

**Работа студентов факультета управления библиотековедением
и информатикой Прикладного Университета Al Balqa
с периодическими изданиями**

**Use of Periodicals by Students of Management Library Science
and Information Department at Al Balqa Applied University**

**Робота студентів факультету управління бібліотекознавством
та інформатикою Прикладного університету Al Balqa
з періодичними виданнями**

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Данное исследование посвящено целому ряду вопросов, связанных с обслуживанием в Отделе периодики библиотеки и информированностью студентов о наличии газет, журналов и других периодических изданий на английском и арабском языках, а также других периодических материалов, в числе которых материалы на бумажном носителе, микрофильмы, компакт-диски, DVD и другие материалы, в том числе и базы данных, необходимые для библиотеки. Ставится вопрос о предоставлении библиографических описаний, библиографических данных, аннотаций или полных текстов статей. Далее оценивается степень удовлетворенности студентов имеющимся в библиотеке набором периодических изданий на английском или арабском языках по информации общего характера, требуемой в ходе изучения курса или для проведения научных исследований.

Предметом рассмотрения стал также факультет управления библиотековедением и информатикой, в котором была проведена проверка периодики, имеющейся в Прикладном университете Al Balqa в течение первого семестра 2004-2005 учебного года, в результате которой стало понятно, какие вопросы следует задать, например, с какой частотой спрашивают периодику в целом, на английском или на арабском, какова частота обращений к специализированным изданиям или изданиям по культуре, на CD, DVD, на других носителях, например, на микрофильмах. В исследование входило также изучение материалов, по которым осуществлялся поиск в зарубежных базах данных, частота чтения ежедневных или еженедельных газет и частота обращения к указателям периодики.

Для ответов на эти вопросы автор выдвинул несколько гипотез. Знают ли студенты о видах периодики и удовлетворены ли они тем объемом периодики, который имеется в университетской библиотеке, и что эта периодика может им дать.

This research aims at studying a number of questions related to services at the periodical section of the library and the students awareness of the presence of newspapers and magazines and other periodicals in both English and Arabic languages, and other available materials for periodicals that include paper forms, microfilms, CDs, DVDs and others including the creation of data bases needed for the library. It also questions whether it provides bibliographical description, bibliographical data, abstracts or complete articles. The research further evaluates students' satisfaction of the available periodicals available at the library in English or Arabic covering general knowledge information needed for courses or scientific research.

The study focuses also on using the Department of Management Library Science and Information for screening periodicals present at Al Balqa Applied University during the first semester of 2004-2005 prompting the researcher to pose some questions like the frequency of using periodicals in general and whether English or Arabic ones, the frequency of using specialized or cultural ones on CD, DVD or other media like microfilm. The study also questioned material sought through foreign databases and the frequency of reading daily or weekly newspapers and the frequency of using periodical indexes.

The researcher has put forward a number of hypothesis to solve these problems: Whether the students are aware of the types and satisfied with the volume of periodicals available at the university library and to what extent, if any, they are of benefit to them.

Дане дослідження присвячене цілому ряду питань, пов'язаних з обслуговуванням у відділі періодики бібліотеки і поінформованістю студентів про наявність газет, журналів та інших періодичних видань англійською та арабською мовами, а також інших періодичних матеріалів, серед яких матеріали на паперових носіях, мікрофільми, компакт-диски, DVD та інші матеріали, в тому числі і бази даних, необхідні для бібліотеки. Ставиться питання про надання бібліографічних описів, бібліографічних даних, анотацій чи повних текстів статей. Далі оцінюється рівень задоволеності студентів бібліотечним набором періодичних видань англійською та арабською мовами по інформації загального характеру, яка потрібна при вивченні курсу чи для проведення наукових досліджень.

Предметом розгляду став також факультет управління бібліотекознавством та інформатикою, на якому було проведено перевірку періодики, наявної в Прикладному університеті Al Balqa протягом першого семестру 2004-2005 навчального року, в результаті якої стало зрозуміло, які питання слід ставити, наприклад, з якою

частотою запитують періодику в цілому, англійською чи арабською, яка частота звернень до спеціалізованих видань чи видань по культурі, на CD, DVD, на інших носіях, наприклад, мікрофільмах. В дослідження входило також вивчення матеріалів, за якими здійснювався пошук в зарубіжних базах даних, частота читання щоденних чи щотижневих газет та частота звернень до покажчиків періодики.

Для відповідей на ці питання автор висунув кілька гіпотез. Чи знають студенти про види періодики і чи задоволені вони тим об'ємом періодики, котрий наявний в університетській бібліотеці, і що ця періодика може їм дати.

Introduction

It is well-known that the term PERIODICALS is given to printed material issued periodically within a specified time in a regular fashion that carries serial numbers and letters. They are available in voluminous numbers all over the world and in different languages. (10)

It is obvious that the scope of knowledge in any information sector is measured by the volume of information available in books in addition to articles found in periodicals in different media whether traditional papery type or electronic. It is also well-known that new information is usually listed through articles in periodical material. This information lasts usually for months or may be years to get updated or to have new material added to it.

Periodicals therefore carry always new information whether discoveries or inventions and all what all updated news that humans crave for. It is noted here that documentation specialists estimate that more than (95%) of the quoted and cited material are found in periodicals. (4)

If any institution is involved in science and technology, it is imperative that it concentrates largely on periodicals since it carries all updated information in the field of specialization, needless to stress the importance of libraries allocating a large part of their budget to periodicals supply. The more-technical the library is, the more need for allocating extra budget for periodicals.

According to American and British information specialists, libraries are supposed to allocate between (40%-45%) of its budget to periodicals. (4)

The importance of the study

The importance of this study centers on finding accurate information on the current use of different types and shapes of PERIODICALS by the students of THE LIBRARY AND INFORMATION DEPARTMENT section.

Previous studies

Under the title of «Electronic Distribution and General Periodicals», Mr. Samir Ibrahim Hassan debated the subject of leafing through periodicals to overcome language problems. Other researchers included Nawal Mohammad Abdullah on: « Periodicals presence at the main libraries: Problems and Development» who talked on the allocated budget for periodicals, sources of its financing, selecting, subscribing to and obtaining them; Mohammad Salem Gunaim under a study entitled «Using faculty members for bibliographic information with female students at King Abdulaziz University in Jeddah» discussed the motives of the faculty members to using bibliographic information sources, their need to use information sources, the mostly used sources in research & teaching compared to their years of experience and educational level. The study further deals with reasons that hinder faculty members' access to bibliographic information. Saleh Ibn Naser Al Khreiji in a study entitled «Indexing Arabic Periodicals: An Analytical Comparative Study» discussed the absence of Arabic indexing, the accuracy of the terms used and the reliance of self-effort in building indexes. Awad Othman in his study entitled «The thesaurused Compact discs» touched on the qualities of the thesaurused CDs and the classification of the DATA BASES present on CD- ROM discs. A paper presented to the Fourth Educational Conference for Information Systems and Computer Technology, and under the title «The need to build networks for Arabic CDs, Ahmad Mohammad Shafi'ee spoke of the importance of CDs, the need for building a networks for Arabic CDs, its problems and the need for building Data bases. In his book «Information and the Development of Library Assets», Abdulhafeez Mohammad Salamah talked about the services that the periodicals offer by way of their display and the training of users in getting & experiencing their use.

The purpose of this study

This study aims at exploring information on the feasibility of services at the periodical section, the involvement of students with the section and finding weak & strong points in the services presented by the section.

Search problems

1. The present usage status by the Library Students of the PERIODICAL section during the first university semester (2004-2005).
2. Services status at the PERIODICAL section and the degree of the students'
3. The degree of satisfaction by students of the presented services at the PERIODICAL section of the university.

Hypothesis

1. Students are aware of the types of periodicals available at the university library.
2. Students are satisfied with the volume of periodicals available at the university library.
3. Students are using printed available at the university library actively.

Tools used in this study

For the purpose of collecting data the researcher used the questionnaire. For its analysis the researcher used INDICATORS: Frequency, percentage, arithmetic statistical mean and the relation of arithmetic proportion (ratio.)

Sample and the society

The researcher distributed 150 questionnaires, the equivalent of (43%) of the study group on students of the four university years through choosing a deliberate random sample, with 119 questionnaires returned, out of which 12 had missing year of study. For the purpose of rounding-off the number 7 questionnaires were randomly cancelled, the distribution gave the first year 25 and second year 44 students questionnaires EACH, the third year students got 22 while the fourth year students had 9¹.

Methodology of the research

To guarantee the truth of the results the researcher put up statistical data obtained from the distributed questionnaires by dividing the questionnaires according to the specific year, followed by the repeated answers for each question thus deducting a percentage for each. Later the researcher found the arithmetic mean for all answers and the arithmetic mean for all students distributed on the four years of study using the arithmetic proportion for finding out the results.

Analysis of test data

On revising the first two tables of the studied samples, we notice that those who admitted the Availability of services within the section had the highest percentage averaged (24.9%) for second year students while the lowest of (19.1%) was for first year.

The

For students admitting NON-availability of services within the section had the highest percentage of about (50.9%) for fourth year students which shows the grasp and awareness of the library assets and their opinion can be well followed; the lowest averaged (27.8%) and was for first year students which shows a normal trend since their actual contact with the information sources in libraries is somehow limited for such level students (Table 1).

The spaces filled with "I do not know" had a high percentage of (48.5%) and (43.3%) for first and second year students simultaneously. This of course indicates the lack of advertising on services presented by the library and the lack of showing the benefits of guiding tools and ways to deal with them. This leads us to stress the necessity to avail awareness programs related to the PERIODICALS available at the library and the importance of this type of information found in PERIODICALS for students in both learning and self-learning programs thus reaching to the latest in specialized fields, including its general entertaining and cultural role.(11,12). (Table 2).

The lowest percentage of (20.4%) was scored by fourth year students which is again a normal trend after spending three years of university life that they are aware somehow of the services presented by the library even in a non-systematic method.

After revising the third and fourth tables and summarizing the total results for SATISFIED and NON-SATISFIED first-year students got (32.6%) satisfied against about (66.3%) unsatisfied. For second-year students

¹ Only the net sample of 100students was chosen representing (28.9%)of the chosen original population sample of 346 students.

satisfied students reached (41.5%) against (56%) for unsatisfied. The satisfied answers for third-year students were (21%) against (73.4%). As for fourth year students results scored (10%) satisfied against a percentage of (89.3%) unsatisfied

On summarizing the results of the study we notice that the majority of students are NOT satisfied with the two services presented by the section which is a clear indication of the weakness of the services against a percentage not exceeding (30%) for those who classify themselves as "satisfied". (Table 3).

As regards the tables related to students using PERIODICALS section we notice that the use ranged between (0-10) times with percentages ranging between (45.1%-62.4%) of the sample put forward noting that the answers focused on zero usage and with percentages of (62.4%), (48.4%), (45.1%) and (48.1%) simultaneously, the first being for first- year students.

By examining the results and noting that the majority of students who admitted using PERIODICALS on an average of (1-10) times during the semester composed each of (16) weeks, we conclude that the students used the section from (0-0.6) times per week. This shows clearly the fragile link between the educational process and information sources (PERIODICALS). Considering that the basic structure of the pure educational process revolves over INFORMATION, THE INSTRUCTOR and THE LABORATORY we conclude with the above percentages in mind that a relatively large portion of the education-researched process is ineffectual. (Table 4).

Looking at the contemporary educational process in its full makeup, we notice that it comprises supplying the student with three basic elements: *Knowledge* (The theoretical aspect of learning), *skill* (The practical applicable portion of studying) and the ability to self-update the information. If we are living in a world not only changeable but RAPIDLY changeable, it is our duty to supply the students with the ability to refurbish their information constantly, and this could not be realized except by linking the educational process with the information sources available at the library especially through PERIODICALS which contain updated information. It must be noted also that the information sources (PERIODICALS) is not only relevant to self-update the information of the students but it is essential for both supplying theoretical knowledge and practical experiences.(5,6) (Table 5, Table 6, Table 7).

For the purpose of generalizing the results to students of Library Management and Information Department at Balqa Applied University, it was necessary to seek a proportional representation among students in the different years of study who answered the first question to the actual sample put for study. This proportion reached about (23.4%), (37.4%) and (39%) distributed simultaneously according top the question choices. (Table 8)

For the purpose of generalizing the results to students of library management and information centers at Balqa Applied University, it was necessary to seek a proportional representation among students in the different years of study who answered the second question to the actual sample put for study. This proportion reached about (2.9%), (4.1%) , (19.9 %),(44.2%) and (28%) distributed simultaneously according top the question choices. (Table 9).

For the purpose of generalizing the results to students of library management and information centers at Balqa Applied University, it was necessary to seek a proportional representation among students in the different years of study who answered the first question to the actual sample put for study. This proportion reached about (52.9%), (32.8%),(7.4%), (3.6%) and (3.1%) distributed simultaneously according top the question choices.

Results

52.9% of the students do not use PERIODICALS.

1. 46.9% of the students used PERIODICALS more than once in each semester,
2. 23.4% of the students are aware of the existence of services at the PERIODICALS section.
3. 37.4% of the students do not admit of the existence of services at the PERIODICALS section.
4. 39% of the students are NOT aware of the existence of services at the PERIODICALS section.
5. 26.5% of the students are satisfied with the services at the PERIODICALS section.
6. 72.8% of the students are NOT satisfied with the services at the PERIODICALS section.

Recommendations

1. 4 Activation of students' use to services presented by the PERIODICALS section through integrating the educational process and achievement in contact with the available information sources at the library in general and that information found in the PERIODICALS.
2. Establishing awareness campaigns of the services provided by the library.
3. Improving the services presented by the section through increasing the volume of the SPECIALIZED PERIODICALS in both Arabic and English in particular and the GENERAL KNOWELGE PERIODICALS in general.
4. Augmenting the assets of traditional and non-traditional PERIODICALS in the library and diversifying their types through increasing the volume of library subscription of DATA BASES.

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TABLE (1): Student's degree of awareness of services presented by the PERIODICALS Section:

QUESTION	LIVEL 1								LIVIL 2							
	YES		NO		DON'T KNOW		TOTAL		YES		NO		DON'T KNOW		TOTAL	
	F ¹	% ²	F	% ²	F	% ²	F	% ²	F	% ²	F	% ²	F	% ²	F	% ²
Is there a PERIODICALS section at the University library?	19	76	-	-	6	24	25	100	43	97.7	1	2.2	-	-	44	99.9
Can you borrow PERIODICALS from the university library?	4	16	13	52	8	32	25	100	5	11.3	35	79.5	4	9.1	44	99.9
IS there a photocopy machine at the PERIODICALS section?	2	8	15	60	8	32	25	100	4	9.1	32	72.7	8	18.1	44	99.9
Are there any available magazines in your field of study?	11	44	5	20	9	36	25	100	28	63.6	8	18.1	8	18.1	44	99.8
Is there someone to help you at the PERIODICALS section?	8	32	8	32	7	28	23	92	18	41	19	43.1	7	15.9	44	100
Are there clear directions indicating the value and use of PERIODICALS?	6	24	10	40	9	36	25	100	6	13.6	26	59.1	12	27.2	44	99.9
Does the university library offer training for users of the PERIODICALS section?	3	12	9	36	11	44	23	92	4	9.1	30	68.1	10	22.7	44	99.9
Does the university library advertise on the new arrival of PERIODICALS to the section?	2	8	11	44	11	44	24	96	5	11.3	23	52.2	15	34.1	43	97.6
Does the PERIODICALS SECTION carry daily or weekly PERIODICALS in Arabic?	10	40	4	16	11	44	25	100	24	54.5	7	15.9	13	29.5	44	99.9
Does the PERIODICALS SECTION carry daily or weekly PERIODICALS in English?	5	20	4	16	15	60	24	96	14	31.8	8	18.1	22	50	44	99.9
Does the university library carry PERIODICALS in your course of specialization in Arabic?	10	40	4	16	9	36	23	92	27	61.3	4	9.1	13	29.5	44	99.9
Does the university library carry PERIODICALS in your course of specialization in English?	5	20	4	16	14	56	23	92	8	18.1	16	36.3	20	45.4	44	99.8
Does the university library carry SUPPORT MAGAZINES for your course of specialization in Arabic?	7	28	4	16	12	48	23	92	12	27.2	7	15.9	21	47.7	40	90.8
Does the university library carry SUPPORT MAGAZINES for your course of specialization in English?	2	8	5	20	15	60	22	88	6	13.6	9	20.4	27	61.3	42	95.3
Does the university library provide printed PERIODICALS (Paper)?	9	36	4	16	11	44	24	96	29	65.9	2	4.5	13	29.5	44	99.9
Does the university library carry PAPER ABSTRACTS for its PERIODICALS?	5	20	4	16	14	56	23	92	15	34.1	7	15.9	20	45.5	42	95.5
Does the university library provide PERIODICALS using computerized material on CD, DVD or other media in Arabic?	1	4	9	36	14	56	24	96	1	2.2	23	52.2	20	45.5	44	99.9
Does the university library provide PERIODICALS using computerized material on CD, DVD or other media in English?	-	-	9	36	15	60	24	96	2	4.5	21	47.7	21	47.7	44	99.9
Does the university library carry ARABIC ABSTRACTS of PERIODICALS using microfilm?	3	12	8	32	12	48	23	92	5	11.3	15	34.1	24	54.5	44	99.9
Does the university library carry ENGLISH ABSTRACTS of PERIODICALS using microfilm?	1	4	10	40	12	48	23	92	2	4.5	16	36.3	26	59.1	44	99.9
Does the university library carry FULL TEXT ARABIC ABSTRACTS of PERIODICALS using microfilm?	2	8	9	36	13	52	24	96	3	6.8	15	34.1	26	59.1	44	100
Does the university library carry FULL TEXT ENGLISH ABSTRACTS of PERIODICALS using microfilm?	1	4	8	32	14	56	23	92	3	6.8	15	34.1	26	59.1	44	100
Does the university library subscribe to DATA BASES?	3	12	7	28	14	56	24	96	8	18.1	8	18.1	27	61.3	43	97.5
Does the university library subscribe to DATA BASES that provide abstracts to ARABIC periodicals?	4	16	8	32	13	52	25	100	9	20.4	9	20.4	26	59.1	44	99.9
Does the university library subscribe to DATA BASES that provide abstracts to ENGLISH periodicals?	4	16	7	28	13	52	24	96	10	22.7	9	20.4	25	56.8	44	99.9
Does the university library subscribe to DATA BASES that provide Arabic periodicals in full text?	2	8	9	36	13	52	24	96	5	11.3	11	25	27	61.3	43	97.6
Does the university library subscribe to DATA BASES that provide English periodicals in full text?	1	4	6	24	18	72	25	100	7	15.9	10	22.7	27	61.3	44	99.9
Are the Arabic periodicals available at the university INDEXED?	6	24	4	16	14	56	24	96	9	20.4	2	4.5	32	72.7	43	97.6
Are the English periodicals available at the university INDEXED?	3	12	4	16	17	68	24	96	7	15.9	3	6.8	34	77.2	44	99.9
TOTAL	139	556	202	808	352	1408	693	2772	319	724	391	887.5	554	1258.3	1264	2869.9
AVERAGE	19.1%		27.8%		48.5%		95.5%		24.9%		30.6%		43.3%		98.9%	

¹ This letter (F) wherever found indicates the Frequency at the stage

² This sign (%) wherever found indicates the Percentage at the stage

TABLE (2): Student's degree of awareness of services presented by the PERIODICALS Section

QUESTION	LIVEL 3								LIVEL 4							
	YES		NO		DON'T KNOW		TOTAL		YES		NO		DON'T KNOW		TOTAL	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Is there a PERIODICALS section at the University library?	20	90.1	-	-	2	9.1	22	99.2	9	100	-	-	-	-	9	100
Can you borrow PERIODICALS from the university library?	1	4.5	15	68.1	6	27.2	22	99.8	1	11.1	8	88.8	-	-	9	99.9
IS there a photocopy machine at the PERIODICALS section?	-	-	14	63.6	4	18.1	18	81.7	1	11.1	8	88.8	-	-	9	99.9
Are there any available magazines in your field of study?	15	68.1	3	13.6	4	18.1	22	99.8	7	77.7	2	22.2	-	-	9	99.9
Is there someone to help you at the PERIODICALS section?	11	50	5	22.7	6	27.2	22	99.9	5	55.5	4	44.4	-	-	9	99.9
Are there clear directions indicating the value and use of PERIODICALS?	3	13.6	14	63.6	4	18.1	21	95.3	1	11.1	7	77.7	1	11.1	9	99.9
Does the university library offer training for users of the PERIODICALS section?	1	4.5	12	54.5	7	31.8	20	90.8	1	11.1	7	77.7	1	11.1	9	99.9
Does the university library advertise on the new arrival of PERIODICALS to the section?	4	18.1	12	54.5	3	13.6	19	86.2	1	11.1	7	77.7	-	-	8	88.8
Does the PERIODICALS SECTION carry daily or weekly PERIODICALS in Arabic?	10	45.4	5	22.7	6	27.2	21	95.3	2	22.2	4	44.4	3	33.3	9	99.9
Does the PERIODICALS SECTION carry daily or weekly PERIODICALS in English?	5	22.7	6	27.2	11	50	22	99.9	1	11.1	5	55.5	2	22.2	8	88.8
Does the university library carry PERIODICALS in your course of specialization in Arabic?	12	54.5	1	4.5	8	36.3	21	95.3	8	88.8	1	11.1	-	-	9	99.9
Does the university library carry PERIODICALS in your course of specialization in English?	5	22.7	2	9.1	12	54.5	19	86.3	2	22.2	2	22.2	4	44.4	8	88.8
Does the university library carry SUPPORT MAGAZINES for your course of specialization in Arabic?	7	31.8	4	18.1	8	36.3	19	86.3	2	22.2	5	55.5	2	22.2	9	99.9
Does the university library carry SUPPORT MAGAZINES for your course of specialization in English?	7	31.8	4	18.1	10	45.4	21	95.3	1	11.1	4	44.4	3	33.3	8	88.8
Does the university library provide printed PERIODICALS (Paper)?	14	63.6	-	-	6	27.2	20	90.8	7	77.7	1	11.1	1	11.1	9	99.9
Does the university library carry PAPER ABSTRACTS for its PERIODICALS?	4	18.1	4	18.1	13	59.1	21	95.3	2	22.2	4	44.4	3	33.3	9	99.9
Does the university library provide PERIODICALS using computerized material on CD, DVD or other media in Arabic?	1	4.5	6	27.2	7	31.8	14	63.5	-	-	6	66.6	3	33.3	9	99.9
Does the university library provide PERIODICALS using computerized material on CD, DVD or other media in English?	1	4.5	6	27.2	7	31.8	14	63.5	-	-	6	66.6	3	33.3	9	99.9
Does the university library carry ARABIC ABSTRACTS of PERIODICALS using microfilm?	2	9.1	6	27.2	8	36.3	16	72.6	-	-	5	55.5	4	44.4	9	99.9
Does the university library carry ENGLISH ABSTRACTS of PERIODICALS using microfilm?	3	13.6	6	27.2	13	59.1	22	99.9	-	-	5	55.5	4	44.4	9	99.9
Does the university library carry FULL TEXT ARABIC ABSTRACTS of PERIODICALS using microfilm?	2	9.1	5	22.7	14	63.6	21	95.4	-	-	6	66.6	3	33.3	9	99.9
Does the university library carry FULL TEXT ENGLISH ABSTRACTS of PERIODICALS using microfilm?	1	4.5	4	18.1	10	45.4	15	68	-	-	6	66.6	3	33.3	9	99.9
Does the university library subscribe to DATA BASES?	2	9.1	10	45.4	4	18.1	16	72.6	2	22.2	4	44.4	3	33.3	9	99.9
Does the university library subscribe to DATA BASES that provide abstracts to ARABIC periodicals?	3	13.6	10	45.4	5	22.7	18	81.7	-	-	5	55.5	4	44.4	9	99.9
Does the university library subscribe to DATA BASES that provide abstracts to ENGLISH periodicals?	2	9.1	10	45.4	5	22.7	17	77.2	-	-	5	55.5	4	44.4	9	99.9
Does the university library subscribe to DATA BASES that provide Arabic periodicals in full text?	1	4.5	11	50	7	31.8	19	86.3	-	-	5	55.5	4	44.4	9	99.9
Does the university library subscribe to DATA BASES that provide English periodicals in full text?	2	9.1	12	54.5	7	31.8	21	95.4	-	-	5	55.5	4	44.4	9	99.9
Are the Arabic periodicals available at the university INDEXED?	5	22.7	5	22.7	10	45.4	20	90.8	1	11.1	3	33.3	5	55.5	9	99.9
Are the English periodicals available at the university INDEXED?	3	13.6	6	27.2	10	45.4	19	86.2	1	11.1	3	33.3	5	55.5	9	99.9
TOTAL	147	666.5	198	898.6	217	985.1	562	2550.2	55	610.6	133	1476.3	69	765.9	257	2852.8
AVERAGE	22.9%		30.9%		33.9%		87.9%		21%		50.9%		20.4%		98.3%	

TABLE (3): Student's degree of SATISFACTION:

QUESTION	LIVEL 1												LIVEL 2											
	Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL		Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Printed PERIODICALS (Paper)	1	4	1	4	9	36	10	40	4	16	25	100	11	25	3	6.8	14	31.8	12	27.2	3	6.8	43	97.6
Arabic Daily or weekly newspapers available at the PERIODICALS section.	-	-	3	12	10	40	6	24	5	20	24	96	4	9.1	9	20.4	12	27.2	15	34.1	3	6.8	43	97.6
English daily or weekly newspapers available at the PERIODICALS section.	1	4	-	-	5	20	14	56	4	16	24	96	3	6.8	4	9.1	10	22.7	19	43.1	8	18.1	44	99.8
Available magazines supporting your specialization in the Arabic PERIODICALS section.	1	4	1	4	7	28	13	52	3	12	25	100	5	11.3	5	11.3	14	31.8	13	29.5	7	15.9	44	99.8
Available magazines supporting your specialization in the English PERIODICALS section.	2	8	-	-	5	20	14	56	4	16	25	100	2	4.5	5	11.3	13	29.5	20	45.4	4	9.1	44	99.8
Available magazines in your specialization in the Arabic PERIODICALS section.	1	4	2	8	11	44	5	20	5	20	24	96	3	6.8	10	22.7	15	34.1	9	20.4	7	15.9	44	99.9
Available magazines in your specialization in the English PERIODICALS section	1	4	1	4	6	24	11	44	6	24	25	100	4	9.1	4	9.1	10	22.7	20	45.4	6	13.6	44	99.9
Volume of Arabic PERIODICALS abstracts available in printed form (Paper).	2	8	3	12	7	28	7	28	6	24	25	100	1	2.2	7	15.9	17	38.6	13	29.5	6	13.6	44	99.8
Volume of English PERIODICALS abstracts available in printed form (Paper).	2	8	-	-	5	20	10	40	7	28	24	96	3	6.8	2	4.5	12	27.2	20	45.4	4	9.1	41	93
Volume of Arabic PERIODICALS abstracts available on CD, DVD or other media. available at the library	1	4	-	-	2	8	13	52	9	36	25	100	1	2.2	3	6.8	8	18.1	15	34.1	13	29.5	40	90.7
Volume of English PERIODICALS abstracts available on CD, DVD or other media.	1	4	1	4	1	4	11	44	10	40	24	96	2	4.5	4	9.1	9	20.4	13	29.5	16	36.3	44	99.8
Volume of Arabic PERIODICALS abstracts available on MICROFILM.	1	4	-	-	4	16	9	36	11	44	25	100	1	2.2	4	9.1	7	15.9	19	43.1	12	27.2	43	97.5
Volume of English PERIODICALS abstracts available on MICROFILM.	1	4	-	-	4	16	8	32	12	48	25	100	1	2.2	4	9.1	6	13.6	19	43.1	14	31.8	44	99.8
Volume of Microfilm that provides text for Arabic PERIODICALS.	-	-	-	-	6	24	12	48	7	28	25	100	2	4.5	5	11.3	5	11.3	17	38.6	13	29.5	42	95.2
Volume of English Microfilm that provides text for English PERIODICALS..	-	-	1	4	6	24	10	40	8	32	25	100	1	2.2	3	6.8	7	15.9	17	38.6	14	31.8	42	95.3
Data Bases that provide abstract information on PERIODICALS in Arabic.	1	4	-	-	7	28	11	44	6	24	25	100	3	6.8	3	6.8	8	18.1	20	45.4	9	20.4	43	97.5
Data Bases that provide abstract information on PERIODICALS in English	-	-	2	8	6	24	9	36	8	32	25	100	1	2.2	4	9.1	12	27.2	19	43.1	8	18.1	44	99.7
Data Bases that provide FULL TEXT information on PERIODICALS in Arabic.	1	4	-	-	7	28	10	40	7	28	25	100	2	4.5	6	13.6	9	20.4	17	38.6	8	18.1	42	95.2
Data Bases that provide FULL TEXT information on PERIODICALS in English	1	4	-	-	11	44	6	24	7	28	25	100	2	4.5	1	2.2	10	22.7	23	52.2	7	15.9	43	97.5
Indexing of magazines in general at the university library	1	4	2	8	7	28	9	36	6	24	25	100	2	4.5	9	20.4	15	34.1	14	31.8	4	9.1	44	99.9
Indexing of Arabic magazines at the university library	1	4	1	4	7	28	8	32	8	32	25	100	1	2.2	3	6.8	19	43.1	12	27.2	7	15.9	42	95.2
Indexing of English magazines at the university library	1	4	1	4	7	28	8	32	8	32	25	100	1	2.2	2	4.5	16	36.3	19	43.1	6	13.6	44	99.7
TOTAL	21	84	19	76	140	260	214	856	151	604	545	2180	56	126.3	100	226.7	248	562.7	365	828.4	179	406.1	948	2150.2
AVERAGE	3.8%		3.4%		25.4%		38.9%		27.4%		99.1%		5.7%		10.3%		25.5%		37.6%		18.4%		97.7%	

TABLE (4): Student's degree of SATISFACTION:

QUESTION	LIVEL 3											LIVEL 4												
	Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL	Extremely satisfied		Very satisfied		Satisfied		Not satisfied		Absolutely not satisfied		TOTAL		
	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%		
Printed PERIODICALS (Paper)	1	4.5	1	4.5	5	22.7	12	54.5	2	9.1	21	95.3	-	-	1	11.1	1	11.1	3	33.3	3	33.3	8	8.88
Arabic Daily or weekly newspapers available at the PERIODICALS section.	-	-	3	13.6	7	31.8	8	36.3	4	18.1	22	99.8	-	-	-	-	3	33.3	3	33.3	3	33.3	9	99.9
English daily or weekly newspapers available at the PERIODICALS section.	-	-	1	4.5	5	22.7	9	41	7	31.8	22	100	-	-	-	-	2	22.2	5	55.5	2	22.2	9	99.9
Available magazines supporting your specialization in the Arabic PERIODICALS section.	-	-	1	4.5	3	13.6	11	50	6	27.2	21	95.3	-	-	-	-	3	33.3	2	22.2	4	44.4	9	99.9
Available magazines supporting your specialization in the English PERIODICALS section.	-	-	-	-	3	13.6	11	50	6	27.2	20	90.8	-	-	-	-	1	11.1	3	33.3	5	55.5	9	99.9
Available magazines in your specialization in the Arabic PERIODICALS section.	1	4.5	-	-	7	31.8	9	41	4	18.1	21	95.4	-	-	-	-	2	22.2	5	55.5	2	22.2	9	99.9
Available magazines in your specialization in the English PERIODICALS section	-	-	-	-	7	31.8	10	45.4	4	18.1	21	95.3	-	-	-	-	2	22.2	6	66.6	1	11.1	9	99.9
Volume of Arabic PERIODICALS abstracts available in printed form (Paper).	-	-	1	4.5	5	22.7	9	41	5	22.7	20	90.9	-	-	-	-	1	11.1	6	66.6	2	22.2	9	99.9
Volume of English PERIODICALS abstracts available in printed form (Paper).	-	-	1	4.5	4	18.1	10	45.4	6	27.2	21	95.2	-	-	-	-	1	11.1	6	66.6	2	22.2	9	99.9
Volume of Arabic PERIODICALS abstracts available on CD, DVD or other media. available at the library	-	-	-	-	2	9.1	8	36.3	10	45.4	20	90.8	-	-	-	-	-	-	5	55.5	4	44.4	9	99.9
Volume of English PERIODICALS abstracts available on CD, DVD or other media.	-	-	-	-	2	9.1	9	41	10	45.4	21	95.5	-	-	-	-	1	11.1	5	55.5	3	33.3	9	99.9
Volume of Arabic PERIODICALS abstracts available on MICROFILM.	1	4.5	-	-	2	9.1	10	45.4	8	36.3	21	95.3	-	-	-	-	-	-	6	66.6	3	33.3	9	99.9
Volume of English PERIODICALS abstracts available on MICROFILM.	-	-	1	4.5	2	9.1	10	45.4	8	36.3	21	95.3	-	-	-	-	-	-	6	66.6	3	33.3	9	99.9
Volume of Microfilm that provides text for Arabic PERIODICALS.	1	4.5	-	-	4	18.1	9	41	7	31.8	21	95.4	-	-	-	-	-	-	6	66.6	3	33.3	9	99.9
Volume of English Microfilm that provides text for English PERIODICALS. .	-	-	1	4.5	3	13.6	9	41	8	36.3	21	95.4	-	-	-	-	-	-	6	66.6	3	33.3	9	99.9
Data Bases that provide abstract information on PERIODICALS in Arabic.	-	-	-	-	3	13.6	8	36.3	10	45.4	21	95.3	-	-	-	-	-	-	5	55.5	4	44.4	9	99.9
Data Bases that provide abstract information on PERIODICALS in English	-	-	-	-	1	4.5	9	41	11	50	21	95.5	-	-	-	-	-	-	4	44.4	5	55.5	9	99.9
Data Bases that provide FULL TEXT information on PERIODICALS in Arabic.	1	4.5	-	-	1	4.5	6	27.2	13	59.1	21	95.3	-	-	-	-	-	-	7	77.7	2	22.2	9	99.9
Data Bases that provide FULL TEXT information on PERIODICALS in English	1	4.5	-	-	1	4.5	6	27.2	12	54.5	20	90.7	-	-	-	-	1	11.1	4	44.4	4	44.4	9	99.9
Indexing of magazines in general at the university library	1	4.5	1	4.5	6	27.2	7	31.8	5	22.7	20	90.7	-	-	-	-	1	11.1	6	66.6	2	22.2	9	99.9
Indexing of Arabic magazines at the university library	2	9.1	-	-	4	18.1	8	36.3	6	27.2	20	90.7	-	-	-	-	1	11.1	4	44.4	4	44.4	9	99.9
Indexing of English magazines at the university library	2	9.1	1	4.5	3	13.6	10	45.4	6	27.2	22	99.8	-	-	-	-	-	-	6	66.6	3	33.3	9	99.9
TOTAL	11	49.7	12	54.1	80	362.9	198	899.9	158	717.1	459	2083.7	-	-	1	11.1	20	210.9	110	1221	67	7437	197	2186.7
AVERAGE	2.2%		2.4%		16.4%		40.9%		32.5%		94.7%		0%		0.5%		9.5%		55.5%		33.8%		99.3%	

TABLE (5) : PERIODICALS MATERIAL AREA OF USE DURING THE UNIVERSITY YEAR 2004–2005:

QUESTION	LIVEL 1												LIVEL 2											
	0		1-10		11-20		21-30		UP 30		TOTAL		0		1-10		11-20		21-30		UP 30		TOTAL	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
PERIODICALS in general	13	52	9	36	2	8	-	-	1	4	25	100	10	22.7	28	63.6	6	13.6	-	-	-	-	44	99.9
ARABIC Periodicals.	11	44	8	32	5	20	-	-	1	4	25	100	11	25	26	59.1	2	4.5	3	6.8	1	2.2	43	97.6
English Periodicals.	20	80	3	12	1	4	-	-	1	4	25	100	32	72.7	10	22.7	2	4.5	-	-	-	-	44	99.9
PERIODICALS that relate to your specialty.	13	52	6	24	2	8	3	12	-	-	24	96	16	36.3	16	36.3	4	9.1	2	4.5	4	9.1	42	95.3
General educational PERIODICALS.	15	60	7	28	-	-	2	8	1	4	25	100	17	38.6	17	38.6	6	13.6	2	4.5	-	-	42	95.3
Daily or weekly newspapers.	14	56	7	28	-	-	2	8	2	8	25	100	16	36.3	18	41	3	6.8	4	9.1	2	4.5	43	97.7
Magazines in general.	12	48	9	36	2	8	1	4	1	4	25	100	13	29.5	17	38.6	9	20.4	2	4.5	2	4.5	43	97.5
Specialized courses.	13	52	6	24	1	-	1	4	1	4	22	84	15	34.1	20	45.4	6	13.6	1	2.2	-	-	42	95.3
General knowledge magazines.	13	52	8	32	2	8	1	4	1	4	25	100	16	36.3	17	38.6	7	15.9	2	4.5	1	2.2	43	97.5
The official GAZETTE.	14	56	6	24	2	8	-	-	2	8	24	96	24	54.5	11	25	5	11.3	2	4.5	2	4.5	44	99.8
Indexes	14	56	10	40	-	-	-	-	1	4	25	100	21	47.7	18	41	2	4.5	-	-	1	2.2	42	95.4
Paper PERIODICALS.	14	56	5	20	3	12	-	-	1	4	23	92	17	38.6	21	47.7	4	9.1	1	2.2	1	2.2	44	99.8
PERIODICALS available on CD, DVD or other media.	23	92	2	8	-	-	-	-	-	-	25	100	38	86.3	4	9.1	-	-	1	2.2	1	2.2	44	99.8
PERIODICALS available on MICROFILM.	23	92	1	4	-	-	1	4	-	-	25	100	36	81.8	7	15.9	-	-	-	-	1	2.2	44	99.9
PERIODICALS that are available through foreign data bases.	22	88	2	8	1	4	-	-	-	-	25	100	38	86.3	3	6.8	1	2.2	1	2.2	1	2.2	44	99.7
TOTAL		234		936		89		356		21		80		11		44		13		52		368		1468
AVERAGE		62.4%		23.7%		5.3%		2.9%		3.4%		97.8%		48.4%		35.2%		8.6%		3.1%		2.5%		98%

TABLE(6): PERIODICALS MATERIAL AREA OF USE DURING THE UNIVERSITY YEAR 2004–2005:

QUESTION	LIVEL 3												LIVEL 4											
	0		1-10		11-20		21-30		UP 30		TOTAL		0		1-10		11-20		21-30		UP 30		TOTAL	
	F	%	F	%	F	%	G	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
PERIODICALS in general	5	22.7	13	59.1	3	13.6	-	-	-	-	21	95.4	2	22.2	6	66.6	-	-	-	-	1	11.1	9	99.9
ARABIC Periodicals.	6	27.2	12	54.5	2	9.1	2	9.1	-	-	22	99.9	-	-	6	66.6	-	-	1	11.1	1	11.1	8	88.8
English Periodicals.	11	50	6	27.2	-	-	1	4.5	1	4.5	19	86.2	4	44.4	2	22.2	2	22.2	-	-	-	-	8	88.8
PERIODICALS that relate to your specialty.	6	27.2	10	45.4	2	9.1	3	13.6	1	4.5	22	99.8	1	11.1	5	55.5	-	-	1	11.1	1	11.1	8	88.8
General educational PERIODICALS.	7	31.8	8	36.3	5	22.7	1	4.5	-	-	21	95.3	3	33.3	5	55.5	-	-	-	-	-	-	8	88.8
Daily or weekly newspapers.	8	36.3	7	31.8	3	13.6	-	-	1	4.5	19	86.2	8	88.8	1	11.1	-	-	-	-	-	-	9	99.9
Magazines in general.	6	27.2	11	50	2	9.1	2	9.1	-	-	21	95.4	2	22.2	6	66.6	1	11.1	-	-	-	-	8	88.8
Specialized courses.	8	36.3	6	27.2	6	27.2	1	4.5	-	-	21	95.2	2	22.2	4	44.4	2	22.2	-	-	1	11.1	9	99.9
General knowledge magazines.	10	45.4	7	31.8	2	9.1	2	9.1	-	-	21	95.4	7	77.7	1	11.1	1	11.1	-	-	-	-	9	99.9
The official GAZETTE.	11	50	6	27.2	2	9.1	1	4.5	1	4.5	21	95.3	6	66.6	2	22.2	-	-	-	-	1	11.1	9	99.9
Indexes	13	59.1	6	27.2	-	-	1	4.5	1	4.5	21	95.3	5	55.5	3	33.3	-	-	-	-	-	-	8	88.8
Paper PERIODICALS.	10	45.4	6	27.2	3	13.6	-	-	1	4.5	20	90.7	-	-	7	77.7	-	-	-	-	1	11.1	8	88.8
PERIODICALS available on CD, DVD or other media.	15	68.1	4	18.1	2	9.1	-	-	-	-	21	95.3	9	99.9	-	-	-	-	-	-	-	-	9	99.9
PERIODICALS available on MICROFILM.	17	77.2	2	9.1	-	-	1	4.5	-	-	20	90.8	9	99.9	-	-	-	-	-	-	-	-	9	99.9
PERIODICALS that are available through foreign data bases.	16	72.7	2	9.1	3	13.6	-	-	-	-	21	95.4	7	77.7	1	11.1	-	-	-	-	-	-	8	88.8
TOTAL		149		676.6		106		481.2		35		158.9		15		67.9		6		27		311		1411.6
AVERAGE		45.1%		32.1%		10.5%		4.5%		1.8%		94.1%		48.1%		36.1%		4.4%		4.4%		4.4%		94.7%

TABLE (7): The average ratio of students answering the first question (Awareness of the existence of PERIODICALS section) according to the year of study.

DON'T KNOW				NO				YES			
4	3	2	!	4	3	2	1	4	3	2	1
20.4%	33.9%	43.3%	48.5%	50.9%	30.9%	30.6%	27.8%	21%	22.9	24.9%	19.1%
36.5%				35%				21.9%			

**TABLE (8): The average number of students who answered the second question
(Satisfaction on services presented by the library) arranged by years of study**

Absolutely not satisfied				Not satisfied				Satisfied				Very satisfied				Extremely satisfied			
4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1
33.8%	32.5%	18.4%	27.4%	55.5%	40.9%	37.6%	38.9%	9.5%	16.4%	25.5%	25.4%	0.5%	2.4%	10.3%	3.4%	0%	2.2%	5.7%	3.8%
28%				43.2%				19.5%				4.1%				2.9%			

**TABLE (9) :The average number of students who answered the third question
(Using different types and media of PERIODICALS) arranged by years of study**

UP 30				21-30				11-20				1-10				0			
4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1
4.4%	1.8%	2.5%	3.4%	4.4%	4.5%	3.1%	2.9%	4.4%	10.5%	8.6%	5.3%	36.1%	32.1%	35.2%	23.7%	48.1%	45.1%	48.4%	62.4%
3%				3.5%				7.2%				31.7%				51%			