and no university library can, regardless of the huge volume of its assets, offer an active service to the beneficiaries unless it employs a high quality competent and a well trained staff that can display the qualities of such large asset in the best of ways and methods. Therefore, university libraries must take care of its staff as far as choice, appointing, promotion and training including care for their humanitarian needs in order to obtain the highest possible production at the least cost, quantitatively and qualitatively.

Людський фактор у будь-якій університетській бібліотеці є однією з основних запорук її успіху, оскільки успіх цей прямо залежить від ефективності цього фактора й здатності формуючих його людей виконувати різні обов'язки. Бібліотечні працівники – це ті люди, які перетворюють політику в реальні дії й результати. Успіх або невдача будь-якої бібліотеки прямо залежать від якості, досвіду й рівня компетентності її співробітників. Жодна університетська бібліотека не може, незважаючи на свої значні ресурси, забезпечити необхідний рівень обслуговування своїх користувачів, якщо в її штаті немає компетентних і добре підготовлених співробітників, які могли б розкрити ресурси бібліотеки якнайкраще. Таким чином, університетські бібліотеки повинні серйозно підходити до відбору й призначенню співробітників на посади, а прийнявши їх на роботу, забезпечити їм кар'єрний ріст, тренінги й усіяку підтримку. Дуже важливо також бути уважним до їхніх людських потреб. Тільки в цьому випадку може бути досягнуто максимального результату за мінімальних витратах, як у кількісному, так і в якісному відношенні.

Summary of the study

This study aims at identifying the status of staff working at Jordanian government university libraries with reference to libraries of the University of Jordan, Yarmouk University and the Hashemite University, to highlight the most important problems and future aspirations within the modern technological develop-

ments including the extent of satisfaction with the management, work environment, social outlook, wages and incentives physical, moral and satisfaction of library beneficiaries. The study recommends increasing the number of staff specializing in the field of library science, reducing the number of official working hours, raising their salaries and working conditions, and seeking to improve the level of their qualification and training so that they can keep pace with the technological and information developments through the cooperation and coordination with the concerned parities in this area.

Introduction

Libraries of different types, objectives and functions had been closely linked to the movement of development in the scientific, economic, intellectual and technological areas whereby it preserves the human and cultural heritage throughout the ages different. No one can deny the important and prominent role university libraries have in supporting scientific research, education and teaching. They are a measure of the of peoples' and nations' culture with recent increased importance of information with the scientific and technological developments placing extra responsibility on libraries in general and university libraries in particular for the development and modernization of library services and information provided to clients, especially that such libraries serve a community of academic and homogeneous users enjoying a high level of culture and education.

The modernization and development of a university library calls for a high level of training and rehabilitation of staff in addition to extra specialized research that deals with realities of working staff at university libraries. It is commonly known that the human element plays a prominent role and is basic in determining the success in the goals of fields of library services and information.

This study has dealt with the subject of working staff at university libraries, their ambition, problems and the difficulties they face. In trying to emphasize the importance of this group and their essential role in the success of the library to provide its fullest services, three university libraries were selected in three provinces for the application of the study which included libraries of the University of Jordan in Amman, Yarmouk University in Irbid and the Hashemite University Library University in Zarqa for the year 2008.

Problems of the study

The study tries to answer the following questions:

- 1 – The level of satisfaction among administrative staff workers in areas related to work.
- 2 – The level of satisfaction of working staff in the field of university libraries regarding the environmental conditions of work.
- 3 – The social view of staff workers in university libraries compared with those working in other disciplines.
- 4 – The level of satisfaction among workers at the university libraries in terms of wages and incentives.
- 5 – The level of satisfaction by working staff at university libraries on visitors and beneficiaries of library services.

The importance of the study

Working staff in university library attracted the attention of researchers due to the scientific & technological developments and the information revolution which had a direct impact on the evolution of library services and functions thus creating competition, improving services and developing new services, keeping pace with modern developments in the field of libraries and information. In this context, the importance of studying the status of working staff, the extent of satisfaction and the problems they face since this carries a big impact on the motivation and productivity of their work and desire to progress and development in their careers.

The importance of the study is highlighted by being a specialized study in three university libraries, with focus on staff performance and problems coming up with more accurate results in describing their current status.

Objectives of the study

This study aims at learning the status of working staff in each library of the University of Jordan, Yarmouk University and the Hashemite Library in terms of the distribution of personnel, variables such as age, gender, specialization, qualified scientific expertise and work environment.

- Problems and difficulties faced by workers in the library.
- The degree of satisfaction of employees who work in the library.
- Ambition and future aspirations of workers in university libraries.

Hypotheses of the study

- There is a pointing statistical relationship between employees and management.
- There is a pointing statistical relationship between staff workers and the environmental conditions of work.
- There is a pointing statistical relationship between staff workers in libraries and the social view of their profession.
- There are a pointing relationship between work and wages, incentives and the community of library beneficiaries.

Terms Used for the study

– Academic libraries: Libraries are funded and administered by universities, colleges or different institutes of learning to provide information and library services for various academic community made up of students studying in the said academic institution. (Alyan, 1978, p.42).

– University library: The library or group of libraries established within the University that provide and are regulated and managed to meet the needs of students and faculty members (Khalifa, 1991, p.453).

– Librarianship:

The profession on the librarian is related to knowing information vessels, theories, techniques and methods involved in the creation and preservation of library groups and the transmit ion of such material. (Shami, 1988, p.652).

– Workers of university libraries: work-forces (staff) in libraries of varying categories, whether professionals, clerical help or services. Working force is considers that its best use is the ultimate investment that benefits work at university libraries where they are responsible for translating the policy of Library, its programs and projects into concrete tangible position. (Dhiab, 1994, p.359).

– Job satisfaction: the feeling of psychological satisfaction, relaxation and happiness to satisfy the needs, desires and expectations of job duties itself and work environment with the confidence, loyalty and a feeling of belonging. (Morished, Al Sharayah, Sha'ar, 2004, p.50).

– Working conditions and environment: all physical psychological and environmental circumstances including the general atmosphere surrounding the work-place.

– Incentives: All financial returns and moral obtained by the individual versus working in the library, such as salary, promotion, training and rehabilitation.

– Beneficiaries: Defined as library users from university students, workers at the university and researchers from outside the university. (Hmushari, 1998, p.58).

Previous studies

Through the review of the literature on the subject of working in university libraries the researcher discovered Arab and foreign studies on the matter; here are some of the most important:

A study by (Humshari and Alayan, 1991) that aimed at identifying job satisfaction among women working at Jordanian libraries. Results of this study indicated that there was no statistically significant difference (0. 05) between average members of the study group because of the type of library, income, level of education, specialization, social situation, age and the number of years of experience at the library. The results of the study revealed the presence of a statistically significant difference between the average levels of women working in public, academic and specialized libraries regarding job satisfaction regarding the following areas: social status, diversity in employment, working conditions, professional development and satisfaction of the profession.

In a study (Hamshari, 1985) that aimed at identifying the degree of job satisfaction among qualified professional staff working in technical and general services at the academic libraries in Jordan. Results

indicated that workers in professional services were more satisfied than their colleagues in public services; also results indicated study indicated that men were more satisfied in their work than women.

In another study (Hamshari 1998) at specialized Jordanian libraries, it showed satisfaction among workers in general but moderately, the results of the study revealed also non-satisfaction of work especially in the fields of management, incentives and library users. The study pointed out to the absence of statistically significant differences (0.05) averages between satisfaction from work are due to the type of institution, gender, specialization, educational level, years of experience and age. Results showed that females were more satisfied with the profession as librarian more than male colleagues, and that those with advanced graduate studies were more satisfied in management work than their colleagues with B. A. or lower.

The study of (Alayan and Abu Zaid, 2002) it addressed the work pressure among workers at the government and private university libraries in Jordan, identifying the extent caused by the different sources of pressure on library workers at government and private university libraries in Jordan displayed by the following sources: (Conflict among library departments, the problem of efficiency, conflicting atmospheres, institutional organization, disincentives to work, incentives and job security).

The results of the study showed that workers at the university libraries in Jordan suffer from work pressure as a result of many factors, like the ambiguity of roles, organizational factors, absence of incentives and lack of job security. They pointed out that the variables of gender, specialization, educational level and experience affect were sources of pressure among staff workers at libraries in Jordanian universities. The study concluded with a number of recommendations: the emphasis on the importance of providing moral and material incentives to workers at the university libraries and encourage & create opportunities for promotion and career development.

A study was conducted by (Lynchard Verdin, 1983) aimed at identifying career satisfaction and its relation with variables of age, gender, occupational group, and the service period at the library. The study discussed the relationship between the level of surveillance, vocational guidance, promotion and commitment to work with job satisfaction for specialized and non specialized staff in libraries. The results showed the absence of statistically significant differences between the genders regarding job satisfaction. Results of the study also showed that librarians who have worked in the library for a long time were more satisfied than their colleagues who have worked shorter periods; also qualified librarians were more satisfied than their non-qualified colleagues and staff working in references section were more satisfied than their colleagues in other sections of the library.

Methodology and instruments of the study

Given the nature of the study, the researcher adopted the descriptive instrument for the collection of information whereby a questionnaire has been designed for this purpose, and attributed by a group of specialized professors specializing in Jordanian universities, where are their views on the clarity of his views were taken and their views adhered to have as far as amendment and addendum.

Study and the sample community

The study and sample community consists of all staff workers in libraries mentioned earlier. The special questionnaire of this study has been distributed resolution by hand directly to the community of the study, meaning that the study sample were all members of the community, it was gathered by the same way. The number of distributed questionnaires was (100) and the number of received ones were (91), a rate 91% noting all received questionnaire were valid for the purposes of the scientific research.

The percentage of members of the study with library science and information major (40.7%), while other disciplines were (59.3%). The table also shows that (49.5%) of employees work in technical services department, (20.9%) in the administration and (29.7%) in non-professional services.

Temporal and spatial parameters:

The spatial borders did not go specifically beyond the borders of the three libraries: the University of Jordan, Yarmouk University and the Hashemite University, but the temporal limits did not go beyond 2008.

Statistical treatment

To answer questions on the study and testing of its assumptions the following statistical methods were used:

The descriptive statistical measurement (Descriptive Statistics), frequency and percentages of variables for the first part of the questionnaire to describe the study sample; mathematical averages and standard deviations were used to answer to the first question

Analyses and results of the study

1- Scope of Satisfaction with the management

Table 1 shows that the average Satisfaction with the management reached 2.53 with a standard deviation of 0.46. The highest average rating of the item was the Relation of the employee with immediate manager at work as it reached 3.05 and its Standard Deviation 0.75 but the least paragraph on average was Average Organizational conflict diminishes within the library's administrative units reaching an average of 1.99 and its standard deviation 0.89.

ARITHMETIC MEAN and STANDARD DEVIATION
for Paragraph Satisfaction with the management

Satisfaction with the management	Definitely Not satisfied		Not satisfied		Satisfied		Very satisfied		Arithmetic Mean	Standard Deviation
	No.	%	No.	%	No.	%	No.	%		
Relation of the employee with immediate manager at work	3	3.3	14	15.22	49	53.85	25	27.47	3.05	.75
Appreciation I receive from direct management for my distinguished work	7	7.69	17	18.48	45	49.45	22	24.18	2.90	.85
Basis followed for promotion	20	21.98	23	25	45	49.45	3	3.3	2.34	.85
Clarity of work responsibilities	10	10.99	39	42.39	41	45.5	1	1.1	2.36	.69
Organizational conflict diminishes within the library's administrative units	31	34.7	35	38.4	20	21.98	5	5.45	1.99	.89
The guidance system at the library is proportional to the library users' needs.	15	16.48	22	23.91	42	46.15	12	13.19	2.56	.92
The library evaluates its performance and accomplishment for the benefit of using the evaluation for planning operations.	18	19.78	37	40.22	31	34.7	5	5.49	2.25	.83
Private benefit from my abilities at work	7	7.69	21	22.83	47	51.65	16	17.58	2.79	.82
Scope of management satisfaction									2.53	.46

2- Scope of satisfaction of work environment

Table 2 shows that the average of Satisfaction of work environment reached 2.67 with a standard deviation of 0.46. The highest average rating of the item was the paragraph Availability of needed equipment for doing my job at the library as it reached 3. 01 and its Standard Deviation 0.78 but the least paragraph on average was the paragraph Daily office hours compared to other establishments, reaching an average of 2.24 and its standard deviation 0.83.

ARITHMETIC MEAN and STANDARD DEVIATION
for Paragraph Satisfaction of work environment

Satisfaction of work environment	Definitely Not satisfied		Not satisfied		Satisfied		Very satisfied		Arithmetic Mean	Standard Deviation
	No.	%	No.	%	No.	%	No.	%		
Daily office hours compared to other establishments	20	21.98	32	34.78	36	39.56	3	3.3	2.24	.83
Availability of needed equipment (sorting plans, databases indexing, subject keywords) to perform my duty perfectly.	7	7.69	9	9.78	52	57.14	23	25.27	3	.81
Availability of needed equipment for doing my job at the library.	6	6.59	9	9.78	54	59.34	22	24.18	2.55	.78
Environmental conditions (conditioning, heat, furniture...)	21	23.8	9	20.65	31	34.7	20	21.98	2.55	1.07
The number of staff at the library is proportional to all beneficiaries' needs	24	26.37	19	20.65	44	48.35	4	4.4	2.31	.91
Working hours at the library are proportional with all beneficiaries' needs	8	8.79	14	15.22	45	49.45	24	26.37	2.39	.87
Scope of satisfaction with environment and work									2.67	.46

3- Scope of Satisfaction over social environment

Table 3 shows that the average Satisfaction over social environment reached 2.76 with a standard deviation of 0.50. The highest average rating of the item was the People's view of library profession compared to other professions as it reached 2.89 and its Standard Deviation 0.81 but the least paragraph on average was Workers believe in the purpose of their work reaching an average of 2.64 and its standard deviation 0.70.

Arithmetic mean and standard deviation
for Paragraph Satisfaction over social environment

Satisfaction over social environment	Definitely Not satisfied		Not satisfied		Satisfied		Very satisfied		Arithmetic Mean	Standard Deviation
	No.	%	No.	%	No.	%	No.	%		
Colleagues' view at work for library staff	8	8.79	21	22.83	44	48.35	18	19.78	2.79	.86
My vocational standing at my work compared to colleagues working in other section at same establishment.	10	10.99	17	18.48	51	56.4	13	14.29	2.74	.84
People's view of library profession compared to other professions	7	7.69	14	15.22	52	57.14	18	19.78	2.86	.81
Workers believe in the purpose of their work	5	5.49	30	32.97	49	53.85	7	7.69	2.64	.70
Scope of satisfaction over social environments									2.76	.50

4- Scope of satisfaction on Wages and Incentives

Table 4 shows that the average of satisfaction on Wages and Incentives reached 2.41 with a standard deviation of 0.57. The highest average rating of the item was the Monthly salary I get for library work it reached 2.68 and its Standard Deviation 0.78 but the least paragraph on average was the paragraph The university develops staff abilities in proportion with higher studies program needs reaching an average of 2.20 and its standard deviation 0.92.

ARITHMETIC MEAN and STANDARD DEVIATION
for Paragraph Wages and Incentives

Wages and Incentives	Definitely Not satisfied		Not satisfied		Satisfied		Very satisfied		Arithmetic Mean	Standard Deviation
	No.	%	No.	%	No.	%	No.	%		
Monthly salary I get for library work	9	9.89	20	21.98	53	58.24	9	9.89	2.68	.787
Training on the job of new aspects of work at the library	17	18.68	26	28.58	45	49.45	3	3.3	2.37	.825
The university develops staff abilities in proportion with higher studies program needs	25	27.47	29	31.87	31	34.7	6	6.59	2.2	.922
Scope of satisfaction on Wages and Incentives									2.41	.57

5- Scope of Satisfaction of beneficiaries

Table 5 shows that the average satisfaction on beneficiaries reached 2.63 with a standard deviation of 0.53. The highest average rating of the item was the number of daily beneficiaries of the library as it reached 3.16 and its Standard Deviation 0.82 but the least paragraph on average was the paragraph Beneficiaries' acquiring of skills in library usage reaching an average of 2.30 and its standard deviation 0.76.

ARITHMETIC MEAN and STANDARD DEVIATION for Paragraph Scope of satisfaction on beneficiaries visiting the library

Scope of satisfaction on beneficiaries visiting the library	Definitely Not satisfied		Not satisfied		Satisfied		Very satisfied		Arithmetic Mean	Standard Deviation
	No.	%	No.	%	No.	%	No.	%		
Number of daily beneficiaries of library	5	5.49	9	9.89	43	47.25	34	37.36	3.16	.82
Commitment of daily beneficiaries of library	10	10.99	38	41.79	35	38.46	8	8.89	2.45	.80
Beneficiaries' acquiring of skills in library usage.	14	15.38	39	42.86	35	38.46	3	3.3	2.30	.76
The way beneficiaries deal with me at the library	11	12.9	21	23.8	51	56.4	8	8.89	2.62	.81
Scope of satisfaction on beneficiaries									2.63	.53

Recommendations

The study concluded the following recommendations:

1. The quest by the administration to improve the standard of education and training for workers in the area of university libraries so that they can keep pace with scientific developments and technological knowledge.
2. Encouraging researchers and scholars to do more research on the profession of library science staff in order to highlight their role in society.
3. Reconsidering incentives and salary basis followed in a way proportionally tied to exerted efforts by library staff and their long hours in university libraries.
4. Working diligently to standardize regulations, instructions, and promote cooperation among libraries at the local, Arab and international levels so as to promote the work of library science to a high level.

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