

Преимущества использования справочных ресурсов по библиотековедению и управлению информацией в Университете Аль-Балка

The Benefits of Using References Concerning Library Science & Information Administration Specialization at Al-Balqa` Applied University

Переваги використання довідкових ресурсів з бібліотекознавства та управління інформацією в Університеті Аль-Балка

Нідал Аль-Ахмад

Університет Аль-Балка, Колледж Алія, Амман, Йорданія

Nidal Al-Ahmad

Al-Balqa Applied University, Alia University College, Amman, Jordan

Нідал Аль-Ахмад

Університет Аль-Балка, Колледж Алія, Амман, Йорданія

Справочники — один из основных информационных ресурсов, используемых в библиотеках, информационных центрах, в целом, и академических библиотек, в особенности, библиотек университетов.

Читатели не могут не пользоваться справочниками, поскольку это легкие, через которые библиотека дышит, узнавая о других информационных ресурсах. Ученые также пользуются справочной литературой. Автор исследует значение справочной литературы, проводя анализ в трех плоскостях.

Первая ось анализа — это язык, на котором представлен справочный материал, а также форма его представления и некоторые из услуг, предоставляемых справочным отделом.

Вторая ось — это подготовленность студентов, удобство форм и простота использования ресурсов различных видов, на различных языках и в различных областях.

Третья ось — это анализ частоты использования этих ресурсов студентами в течение первого семестра 2004-2005 г.

Обобщая результаты исследования, автор выдвигает несколько гипотез, предполагая, что предложенные решения помогут пользователям максимально использовать ресурсы справочной службы центральной университетской библиотеки. В этих целях предлагается разработать анкету пользователя, состоящую из пяти разделов.

References are considered one of the main sources of information used in libraries, information centers in general and academic libraries, especially the ones that are found in universities.

Users of libraries cannot avoid but to use reference books as it is the lung through which the library breathes with rich information resources, noting that no researcher can do without such references which provide users with broad knowledge. To illustrate the importance of reference books the researcher has presented his study based on three axis.

The first axis focuses on reference material according to the language it is written in, and the form they it is presented along some primary services offered by the resources department.

The second axis deals with students' readiness, acceptance and ease in using resources that can be found in different languages, types, and fields.

The third axis concentrates on the frequency of students usage of such resources during the first university semester of 2004 — 2005.

To integrate the study in full gear, the researcher has put a number of hypotheses enabling the user to obtain maximum benefits from the resources services presented by the central university library. This can be only fulfilled by designing and distributing a questionnaire using quintuple system.

Довідники є одним з основних інформаційних ресурсів, що використовуються в бібліотеках, інформаційних центрах, в цілому, і в академічних бібліотеках, зокрема, у бібліотеках університетів.

Читачі не можуть не користуватися довідниками, оскільки вони є своєрідними легеньми, крізь які бібліотека дихає, дізнаючись про інші інформаційні ресурси. Вчені також користуються довідковою літературою. Автор досліджує значення довідкової літератури, проводячи аналіз у трьох площинах.

Перша вісь аналізу — це мова, якою представлено довідковий матеріал, а також форма його представлення і деякі з послуг, що їх надає довідковий відділ.

Друга вісь — це підготовленість студентів, зручність форм та простота використання ресурсів різних видів, різними мовами та у різних галузях.

Третя вісь — це аналіз частоти використання цих ресурсів студентами протягом першого семестру 2004-2005р.

Узагальнюючи результати дослідження, автор висуває декілька гіпотез, передбачаючи, що запропоновані рішення допоможуть користувачам максимально використати ресурси довідкової служби центральної університетської бібліотеки. З такими цілями запропоновано розробити анкету користувача, що складається з п'яти розділів.

Introduction

No doubt that everything in this world must have a foundation since it could not exist without a basis to stand on. Any building or house must have foundations to support its sides. The school or the factory needs foundation to stand upon like the library being an integral part of information that cannot be ignored in order to attain its goals

with its users. The basis of the presence of the library is to provide reference information sources to its users, if this is not the case why would readers and library goers visit the library?

Visitors to the library go there to obtain information and knowledge and help themselves to upgrade their educational level. This cannot be achieved without reference and information resources that enrich the library user by elevating his talents and guarantee the needed spiritual food.

Due to the fact that reference and information resources carry an important weight in serving library users, library reference material services form a basis for library operation we find reference sections or reference services available in each type of library: general libraries, academic libraries, specialized libraries, school libraries and libraries located in different centers and information banks.

The references section of the library, or reader /information strive to achieve directional, guidance and help library users reach and use effectively the information sources at the library. That is why we see reference section tries to build a good stock of books and references to meet the needs of users backing this up with qualified staff specializing in courses dealing with reference books for guiding users to the appropriate use of references.

The subject of reference services is not new as it was tackled towards the last quarter of the 19th century when Samuel S. Green on 30 November 1876 published his article (1) indicating " The duty of the librarian is not involved only in collecting data but must include providing personal help to readers choose the right books to meet their requirements and needs within the library collection of books". Samuel S. Green hoped to define the reference mission as an aid in improving the reader to develop his mental thinking. Since that date talk and action regarding reference material began to crystallize until the idea matured and became clear as an integrated specialization since 1960.

Basic duties and activities that the library staff offer in referential services or information center on presenting the correct and convincing replies to readers' questions, including facilitating the reach to current available referential sources easily and availing specialists who are able to use different information sources in equal effort to all users without discrimination.(2)

Researchers have classified information sources and referential material into two major parts:(3)

First: Sources that are read from beginning till the end ONCE because it treats a specific topic or many RELATED topics like school books, stories and poetry books etc.

Second: Sources that are NOT read from beginning to end ONCE or COMPLETE, but is referenced to when needed or is sought for advice to obtain a specific available information. These are the REFERENCES or REFERENCE WORKS.

References that libraries and information centers are varied in relation to the nature of the information it contains. Some of the important reference books: dictionaries, lexicons, geographical reference books, maps, encyclopedias, statistical books, indexes, bibliographies, guides, abstracts, guiding summaries, year books, and electronic references

The Purpose of this Study

This study aims at exploring the standard of REFERENTIAL SERVICE at the college libraries of Al Balqa Applied University and the use of reference books by students' specializing in library management and information at university libraries during the first semester of the university year (2004-2005).

The study is supported by the questionnaire analysis which includes three basic fields:

- The first area dealt with specialized information and it contained (18) questions.
- The second area dealt with the degree of satisfaction at the university library and it contains (23) questions.
- The third area dealt with the frequency of references and information sources by the students, it contained (22) questions.

Study Sample

The total sample chose (346) mixed gender students while the study sample had (100) students distributed over three specialized sections for teaching library management and information specialization in three colleges of Al Balqa Applied University.

- Al Ameerah ALIA College- Amman
- Management and Planning College- Sult
- Irbid girls College- Irbid.

The study tries to answer the following points:

- The availability of referential information sources in libraries of colleges that are part of the university.
- The extent of student satisfaction about referential information sources.
- The extent of student use of referential information sources.

THE Methodology of the Study:

The researcher used statistical methods in this study using 120 questionnaires distributed to students of Library Management and Information specialization and 100 questionnaires were received. The researcher later on sorted the answers according to the level of education and the choices of answers of students for each question. The percentages were then calculated for answered questions according to the given choices thus calculating the extent of awareness of services, the degree of satisfaction and the average of usage of REFERENCE MATERIAL SECTION.

1. Sammarraee ,Eeman Fadel, "New directions in reference services, Information services in libraries and information centers" Third educational seminar on information centers in the Arab World Present & Past, , 1995 ,P 206-207
2. Almalki , Mijbel Lazem, References, New Developments in Referential Services,Amman,2000, P 29-30.
3. Elayyan ,Ribhi ; Najdawi ,Amin , Introduction in library science and information,Amman ,2001 ,P 92.

Results of table (1) show the rate of FIRST YEAR students who are extremely satisfied was (6.2%); students who are satisfied to a great degree was (15.8%); students who are fairly satisfied was (30.6%). Students who are NOT satisfied averaged (22.9%) while students who are UNSATISFIED to a great degree were (17.9%)

Results of table (1) show the rate of SECOND YEAR students who are extremely satisfied was (8.1%); students who are satisfied to a great degree was (10.8%); students who are fairly satisfied was (31.8%). Students who are NOT satisfied averaged (26.5%) while students who are UNSATISFIED to a great degree were (12.9%)

Results of table (2) show the rate of THIRD YEAR students who are extremely satisfied was (3.6%); students who are satisfied to a great degree was (7.3%); students who are fairly satisfied was (28%). Students who are NOT satisfied averaged (22.9%) while students who are UNSATISFIED to a great degree were (30.8%)

Results of table (2) show the rate of FOURTH YEAR students who are extremely satisfied was (4.3%); students who are satisfied to a great degree was (3.9%); students who are fairly satisfied was (24.4%). Students who are NOT satisfied averaged (24.4%) while students who are UNSATISFIED to a great degree were (16.1%)

By examining the results from tables (4) and (5), results for FIRST YEAR students on *USING* REFERENCE MATERIAL during the first semester of the year 2004-2005 the ratio of students who did not use the reference section during the above mentioned period reached (46.5%), for students who used it on an average of (1-10) times during the first semester of the year reached (21.6%). For students who used it on an average of (11-20) times during the semester the percentage was (14%) while for students who used it between (21-30) times the percentage was (6.1%). For students who used it on more than (30) times the figure reached (8.7%).

Figures for SECOND YEAR students on *USING* REFERENCE MATERIAL the ratio of students who did not use the reference section the ratio was (46.8%), for students who used it on an average of (1-10) times the ratio reached (31%). For students who used it on an average of (11-20) times during the semester the percentage was (8.8%) while for students who used it between (21-30) times the percentage was (3.4%). For students who used it on more than (30) times the figure reached (1.9%).

Results of the second table show that the THIRD YEAR students USED REFERENCE MATERIAL during the first semester of the year 2004-2005 as follows: the percentage of students who did not use the reference section during the above mentioned period reached (59.7%), for students who used it on an average of (1-10) times during the first semester of the year reached (25.4%). For students who used it on an average of (11-20) times during the semester the percentage was (6.1%) while for students who used it between (21-30) times the percentage was (2.2%). For students who used it on more than (30) times the figure reached (3.1%).

For FOURTH YEAR students figures show that (59.8%) of students did not use the reference section, for students who used it on an average of (1-10) times reached (23.1%). For students who used it on an average of (11-20) times during the semester the percentage was (5.7%) while for students who used it between (21-30) times the percentage was (0.0%). For students who used it on more than (30) times the figure reached (0.0%).

Regarding the question for FIRST YEAR students' awareness of the existence of some specific types of REFERENCE MATERIAL and going through tables (5) and (6), results indicate that (37.1%) of students answered YES. Those who said NO the percentage was (31.3%). Those who said they were not aware of the existence of REFERENCE MATERIAL the percentage was (25.7%).

But regarding the question for SECOND YEAR students' awareness of the existence of some specific types of REFERENCE MATERIAL, results indicate that (36.3%) of students admitted using it while (31.6%) actually used it. Those who said they were not aware of the existence of REFERENCE MATERIAL the percentage was (25.8%).

For THIRD YEAR students' those who answered YES that REFERENCE MATERIAL exists was (38.3%), those who said NO the percentage was (38.3%). Those who answered they are not aware of the existence of REFERENCE MATERIAL in the library the percentage was (20%).

For FOURTH YEAR students (the final year) the replies ranged as follows: YES answers were (36.3%) and NO replies were (35.8%). Those students answering of non awareness of REFERENCE MATERIAL in the library the percentage was (26.2%).

Final Results

First Sector : Students' satisfaction of the services offered by the REFERNCE section

1. Satisfied to a VERY large degree : (5.8%)
2. Satisfied to a large degree : (9.9%)
3. Fairly satisfied : (30.3%)
4. Not Satisfied : (33.2%)
5. Not Satisfied to a great degree : (20.5%)

Second Sector : Students' USE of REFERNTIAL services presented by the section.

1. Used reference sources ZERO times: (59.2%)
2. Used reference sources from (1-10) times : (28%)
3. Used reference sources from (11-20) times : (5.6%)
4. Used reference sources from (21-30) times : (3.2%)
5. Used reference sources more that 30 times : (3.7%)

Fourth Sector : Students' AWARENESS of REFERNTIAL services presented by the section.

1. Students aware of the existence of referential services: (38.7%)
2. Students NOT using referential services : (35.9%)
3. Students NOT aware of the existence of services available at the section: (25.5%)

Recommendations

The researcher has arrived at the following recommendations and suggestions

1. Stresses the importance of fully computerizing referential services.
2. Recommends appointing subject specialists in order to prevent better services to users of the library.
3. Recommends highlighting the role of university libraries in the educational operation through giving lectures especially to NEW first year students.
4. Calls upon university libraries to be a member of electronic data bases.
5. Recommends giving more attention to providing computerized referential services for the ease of using and retrieval of information.
6. Calling upon university libraries to boost traditional and computerized referential services specialized in the field of library science and information.

TABLE (1)

Student's degree of SATISFACTION	STAGE (1)												STAGE (2)											
	Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL		Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL	
	FR.	p.	FR.	P	FR.	P	FR.	P	FR.	P	FR.	P	FR.	p	FR.	P	FR.	P	FR.	P	FR.	P	FR.	P
REFERENCE material in the library	1	4	6	24	7	28	9	36	2	8	25	100	4	9.1	3	6.8	16	36.3	10	22.7	4	9.1	37	84
REFERENCE material provided by the university library in your specialty.	0	0	5	20	9	36	6	24	4	16	24	96	4	9.1	7	15.9	16	36.3	13	29.5	2	4.5	42	95.3
Arabic REFERENCE material provided by the university library	1	4	6	24	9	36	6	24	3	12	25	100	4	9.1	8	18.1	22	50	7	15.9	2	4.5	43	97.6
English REFERENCE material provided by the university library	1	4	2	8	9	36	8	32	3	12	23	92	1	2.2	6	13.6	17	38.6	14	31.8	4	9.1	42	95.2
REFERENCE material provided by the university library in other languages	2	8	4	16	7	28	9	36	3	12	25	100	1	2.2	5	11.3	9	20.4	15	34	9	20.4	39	88.3
REFERENCE material provided by the university in printed material (hard copy)	1	4	4	16	8	32	6	24	2	8	21	84	4	9.1	6	13.6	13	29.5	15	34	2	4.5	40	90.7
REFERENCE provided by the university library using computerized material on CD, DVD or other media	1	4	2	8	4	16	13	52	5	20	25	100	1	2.2	2	4.5	8	18.1	13	29.5	16	36.3	40	90.6
REFERENCE material provided by the university library using MICROFILM?	1	4	2	8	2	8	9	36	9	36	23	92	1	2.2	3	6.8	7	15.9	15	34	15	34	41	92.9
REFERENCE provided by the university library through subscribing to foreign data bases	0	0	5	20	7	28	6	24	7	28	25	100	1	2.2	3	6.8	7	15.9	13	29.5	11	25	35	79.4
General material available at the library	1	4	7	28	9	36	3	12	3	12	23	92	5	11.3	8	18.1	19	43.1	9	20.4	2	4.5	43	97.4
Specialized material available at the library	2	8	1	4	10	40	3	12	7	28	23	92	6	13.6	6	13.6	18	40.9	9	20.4	1	2.2	40	90.7
Directories available at the library	2	8	0	0	11	44	4	16	5	20	22	88	4	9.1	5	11.3	13	29.5	13	29.5	3	6.8	38	86.2
Dictionaries and REFERENCE books available at the library	3	12	3	12	6	24	5	20	4	16	21	84	10	22.7	5	11.3	17	38.6	6	13.6	1	2.2	39	88.4
Descriptors and code lists available at the library	5	20	1	4	9	36	5	20	5	20	25	100	4	9.1	4	9.1	13	29.5	12	27.2	5	11.3	38	86.2
Specification systems and headings lists and the available thesauruses available at the library	2	8	3	12	7	28	4	16	5	20	21	84	5	11.3	4	9.1	17	38.6	9	20.4	6	13.6	41	93
Indexing and abstracts available at the library	2	8	6	24	8	32	4	16	4	16	24	96	3	6.8	6	13.6	16	36.3	12	27.2	7	15.9	44	99.8
Maps, graphs and musical notes available at the library	0	0	5	20	7	28	5	20	5	20	22	88	3	6.8	1	2.2	7	15.9	18	40.9	8	18.1	37	83.9
Encyclopedias available at the library in Arabic	4	16	7	28	6	24	5	20	2	8	24	96	4	9.1	7	15.9	21	47.7	11	25	1	2.2	44	99.9
Encyclopedias available at the library in other languages	2	8	3	12	8	32	5	20	5	20	23	92	3	6.8	6	13.6	11	25	16	36.3	5	11.3	41	93
Statistical books available at the library	0	0	5	20	12	48	3	12	4	16	24	96	2	4.5	6	13.6	15	34	11	25	7	15.9	41	93
Specialized bibliographies Encyclopedias available at the library in	2	8	5	20	8	32	4	16	4	16	23	92	3	6.8	4	9.1	24	54.5	9	20.4	3	6.8	43	97.6
YEAR BOOKS available at the library.	1	4	7	28	8	32	6	24	2	8	24	96	5	11.3	4	9.1	11	25	13	29.5	5	11.3	38	86.2
Electronic References available at the library	2	8	2	8	5	20	4	16	10	40	23	92	4	9.1	1	2.2	6	13.6	15	34	12	27.2	38	86.1
TOTAL	36	144	91	364	176	704	132	528	103	412	538	2152	82	185.7	110	249.2	323	733.2	278	630.7	131	296.7	924	2095.5
AVERAGE	6.2%		15.8%		30.6%		22.9%		17.9%		93.5%		8.1%		10.8%		31.8%		26.5%		12.9%		90.1%	

TABLE (2)

Student's degree of SATISFACTION													STAGE (4)											
	Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL		Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL	
	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	P.
REFERENCE material in the library	0	0	4	20	6	30	7	35	3	15	20	100	0	0	1	9.1	5	45.4	5	45.4	0	0	11	99.9
REFERENCE material provided by the university library in your specialty.	1	5	0	0	9	45	7	35	3	15	20	100	0	0	1	9.1	4	36.3	5	45.4	1	9.1	11	99.9
Arabic REFERENCE material provided by the university library	1	0	0	0	10	50	7	35	2	10	20	100	1	9.1	1	9.1	4	36.3	5	45.4	0	0	11	99.9
English REFERENCE material provided by the university library	0	5	2	10	4	20	9	45	5	25	20	100	0	0	1	9.1	3	27.2	7	63.6	0	0	11	99.9
REFERENCE material provided by the university library in other languages	1	5	0	0	2	10	8	40	6	30	17	85	1	9.1	1	9.1	1	9.1	6	54.5	2	18.1	11	99.9
REFERENCE material provided by the university in printed material (hard copy)	1	5	2	10	9	45	6	30	1	5	19	95	0	0	1	9.1	4	36.3	4	36.3	0	0	9	81.7
REFERENCE provided by the university library using computerized material on CD, DVD or other media	1	5	1	5	2	10	3	15	13	65	20	100	0	0	0	0	0	0	6	54.5	5	45.4	11	99.9
REFERENCE material provided by the university library using MICROFILM?	2	10	1	5	1	5	4	20	12	60	20	100	0	0	0	0	0	0	5	45.4	6	54.5	11	99.9
REFERENCE provided by the university library through subscribing to foreign data bases	0	0	0	0	3	15	3	15	14	70	20	100	0	0	0	0	0	0	5	45.4	5	45.4	10	90.8
General material available at the library	0	0	3	15	7	35	4	20	4	20	18	90	0	0	1	9.1	4	36.3	4	36.3	2	18.1	11	99.8
Specialized material available at the library	1	5	0	0	9	45	6	30	4	20	20	100	1	9.1	1	9.1	2	18.1	7	63.6	0	0	11	99.9
Directories available at the library	0	0	1	5	5	25	9	45	5	25	20	100	1	9.1	1	9.1	3	27.2	6	54.5	0	0	11	99.9
Dictionaries and REFERENCE books available at the library	2	10	4	20	7	35	4	20	3	15	20	100	2	18.1	1	9.1	6	54.5	2	18.1	0	0	11	99.8
Descriptors and code lists available at the library	1	5	2	10	2	10	5	25	9	45	19	95	1	9.1	0	0	2	18.1	7	63.6	1	9.1	11	99.9
Specification systems and headings lists and the available thesauruses available at the library	2	10	1	5	12	60	2	10	3	15	20	100	1	9.1	0	0	4	36.3	5	45.4	1	9.1	11	99.9
Indexing and abstracts available at the library	1	5	3	15	6	30	7	35	3	15	20	100	0	0	0	0	5	45.4	4	36.3	2	18.1	11	99.8
Maps, graphs and musical notes available at the library	0	0	1	5	2	10	8	40	8	40	19	95	0	0	0	0	3	27.2	7	63.6	1	9.1	11	99.9
Encyclopedias available at the library in Arabic	1	5	3	15	9	45	3	15	4	20	20	100	0	0	0	0	5	45.4	5	45.4	1	9.1	11	99.9
Encyclopedias available at the library in other languages	1	5	0	0	5	25	6	30	7	35	19	95	1	9.1	0	0	1	9.1	5	45.4	4	36.3	11	99.9
Statistical books available at the library	0	0	1	5	6	30	6	30	6	30	19	95	1	9.1	0	0	1	9.1	6	54.5	2	18.1	10	90.8
Specialized bibliographies Encyclopedias available at the library in	1	5	3	15	4	20	4	20	8	40	20	100	0	0	0	0	4	36.3	4	36.3	2	18.1	10	90.7
YEAR BOOKS available at the library.	0	0	2	10	5	25	6	30	7	35	20	100	1	9.1	0	0	0	0	9	81.8	0	0	10	90.9
Electronic References available at the library	0	0	0	0	3	15	5	25	12	60	20	100	0	0	0	0	1	9.1	4	36.3	6	54.5	11	99.9
TOTAL	17	85	34	170	128	640	129	645	142	710	450	2250	11	100	10	91	62	562.7	123	1117	41	372.1	247	2242.8
AVERAGE	3.6%		7.3%		27.8%		28%		30.8%		97.5%		4.3%		3.9%		24.4%		48.5%		16.1%		97.2%	

TABLE (3)

Extremely satisfied				Very satisfied				Satisfied				Not satisfied				Absolutely not satisfied			
FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORT
6.2%	8.1%	3.6%	4.3%	15.8%	10.8%	7.3%	3.9%	30.6%	31.8%	27.8%	24.4%	22.9%	26.5%	28%	48.5%	4.9%	12.9%	30.8%	16.1%
22.2				37.8				114.6				125.9				77.7			
5.5%				9.4%				28.6%				31.4%				19.4%			
5.8%				9.9%				30.3%				33.2%				20.5%			

TABLE (4)

REFERENCE MATERIAL AREA OF USE DURING THE UNIVERSITY YEAR 2004-2005	STAGE(1)												STAGE(2)											
	NONE		1-10TIME		11-20TIME		21-30TIME		UP TO 30 TIM		TOTAL		NONE		1-10TIME		11-20TIME		21-30TIME		UP TO 30 TIM		TOTAL	
	FR.	p.	FR.	FR.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.
	How often do you visit the REFERENCE section?	5	20	15	60	2	8	0	0	2	8	24	96	6	13.6	30	68.1	5	11.3	0	0	1	2.2	42
How often do you use REFERENCE material related to your field of study at the university library?	8	32	5	20	9	36	0	0	3	12	25	100	7	15.9	20	45.4	11	25	1	2.2	2	4.5	41	93
How often do you use the REFERENCE material provided by the library in ARABIC?	7	28	7	28	6	24	1	4	4	16	25	100	5	11.3	21	47.7	11	25	2	4.5	4	9.1	43	97.6
How often do you use the REFERENCE material provided by the library in ENGLISH?	4	16	11	44	6	24	0	0	4	16	25	100	23	52.7	10	22.7	2	4.5	1	2.2	0	0	36	82.1
How often do you use the REFERENCE material provided by the library in other languages?	8	32	5	20	2	8	2	8	5	20	22	88	40	90.9	1	2.2	0	0	1	2.2	0	0	42	95.3
How often do you use the REFERENCE material available in printed form (Paper)?	10	40	5	20	6	24	2	8	2	8	25	100	14	31.8	18	40.9	8	18.1	2	4.5	0	0	42	95.3
How often do you use the REFERENCE material provided by the university library on computerized material like CD, DVD or other media?	20	80	4	16	1	4	0	0	0	0	25	100	40	90.9	2	4.5	0	0	1	2.2	0	0	43	97.6
How often do you use the REFERENCE material provided by the university library on MICROFILM	17	68	6	24	1	4	1	4	0	0	25	100	35	79.5	6	13.6	0	0	0	0	0	0	41	93.1
How often do you use the REFERENCE material provided by the university library through subscription with to foreign data bases?	21	84	1	4	1	4	1	4	1	4	25	100	36	81.8	5	11.3	0	0	0	0	0	0	41	93.1
How often do you use the GENERAL REFERENCE material provided by the university library?	7	28	6	24	2	8	5	20	5	20	25	100	5	11.3	24	54.5	7	15.9	6	13.6	1	2.2	43	97.5
How often do you use the SPECIALISED REFERENCE material provided by the university library?	7	28	3	12	5	20	5	20	5	20	25	100	8	18.1	20	45.4	6	13.6	4	9.1	3	6.8	41	93
How often do you use the DIRECTORIES available at the university library?	13	52	5	20	1	4	3	12	3	12	25	100	22	50	10	22.7	3	6.8	5	11.3	1	2.2	41	93
How often do you use the GENERAL REFERENCE material provided by the university library?	8	32	6	24	6	24	3	12	2	8	25	100	10	22.7	22	50	4	9.1	2	4.5	1	2.2	39	88.5
How often do you use DICTIONARIES and LEXIONS available at the library?	16	64	4	16	1	4	3	12	1	4	25	100	31	70.4	6	13.6	0	0	1	2.2	1	2.2	39	88.4
How often do you use DESCRIPTORS AND CODE lists available at the library?	9	36	4	16	7	28	3	12	2	8	25	100	24	54.5	13	29.5	1	2.2	1	2.2	1	2.2	40	90.6
How often do you use SPECIFICATION SYSTEMS, HEADINGS LISTS and the available THESAURUSES available at the library?	12	48	3	12	2	8	1	4	1	4	19	76	23	52.2	13	29.5	4	9.1	0	0	1	2.2	41	93
How often do you use Arabic ENCYCLOPEDIAS available at the university library?	9	36	4	16	6	24	2	8	3	12	24	96	9	20.4	23	52.2	5	11.3	1	2.2	1	2.2	39	88.3
How often do you use ENCYCLOPEDIAS available at the university library in other languages?	15	60	3	12	3	12	0	0	1	4	22	88	30	68.1	6	13.6	3	6.8	2	4.5	0	0	41	93
How often do you use STATISTICAL Books available at the university library?	14	56	8	32	2	8	1	4	0	0	25	100	14	31.8	13	29.5	4	9.1	0	0	0	0	31	70.4
How often do you use SPECIALIZED BIBLIOGRAPHIES available at the university library?	11	44	8	32	3	12	1	4	2	8	25	100	20	45.4	15	34.1	4	9.1	2	4.5	1	2.2	42	95.3
How often do you use YEAR BOOKS available at the university library?	15	60	5	20	3	12	0	0	2	8	25	100	24	54.5	14	31.8	4	9.1	1	2.2	0	0	43	97.6
How often do you use ELECTRONIC REFERENCES available at the university library?	20	80	1	4	2	8	0	0	0	0	23	92	28	63.6	9	20.4	4	9.1	1	2.2	1	2.2	43	97.5
TOTAL	256	1024	119	476	77	308	34	136	48	192	534	2136	454	1031.4	301	683.2	86	195.1	34	76.3	19	42.4	894	2028.4
AVERAGE	46.5%		21.6%		14%		6.1%		8.7		96.9%		46.8%		31%		8.8%		3.4%		1.9%		91.9%	

TABLE (5)

REFERENCE MATERIAL AREA OF USE DURING THE UNIVERSITY YEAR 2004 – 2005	STAGE(3)												STAGE(4)											
	NONE		1-10TIME		11-20TIME		21-30TIME		UP TO 30 TIM		TOTAL		NONE		1-10TIME		11-20TIME		21-30TIME		UP TO 30 TIM		TOTAL	
	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.	FR.	P.
How often do you visit the REFERENCE section?	5	25	12	60	1	5	0	0	2	10	20	100	0	0	11	100	0	0	0	0	0	0	11	100
How often do you use REFERENCE material related to your field of study at the university library?	6	30	10	50	4	20	0	0	0	0	20	100	2	18.1	7	63.6	2	18.1	0	0	0	0	11	99.8
How often do you use the REFERENCE material provided by the library in ARABIC?	7	35	8	40	5	25	0	0	0	0	20	100	3	27.2	5	45.4	3	27.2	0	0	0	0	11	99.8
How often do you use the REFERENCE material provided by the library in ENGLISH?	12	60	3	15	2	10	0	0	2	10	19	95	8	72.7	2	18.1	1	9.1	0	0	0	0	11	99.9
How often do you use the REFERENCE material provided by the library in other languages?	15	75	2	10	0	0	0	0	2	10	19	95	10	90.9	1	9.1	0	0	0	0	0	0	11	100
How often do you use the REFERENCE material available in printed form (Paper)?	8	40	8	40	2	10	0	0	2	10	20	100	4	36.3	0	0	1	9.1	0	0	0	0	5	45.4
How often do you use the REFERENCE material provided by the university library on computerized material like CD, DVD or other media?	14	70	4	20	0	0	0	0	2	10	20	100	9	81.8	2	18.1	0	0	0	0	0	0	11	99.9
How often do you use the REFERENCE material provided by the university library on MICROFILM	19	95	0	0	0	0	0	0	1	5	20	100	11	100	0	0	0	0	0	0	0	0	11	100
How often do you use the REFERENCE material provided by the university library through subscription with to foreign data bases?	16	80	3	15	0	0	0	0	1	5	20	100	10	90.9	1	9.1	0	0	0	0	0	0	11	99.9
How often do you use the GENERAL REFERENCE material provided by the university library?	8	40	8	40	2	10	0	0	1	5	19	95	4	36.3	4	36.3	0	0	0	0	0	0	8	72.6
How often do you use the SPECIALISED REFERENCE material provided by the university library?	9	45	8	40	3	15	0	0	0	0	20	100	3	27.2	3	27.2	0	0	0	0	0	0	6	54.4
How often do you use the DIRECTORIES available at the university library?	15	75	3	15	1	5	1	5	0	0	20	100	10	90.9	1	9.1	0	0	0	0	0	0	11	100
How often do you use the GENERAL REFERENCE material provided by the university library?	10	50	6	30	0	0	2	10	0	0	18	90	4	36.3	4	36.3	0	0	0	0	0	0	8	72.6
How often do you use DICTIONARIES and LEXIONS available at the library?	19	95	0	0	1	5	0	0	0	0	20	100	7	63.6	1	9.1	0	0	0	0	0	0	8	72.7
How often do you use DESCRIPTORS AND CODE lists available at the library?	9	45	6	30	1	5	2	10	0	0	18	90	6	54.5	2	18.1	1	9.1	0	0	0	0	9	81.7
How often do you use SPECIFICATION SYSTEMS, HEADINGS LISTS and the available THESAURUSES available at the library?	12	60	3	15	2	10	1	5	0	0	18	90	5	45.4	2	18.1	1	9.1	0	0	0	0	8	72.6
How often do you use Arabic ENCYCLOPEDIAS available at the university library?	10	50	9	45	1	5	0	0	0	0	20	100	6	54.5	3	27.2	1	9.1	0	0	0	0	10	90.8
How often do you use ENCYCLOPEDIAS available at the university library in other languages?	17	85	2	10	0	0	1	5	0	0	20	100	10	90.9	0	0	1	9.1	0	0	0	0	11	100
How often do you use STATISTICAL Books available at the university library?	12	60	6	30	0	0	1	5	0	0	19	95	10	90.9	1	9.1	0	0	0	0	0	0	11	100
How often do you use SPECIALIZED BIBLIOGRAPHIES available at the university library?	12	60	6	30	0	0	1	5	0	0	19	95	7	63.6	3	27.2	1	9.1	0	0	0	0	11	99.9
How often do you use YEAR BOOKS available at the university library?	13	65	4	20	0	0	1	5	1	5	19	95	6	54.5	3	27.2	1	9.1	0	0	0	0	10	90.8
How often do you use ELECTRONIC REFERENCES available at the university library?	15	75	1	5	2	10	0	0	0	0	18	90	10	90.9	0	0	1	9.1	0	0	0	0	11	100
TOTAL	263	1315	112	560	27	135	10	50	14	70	426	2130	145	1317.3	45	508.3	14	127.2	0	0	0	0	204	1952.8
AVERAGE	59.7%		25.4%		6.1%		2.2%		3.1%		96.5%		59.8%		23.1%		5.7%		0%		0%		88.6%	

TABLE (6)

NONE				1-10TIME				11-20TIME				21-30TIME				UP TO 30 TIM			
FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORT
46.5%	46.8%	59.7%	59.8%	21.6%	31%	25.4%	23.1%	14%	8.8%	6.1%	5.7%	6.1%	3.4%	2.2%	0.0%	8.7%	1.9%	3.1%	0.0%
212.8				101.1				34.6				11.7				13.7			
53.2%				25.2%				5.1%				2.2%				3.4%			
59.2%				28%				5.6%				3.2%				3.7%			

TABLE (7)

Student's degree of awareness of services presented by the REFERENCE Section	STAGE(1)								STAGE(2)							
	YAS		NO		DON'T KNOW		TOTAL		YAS		NO		DON'T KNOW		TOTAL	
	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.
Is there a REFERENCE section at the University library?	19	76	2	8	4	16	25	100	41	93.1	0	0	2	4.5	43	97.6
Can you borrow REFERENCE resources information from the periodical section?	8	32	8	32	5	20	21	84	11	25	25	56.8	7	15.9	43	97.7
Do you photocopy REFERENCE resources information that you need inside the section?	5	20	13	52	5	20	23	92	6	13.6	30	68.1	5	11.3	41	93
Does the university supply you easily with enough REFERENCE section?	10	40	9	36	3	12	22	88	19	43.2	19	43.2	6	13.6	44	100
Is there someone to help you at the REFERENCE section?	11	44	9	36	5	20	25	100	24	54.5	12	27.2	5	11.3	41	93
Are there explanations indicating the value and use of the REFERENCE section	4	16	14	56	6	24	24	96	10	22.7	24	54.5	7	15.9	41	93.1
Does the university library training for users of the REFERENCE section?	5	20	12	48	5	20	22	88	5	11.3	31	70.4	7	15.9	43	97.6
Does the university library advertise on the new REFERENCE arrivals to the section?	7	28	14	56	4	16	25	100	8	18.1	26	59	6	13.6	40	90.7
Does the university library provide Arabic REFERENCE material?	19	76	2	8	4	16	25	100	39	88.6	1	2.2	4	9	44	99.8
Does the university library provide English REFERENCE material?	17	68	3	12	5	20	25	100	34	77.2	0	0	6	13.6	40	90.8
Does the university library provide REFERENCE material in other languages?	16	64	2	8	7	28	25	100	8	18.1	14	31.8	22	50	44	99.9
Does the university library provide REFERENCE material of your specialization in Arabic?	15	60	2	8	5	20	22	88	24	54.5	0	0	7	15.9	31	70.4
Does the university library provide REFERENCE material of your specialization in English?	10	40	3	12	12	48	25	100	17	38.6	12	27.2	15	34	44	99.8
Does the university library provide REFERENCE material of your specialization in other languages?	4	16	7	28	13	52	24	96	0	0	12	27.2	28	63.6	40	90.8
Does the university library provide printed REFERENCE material (paper copy)?	9	36	5	20	4	16	18	72	25	56.8	5	11.3	13	29.5	43	97.6
Does the university library provide REFERENCE computerized material on CD, DVD or other media?	2	8	13	52	10	40	25	100	5	11.3	15	34	21	47.7	41	93
Does the university library provide REFERENCE material on MICROFILM?	2	8	12	48	11	44	25	100	5	11.3	12	27.2	24	54.5	41	93
Does the university library subscribe to data bases that provide complete information for your field of specialization?	4	16	11	44	8	32	23	92	7	15.9	13	29.5	20	45.4	40	90.8
TOTAL	167	668	141	564	116	464	424	1696	288	653.8	251	569.6	205	465.2	744	1688.6
AVERAGE	37.1%		31.3%		25.7%		94.1%		36.3%		31.6%		25.8%		93.7%	

TABLE (8)

Student's degree of awareness of services presented by the REFERENCE Section	STAGE(3)								STAGE(4)							
	YAS		NO		DON'T KNOW		TOTAL		YAS		NO		DON'T KNOW		TOTAL	
	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.	FR.	p.
Is there a REFERENCE section at the University library?	19	95	1	5	0	0	20	100	11	100	0	0	0	0	11	100
Can you borrow REFERENCE resources information from the periodical section?	3	15	16	80	1	5	20	100	4	36.3	5	45.4	1	9.1	10	90.8
Do you photocopy REFERENCE resources information that you need inside the section?	6	30	13	65	1	5	20	100	3	27.2	8	72.7	0	0	11	99.9
Does the university supply you easily with enough REFERENCE section?	7	35	12	60	1	5	20	100	3	27.2	8	72.7	0	0	11	99.9
Is there someone to help you at the REFERENCE section?	0	0	7	35	3	15	10	50	6	54.5	3	27.2	2	18.1	11	99.8
Are there explanations indicating the value and use of the REFERENCE section	5	25	11	55	4	20	20	100	1	9.1	10	90.9	0	0	11	100
Does the university library training for users of the REFERENCE section?	3	15	11	55	6	30	20	100	1	9.1	8	72.7	1	9.1	10	90.9
Does the university library advertise on the new REFERENCE arrivals to the section?	3	15	11	55	6	30	20	100	2	18.1	5	45.4	4	36.4	11	99.9
Does the university library provide Arabic REFERENCE material?	19	95	1	5	0	0	20	100	10	90.9	1	9.1	0	0	11	100
Does the university library provide English REFERENCE material?	17	85	3	15	0	0	20	100	11	100	0	0	0	0	11	100
Does the university library provide REFERENCE material in other languages?	4	20	10	50	6	30	20	100	1	9.1	5	45.4	5	45.4	11	99.9
Does the university library provide REFERENCE material of your specialization in Arabic?	17	85	3	15	0	0	20	100	4	36.3	0	0	7	63.6	11	99.9
Does the university library provide REFERENCE material of your specialization in English?	10	50	2	10	8	40	20	100	2	18.1	3	27.2	6	54.5	11	99.8
Does the university library provide REFERENCE material of your specialization in other languages?	2	10	7	35	11	55	20	100	2	18.1	3	27.2	6	54.5	11	99.8
Does the university library provide printed REFERENCE material (paper copy)?	14	70	4	20	2	10	20	100	8	72.7	1	9.1	2	18.1	11	99.9
Does the university library provide REFERENCE computerized material on CD, DVD or other media?	4	20	8	40	8	40	20	100	1	9.1	5	45.4	5	45.4	11	99.9
Does the university library provide REFERENCE material on MICROFILM?	3	15	8	40	9	45	20	100	1	9.1	4	36.4	6	54.5	11	100
Does the university library subscribe to data bases that provide complete information for your field of specialization?	2	10	12	60	6	30	20	100	1	9.1	2	18.1	7	63.6	10	90.8
TOTAL	138	690	140	700	72	360	350	1750	72	654	71	644.9	52	472.3	195	1771.2
AVERAGE	38.3%		38.8%		20%		97.1%		36.3%		35.8%		26.2%		98.3%	

TABLE(9)

YAS				NO				DON'T KNOW			
FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH	FERST	SECOUND	THIRD	FORTH
37.1%	36.3%	38.3%	36.3%	31.3%	31.6%	38.8%	35.8%	25.7%	25.8%	20%	26.2%
148				137.5				97.7			
37%				34.3%				24.4%			
38.7%				35.9%				25.5%			