

## **Assessment of Information Services Provided by Najran University Central Library-from the Perspective of Faculties and Students**

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### **Abstract**

This study aims to identify the reality of information services at Najran University Central Library, and assess the quality of those services; to identify strengths and weaknesses. The study sample consists of (342) library users (Community of study): (256) students and (86) faculties. It comes up with some suggestions and recommendations for improvement.

The modern administration for libraries aims to upgrade the level of services provided to users and beneficiaries, through many strategies, of which measuring of service quality is more important; in order to make sure that these services meet the needs of users and are suitable to their desires, and to achieve satisfaction. This can be achieved by using modern scientific methods and proper criteria to measure the quality of services. Since the main objective of libraries is to provide appropriate and adequate services to meet the needs of the users of libraries, so libraries have to face the challenges posed by modern technologies through accessibility to information sources with less effort.

**Keywords:** Information Services, information sources, central library and assessment.

**Introduction:**

University libraries have recently witnessed a lot of developments in the various administrative, technical and service fields, and this development is a natural outcome of this age marked with technology and information. In the past libraries were just warehouses for holdings, but in the age of information revolution they play a key role in the learning process, and seek to provide the best and most recent information services to library users. University libraries are still in quest to keep pace with technological developments.

Some scientists and researcher anticipate that traditional libraries are going to be digital libraries or libraries without walls in the future and the library will go to its users and not vice versa, as is happening now. According to these developments and expectations, University libraries must be kept updated, and should have effective services to play their role within the academic activity at the university. No doubt that the progress of scientific research and discoveries is connected with information and services offered by libraries.

Information services have emerged in the British Library Conference in 1939 and since the mid-sixties of the last century they have grown and developed in University libraries in the United Kingdom, where it began in technical Universities and some of the new Universities. Information services have become the core of libraries' activity as well as part and parcel of the philosophy of science of the modern University libraries, because the information services rely heavily on the sources of the information stored in libraries (Ismail, 1988, p. 432)

**The Problem of the Study**

Information services are the core justification for the existence of University libraries that most of them in the developed countries have been turning to information centres to be consistent with the technical development and provide effective services to the users. Therefore, the University libraries in the Arab world in general and Saudi Arabia in particular require not only basic information services but to be planning for the development of information services because success of universities depends on the success of its libraries through properly improving their information services.

**Study Questions**

The study seeks to answer the following questions:

What is the reality of information services provided to users in the Central Library at Najran University?

What is the level of satisfaction of faculties and students for information services provided by the Central Library at the University of Najran?

What are the factors that help develop the information services in the Central Library at the University of Najran?

What are the obstacles to the development of information services in the Central Library at the University of Najran?

**Importance of the Study:**

The importance of the study has come to light through identifying of information services in Saudi University libraries in the light of successive developments for these services to keep up with the age of information revolution and the dissemination of information technology in various approaches of scientific and intellectual life, and accessibility of the primary sources of information with less time, effort and cost.

**Objectives of the Study:**

The study seeks to achieve several objectives, including:

To identify the reality of the information services provided to users in the Central Library of Najran University.

To assess information services in the Central Library at the University of Najran, and to identify the extent of their quality.

To identify the factors that help develop the information services in the Central Library at the University of Najran.

To identify the obstacles of developing information services in the Central Library at the University of Najran.

**The Limits of the Study:**

Objectivity limits: Information services in Saudi University libraries.

Place: Central Library at the University of Najran.

Time: From September 2014 to the last of February 2015

**Methodology:**

The two researchers in this study used the descriptive and analytical approach for the study of the theoretical side of the concepts and principles of information services in University libraries, and the case study method as application side to the Central Library at the University of Najran, and statistical method to study the facts that have been collected through the application of a questionnaire in order to reach the desired results.

**The Study Terms:**

Assessment: the concept of assessment of institutions in some countries of the world has become indispensable approach in the process of data chart, planning and evaluation, and it is considered one of the conventional tools in institutions and organizations. Assessment is intended to judge for some purpose the value of ideas, businesses and solutions, and that includes the use of touchstones, levels and standards to provide the adequacy, accuracy and effectiveness of the things and it can be quantitatively or qualitatively (Abdul-Hai, 2007, p.150), or it can give value to something, according to levels set or identified in advance.

One of the studies (Al-Qarni, 2012, p.16) reveals that assessment is meant to collect information for the purpose of decision-making about educational services for students and educational programs and policies including assessment methods, written tests, formal and informal observations, questionnaire and survey. This is the objective that the study seeks to achieve through a system designed to determine the efficiency of the Central Library towards users at the University of Najran from the perspective of the university faculty members and students.

**Information services:** Information services known as a comprehensive and integrated process for all the various activities in the library, which in turn aim to facilitate user access to sources of information as soon as possible and with less effort.

**Najran University:** It is one of the educational institutions established in the region of Najran in 2006 in order to serve the people of the region.

**Library:** It is a scientific, cultural, social, and educational institution that aims to collect information sources in various printed and non-printed forms, acquisitions, gift, and exchange, and to organize these sources through indexing, categorizing and arranging them to be easily available to the users of the library: readers and researchers. (Ribhi, 2009, p.15)

### **Review of Literature:**

Youngman Daryl C. (1999) addressed the duties of librarians in the age of technology and the basic elements for the possibility of change, the study indicated several key points including:

1. All indicators demonstrate that change will continue in libraries and information services.
2. Librarians dramatically are moving towards different tasks such as new services that have emerged and services that will appear in the future.
3. The human resources are considered essential to the success of each based-on-technology service.
4. The libraries are developing new services, while at the same time develop the traditional existing ones and rely on its cadres.
5. Ensuring of electronic services requires special technical skills and may depend on the experienced librarians' skills.
6. Libraries will find an increase in demand for services with limited librarians and limited budget.
7. The librarian will have new tasks in addition to the old ones and are not a substitute for the old ones.
8. Librarians will develop new skills based on new tasks to ensure the success of based-on-technology services.
9. Technology will affect almost every aspect in the library such as the subject specialist librarian, index specialist and reference librarian.

Al-Hadad (2003) shows that the radical developments in the field of information services provide highly effective findings, and no doubt that libraries and information centers bear the greatest burden in providing information services. The researcher'

statistical analysis indicated that the satisfaction of faculties and post-graduate students with the variables related to the quality of services and accessibility tends to be agreeable, and that there are statistically significant differences between the satisfaction of faculty members in terms of Grade and service elements (facilities, administration, standards, service quality).

Abdul-Jabbar (2010) aims to identify the nature of the services provided by the Isra University library to users, and how to take advantage of those future information services. The study concluded that the College of Engineering is the most widely beneficiary user that takes advantage of the services offered by the library, students of preliminary studies are the first to use and benefit from the information provided by the library services.

Mansour (2011) identified how the success of Zarqa University Library is trusted by its users in order to determine the near and distant future paths. The aim of the study is to identify the library services and levels of user satisfaction with the quality and convenient services provided. The study resulted that the library users satisfied with Electronic Search System used in the library. The library provides current-awareness service, and services for people with special needs.

Idris (2013) aims at exploring the future of information services in Saudi University libraries, and in order to achieve the goal of the study the researcher sought to benefit from Delphi method, where faculties at the University of Najran were approved to find out their views and expectations about the future of information services at the Library of Prince Mishaal bin Abdul. The number of experts has reached sixteen experts, including fourteen faculties of various colleges of the University, and two specialists in library and information science. After conducting the field study, it concluded that the various kinds of information services and methods of accessibility will continue together in the near future, with real progress for some information services that electronically provided, which predicts the excellence of Najran University central Library in all activities that traditionally and manually provided.

The current study dealt with some of the review of literature that threw light on information services in University libraries, as well as the types of studies and approaches to conduct and criticize them, and the study of the needs of the users and the justification and planning for the success of the work of libraries in general. The current study has benefited from the previous studies in the procedures applied and its theoretical framework. The study tries to identify the assessment of information services provided by the University of Najran Central Library from the perspective of faculties and students.

## **Section I: The Conceptual Framework**

### **The concept of information services:**

Information services can be defined as a comprehensive and integrated process for all the different activities in the library, which in turn aims to provide information to the users (Qassem, 2002, p.202). The concept springs from facilitating user access to information sources quickly and with less effort. (Ribhi, 2005, p.221) conveyed that Harrod defined it as: "all the facilities offered by libraries and information centers in

order to better use its resources and holdings. The information services are considered cornerstone in libraries because all library operations such as selection, technical preparation and computer applications designed to raise the level of information services as direct services for users, which is a measure of the success and effectiveness of any library (Tartouri, 2009, p.215).

The provision of information services depends on a set of elements such as the qualified human element, and on a range of information sources in all its forms and types, in addition to the modern technologies which can be used in providing information services.

With the rapid developments of modern technology in the field of communication and information technologies, information networks began to disseminate remarkably in areas. These networks have high speed to transfer and exchange information. Perhaps the most famous of these networks is the Internet (Aman, 2000, p. 247). The information services in libraries are generally divided into two categories:

#### **A. Technical Services:**

It means all the procedures and technical operations performed by the staff for provision, indexing, classification, cataloging, abstracting, maintenance and other technical operations that provide the users with sources of information and accessibility.

#### **B. Information services:**

The services provided by libraries directly to the users, such as: loan, reference and guidance service, current awareness and others. In order for university libraries to provide these services efficiently, they should meet the following requirements:

1. Adequate financial allocations.
2. Various information sources.
3. Qualified specialists and librarians trained to provide these services.
4. Proper geophysical factors.
5. Successful, efficient and effective administration. (Ribhi, 2005, p.222)

Information services can be categorized into traditional services and non-traditional or electronic ones, and libraries started in the last years merging traditional services with electronic ones, such as reference services and inquiries and guidance. Instead of attending personally to library building to be able to take advantage of its services, the situation has changed now and it was possible to take advantage of these services without having to leave the home or the workplace, as well as the speed and efficiency in the provision of these services mark the quality of library services. It is the use of information technology that changed the way in which this information is accessed by users, and the goal of the library is to provide information easily to the user. Technology made libraries work so efficiently. Information services can be classified into the following:

## **1. Loan services:**

Loan services are divided into two types:

### **A. Interlibrary loan:**

Internal loan takes place inside the library by allowing the users to access all library holdings internally, such as rare books, manuscripts, maps, reference books, and electronic information sources, and books reserved for frequent use with few existing copies of them, and other sources of special information.

### **B. External loan:**

It can be defined as a set of procedures provided by the library for the users to be able to borrow sources of information outside the library according to certain rules set by the library administration (Ghufeili, 1999, p. 9). External loan is one of the most important services provided by the University libraries and one of the important indicators for the effectiveness of the library and its relationship with users, and a good standard for measuring the effectiveness of the libraries in the provision of services and achieve their goals. External loan allows borrowers to take the information sources outside the library under certain conditions and for a certain period of time and under certain regulations. External loan services in libraries include the following: (Tartouri, 2009, pp. 220-221)

1. External loan.
2. Renewal for materials borrowed.
3. Hold for users who need them.
4. Follow-up borrowed materials.
5. Mutual inter-library loan.

Currently, there are several systems for loaning ranging from traditional systems and advanced ones such as self-automated systems via computer, and tens of systems have their own advantages, and developed to suit certain types of libraries.

## **2. Reference services:**

Services located where users can ask questions and get in-depth assistance using library resources and finding information. The concept of reference services, "the answer to all questions and inquiries received by the Reference Desk. New methods affected directly and positively the way to provide this service. The impact can be seen in:

1. Rapidly receiving questions and inquiries and responding to them.
2. The emergence of new and distinct methods of communication between the user and reference specialist, such as e-mail and direct mail dialogue.
3. Saving time, effort and cost for each of the parties (the library and the user) (Tartouri, 2009, p. 222)

Reference service in University libraries are divided into two main sections:

**A-direct reference services (Reference Desk):**

These services include answering reference questions provided directly by the user, and to instruct users and direct them to places they need in the library, and to educate and train the users on the use of different references, as well as providing appropriate references to the users, and preparing bibliographic lists for them if necessary.

**B- Indirect reference services (Reference Collection):**

These services comprise a selection of appropriate references to the library and made them available, the order of the references on the stacks and returning them to its right place on the stacks and assessing the available references and reference service provided (Al-nawaysa, 2000, p. 312)

Reference sources have its importance in providing information services, especially reference services because this kind of information sources has important and distinctive content allowing quick and easy access to information without the need for full reading. It is noted that these printed references sources are arranged alphabetically, or in terms of subject or time, while one can search easily in the source as a whole for a keyword or the name of the subject in references published electronically on laser discs, in addition to microfilm, animation, audio recordings and audio maps and interactive maps and many other additions and valuable tools that are unique and restricted to the electronic format for references published.

**3. Indexing and Abstracting services:**

According to the need of scientists and researchers to be knowledgeable about what is published in their specialties in the knowledge explosion era, and the inability of the traditional methods used in libraries to meet their needs, specialized technical operations emerged to analyze and organize the contents of information sources for easy retrieval of required information, which is known as indexing and abstracting services.

**A. Indexing Service:**

One of the basic services that deal with the substantive analysis of the sources of information resulting in indexing, which is a methodological guide organizing the ideas or terms contained in the various information sources represented in the form of main and sub entrances, arranged in a particular system in order to facilitate access of users for required information with less effort and time. (Salama, 1997, p. 52)

**B. Abstracting Service:**

Abstracting is also one of the advanced technical processes that appeared to increase specialized objective information sources where the user is facing the problem of selecting the relevant subject of this huge number of information sources. (Salama, 1997, p.65) Abstracting can be defined as "an intensive comprehensive work provided

in a brief way, significant and important, and formulated in a certain way to identify the users of the contents of certain information sources without referring to them, and gives users a complete bibliographic information to be accessible when needed. Abstract can be shown with the content, or separately in the form of a specialized periodical in this field. (Ribhi: 2005.232)

#### **4. Current-awareness Services:**

Current-awareness Service is briefing the user about all new information sources recently available. This service can also inform the user of all new library activities. The Current-awareness Service is one of the important information services, which is the process of viewing the various forms of information including paper and electronic documents related to the needs of users in order to be informed of them. There are different methods and ways libraries can follow in order to provide this service, including, for example: the selective dissemination of information, Information Bulletin, Bulletin of new additions, the bulletin board, and organizing of book fairs. (Mahran, 2004, p.184)

#### **5. Online Searching Service:**

This service appeared in the sixth decade of last century, and is defined as: "a system to retrieve information immediately and directly through the use of computers, which provide the user of the information stored in the systems and data bases readable automatically. (Ribhi, 2005, p. 236) This service vary from one library to another, what is provided by some library does not have to be provided by another library, this is due to the nature of each library and its users, but the most important services that can be found in all libraries are: (Al-nawaysa, 2000, p. 312)

1. Direct catalog of the library: The indexes in all its forms and types are the appropriate means of identifying the library holdings, including its contents and information sources.
2. Electronic information sources: The electronic information sources, or the so-called sources of computerized information, are indispensable part in the activities and services of libraries and modern information centers.
3. Database Search Services: It is one of the most important sources of information that libraries are keen on providing to the users, due to the characteristics and potentials of these databases. The databases are secured in the library through two methods:
  - (A) The establishment of databases prepared only for the library.
  - (B) Subscription in the local and international databases.

#### **6. User Training Services:**

User Training Service is one of the most prominent services of considerable interest among University libraries in general, and it is intended to train the users on how to use the resources and the various services provided by these libraries to identify the

potentials of the library building and halls, sources of information, indexing and catalogs, equipment and photocopy machines, electronic computers and data-show devices. The libraries do a number of activities to achieve such purpose according to capabilities (Tartouri, 2009, p.230):

1. Preparing of appropriate guiding boards for whereabouts of the library and its buildings and departments whether outside the library or in the library entrance to show the building sketch, floors and various departments.
2. Preparation of pamphlets and brochures about the library and its capabilities and services with pictures, charts and tables.
3. Preparation of booklets to introduce the library in brief.

### **7. Translation Services:**

Language barriers are considered one of the largest blocks for circulating and disseminating information sources, and University libraries can contribute to solving this problem through the following:

1. Providing translation service for some of information sources to a large number of users.
2. Preparation of abstracts of important information sources in the mother tongue.
3. Providing compiled and published foreign sources.
4. Helping users to find translators and institutions that provide translation services.
5. Providing automated translation software. (Ribhi, 2005, p. 240)

### **8. Photocopy and Printing Services:**

Photocopy and printing service is one of the basic and essential services that allow users to photocopy information sources materials that are not borrowed. This service enables users to take advantage of both paper and electronic information sources available in the library through photocopying, printing or electronic storage by scanning. University Library takes advantage of this service in the exchange of scanned documents, and provides copies of rare documents to maintain the original ones. (Tartouri, 2009, p. 231)

## **Section II: Case Study**

### **University of Najran: Establishment.**

University of Najran, founded in 2006, is the newly established University consisting of 14 colleges (College of Medicine, Dentistry, Pharmacy, Applied Medical Sciences, Nursing, Engineering, Computer Science and Information Systems, Sharia and Theology, Administrative Sciences, Arts and Sciences, Education, Languages, Sharoura College of Arts and Sciences and Community College). The University grants diploma degree through Community College, which academically accredited from the American body (COE). It grants bachelor's degrees in various scientific

majors and departments needed by the labor market. The university also grants master's degrees in seven disciplines: Mathematics, Business Administration, Applied Linguistics, Hadith and its Sciences, Special Education, Kindergarten, Curricula and Teaching Methodology.

Najran University pays a special intention to scientific research, so it has established, for this purpose, Deanship of Scientific Research and a number of research centers, including (Scientific and Engineering Research Center, Health Sciences Research Center, legitimacy, educational and Humanities Research Center, Advanced Materials and Engineering nanotechnology Research Center, and Prince Mishaal bin Abdullah Chair for Endemic diseases in the region), as well as there is a number of supporting deanshipssuch as Deanship of Library Affairs.

### **Deanship of Library Affairs:**

Deanship of Library Affairs in Najran University was founded in 2007. It supervises the libraries and secures various sources of information, and is looking forward to implementing its future plans to meet the needs of users. It is the body responsible for securing and preparing information sources and making them available that provides the educational programs of the University with sources and scientific references and manuscripts, whether books, scientific periodicals or databases. The library is working to inform the researchers and students in the university colleges and different departments about the latest scientific publications in field of specialization and providing various types of information sources, organize, and technically and electronically process them so as to facilitate retrieval and being reported smoothly and easily.

### **Deanship of Library Affairs Objectives:**

#### **Deanship of Library Affairs aims to:**

1. To support the educational process.
2. The development of library collections through new materials in the world of knowledge, which are closely related to the curricula, programs, and scientific research.
3. To organize information sources by conducting cataloging, classification, indexing and abstracting.
4. Providing various library services for all users, such as loan, periodicals and references, etc.
5. Convenient library environment for study and research.
6. Training of users on the proper use of the library and its resources, and taking advantage of the various services.
7. Exchange of University publications with peer Universities and scientific institutions.
8. To develop library systems to be in line with recent developments in the field of libraries.

9. To compile the intellectual collections of Najran in particular, and Saudi Arabia in general. (Directory: 2013)

### **Library Holdings:**

The Central Library of Najran University is provided with a collection of university books and sources in both Arabic and English in various scientific disciplines based on specialized scientific departments. The number of book titles provided by the library is (22.449) titles, (105,500) volumes.

**Table (1) shows the Arab and foreign holdings of the Central Library**

S.	Holdings	Total
1	Scientific books	105.500
2	Periodicals	200
3	Governmental publications	216
4	Paper University theses	19
5	Digital University theses (CDs)	822
6	Electronically published books	310.000
7	Saudi Digital library Database	304

### **Technical operations of information sources:**

The library includes a wide range of information sources, its indexing and classification are based on international scientific rules, and users can search for these information sources through the computerized index that is available on the Web site of the University on the Internet. Symphony library system is used – it is an integrated system for all technical and administrative operations of the library. Sirsidynix produced this system and converted it into Arabic. Information sources are indexed and cataloged according to the rules of Anglo-American indexing (Arabized edition issued by the Arab Organization for Education, Culture and Science), and the Dewey Decimal Classification System (twenty first edition), and the list of Arab subject titles of Shaaban Abdel Aziz Khalifa, and the Arab Catalog in some subject headings and author names.

### **Information services:**

The library provides the following information services:

1. Internal access service by providing the proper environment.
2. External loan service that offered to all employees of the university and the local community owing to certain regulations.

**Table (2) shows the library users of the loan, and the loan period, and the allowed number of books:**

Respondent Group	Loan Period	No. of Books
Faculties	3 months	10
Post-graduate students	1 month	8
Under-graduate students	15 days	3
Staff	15 days	5
Members of the community	15 days	3

3. The library provides photocopy service to serve the educational process, in accordance with the regulations laid down by the library.
4. Counseling and guidance service to the users, individually or collectively. The library provides them with information about how to use the library and the services offered by the library.
5. Reference service and respond to questions and inquiries from users, based on reference sources, such as dictionaries and knowledge circles and directories and printed or electronic reports.
6. Access to daily newspapers and magazines.
7. Online search service in the online catalog of the University library, this service is available on the library web site that offers the library's holdings. The Saudi Digital Library Service (Saudi Digital Library) is the largest source of scientific e-books in the Arab world where it includes more than (242000) full text e-books in various scientific disciplines, and has more than 300 international publishers such as Elsevier, Springer, Pearson, Wiley, Taylor & Francis, McGraw-Hill; and also includes books for international academic publishers such as Yale University, Oxford University and Harvard University, as well as research in international databases made available by the library through its e-portal on the Internet including (51) global databases with a large number of evaluated journal articles covering all scientific disciplines at the university .
8. The library allows the users to search on the Internet in a codified way in order for users to get information sources that may not exist within the University library information sources.
9. Current-awareness service by which users identify the latest published information sources through the library website. (Directory: 2013)

### **The Study Methodology:**

Methodology includes procedures to achieve the objectives of the study in terms of its approach and its sample and statistical style used in the analysis of data.

**Methodology:**

To answer questions about the study, the researchers used the descriptive analytical approach which is based on the study of fact or phenomenon qualitatively or quantitatively. The aim of the study is to "assess the information services in the Central Library at the University of Najran and to identify the extent of quality from the perspective of faculties and students."

**The Study Sample:**

The sample consists of all faculty members roughly (350) and undergraduate students roughly (6000) (males only) in Najran University; due to the large size of the study population, the researchers resorted to select a study sample to include (10%) of the study population where they distributed (500) questionnaires to a random sample of the population of the study. According to Al-Assaaf (1995), the researcher decides to select a sample of the study population if the researcher cannot apply the study to the whole population of the study because of the large numbers of the study population and lack of time (p.76). After collecting the questionnaires, it has been turned out that they include (256) students, (86) faculty members, in various University faculties for the first semester of the academic year 2014/2015. Therefore, the study sample consisted of (342) people. For accurate results, the researchers dealt with each group separately.

**The Study Tool:**

This study used a questionnaire, prepared by the researchers and evaluated and reviewed by a group of experts, consisting of two main parts:

1. General Information includes username, scientific degree, college, specialization, department, the current position and the extent of visiting the library.
2. The dimension of assessment of information services includes (18) paragraphs, with four variables ranged from fully satisfied, satisfied, unsatisfied and I do not know.

The paragraphs of the questionnaire were statistically treated by (SPSS), which is considered one of the most popular and widely used software in the statistical analysis that is descriptive and inferential.

**Analyzing the results of the study:**

This study aims to find out and assess the reality of the information services provided to users by the Central Library at the University of Najran, and to identify the extent of their quality and the factors that help develop these services, and the barriers if any.

The researchers analyzed the responses and results of the study sample to disclose that the study sample consists of (256) regular male students of bachelor's stage and (86)

male faculties. The questionnaires have been distributed to faculties and students in the lecture halls and offices.

With regard to the first question, which aims to find out the extent of visiting the library, table (3) shows the extent of visiting the library:

Respondent groups		Do you visit the library?		Total
		Yes	No	
Students	No.	175	81	256
	%	51.2	23.7	74.9
Faculties	No.	59	27	86
	%	17.2	7.9	25.1
Total	No.	234	108	342
	%	68.4	31.6	100

Table (3) mentioned above reveals that (234) of the study sample, representing 68.4% of the total respondents of the study sample are visiting the University library, and it is a medium rate, while those who are not visiting the library are (108) namely (31.6 %), and their influence will be seen later on the study variables. Another variable called (no answer) has been added at the stage of statistical analysis as well as in the tables of analysis.

**Table (4): The opening hours of the library**

Respondent groups		Opening hours of the library					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	64	57	36	8	91	256
	%	18.7	16.7	10.5	2.3	26.6	74.9
Faculties	No.	15	22	15	4	30	86
	%	4.4	6.3	4.4	1.2	8.8	25.1
Total	No.	79	79	51	12	121	342
	%	23.1	23.1	14.9	3.5	35.4	100.0

The table mentioned above turns out that (79) of the study population, representing (23.1%) are fully satisfied with the opening hours of the library and the same ratio represents those who are satisfied with the opening hours of the library, and the ratio of those who are unsatisfied with the opening hours of the library is (14.9%), and (3.5%) for those who do not know, but those who do not visit the library has left the question unanswered and their percentage was (35.4%).

**Table (5): Guiding signs inside the library**

Respondent groups		Guiding signs inside the library					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	47	83	30	5	91	256
	%	13.7	24.3	8.8	1.5	26.6	74.9
Faculties	No.	13	31	8	3	31	86
	%	3.8	9.1	2.3	0.8	9.1	25.1
Total	No.	60	114	38	8	122	342
	%	17.5	33.4	11.1	2.3	35.7	100.0

Table (5) shows that guiding signs inside the library, which show the user the library sections, entrances and exits. Table (5) reveals that those who are completely satisfied represent (17.5%) and (33.4%) for satisfied respondents. The percentage of the unsatisfied is (11.1%), and (2.3%) do not know, and the percentage of unanswered paragraphs is (35.7%).

**Table (6): Availability and equipping of reading tables**

Respondent groups		Availability and equipping of reading tables					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	58	37	2	97	256
	%	18.1	17.0	10.8	0.6	28.4	74.9
Faculties	No.	14	34	7	2	29	86
	%	4.1	9.9	2.0	0.6	8.5	25.1
Total	No.	76	92	44	4	126	342
	%	22.2	26.9	12.9	1.2	36.8	100.0

The above table shows that the respondent users who are fully satisfied with the availability and equipping of reading tables inside the library halls represent (22.2%) and those who are satisfied are (92) in number representing (26.9%), and (12.9%) for unsatisfied, and (1.2%) are those who do not know, and those who left the paragraphs unanswered are (36.8%).

**Table (7): Lighting and ventilation inside the library rooms**

Respondent groups		Lighting and ventilation inside the library rooms					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	77	64	20	2	93	256
	%	22.5	18.7	05.8	0.6	27.2	74.9
Faculties	No.	19	27	8	3	29	86
	%	5.5	7.9	2.3	0.9	8.5	25.1
Total	No.	96	91	28	5	122	342
	%	28.0	26.6	08.2	1.5	35.7	100.0

Table (7) shows that the percentage of the fully satisfied is(28%), and (26.6%) for satisfied ones, unsatisfied users represent(8.2%), (1.5%) for those who do not know, but paragraphs without answer represent(35.7%).

**Table (8): Quiet inside the libraryrooms**

Respondent groups		Quiet inside the library rooms					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	67	31	3	93	256
	%	18.1	19.6	09.1	0.9	27.2	74.9
Faculties	No.	18	21	15	3	29	86
	%	5.3	6.1	4.4	0.9	8.5	25.1
Total	No.	80	88	46	6	122	342
	%	23.4	25.7	13.5	1.8	35.7	100.0

The above table shows that (25.7%) of the study sample are satisfied with quiet rooms in the library, and (23.4%)are fully satisfied, (13.5%)are unsatisfied, (1.8%)represent those who do not know, and (35.7%) is the percentage of those who do not answer.

**Table (9): Equipment of photocopy services**

Respondent groups		Equipment of photocopy services					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	93	44	66	14	93	256
	%	11.4	12.9	19.3	4.1	27.2	74.9
Faculties	No.	3	22	24	8	29	86
	%	.9	6.4	7.0	2.3	8.5	25.1
Total	No.	42	66	90	22	123	342
	%	12.3	19.3	26.3	6.4	35.7	100.0

Concerning equipment services for photocopy, the table above shows that those who are fully satisfied with photocopy services represent (12.3%), 19.3% are those who are satisfied, (26.3%) of the study sample are unsatisfied, (6.4%) do not know, and (35.7%) for unanswered paragraphs.

**Table (10): Easy-access information sources**

Respondent groups		Easy-access information sources					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	31	81	33	12	99	256
	%	9.1	23.7	9.6	3.5	28.9	74.9
Faculties	No.	9	36	4	5	32	86
	%	2.6	10.5	1.2	1.5	9.4	25.1
Total	No.	40	117	37	17	131	342
	%	11.7	34.2	10.8	5.0	38.3	100.0

Table (10) indicates that the percentage of the satisfied users with an easy access of information sources is (34.2%), (11.7%) are fully satisfied, (10.8%) are unsatisfied with them, (5%) do not know, and (38.3%) of the respondents do not answer.

**Table (11): The Library provided with modern references and periodicals**

Respondent groups		The Library provided with modern references and periodicals					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	43	58	30	31	94	256
	%	12.6	17.5	8.8	9.0	27.0	74.9
Faculties	No.	3	24	23	7	29	86
	%	.9	7.0	6.7	2.0	8.5	25.1
Total	No.	46	82	53	38	123	342
	%	13.5	24.0	15.5	11.0	36.0	100.0

The table shows that (24%) of the respondents are satisfied with the modern references and periodicals, (15.5%) are unsatisfied with them, (13.5%) are fully satisfied with them, (11%) do not know about them, and (36%) left the paragraphs without an answer.

**Table (12): Adequate space for access and research**

Respondent groups		Adequate space for access and research					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	35	73	42	8	98	256
	%	10.2	21.4	12.3	2.3	28.7	74.9
Faculties	No.	7	27	18	5	29	86
	%	2.0	7.8	5.3	1.5	8.5	25.1
Total	No.	42	100	60	13	127	342
	%	12.3	29.2	17.6	3.8	37.1	100.0

Table (12) shows that (29.2%) are satisfied with the availability of spaces for access and search in the library, (17.6%) are not satisfied with them, (12.3%) are fully satisfied, (3.8%) do not know and (37.1%) without an answer.

**Table 13: The librarian directs the users to the required references**

Respondent groups		The librarian directs the users to the required references					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	5	29	86
	%	4.1	6.4	4.6	1.5	8.5	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.2	6.8	38.0	100.0

The table shows that (22.8%) of the study sample are satisfied with the service, (20.2%) are fully satisfied with it, (12.2%) are unsatisfied, (6.8%) do not know about it, and (38%) without an answer.

**Table (14): Accessible holdings are available**

Respondent groups		Accessible holdings are available					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	59	67	17	17	96	256
	%	17.2	19.6	5.0	5.0	28.1	74.9
Faculties	No.	15	33	3	6	29	86
	%	4.4	9.6	0.9	1.7	8.5	25.1
Total	No.	74	100	20	23	125	342
	%	21.6	29.2	5.9	6.7	36.6	100.0

The above table indicates that (29.2%) of the study sample are satisfied with the availability of accessible holdings, (21.6%) are fully satisfied with it, (5.9%) are unsatisfied with the service, those who do not know represent (6.7%), and (36.6%) without an answer.

**Table (15): The user can loan references quickly and easily**

Respondent groups		The user can loan references quickly and easily					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	4	30	86
	%	4.1	6.4	4.7	1.1	8.8	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.3	6.4	38.3	100.0

The above table conveys that (22.8%) of the study sample are satisfied with the loan services, (20.2%) are fully satisfied with them, (12.3%) are unsatisfied, (6.4%) represents those who do not know and (38.3%) of the sample without an answer.

**Table (16): The library provides an electronic system to search for information**

Respondent groups		The library provides an electronic system to search for information					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	49	22	24	99	256
	%	18.1	14.3	6.5	7.1	28.9	74.9
Faculties	No.	20	24	7	4	31	86
	%	5.9	7.0	2.0	1.1	9.1	25.1
Total	No.	82	73	29	28	130	342
	%	24.0	21.3	8.5	8.2	38.0	100.0

Table (16) shows the availability of an electronic system to search for information; it is (Symphony) system. (82) respondents of the study sample representing (24%) are fully satisfied with the service, (21.3%) are those who are satisfied, the percentage of those who are unsatisfied is (8.5%), and those who do not know represent (8.2%) and those who do not answer the paragraphs represent (38%).

**Table (17): The library provides online public access catalogs**

Respondent groups		The library provides online public access catalogs (OPAC)					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	84	57	19	4	99	256
	%	24.6	16.7	5.6	1.2	26.9	74.9
Faculties	No.	17	30	7	3	29	86
	%	4.9	8.8	2.0	0.9	8.5	25.1
Total	No.	101	87	26	7	121	342
	%	29.5	25.5	7.6	2.0	35.4	100.0

The table reveals that (29.5%) of the study sample are fully satisfied with the availability of online catalogs (OPAC), (25.5%) are satisfied with it, (7.6%) are unsatisfied, (2%) do not know about this service, and (35.4%) of respondents did not answer the paragraphs of the questionnaire.

**Table (18): The library provides current-awareness service**

Respondent groups		The library provides current-awareness service					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	4	30	86
	%	4.1	6.4	4.7	1.1	8.8	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.3	6.4	38.3	100.0

It has been pointed out from the table mentioned above that the percentage of those who are satisfied with the service is (22.8%), those who are fully satisfied represent (20.2%), the percentage of the unsatisfied is (12.3%), and those who do not know represent (6.4%), while the paragraphs that have not been answered are (38.3%).

**Table (19): The library provides Internet search service**

Respondent groups		The library provides Internet search service					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	89	72	9	4	82	256
	%	26.0	21.1	2.6	1.2	24.0	74.9
Faculties	No.	17	30	7	3	29	86
	%	4.9	8.8	2.0	0.9	8.5	25.1
Total	No.	106	102	16	7	111	342
	%	30.9	29.9	4.6	2.0	32.5	100.0

The table shows that the percentage of those who are fully satisfied with library search service on the Internet is (30.9%). The percentage of the satisfied is (29.9%), and the percentage of those who are unsatisfied with the service is (4.6%), and (2%) represents those who do not know about this service, and the paragraphs that found no answers represented (32.5%).

**Table (20): The library trains users how to use information sources**

Respondent groups		The library trains users how to use information sources					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	88	68	14	4	82	256
	%	25.7	19.9	4.1	1.2	24.0	74.9
Faculties	No.	19	32	5	3	27	86
	%	5.5	9.3	1.5	0.9	7.9	25.1
Total	No.	107	100	19	7	109	342
	%	31.2	29.2	5.6	2.1	31.9	100.0

The table indicates that (31.2%) of the study population are fully satisfied with the service, (29.2%) are satisfied with it, (5.6%) are not satisfied with it, (2.1%) represent those who do not know, while those who did not answer the paragraphs of the questionnaire were (31.9%).

**Table (21): Databases are adequate**

Respondent groups		Databases are adequate					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	32	73	34	32	85	256
	%	9.4	21.3	9.9	9.4	24.9	74.9
Faculties	No.	12	34	11	6	23	86
	%	3.5	10.0	3.2	1.7	6.7	25.1
Total	No.	44	107	45	38	108	342
	%	12.9	31.3	13.1	1.1	31.6	100.0

This table shows the databases which the library subscribes under Saudi Digital Library umbrella and the extent of coverage of the disciplines of the users. The table indicates that (31.3%) satisfied with the service, and those who are unsatisfied are (13.1%), those who are fully satisfied represent (12.9%), and those who do not know represent (11.1%), while the paragraphs that were not answered represent (31.6%).

**Results and recommendations:**

After the completion of the statistical analysis of the questionnaires, researchers reached the results that were mostly in an average rate where the rates of those who are fully satisfied were added to those who are satisfied with the services, and the detailed results are shown as follows:

1. The number of respondents of the study sample who are visiting the University library is (234), representing (68.4%) of the total respondents.
2. The number of those who are fully satisfied with the opening hours of the library is (79) respondents of the study sample representing (23.1%).
3. The percentage of those who are satisfied with guiding signs inside the library is (33.4%).
4. The number of the study population who are satisfied with the availability and equipping of reading tables inside the library rooms is (92) representing the rate of (26.9%).
5. The rate of those who are fully satisfied with lighting and ventilation inside the library rooms is (28%).
6. The rate of those who are satisfied with providing quiet inside the library rooms is (25.7%).
7. With respect to photocopy and printing services, it has been pointed out that (26.3%) of the study sample are unsatisfied with this service.
8. The rate of those who are satisfied with the easy access to information sources is (34.2%).
9. (24%) of the of the study population are satisfied with library supplies of modern references and periodicals.
10. The rate of those who are satisfied with the availability of space for access and research is (29.2%).
11. The rate of those who are satisfied with the service of directing users to the required references is (22.8%).
12. (29.2%) of the study sample are satisfied with the availability of library holdings.
13. (22.8%) of the respondents are fully satisfied with the loan services.
14. The rate of those who are satisfied with the availability of an electronic system to search for information is (82), representing (24%).
15. The percentage of those who are fully satisfied with (OPAC) is (29.5%) and who are satisfied with the service is (25.5%).
16. The percentage of those who are satisfied with the current-awareness service is (22.8%), and those who are fully satisfied are (20.2%).
17. The rate of the study sample that fully satisfied with Internet search service is (30.9%) and the percentage of the satisfied is (29.9%).
18. (31.2%) of the respondents are fully satisfied with the service of training users on the use of databases, and (29.2%) are satisfied with it.
19. The percentage of those who are satisfied with the databases of the information subscribed by the library is (31.3%).

**Recommendations:**

After getting the results and weaknesses of the theoretical and field study, the researchers recommend the following:

1. Extending the opening hours of the library.
2. Diversify the forms of guidance signs within the library using the optical and electronic boards.
3. Providing single study rooms to researchers, library users, faculties and students.
4. Paying more attention to lighting and ventilation inside the library rooms.
5. Designating of collective study halls to make the library rooms quieter.
6. Improving the equipment and services of photocopy by increasing the devices.
7. Periodic review to organize books in order to facilitate access to information sources.
8. Providing the library with modern references and periodicals direct purchase (acquisition) from the international book fairs.
9. Conducting training courses for library staff on how to direct the users to the required references.
10. Upgrading loan services by adding self-loan and return devices.
11. Updating Current Awareness Service to be accessible anywhere.
12. Updating and increasing the computers for the search service on the Internet.
13. Raising information awareness to the faculties and students to take advantage of the databases subscribed by the library.
14. Conducting a study to find out the reasons for the reluctance of faculties and students at the University of Najran to take advantage of the library holdings.

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