

•

-

-

-

-

/

-

-

-

-

:

:

:

/ / :

:

..... :

..... :

..... :

.

.

.

-

-

:

.

..... :

:

/ / :

:(Library Services)

•

:

.()

:(University library)

•

()

:

•

()

/ / /): ()

/ / / /

/): () (/

(/ /

()

:(Library User) •

: . ()

.
:

: :

.

.

:

:

/
(1974) (1915) () (42756)
()
% () () ()
%
()
()
() ()
()

(SPSS)

(,)

()

(One- Way Analysis of Variance ANOVA)

(LSD)

:

(2.31)

(,)

(,)

.(,)

(, = α)

(, = α)

:

:

The reality of library services in Palestinian universities according to the users' point of view

Prepared by

Hamdallah Rasmi Ahmad Mari

Supervised by

Dr. Mohammad Abdul-Qader Abdeen

Abstract

The study aimed to investigate the services presented by the libraries of Palestinian libraries from the users point of view. It also aimed to investigate the relation of every variable of the study: the university, user, gender, specialization, years of experience of the teachers and the employees, and the level of the study for the students concerning the library services in Palestinian universities.

The study population consisted of all the students faculty member and the employees in Palestinian universities during the year 2006/2005. it was as follows: (42756) users distributed at ; (38867) student, (1915) teacher, and (1974) employee who were distributed at seven universities, whereas the sample of the study consisted of(971) users; 2% students, 5% teachers and employees. (845) individuals responded to the study instrument, distributed at ;(777) students, 9^٦ teachers, and (9^٨) employees

To achieve the goals of the study the researcher developed a questionnaire consisted of (5^٤) paragraphs distributed at three fields; (library services (2^٦) paragraphs, information resources (17) paragraphs, and library environment (11) paragraphs. The validity of the questionnaire was determined by a group of specialists and experts. It was also determined by examining the internal consistency of the questionnaire paragraphs by computing Cronbach alpha correlation coefficient which was (0.89), the researcher also used the program (SPSS) to analyze data by computer. The means regarding the response of the study population was computed for every field and every paragraph of the questionnaire; (t) test, (One-Way ANOVA) was used to examine hypotheses, Scheffe test and (LSD) test for the dimensional comparisons.

The major findings were as follows:

- 1- The estimation of the users for the library services in the Palestinian universities was medium, and the mean for the total degree to the study fields was (2.31).
- 2- The users' estimation for the library services in the Palestinian universities was ordered according to the following means; the library environment (2.50), library services (2.23), and information resources (2.20).
- 3- There were no statistical significant differences at the level of significance ($\alpha = 0.05$) in the estimations of the users regarding the library services at the Palestinian universities referred to the study variables, which are; university, the user, gender, specialization, and years of experience for teachers and employees.
- 4- There were statistical significant differences at the level of significance ($\alpha = 0.05$) in the estimations of the users regarding the library services by the difference of the level of the study for the students.
- 5- There are certain hindrances in offering the library services in the Palestinian universities from the users' point of view; the inappropriate place of the library, the insufficiency of the information resources and the insufficiency of the computer sets that have internet services, and the lack of expertise for the employees in dealing with the users.

Finally, the study came up with a number of recommendations:

1. The libraries in the Palestinian universities should promote the level of its services in a way that suit all the users' groups and their fields of study by supplying a variety of comprehensive information resources for every aspect, following up the up to date information.
2. The Palestinian universities should open communication and cooperation channels with each other in many aspects such as; supplying books, bookbinding, category and classification, mutual lending between libraries, and holding training courses for the libraries employees, and mutual visits between the libraries so as to get utilization from the expertise and the experiences of the other libraries. In addition, annual meetings for the libraries employee should be held periodically.
3. Finding appropriate sites for the libraries in the Palestinian universities.

4. Increasing the number of the computer sets in the libraries, and supplying them with internet services and the computed index of the library.
5. Carrying out detailed perspectives for the library services in all the Palestinian universities.

:

,

,

,

,

,

,

(Universities libraries)

1.6.1

, ,

, ,

.6.1

(Information Resource)

, ,

, ,

, ,

, ,

9.6.1

, ,

, ,

,

World book,) .

.(1986

.() .

.(World book, 1986) .

:

()

).

.(

:

. ().

(Britanica,1990)

: () ()

: (Public Services) •

:

)

. ()
:(Technical Services) •

.

()

:(The administrative services)

:

).

.(

(Wolff 1990)

:

()

).

.(

(Thapisa & Gamini,1999)

:

.)

.)

.)

:

.)

.)

-:

(, = α)

(, = α)

(, = α)

(, = α)

()

(, = α)

()

(, = α)

()

:

:

:(Universities libraries)

1.6.1

" ()

"

()

()

(Bibliotheca)

(Library)

(Libri)

) .

" "

.(

()

. () .

() () ()

()

:

. 1

. 2

. 3

. 4

. 5

□□□ .

:

()

:

: 1.3.6.1

() .() .

()

:

ح. التخصصات والمناهج التي تدرس في الجامعة.

.(Britanica,1990) .

:(Classification & Cataloging)

.2.3.6.1

: (Descriptive Cataloging)

أ.

:(Subjective Cataloging)

ب.

(Subjective

(Heading

: .3.3.6.1

) ()

(

) .

.(

:

.

.

.

.

.

.

.

.

.

:(Reference)

.4.3.6.1

"

()

."

.

"

()

."

.

:

...

:

:

.)

...

:

.)

.() .

:(Periodicals) .5.3.6.1

()

()

:

-

:

-

.()).

:

.4.6.1

:

...

.

.

.

.

.

.

.

.

.

.

.

.

.

.

.

) .

.(

:(Information Resource)

.5. ,

).

(

:

()

:

:

-

:

:

-

-:

:(Books)

, , , ,

).

.(

" ()

"

:(Periodicals Journals) :
"

"

.(1988)

" ()

"

:

:

()

()

:

:

:

:

:

) .

.(

:(Microforms)

. , , , ,

(Readers)

.()

:

(fiche)

من (micro)

:(Microfiche)

.)

"

"

*

(header)

: (Microfilm)

٢.

(aperture card)

.(

) .

(matrix system)

:

:(Audio Visual Materials)

.....

:

:)

: ۲

: ۳

.() .

:(Thesis Dissertation) ()

.....

.() .

:(Reference Sources)

.....

.....

: .

. ...

.()

" ()

"

:(Slides) , , ,

" ()

(Slide Film)

."

: ()

: .)

: .۲

: .۳

: , , , ,

"

()"

: , , , ,

. :
.
(The Library Services) ()
"

(Library Services) () ()

:

)
(:
:
:

:

:(Borrowing)

.....

:

:(Bibliographic Service)

.....

:(Reference Service)

.....

(Katz,1978)

:

:(Photocopying)

Selective Dissemination of Information -) للمعلومات

:(SDI

:(Current Awareness)

:(Internet Service)
(International Net Work)

.....

:

.

.

:

.

.....

:

.....

:(Publishing service)

.....

()

خدمات الفهرسة والتصنيف (Processing Services) . , , ,

" ()

:

:

(Dewey Decimal Classification) .

(Melvil Dewey)

()

:

:

.() .

(Library of Congress Classification):.

(Herbert Putnam)

(-)

I,O, W)

Z - A

-:

(X,Y

D

C

B

A

H

G

E - F

() . Z

(Classification Decimal Universal- C.D.U.) :

(Lafontaine Paul Otlet and Henri)

(Federation for Information and Documentation International)

:

()

).

.(

:(Indexing & Abstracting Services)

()

:(On-Line Search Service)

*(Terminal)

() .

(communications network) الاتصال

:(Terminal)

*

Personal)

.(Mainframe)

Terminal

(Computer

...

.

()

: , ,

)

(

:

.

.

() .

.

. .

.

.

. .

.

.

.

. .

.

.

.

. .

.

.

.

. ...

: , ,

:

.() .

: , ,

International Standardization Organization-

(Services)

(11620- ISO)

(ISO)

:

.)

().

.9

()

(,)

()

(%)

(%)

:

''

:

:

)

-

()

(

-

library of)

:

(Sage)

(Ebsco)

(Toronto

).

-

5-

-

(

:

"

"

() . .

- - :

(Ebsco)

() .

" :

"

تصنف معظم المواد وفق نظام تصنيف الكونغرس

: من الإثنين- الخميس والسبت من الساعة ٨:٠٠ صباحا - ٥:٣٠ مساءً

(الجمعة من الساعة 8:00 صباحا - ١:٠٠ ظهراً.)

:

) . 5 -

.(

/

(Ebsco)

:

(CD)
- (جامعة بوليتكنك فلسطين،

.(٢٠٠٦

:

:

-

:

-

:

-

/

:

-

:

'

'

'

٠ ،
١،١،٢ .دراسة جان (٢٠٠٥):
"

" : ()
"
()

توصلت الدراسة للنتائج التالية:

:()

()

()

()

:

(% ,)

(%57.8)

(%)

(%)

دراسة عباس (٢٠٠٥):

()

* (Servqual)

:

. إن مستوى جودة الخدمة التي تقدمها المكتبة موضع الدراسة منخفض، مما يدل على انخفاض مستوى الأداء.

% ,

(Parasuraman et al)

*

.() .

:() , , ,

.

:

.

.

% ,

% ,

.

.

:() , , ,

.

.

.

:

.

.

:

.

.

:()

., , ,

.

.

.

:

.

.

.

.

.

.

:()

"

"

:

.1

.2

.3

()

()

()

:

(0.05=a)

:() .10.1.2

% % % %
%
% , % %
%

:()

..

()

()

()

:

:()

.%

% ,

:

:() . , ,

.

.

.

:

.

.

:

.

.

.

.

.

.

:([] 1415) .15.1.2

.

:([1) .16.1.2

:() .17.1.2

:([]) .18.1.2

" . "

% % % .

:

% .

% .

:() .19.1.2

() ()

:

.

.

.

.

.

.

.

.

:()

.20.1.2

:

% .

%

% ,

:

.

.

-

%

.

-

%

.

%

.

.

.

.

"

"

.

:()

.21.1.2

:([]) .22.1.2

(% ,)
(% ,)

% ,

(% ,)

:([1986] ۱۴۰۷) .23.1.2

:(Kavulua,2004)

:(Simmonds & Andaleeb,)

(٢١٠)

(١٨٨)

:(Mohammed,)

:

. ෫

. ෪

. ෦

. ෭

:(Thapisa & Gamini,1999)

. . .

()

% ,

:

Search)

(On Line

(CD Rom)

:(Younis, 1998)

(%)

:

*(Minisis)

.*Cds/isis

:Cds/isis, (Minisis) *

:(Ajala, 1997)

%

: (Siddiqui, 1997)

(CD-ROM Databases)

.(Online database)

:(Niyonsenga & Bizimana,)

%

.()

:(Nitecki,1996)

.%

.*

:(Chaudhry,)

:() (Lai, 1990)

*

:

.

.

.

.

(Linton, 1980)

., . , .

.

. () ()

(Charleston's)

:

.

.

.

.

.

.

.

.

:
 :
)
 (
 ()
 ()
 Mohammed)
 (Younis,
 Thapisa & Gamini,1999)
 (Linton, 1980
 ...
) ()
 (Mohammed,)

.
:
(
(Siddiqui, 1997)
)
(Mohammed,) (

:

'

'

'

'

'

'

'

'

'

'

(42756)

()

()

()

(1974)

(1915)

. /
(,)

:(,)

% ,	3768				/
% ,	4864				
% ,	12664				/
% ,	7964				
% ,	8410				
% ,	2499				
% ,	2587	129	242		
%100	42756	1915	1974		

(971)

%

(96)

%

(777)

%

(98)

(,)

:(,)

%		%		%		
,		,	6	,		/
,		,	4	,		
,		,	29	,		/
,		,		,		
,		,		,		
,		,		,		
,	7	,	12	,	44	
% 100	96	%	98	%	77	

()

(%)

()

()

متغيرات الدراسة فئة المستفيد، والجنس،

(,)

والتخصص، وعدد سنوات الخبرة (الأعضاء هيئة التدريس والموظفين الإداريين)، ومستوى الدراسة (للطلبة)،.

، والجنس، والتخصص،

(,) : توزيع أفراد العينة حسب متغيرات الدراسة)

وعدد سنوات الخبرة، ومستوى الدراسة)

	%			
-	9.0	76		
	9.1	77		
	.9	6		
	%			
1	54.5	460		
	45.5	384		
	%			
71	40.2	311		
	59.8	463		
	%			
12	36.9	52	-)
	22.0	31	-	
	12.8	18	-	
	28.	40		
	%			
10	26.1	178		(
	28.2	192		
	23.3	159		
	19.3	132		
	3.1	21		
	100	682		

:(Tool) ,

() ()

:

) ()

: (

() .

:(Validity)

()

()

()

()

()

()

:

()

:

.

()

:

.

()

:

.

()

:(Reliability) .2.4.3

(Cronbach Alpha)

(,)

.(,)

:(,)

.	۲۶	
.7	۱۷	
.7	۱۱	
.		

:(Veriabies)

:

''

:

.

-

-

-

-

.

-

-

:

.

.

.

:

.

:

.

(

)

.

-

-

-

:

.

:

(

)

.

:

''''

.

:
-:
()
-
.
.
.
() ()
.
(%)
.

.Statistical Package for Social Science (SPSS)

" "

" "

" "

(t-test) " "

(One- Way Analysis of Variance ANOVA)

(LSD)

(Scheffe)

.(SPSS)

'

'

''

''

''

''

''

''

3.4

:

''

:

''

:

''

:

,

$(-)$ $:(\quad)$ $:$ $.$
 $.(, - ,)$ $() =$ $:$ $.$
 $.(,)$ $(+) :$ $.$

(,)

:(1.4)

	0.41	2.2	
	0.49	2.20	
	0.48	2.50	
	0.33	2.31	

(,)

(,)

.(,)

(,)

(,)

(,)

(,)

.(,)

(,)

(, , ,)

:

()

.(,)

:(2.4)

	0.34	2.92			.
	0.74	2.63			.
	0.7	,		()	.
	0.75	2.59			.
	0.77	2.55			.
	0.67	2.53			.
	0.82	2.51			.
	0.90	2.37			.
	0.81	2.36		(Scanning)	.
	0.91	2.31			.
	0.92	2.28			.
	0.64	2.23			.
	0.77	2.21			.
	0.92	2.13			.
	1.24	2.12			.
	0.69	2.12			.

	0.73	2.07			.
	0.74	2.03			.
	0.79	2.03			.
	0.70	2.01			.
	0.71	1.96			.
	0.55	1.89			.
	0.41	1.81			.
	1.10	1.77			.
	0.81	1.75			.
	0.46	1.71			.
	,41	,			

(,)

(,)

(,) " " ()

(-) () .

(, - ,)

(, - ,) (-)

" () .

" () (,) "

" () (,) "

.(,) "

:

()

.(,)

:(,)

	.69	2.63		()	.
	.67	2.60			.
	.80	2.53			.
	.71	2.36			.
	.81	2.30			.
	.77	2.25			.
	.77	2.24			.
	.90	2.20			.
	.77	2.17			.
	.77	2.14			.
	.76	2.11			.
	.71	2.09			.
	.85	2.06			.

	.91	2.03			.
	.82	2.02			.
	.78	1.90			.
	.80	1.77)	.
	,49	,		(...)	.

(,) (,) () (, 0)

(,) (,) (-) (, - ,)

() () " (,) " (...)

(,) " " (,)

: ٣,١,٤

()

.(,)

:(,)

	,	,			.
	1.1	,			.
	.	2.7			.
	1.97	2.5			.
	.	2.55			.
	.49	2.53			.
	.67	2.45			.
	.67	2.40			.
	.34	2.3			.
	1.2	2.33			
	1.1	2.13			
	,	,			

(ξ,ξ)

(γ,οο)

(,) (οξξ, ξλ, ογ)

(,) (,)

(11-ξ)

" (01)
 " (49) (2.13) "
 " (00) (2,33) "
 . (2,34) "

:

:

:

(, = α)

"

"

One- Way Analysis of)

.(,) (,)

(Variance ANOVA

(,)

,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,			
,	,29			
,	,27			
,	,28			
,	,34			

,	,30			
,	,			
,	,			

:(,)

	" "		.			
*.020	12.205	9.053	6	54.318		
		.427	838	307,826		
			844	412,144		
*.002	3.430	2.165	6	12.992		
		.631	838	028,778		
			844	041,770		
.378	13.931	8.459	6	50.754		
		.607	838	008,766		
			844	009,436		
.136	1.629	1.985	6	11.910		
		1.219	838	1021,022		
			844	1033,432		

(, = α)

*

(6, 4)

(,)

.(, = α)

(,) (Scheffe)

(Scheffe) :(,)

,	,	- ,	, *	- ,	,		
,	- ,	- ,	,	- ,		- ,	
,	,	,	, *		,	,	
- ,	- ,	- , *		- , *	- ,	- , *	
,	,		, *	- ,	,	,	
,		- ,	,	- ,	,	- ,	
	- ,	- ,	,	- ,	- ,	- ,	

*

., ٣٣٨١

(, = α)

One_Way Analysis)

(,)

.(of Variance ANOVA

:(,)

	" "		.			
.388	5.941	2.853	2	0,7.7		
		.480	842	4.9,17.		
			844	4.9,177		
.114	3.664	1.272	2	2,044		
		.640	842	038,88.		
			844	041,424		
.774	2.459	2.043	2	4,087		
		.665	842	561.925		
			844	564.117		
.653	.543	.131	2	.272		
		.241	842	2.2,922		
			844	2.3,184		

(,)

(, = α)

."

(t-test)

.(,)

" " : (,)

	" "					
.490	.478	0.75	2.57	459		
		0.74	2.60	383		
*.040	-1.090	0.74	2.33	458		
		0.68	2.39	382		
.221	1.146	0.94	2.16	459		
		0.92	2.09	383		
.749	1.000	0.68	2.00	408		
		0.64				

(, = α)

•

(, = α)

(,)

(,)

(, = α)

:

• • •

(, = α)

"

"

.(,)

(t-test)

" " : (,)

	" "					
.265	1.242	.75	1.83	309		
		1.31	1.72	458		
.486	-1.327	.71	2.31	311		
		.72	2.38	460		
.178	-0.435	.83	2.32	311		
			2.34	459		
0.٢٣٨	0.٤١٣	.75	٢,٠٣	٣١١	علوم علمية	الدرجة الكلية
		٠,٧٣	٢,٠١	٤٦٠	علوم إنسانية	

(, = α)

(,)

(, = α)

(

"

)

One - Way Analysis of)

(,)

(Variance ANOVA

:(,)

	" "					
.076	2.344	.206		.		
		.0808		,		
				,		
*.020	3.380	.610		,		
		.180		,		
				,		
.198	1.575	.321		.		
		.204		,		
				,		
.054	2.615	.257		.771		
		.0983		,		
				,		

(, = α)

*

(, = α)

(,)

$$(, = \alpha) \quad (.020)$$

(LSD) : (12.4) (LSD)

(LCD) (,)

	11-15	-	-		
- . *				-	
-0.2935*				-	
-0.2015*				-	
	0.2015*	0.2953*	0.2298*		

•

() (12.4)

.() (-) (-) (-)

(, = α)

()

One- Way Analysis of)

.(1 ξ , ξ) (1 ν , ξ)

(Variance ANOVA

(,)

'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			
'	'			الدرجة الكلية
'	'			
'	'			
'	'			
'	'			
'	'			

:(,)

	" "		.			
.000	8.425	0.855	4	3.420		
		0.101		,		
				,		
.001	4.728	.667	4	2.668		
		0.141		,		
				,		
.000	6.061	1.248	4	,		
		0.206		,		
				,		
.000	7.963	.773	4	3.092		
		.974		,		
				,		

(, = α)

(,)

(LSD) : () (LSD)

(LSD) : (,)

الخدمات المكتبية.

خامسة	رابعة	ثالثة	ثانية	أولى	المقارنات	المجال
٠.3809*		٠.1288*			أولى	الخدمات المكتبية
٠.3034*					ثانية	
٠.2521*				-٠.1288*	ثالثة	
٠.2993*					رابعة	
	-٠.2993*	-٠.2521*	-٠.3034*	-٠.3809*	خامسة	

*

/ (١٥,٤)

(LSD) : (,)

مصادر المعلومات.

*		0.1668*				
		0.1011*				
			-0.1011*	- .1668*		
				- .1968*		

*

/ (١٦,٤)

(LSD) : (,)

بيئة المكتبة.

0.5113*						
0.4508*						
0.4291*						
0.4547*						
	-0.4547*	-0.4291*	-0.4508*	-0.5113*		

*

/

(١٧,٤)

الدرجة الكلية

(LSD) : (,)

0.3495*		0.1313*				
0.2792*						
0.2182*				-0.1313		
0.2720*						
	-0.2720*	-0.2182*	-0.2792*	-0.3495*		

*

/

(1^, ε)

: 3.4

:

: , ,

.(,)

:(,)

%		%		%	
,		,		,	

% (,) () (,)

() % (,) ()

.(% ,)

: , ,

.(,)

:(,)

20.1	170	
30.5	258	-
10.9	92	-

,	123	-
3.6	31	-
0.6	5	
7	57	
,		
%		

(-)

(,)

% (,)

()

.% (,)

()

()

()

(-)

%(,)

.(3.6)

: , ,

(,)

:(,)

		.
		.
		.
		.
		.

(,)

(,)

(,)

:

		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.

(,)

(-)

()

)

(-)

(

:

'

'

''

''

''

''

''

''

'

: 1.3.5

: 2.3.5

: 3.3.5

:

'

'

(2.31)

(2.23)

()

()

(,)

%

()

%

.% ,

''

()

(Mohammed,)

(,)

(,)

()

:

:

(, = α)

(, = α)

.(,)

:

()

..

(, = α)

(, = α)

()

()

()

(, = α)

.(% ,)

(% ,)

%

(, = α)

(t-test)

(, = α)

()

()

(, = α)

''
''

(t-test)

(, = α)

()

.

(, = α)

' ' "

"

(, = α)

()

()

(, = α)

7,2,0

"

(, = α)

(LSD)

(Thapisa & Gamini,1999) ()

(% ,)

:
 % (,)
 % () -
 % (,) -
 % (,)
 % (,)
 . (% ,) .

:
 () ()
 () ()
 ()

() () () ()

(Niyonsenga & Bizimana,)

() () () ()

(Younis, 1998)

() () () ()

()

.5

:

.

.

.

:

.

.

.

.

:

أبو ريذة ، جمال (٢٠٠٦) واقع الجامعات الفلسطينية بعد قيام السلطة الوطنية الفلسطينية حتى العام ٢٠٠٤ . مركز المعلومات الوطني الفلسطيني.

<http://www.pnic.gov.ps/arabic/edu/derasat/derasat-20.html>

..... () .
..... () .
..... () .

<http://www.cairo.cybrarians.info/abstrcts22.html> . , ,

: () .

.....
..... () .
..... - - () .
..... 1

http://www.kfnl.org.sa/idarat/KFNL_JOURNAL/m10/d6.doc,10/1.2006

..... () .
..... : () .

.....
..... () .

..... () .

.....
..... () .

..... () .

..... + () .

..... () .

، () .

http://library.bethlehem.edu/publications/others/student_guide-a.shtml ، فلسطين .

..... () .

<http://home.birzeit.edu/library/generalinfo.htm>, 25.10.2006 .

جامعة الخليل (٢٠٠٦) . دليل مكتبة جامعة الخليل . جامعة الخليل ،

<http://www.hebron.edu/Facilities/Library.htm>, 25.10.2006

..... () .

<http://www.library.alquds.edu>

..... () .

<http://www.najah.edu/arabic/default.htm>, 25.10.2006

..... () .

<http://www.kfnl.org.sa/idarat/alnsher%20el/Pubeshers/talem/PubMain.htm>

..... ([] -) .

"

<http://www.kau.edu.sa/Postgraduate/Result.asp>, 12.1.2006

() تقنين مؤشرات الأداء للمكتبات ISO 1162 . مدونة المكتبات .

<http://blogs.albawaba.com/shegazi>

..... () .

- :

..... ().
.
" ().
"

http://www.kau.edu.sa/Postgraduate/result.asp?page=2&recs=10&Dept1=D002&SubDept=SD09&St_Type&=Field=Thes_Sub&Text
" ()

"
..... ().
" ().
..... ().
.....
..... ().
..... ().
..... ().

http://www.kfnl.org.sa/idarat/KFNL_JOURNAL/M102/MainPage1.htm,1.12.2005
..... ().
..... ()

..... ().
..... (2002).
..... ().
..... cybrarians journal
http://www.cybrarians.info/journal/no6/univer_lib.htm,22.11.2005

_____ ().

_____ ().

<http://www.elshami.com/glossary.htm>, 21.1.2007 .

([] -).

<http://www.kau.edu.sa/Postgraduate/Result.asp> , , .

" ([] -).

"

(٢٠٠٥).

http://www.kfnl.org.sa/idarat/KFNL_JOURNAL/m11/word/2.doc, 20.11.2005

_____ ().

_____ . ().

<http://www.arabcin.net/arabia3000/3/arabic.htm> , , .

_____ ().

_____ ().

_____ ().

([]).

<http://www.kau.edu.sa/Postgraduate/Result.asp> , , .

" ().

"

_____ .() .
 .
 . _____
 . _____ () .
 .
 . _____ () .
 .
 . _____ () .
 .
 . _____ () .
 .

<http://www.cairo.cybrarians.info/abstrcts20.html> , 10.2.2006 .

" (-) .

http://www.kau.edu.sa/Postgraduate/result.asp?page=4&recs=10&Dept1=D00SubDept=SD09&St_Type, 22.11.2005&مكتب=2&Field=Thes_Sub&Text

" . () .

.
 . " :
 . _____ .() .
 .
 . _____ () .
 .
 . cybrarians journal .

<http://www.cybrarians.info/journal/no3/j8.htm#t10> , ٢٠, ١١, ٢٠٠٥

. _____ () .
 .
 . _____ () .
 .
 . : () .
 . - . () _ _____ .

. الهمشري، ع ؛ عليان، ر (١٩٩٧) المرجع في علم المكتبات والمعلومات. مؤسسة
الوراق، عمان.

_____ ().

" ().

"

<http://www.mohe.gov.ps/stat-higher/index.htm>,21.10.2005 "

().

:

1. Ajala , O .(1997). Use of the University of Ibadan Library resources by graduate students. **Library Review** 46, (6), pp. 421 – 427.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05112105140005785.pdf>,21.12.2005
2. Britanica, editor .(1990). **The new encyclopedia britanica**,vol 22. Encyclopedia britanica, Chicago.
3. Chaudhry, M .(1994). User Services at the KFUPM Library, Dhahran, Saudi Arabia. **Library Review**. 43, (2), pp. 7 – 23.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/06020702425320428.pdf>, 12.11.2005
4. Katz, W (1978) Introduction to reference work.2nd ed. Vol 2.McGraw-Hill, New yourk, pp 4-5.
5. Kavulya, J .(2004). Marketing of library services: a case study of selected university libraries in Kenya. **Library Management**. 25, (3), pp. 118 – 126.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05112901585819389.pdf>,29.12.2005
6. Linton, R .(1980)." A Users Survey of the College of Charleston's Robert Scott Small Library: Conducted Spring".(ERIC, ED206277)

7. Mohammed, R. (2003). University libraries in Iran: a study based on published sources. **Library Review** .52, (5), 2003, pp 218 - 224 .
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05112008055704476.pdf>20.12.2005
8. Nitecki, D.A.(1996). Changing concept and measure of services quality in academic libraries. **The journal of academic librarianship**.22,(3),pp 181-190 .
<http://myaccess.library.utoronto.ca/login?url=http://scholarsportal.info/pdflinks/06102902034029724.pdf>,10.1.2006
9. Niyonsenga, T & Bizimana, B.(1996). Measures of library use and user satisfaction with academic library services.**Library and Information Science Research**.18, (3), Summer, 1996, pp. 225-240.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05112808340416301.pdf>28.12.2005
10. Siddiqui, M.(1997). The use of information technology in academic libraries in Saudi Arabia **Journal of librarianship and information science**, 29, (4) December.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05111108382529832.pdf>,10.12.2005
11. Simmonds, P & Andaleeb, S.(2001). Usage of Academic Libraries: The Role of Service Quality, Resources, and User Characteristics. **Library Trends**. 49, (4), p 626-637.

12. Thapisa, A & Gamini, V .(1999). Perceptions of quality service at the University of Botswana Library: what Nova says. **Library Management**. 20, (7), pp. 373 – 383.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/05112903584223232.pdf,29.12.2005>
13. Younis, A .(1998). The Use of Arabized Software Packages in Jordan University Libraries. **The International Information & Library Review**. 30,(4), pp.311-340.
<http://scholarsportal.info.myaccess.library.utoronto.ca/pdflinks/06021302492028192.pdf>, 10.1.2006
14. Wolff, Ralph A .(1995). **Using the Accreditation Process to transform the mission of the library. New Direction for higher education. 90,77-79. eric(EJ513702)**
15. World book, editor .(1986). **The world book encyclopedia**. Vol 12, World book, Chicago.

()

..... /
:
—————
تحية طيبة وبعد،،،

"

."

.

:

(X)

.....:

: (X)

:

() () ()

:

() ()

.....:

()

() () () () ()

() :

() - () - () - ()

() ()

:

() () () ()
()

				2
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
				.
)	.
				.
			(.
				.
				.
			*	.
				.
				.

				.
				.
				.
				.
				.
				.
				.
				.
				.
				.

()

	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
	.	.
-	.	.
	.	.13
-	.	14

()

:

()

		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.

()

	(Scanning)	1
		5
		6
		7
)	8
	(...	
		9
		10

()

		14
		15

- :

()

بسم الله الرحمن الرحيم

/

(X)

:	:	*
:	:	.
:	:	.2
:	:	.3
:	:	.4
:	:	:

..... :

: .

() () ()

:

() ()

..... :

() :

() - () - () - ()

()

() () () () ()

: :

*

() ()

: *

.....

.....

*

- -

..... :

(X) :

:

				1
				2
			(Scanning)	
)	(

			()	

:

				27
				28
			()	
			(...)	

:

				44
				45

:

:

.....

.....

.....

.....

.....

:

:

:

:

:

:

:

العينة حسب متغيرات الدراسة (الجنس عدد سنوات
الخبرة، مستوى الدراسة، التخصص)

(Scheffe)

" "

" "

(LCD) ,

,

,

(LSD) ,

الخدمات المكتبية

(LSD) ,

مصادر المعلومات

(LSD) ,

بيئة المكتبة

الدرجة الكلية

(LSD) ,

,

,

,

,

:

		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.
		.

1		
2		,
6		,
6		,
7		,
^		,
8		,
8	(Libraries Academic)	1.6.1
9		, ,
11		, ,
15		.6.1
16	(Information Resource)	, ,
21		, ,
27		, ,
28		8.6.1
۳۰		, ,
۳۰		, ,
۳۱		, ,
۳۳	:	,
۳۵		:

30		,
04		,
63		,
66		:
66		,
66		,
67		,
70		,
71		,
71		, ,
71		, ,
72		,
72		,
74		
70		,
81		,
81		1,2,ε
84		2,2,ε
80		3,2,ε
86		ε,2,ε
87		0,2,ε
89		6,2,ε
94		3.4
94	:	, ,
94	:	2,3,ε
90	:	, ,
90		,

98		
98		,
101		,
101		, ,
102		, ,
103		, ,
104		4,2,0
105		5,2,0
106		6,2,0
107		,
107	:	1.3.5
107	:	2.3.5
108	:	3.3.5
109		,
111		,
113		
123		
146		
148		
149		