

**Роль библиотек Муниципалитета Большого Аммана  
в Иордании в предоставлении библиотечных услуг людям  
с ограниченными физическими возможностями**

**The Role of the Libraries of the Greater Amman  
Municipality in Providing Library Services to Persons  
with Special Needs in Jordan**

**Роль бібліотек Муніципалітету Великого Амману  
в Йорданії у наданні бібліотечних послуг людям  
із обмеженими фізичними можливостями**

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Изучалась роль библиотеки Муниципалитета Большого Аммана как крупнейшей публичной библиотеки Иордании и услуги, которые она предоставляет гражданам Иордании с ограниченными физическими возможностями.

Целью исследования было определение реального состояния услуг, предоставляемых библиотекой людям с ограниченными физическими возможностями, и оценка уровня удовлетворенности читателей этими услугами.

Исследованию подвергались люди с ограничениями по движению и зрению, а также глухие и немые. Численность группы составила 30 человек или 10% от данной категории пользователей. Разработанная анкета была призвана идентифицировать и оценить соответствующий уровень удовлетворенности услугами, предоставляемыми библиотекой. Был получен ряд результатов, среди которых самым важным было пренебрежение в предоставлении услуг людям с ограниченными физическими возможностями в Иордании, где этими услугами могла пользоваться только ограниченная группа людей изучаемой категории. Исследование рекомендует принять этот момент во внимание при оценке услуг. Оно также рекомендует библиотеке играть более позитивную роль, выделяя квалифицированных и подготовленных сотрудников для обслуживания этой группы читателей с использованием современного оборудования, которое позволяет найти и предоставить источники информации, необходимые для данной группы.

This study addresses the role of the Greater Amman Municipality Library, being the largest public library in Jordan in providing library services to the physically challenged persons in Jordan.

The studies aimed at identifying the reality of the services provided by the library to the physically challenged disabled, and measure the degree of satisfaction of library users in light of the services provided.

The study consists of the physically challenged persons with motor, visually impaired, and deaf & dumb. The study sample consisted of 30 persons making a percentage of (10%) out of the community of study. A questionnaire was designed to identify and measure the appropriate level of satisfaction of services provided by the library. The study concluded with a set of results where the most important one was negligence in providing library service to the physically challenged in Jordan where services were offered to a limited group of such physically challenged persons. The study recommended the necessity of taking this point into account when assessing the services and that the library should carry a more positive role by providing well-qualified and trained personnel to serve this group with up-to-date equipment that reflects and supplies needed sources of information for this category.

Вивчалася роль бібліотеки Муніципалітету Великого Аммана як найбільшої публічної бібліотеки Йорданії та послуг, які вона надає громадянам Йорданії, які мають обмежені фізичні можливості. Метою дослідження було визначення реального стану послуг, що надаються бібліотекою людям із обмеженими фізичними можливостями, та оцінка рівня задоволеності читачів цими послугами. Дослідженню підлягали люди з обмеженнями руху та зору, а також глухі й німі. Чисельність групи склала 30 осіб або 10% від цієї категорії користувачів. Розроблена анкета була покликана ідентифікувати та оцінити відповідний рівень задоволеності послугами, що надаються бібліотекою. Було отримано низку результатів, серед яких найважливішим була зневага в наданні послуг людям із обмеженими фізичними можливостями в Йорданії, де цими послугами могла користуватися лише обмежена група людей тієї категорії, що вивчалася. Дослідження рекомендує взяти цей момент до уваги під час оцінки послуг. Також бібліотеці рекомендовано грати більш позитивну роль, виокремлюючи кваліфікованих і підготовлених співробітників для обслуговування цієї групи читачів із використанням сучасного устаткування, яке дозволяє знайти та надати джерела інформації, необхідні для даної групи.

### **The background of the study:**

UNESCO defines the Public Library as (University of the People) (Public Library) as a cultural, educational, thought-stimulator and social institution that works on the conservation of cultural and humanitarian heritage, organizing and facilitating the task of presenting it to the various segments of society at all levels of education or cultural background. It provides its services free of charge to the general users and does not discriminate in its services to users in terms of gender, religion, creed or class, regardless of their level of education, age or profession. Tarek Abbas defines libraries as the source that carries the advantage of the generality to users and contents with free services and unlimited free advantages.

The UNESCO (The United Nations Educational, Scientific and Cultural Organization declaration (UNESCO) issued a formal statement in 1949 on the objectives of public libraries, on the occasion of the International Year of the International Federation of Library Associations (IFLA) asking it for a revision of the statement issued in 1949 and the objectives of the public libraries. (IFLA) then issued a new statement in 1972 which focused on the duties that governments should establish public libraries to all groups in society and most importantly those with special needs, hence the importance of the study becomes necessary.

### **The relevance of the study:**

The subject study of public library services for people with special needs in Jordan is one of the few rare themes that is discussed, therefore this study will hopefully enrich the literature on this subject, and that its results can be of benefit to those interested in the subject and to those responsible for public libraries in Jordan.

### **The problem of study:**

The study attempts to answer the following questions:

1. What is the reality of the services provided by public libraries in Jordan to those with special needs?
2. What are the categories of people with special needs who use public libraries?
3. What are the problems faced by people with special needs in dealing with the public libraries?

### **Objectives of the study:**

This study aims at exploring the following areas:

1. Shedding light on the realities of public library services for people with special needs.
2. Identifying groups with special needs who use the libraries.
3. Identifying the most important problems facing such groups in using public libraries.

### **Limits of the study:**

- 1 – Spatial borders: Amman libraries classified as public libraries and its role in providing services to people with special needs in Jordan.
- 2 – Substantive borders: the reality of the services provided for people with special needs in public libraries, represented in Amman public libraries.
- 3 – Methodology: Descriptive analytical approach.

## **Research methodology:**

The researchers used the descriptive approach (the case study method).

### **Study sample and its type**

The study sample is composed of library users where the yearly figure of those frequenting with special needs is three hundred. Those with special visiting the library were selected over a period of two weeks. The frequency of visits was (1-2) per day, hence the study sample was based on the following equation (10% )of the total visitors throughout the year since the number of working days after deducting public holidays (305) and the number of users of the library over a year is about (305). The sample was composed of (30) visitors, a category considered a good and valid representation for the purpose of scientific research.

### **The instrument of the study**

The main instrument used for data collection was an interview with the Director of Greater Amman Libraries through a number of questions constructed using the theoretical method and linking the answers with previous studies. Thirty (30) questionnaires were distributed on a random sample of special needs visitors, (12) of them with motor disability and (18) with deaf disability.

Questions were put to them whereby they answered them themselves. To ensure the veracity of the tool, the researchers consulted a number of arbitrators totaling (10 ) chosen from the faculty members with expertise and efficiency, where they were asked to express an opinion on the accuracy of the language and the wording and rhetoric of the paragraphs, and the areas which have been included. The proposals that have been introduced were approved by the arbitrators as to the wording of some paragraphs, deletion, or editing from one area to another. The instrument was then formed as a final tool related to the Director of Greater Amman Libraries composed of (8) paragraphs instead of (10). The same procedure was applied to the questions directed to those with special needs, consisting of (13), paragraphs. To ensure the stability of the tool, the researcher used test application and re-applied it on a random sample, then re-distributed the tool once again on the same group after a period of time of two weeks. The researcher then used the Pearson equation whereby the value of correlation coefficient was (0.85 ) which is an accepted value for the purposes of scientific research.

### **Terminology of the study:**

#### **• Who is disabled!**

The United Nations Declaration on the Rights of Persons with Disabilities of 9/12/1975 defined persons with special needs as : «The person who is totally disabled to ensure the use of personal, social and natural life as a result of the lack of birth or non-birth related deficiency in his sensory or intellectual faculty.»<sup>(1)</sup>

This definition is consistent with that of the World Health Organization definition of disability as: «The difficulty in carrying out the work that is essential for the activity of daily errands such as taking care of himself or performing social and economic activities that are consistent with the person's age, sex and his natural role in society.»

The person with special needs can be defined as: «The person whose possibilities is diminished and prevented him from carrying out or on in any duty due to the detrioriation of his physical or mental state.»

### **Category of the persons with special needs and their classifications**

#### **– Persons with disabilities can be classified into the following categories:**

1. Motor disabilities: the disability that hits the person leaving him unable to move freely. It could be a disability in the micro movements (i.e., the use of hands and handling objects with hands) and to a disability in larger movements (i.e., the ability to sit and walk ... etc.).
2. Visual disability: any deficiencies in the vision compared to other individuals of the same age.
3. Audio disability: any deficiencies in the auditory system compared to other individuals of the same age.
4. Conversational disability: any deficiency in the ability to use language compared to other individuals of the same age.

5. Intellectual disability: the deficiency in the ability of common sense, understanding and learning compared to other individuals of the same age.

6. Epilepsy: this deficiency covers convulsion or non convulsion fits resulting in a temporary imbalance in the consciousness of the person that can lead to disability in performing many functions.

7. Multiple disabilities: includes multiple areas of deficiencies for the one person, such as individuals with motor mental, audio and conversational disabilities,

### **Previous studies:**

The study of (Mascilongo.2008) dealt with the services of persons with special needs at the library of the University of Victoria, where the study indicated that the library is working to support the needs of people with special needs as far as sources and information. The library is working towards raising the purchasing power of programs and sources of information for those with special needs for specific programs such as Braille and similar handicaps.

The other study carried out by (Ellefsen. 2007) addressed the sources of digital information and digital information systems in the National Library of Norway for people with visual disabilities, whereby the study reported that the library produces audio books and books printed in Braille and provides loan books that can be used as sources of information with the equipment and the possibility of operating and use of computer-supported literacy programs, especially for this category of persons.

In a study carried out by (Miller.2007) it dealt with the reality of the services provided by the library for students with special needs in the Hamilton School in North Africa, where the study reported that there was a systematic methodology that covers the needs of students with special needs that allows an ability to effectively read, write and raise their social level in general. The study also reported that library staff spend their time speaking and listening with students, giving them basic information on how to use the library.

The study of (Ghada Aseel, 2006) has addressed the use of computers, communications and CD-ROM, along with physical and intellectual modern equipment designed to serve individuals with visual disabilities. The researcher reviewed the models for libraries and information services that has been used in the libraries of advanced countries to serve the blind and the visually impaired

In a study carried out by (McLutye.2004) that focused on the reality of the services provided by public libraries for children with special needs. The study showed that there was a list of federal laws relating to all libraries and that that there is great importance attached to the training of library staff in methods that deal with children of special needs.

The study that was carried out by researcher (Kadokawa,1998), it reviewed some of the types of library and information services available in Japan for a special category of people with hearing disabilities (deaf blind). The study dealt as well with the current situation of this segment of the audio disability in Japan in relation to education, employment, training and the availability of social services.

(Walid Al Oza, 1995) discussed in an essay the role of the library with different kinds of environments (school, public or national). First he spoke about the types of disabilities, followed by a look at the library and its role in providing services to children persons with special needs, and what each library ought to offer to serve this category of people.

Throughout the previous studies we conclude that the reality of the services provided by the library for categories of people with special needs. This study will be complementary to other studies where the status quo of public libraries in Jordan will be checked against and compared to other services offered elsewhere for people with special needs.

### **Theoretical framework for the study:**

#### **Services offered by the Public Library:**

Since the services that are provided by the public library serves all segments of society, it is evident that it has a clear and significant role in literacy and adult education. It must also have a role towards children and individuals with special needs, thus play this role out of its well known objectives for which it was created.

- The services that must be provided by the Public Library for the visually impaired:

Blind people constitute a fairly high percentage out of other special groups that receive services from public libraries, institutions and other related locations.

Visually impaired could be one of: the blind that is totally unable to see a thing, then there is those with weak eyesight, that needs treatment and a special care, the genetically blind, and blind because of a certain incident.

Services for the Visually Impaired has evolved with the development of technology and civilization, creating opportunities for the blind to learn through the existence of various gadgets. Offering library services to the visually impaired has been one on the most difficult duties performed by librarians since a blind person lacks one of the most important sense for human contact which is the sense of vision.

### **How could library services serve the public better:**

1. Providing books with large and clear fonts to assist the visually impaired, as well as lenses to enlarge the script with different grades depending on individual needs noting that using it tires the eyes and affects the eye nerves

2. To provide audio service of newspapers and magazines: the principle depends on the quoting from newspapers and magazines and taping selected contents on tapes by members of the printed news items in the magazines, followed by the production of copies of such tapes using fast duplication machines and mailing them to library registered subscribers free of charge. These tapes will be returned after use. Although this system seems successful has the drawbacks like delays in returning the tapes and the difficulties in sending them via the post office, and especially in choosing the appropriate material to record since tastes differ among different users and the difficulty in recording the full desired text.

3. Use of computers, communications and CD-ROMs, and view data, as well as material and equipment of modern gadgets and intellectually chosen material ready for the visually impaired users of the library.

4. CD-ROM: Transferring the already available material found on CD-ROMs and reference sources to the Braille system, into large fonts and articulated voices.

5. The provision of library specialists in the applications of information technology for the blind and visually impaired, side by side with qualified library staff.

6. Taking into account the design of new library buildings in a way that facilitates use by people with special needs and with appropriate furniture.

7. Attention must be given to the preparation of the various reference sources and encyclopedias, dictionaries, the factual references, bibliographies and personal histories printed in Braille especially for readers of the blind and visually impaired.

8. Public libraries must provide equipments, tools and other materials through donations, and cooperation with the institutions that caring for the blind and the agreement with the companies that manufacture devices on the need for a percentage discount and to compensate such companies by displaying their products at library sections of the public library.

9. To provide several types of books needed by the blind, such as books written in Braille, audio books and books with projected features that can be touched and felt by the blind and the visually impaired.

10. Radio reader service: this type of service can be found at the Public Library in Nashville, USA where FM radio station (WPLM) beam classical music, educational and world news programming. The library supplies the visually impaired with a free receiver specially geared for receiving this station. This radio station is not usually heard by the general citizens outside the library since is a special system of programming for the visually impaired and the blind.

### **• Services that must be provided by the Public Library to the category of the physically disabled:**

- The constructional design of the library must suit the needs of those with special needs as far as movement is concerned, especially for those who are slow at movement in walking, use wheelchairs or special crutches or have difficulty in balancing their bodies.
- Implement special arrangements for the awareness of staff and the normal library visitors to respect and assist the disabled while in the premises, if he/she requests assistance, making them feel welcome and acceptable at the library.

- When planning for facilities, ease and free movement at the library for persons with special needs, priority must be given to accommodate such category. Library staff also must be educated and aware of such impediments like barriers and other obstructions that must be clearly classified as visible and non visible.
- The shelving system must be open and be of an appropriate height not exceeding five feet.
- Catalog reference book must be of appropriate height, while the machine-readable catalog is considered one of the best indexes suitable for persons with special needs.
- Reference books material of all types must be made available and made of durable materials that are hard to tear after frequent usage.
- Reading or sitting arrangement must be designed to suit all types of motor disabilities.
- When designing other services like bathrooms and drinking fountains, care must be taken that the design fits all persons including those with special needs.
- Devices that provide benefit to persons with special needs and satisfies their needs must be available in the library, like special billboards, cameras and audio-visual equipment.
- Supplying the biggest possible number of audio-visual materials and equipments at the library to educate those who with special needs.
- The willingness of the library management to accommodate and accept physically disabled persons as part of the staff at the library.
- Appointing staff from the library to make periodic visits to registered users with special needs by visiting them in their homes, for loaning them material and receiving retrieving other material that they had borrowed from the library.

• **Services that must be provided by the Public Library for the audio category of persons with special needs (deaf and dumb/hearing and speech):**

– **Library actions that contribute to the service of the deaf:**

- Providing qualified sign language interpreters for all different activities presented by the Library like lectures and seminars to facilitate communication between the presenters and audience of ordinary & those of special needs category of library users.
- Holding up of exhibitions, seminars, and cultural & social activities.
- Selection of books and other related materials for the deaf, in addition to the appropriate equipments that suit their level of skills and abilities.
- Recruiting some of the deaf as staff of the library especially those who are qualified with sign language as this will considered an incentive to provide better library services for the deaf.
- Provision of TV screens to display the text allows individuals with disabilities full access to index libraries, catalogs and other related information services.
- Provision of video-phones that enable the deaf to talk to others using sign language of reference.

• **Libraries of the Greater Amman Municipality and their realities:**

The Greater Amman Library was founded in early 1961. It is managed by its independent board of trustees headed by the Mayor of the capital and the membership of five persons elected by the Municipality Council of the well known and prominent citizens living in the capital.

Vision: The public libraries seek to provide excellent library services and disseminate culture to the recipients of the services with a tinge of modernity and preservation of authenticity.

Mission: Commitment to the provision of library services of consistently high quality that meets the needs of users while maintaining the cultural values to achieve the consent of the service recipients through a qualified and sophisticated staff, using the latest and modern techniques to achieve the advancement of culture and thought in the community.

The library works hard to establish public libraries and information technology centers in each district of Amman. As a result of its efforts, the number of public branch libraries reached (67) with (12) centers of information technology and with more than half a million title and (300) local, Arabic and international periodicals.

On January 2006, the Library Information Center was opened at the Department of Libraries in cooperation with the World Bank with distinct and active membership in the Arab and international institutions including: The Jordanian Library Association, the International World Federation of Library Associations

(IFLA), The International Society for libraries of major cities, the Arab Federation for Libraries and information and the Arab Club for information.

### **Objectives of public libraries in the overall development of society**

- Raising the level of folk culture of the city of Amman in particular and the Jordanian society in general through providing self-education opportunities for all those interested in reading.
- Reviving and promoting folk literature and encouraging citizens to enjoy and appreciate the material.
- Encouraging people to use their free time effectively and creatively in a way that would help to develop their personal and social attitudes.
- Encouraging talents and skills of scientific, literary and artistic production and publishing innovative such output as widely as possible.
- Bolstering social and economic progress through the provision and facilitating unlimited scientific research.
- Encouraging the cultural movement through the establishment of seminars, lectures and book fairs at various national and international events.
- Facilitating and developing of modern information technology skills through its circulation to the various regions of the Greater Amman Municipality.
- The acquisition of the intellectual output in its different formats, printed and electronic, working on its final production in a way that helps the users to easy and smooth access to information.

### **Rights of people with special needs in Jordan**

Recent years have witnessed a marked interest in the cause of disability in Jordan, despite the fact that efforts have been made at the beginning of the seventies, but hard and purposeful work started to emerge with firm and stable pace as of the International Year of persons with special needs in 1981, which was adopted by the United Nations General Assembly and invited member states to give the issue of disability the special attention to it deserves. In its recommendations The United Nations General Assembly focused on the following aspects:

- The reduction of disability
- Granting people with special needs equal rights and opportunities similar to normal people.
- Providing appropriate technology for use by people of special needs.
- Providing technical assistance in the field of disability for developing countries.
- Follow-up of actions and activities undertaken by all countries during the year.

The purpose of raising this issue is to highlight the question of disability and to give it the attention it deserves in the future.

The Jordanian lawmaker defined persons with special needs as «any person who has limitations in whole or in part in any of the senses, his mental, physical abilities or mental limits, to the extent that the possibility of learning, training or working; or cannot meet the requirements of normal life in conditions like other normal persons.

The Jordanian Constitution stipulated in Article (3) of the act related to people with special needs no. (12) of the year 1993 that the philosophy of Jordan to the citizens with special needs stem from the Arab-Islamic values and the Jordanian Constitution, the Universal Declaration of Human Rights, the International Declaration on Persons with Disabilities. It stresses following principles related to culture and education:

A – The right of people with special needs to integrate into the public life of the society.

B – The right of people with special needs in education each according to their capabilities.

C – The right of people with special needs in obtaining a job that matches their abilities and qualifications and their right to sport and recreation.

W – The right of people with special needs to have access to the tools, equipment and materials that help them to learning, practicing, movement and travel.

C – The right people with multiple and severe disabilities to education, training and rehabilitation.

Article (8) of the same law stipulated the following: «When erecting government and private buildings, concerned supply special lanes and an adequate installations for the use of people with special needs, which facilitates their movement and ensure their safety».

We note that the Jordanian Constitution has given full rights to the disabled in many scientific, cultural and other areas, and put under obligation the application of the provisions of the law and imposed penalties for violations of these provisions.

### Analysis of the results:

To answer the first and second questions of the study questions which are:

What is the reality of the services and categories provided by public libraries in Jordan for people with special needs?

The researchers conducted an interview with the Director of Greater Amman Public Libraries (Department of Public Libraries), about the role of Greater Amman Public Library in providing library services for people with special needs.

A number of questions were asked to the Director with replies as indicated in Table (1) below:

Table (1) shows the questions and answers during the interview

Question	Answer
A – What categories of services are offered to people with special needs	<b>Services are limited to the deaf, dumb and the motor disabled.</b>
B-Are there any weaknesses in the provision of library services offered to the category of people with special needs? * If the answer is yes, what are the reasons	Yes... <i>Reasons:</i> The absence of genuine demands by people with special needs and also the absence of a claim by the care centers that takes care of them.
C – What is your future vision for the category of people with special needs and others by Greater Amman Public Library being the largest central public library in Jordan?	Develop policies and plans aimed at the establishment of a special integrated services unit for all types of disabilities, through changes in staff, size and budget.

From the above table we can deduce that services of Greater Amman libraries do not include all categories disabilities, but limits them to the deaf and dumb. There exist also weaknesses in the plans aimed at the service of this category due to absence of a specific party that insists on improvement. Public libraries did not take into account the standards for library services for this category whether in the construction and design of the building, the equipment or sources of information. To answer the second question of the study relating to the information details of special needs groups that use public libraries. The questionnaire was composed of a series of questions directed at people with special needs with responses on the demographic characteristics of the sample according to Table No. (2).

Table (2) showing the demographic characteristics of the sample

Demographic characteristics of the sample	Frequency	Percentage
<b>age</b>		
<i>18-30</i>	15	50%
<i>30-40</i>	15	50%
<i>40-50</i>	0	0%
<i>More than 50</i>	0	0%
<b>GENDER</b>		
<i>Male</i>	30	100 %
<i>Female</i>	0	0%
<b>EDUCATIONAL LEVEL</b>		
<i>Less than high school</i>	10	33.33%
<i>High school</i>	6	18%
<i>Diploma</i>	0	0%
<i>Bachelor's degree (B.A.)</i>	11	36.66%

<i>Masters degree</i>	3	10%
<i>Ph. D.</i>	0	0%
<b>Type of disability</b>		
<i>Visual</i>	12	40%
<i>Deón</i>	0	0%
<i>Duma</i>	18	60%
<b>Cause of disability</b>		
By bort	14	46.66%
Accident	9	30%
Health problem	7	23.33%

We can deduce from the demographic characteristics of the sample in table No. (2) that 50% of persons in the above sample were young people with ages between (18-30) years, and the remaining 50% were aged (31-40) years. This is an indication that people with special needs are of young age, leaving us to conclude that we must give them more attention and provide them with the appropriate cultural environment through the application of standards and legislation of the library services. The said sample consisted only of males reflecting the fact that the library does not receive females with special needs; this could be explained by the private restrictions of the female in our society and the psychological factor compared to males. The study shows also that 33.33% of library users carry less than high school level education, which could explain that they are still studying; 36% of the subjects held a bachelor's and 10% of them obtained a master's degree.

This is an indication that most persons with special needs are educated intellectuals interested in learning. Results also indicate that (60%) of persons with special needs are deaf and dumb and 40% are with motor disabilities. The research also showed that none of this group has received any service from the library; this might indicate the prior knowledge that public libraries do not provide services to such category of persons. This matter was confirmed by the director of the library. Results of the study indicated also that 46.66% of the study sample had disabilities since birth with the highest proportion of those library users, indicating furthermore that people with special needs from birth adjust physically and psychologically with the nature of that disability and that it does not prevent them from practicing their normal activities compared to those whose disability has been a result of accidents or diseases. Results showing that 30% of disabilities are a result of accidents and 23.23% as a result of disease clearly indicate that the majority of users in this category are those with disabilities from birth.

To answer the third question of this study questions: What are the problems faced by people with special needs in dealing with the public libraries?

A set of questions were put forward to answer this query as per the following table No. (3).

Questionnaire No. (3) displays answers to the questions of the study in regard to the realities of public library services provided to the category of people with special needs and problems faced by the users.

Type of question	Fre- quency
<b>How many times do you visit the library?</b>	
1 – I do not visit the library at all	<b>0</b>
2 – I visit every day	<b>2</b>
3- More than once a week	<b>4</b>
4.I visit when I need information	<b>6</b>
5. Once a month	<b>8</b>
6. Once a year	<b>10</b>
1. I am having difficulties entering through the corridors of the library	<b>11</b>
2 – I am having difficulties in the process of borrowing a book from the library	<b>18</b>
3 – The library lacks information sources that I need and that is of interest to me	<b>11</b>
4 – I am have difficulty in reaching high shelves and walking through narrow corridors	<b>23</b>
5 – There is no special place allocated for users who suffer from the same type of disability that I have	<b>23</b>
Is there anyone who can help you when you need help?	<b>11</b>
Yes	<b>19</b>

No	
What are the services provided to you by the library	
A – If you are visually disabled	
• the availability of books in Braille	<b>0</b>
- Availability of books in the form of an audio computer	<b>0</b>
-Availability of audio books	<b>0</b>
-Availability of font magnifiers	<b>0</b>
B – If you are deaf you	
- Availability of Sign interpreters	<b>0</b>
- Availability of deaf, mute librarians	<b>0</b>
- Availability of videophone	<b>6</b>
- Availability of comfortable furniture	<b>6</b>
C- If you are motor disabled	
the design of the library is tailored to the disabled	
- shelves are not high	<b>6</b>
- Seats and tables are suitable	<b>0</b>
- Sanitary facilities are suitable	<b>13</b>
I find all the material I need	
- Yes, to a very high degree	<b>12</b>
- Yes, to a very high degree	<b>0</b>
- Yes, moderately	<b>0</b>
- Yes, slightly	<b>18</b>
The library offers current update of information sources for my type of disability	
Yes	<b>1</b>
No	<b>9</b>
I don't know	<b>20</b>

Results of the study indicate that (10) persons of the above sample visit the library once a year, while (8) of respondents reported visiting the library once a month, (6) of them visited when needed, (4) of them visited weekly and (2) of the respondents visited daily. The results showed that there is reluctance on visiting the library because it does not provide full services for this category and it is frequented only when necessary.

Results also suggested that (11) of respondents found it difficult to reach the library halls, (23) of them face difficulty with shelf heights (11) of them are not satisfied with enough sources of information, (23) reported that there is no allocated area for their service and (19) rely on their effort at the library without any help of others.

The previous findings indicate that there are no special services for the category of people with special needs, which agrees with the information obtained in the interview with the director of the library.

Further results also suggest that the library does not provide service for the visually impaired and disabled people who frequent the library, and again this agrees with the information obtained in the interview with the director of the library.

The results show also that the deaf and dumb category of the special needs who visit the library were (6) out of the total members of the sample and who have no access to special services such as interpreters and special devices for reading from information sources, (24) of the motor disabled sample reported that they do not face any problems in terms of design, furnishings of the library and obtaining books from shelves, which is an indication that the nature of motor disability does not cause them any problems in dealing with the library. Results of the study indicate that (18) of respondents who make up more than 50% of the sample find what they are looking for, from sources of information rated as weak, while (9) of respondents reported that the library does not provide current updating service, (1) person reported that the library does provide current updating service, and finally (20) were unaware whether the library provides this service at all.

## Results:

By analyzing the results of the study we conclude the following:

1. The public libraries in Jordan do not provide services to groups with special needs of various types, but their service is limited to only a few in the category of deaf, mutes and motor disabilities.
2. The users who visit the library are from the deaf, dumb and motor disabilities.
3. The Library does not provide services as it should be for the category of people with special needs who frequented it, and that his category depends entirely on their own to benefit of library services without any outside help.
4. There are no allocated areas groups with special needs at the library, and there is no qualified staff to serve this category.
5. There is reluctance on visiting public libraries by special needs groups of different disabilities because of non-availability of services for them in public libraries.
6. The study, seen through the theoretical and practical aspect that there were no defined targets by the government that aspire the establishment of public libraries serving groups with special needs of various categories.

## Recommendations:

The study recommends the review of the objectives of public libraries, so that targets are directed to the category of people with special needs of various types, and are taking into account the general criteria for the establishment of public libraries, in terms of design of buildings, furniture, information sources and reading gadgets that serve this category of users, so that the party responsible for the development of cultural and social groups, develop plans for the construction of public libraries serving this special needs groups to be considered as an utmost priority of plans and responsible institutions' programs.

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