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AN ANALYTICAL INVESTIGATION OF THE LIBRARY AND
INFORMATION SERVICES OF THE ARAB NATIONAL
COMMISSIONS FOR UNESCO

By

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A Doctoral Thesis submitted in partial fulfilment of the requirements for the
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(Dean of ED&H)

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Dedication

To the loving memory of my father whose last wishes were that I attain this
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ABSTRACT

The purpose of this study is to investigate the current situation of the library and information services of the Arab National Commissions for Unesco. Based on a desired image anticipated by the respective Organisations and the Commissions, and in consideration of the requirements of a specialised library to support the mission of its parent commission, a theoretical framework to act as a guide through this investigation was developed. Within the context of this framework, the relevant components and factors were identified. The focus was placed on input and output factors, and the interaction made by users with these components. For this purpose, a survey of the libraries, and two parallel surveys of both internal and external users were carried out. Relevant data was collected through questionnaires, interviews, visits and observation.

Hypotheses to examine the level of use by internal users and how their characteristics influenced the frequency of use were designed and tested. Being interested in certain topics, and seeking information to perform certain tasks were the main significative factors influencing the level of use of internal users. The distance, external users travelled to the library, was the main factor influencing their use.

The study also intended to identify the problems inherent in these libraries, and to detect the causes of these problems. A hypothesis designed to examine the relationships among personal attributes and their frequency of encountering the problems was tested. Another hypothesis to test the relationship between some input elements and the frequency of encountering problems was also tested: The main problems relating to availability and accessibility of information, originated from the libraries rather than from the users.
In addition, the study considered the needs of internal users, and their level of 
use, their methods of getting information from the libraries, and what action 
they took to solve the problem of availability.

A general assessment of the effectiveness of the services was discussed, and 
the main problems hindering the effective role of the libraries were identified.

In the light of the analysis of the literature, and the findings of the study, the 
desired image became more apparent, and an action plan for the development 
and improvement of the services was formulated.
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CHAPTER ONE

BACKGROUND AND SCOPE

1.1 Introduction

This is a study of the library and information services of the Arab National Commissions For Education, Culture, and Science. These commissions are those governmental bodies established by the Member States to act as channels between Unesco and the concerned bodies at the national level. These are known as the "National Commissions for Unesco" (Natcoms). These commissions also act as channels between these Member States and the Arab League Educational, Cultural and Scientific Organisation (Alecso), and they also provide a channel for co-operation with the Islamic Educational, Scientific and Cultural Organisation (Isesco). These organisations are intergovernmental bodies specialising in the fields of education, culture and science. They work to encourage intellectual co-operation and provide operational assistance to Member States in their fields of competence. This means that the commission has to provide a link between these organisations and the concerned bodies at the national level.

In addition, the national commissions co-operate with each other, usually to exchange information and experience, especially in the respective organisations' fields of competence. They also co-ordinate to plan, execute and evaluate joint projects and programmes.

The mission of national commission is to make communication between the respective organisations and the concerned institutions and individuals in the member states easier and quicker. The commission usually provides advice on the organisations' programmes, activities, projects, etc. to the concerned national bodies. To carry out these roles the commission needs information. The greater
part of information comes from the Organisations. These Organisations, mainly Unesco, produce a vast amount of literature on the latest developments in their fields of competence. The national commissions receive copies of the produced material on a regular basis. The commissions are expected to use that relevant literature to carry out their activities, mainly to co-ordinate with these Organisations. In addition, a great part of these materials is intended to reach the concerned audience in the member states. Received materials include valuable information targeted towards development in the member states. These materials also increase awareness towards international issues, such as peace, the protection of the environment, human rights, and so forth. The commissions transmit part of this literature to the concerned specialised academic, scientific, and cultural institutions at the national level.

To sum up the commissions receive materials from the Organisations to support their work and to disseminate information to as wide an audience as possible at the national level.

In order to communicate received information, there is a need for a library to acquire, organise, and disseminate information and material to the target audience. In addition, the library provides the respective Organisations with relevant selective material of national origin. They are also expected to provide other commissions with information of national origin. Within this environment, libraries of natcoms, are considered as active components in such a network of flow of information. For the purpose of disseminating information, they not only receive and redistribute material to other recipients, but they also have to provide public services to the members of staff of the commission and to others from outside the commission. In order for these libraries to carry out their activities properly, they should function according to stated goals and objectives. Logically, these objectives are designed to support the mission of the parent commission. The mission of the commission is influenced by those missions of
the respective Organisations, since they are partners in conveying the messages of the Organisations at the national level. It is reasonable to say that the library of the commission acts to meet the informational requirements of the parent commission, and assists the informational role of the Organisations at the national level. This is well expressed in the Charter of Unesco National Commissions which states that "the National commissions disseminate information: a) to the mass media and the general public, on Unesco’s objectives, programmes and activities; b) to individuals and institutions concerned with any aspect of Unesco’s work" (1). Alecso (2) would like the library of the commission to maintain strong relations with libraries at the national level, which in turn would support Alecso’s information system. This means that the library of the commission serves not only the members of staff of the parent commission, but it has also to provide some other services rendered by the commission to the Organisations.

In order for the library to play an effective role in the dissemination of information, it has to identify the users and their needs. This implies awareness of which material lies in the interests of whom, and what is the appropriate way to communicate the materials or the information to the target audience. Serving external users implies selection of the most appropriate service(s) to selected audience, or providing certain services according to priorities. In order to provide the effective service which satisfies both the providers and the users, there is a need for sufficient resources. Provision of services has no limits in this environment. More publicity would attract more users. Well-designed services provided by library, at the least possible cost on the user would help in the dissemination of information. From this perspective, this study has placed the focus on the services from various angles. It is intended to identify which services are required by which users how effective the current services are and how effective they should be. This leads to thorough investigation which leads to suggestions for improvement.
For this purpose it was found appropriate to analyze the available literature, and to carry out a survey of a sample of members of staff of the commissions, in order to find out their needs, frequency of use, and the problems they face when they use materials in their libraries, and so forth. Since the libraries were also expected to serve users from outside the commissions as well, it was necessary to carry out a survey of these users to find out who these users are, and what they need information from these libraries for, and the like. For this purpose, the study has discussed together the expected role, the actual practices of the libraries and the present aspects of the users, and came up with a composite picture of the desired image.

The interest to carry out this study was prompted by direct observation which showed that these libraries can play a very effective role in the dissemination of information emanating from the respective Organisations. The Arab countries are developing countries which are in need for such valuable information which could help them develop their educational, cultural, and scientific infrastructure. There is a need to disseminate such material to the widest possible audience at the national level. Regular contact with people from the Arab commissions, mainly with librarians showed that their libraries need a lot of effort to develop as desired. Available literature also showed that the services provided by some of these libraries were facing crucial problems. Contact with the respective Organisations and the Secretaries General indicated the possibility of support for improving the library and information services of the commissions.

1.2 Aims of the study

The aims of this study are:

(1) to identify the general context of the libraries of the Arab National Commissions for Unesco;
(2) to investigate the current situation of these libraries from an organisational perspective;

(3) to investigate the needs and behaviour of the users;

(4) to identify any inherent problems that hinder their effective role;

(5) to suggest solutions to those problems.

1.3 Objectives of the study

It has been found applicable for such a relatively new topic, which considers effectiveness of a special type of library in a special setting, to provide a composite picture, which requires to take into account as much dimensions as possible. From this point of view, the following specific objectives have been considered.

1. To identify the objectives of the libraries and their priorities.

2. To identify the state of the present resources (collections, equipment, staffing, funding, and accommodation) and the current provided services.

3. To identify for what activities internal users usually seek information from these libraries.

4. To identify the services needed for internal users.

5. To match the required services with those being provided.

6. To evaluate the level of usage of the internal users of the present services.

7. To examine the factors that influence the level of usage of the present services made by internal users.
8. To observe how internal users usually get information from their libraries.

9. To identify the problems internal users encountered while using their libraries.

10. To find out and analyze the factors that influence the internal users’ frequency of encountering these problems.

11. To identify which alternative channels internal users usually select to solve the problem of availability.

12. To identify the main categories of external users.

13. To identify for which purposes external users seek information from the libraries.

14. To evaluate the level of usage made by external users.

15. To examine the factors which influence their frequency of use.

16. To identify how external users became aware of the present services.

17. To identify the extent to which internal users evaluate the current services of their libraries.

18. To evaluate the level of satisfaction of the external users with the present services.

19. To obtain a composite picture of the effectiveness of the libraries.

20. To outline the main problems which are found to hinder the libraries’ provision of effective services.

21. To suggest an action plan for development and improvement.

1.4 Hypotheses

For the purpose of this study, the following hypotheses were tested:

H0 There is no significant difference in the frequency of using the library by internal users with respect to the following independent variables:
(i) position, (ii) educational level, (iii) topics of interest and (iv) activity.

\[H_0\] There is no significant difference in the frequency of encountering problems by internal users when looking for information/material in the library with respect to: (i) position, (ii) educational level, (iii) topics of interest, and (iv) activity.

\[H_0\] There is no significant difference in the frequency of using the library by external users with respect to the following independent variables: (i) occupation, (ii) sex, (iii) age, (iv) educational level, (v) topics of interest, (vi) distance.

\[H_0\] There is no relationship between the frequency of encountering problems by internal users and the numbers of professional librarians employed, numbers of volumes of books, and numbers of titles of periodicals held in their libraries.

The methodology of testing the hypotheses is discussed in Chapter 4.

1.5 Limitations

This study has been limited as follows:

- It will cover only the library and information services of the Arab National Commissions of Arab Countries Members in Unesco.

- Internal users are limited to staff members of the commissions, excluding support staff.

- External users included in this survey are limited to those who visited the libraries during one week.

- Apart from what is available in the literature, the survey is not intended to collect data about potential users.

1.6 Significance of the Study

The significance of this research can be pointed out as follows:
1. The study, might be considered as a pioneering one in its field.

2. It examines the library and information services of a specialised type of governmental libraries, which is rarely surveyed in the Arab countries. In addition it examines these services more objectively by employing statistical evidence as a tool for analysis.

3. It identifies the strengths and weaknesses of the libraries of the commissions, implementing various criteria for the assessment of their effectiveness.

4. It comes up with a composite picture of the objectives of the libraries, and required services of internal users. It places the focus on the identification of common inherent problems affecting all of the libraries.

5. It provides recommendations and suggests an action plan for development.

6. The study considers both library organisation and use. This would provide more comprehensive image about the requirements for the development of the libraries.

If the concerned bodies take account of the recommendations and implement the plan, then:

1. It will help minimise the efforts, cost, and possible delays in the communication of material and information.

2. It will lead to improving the quality of the services.

3. It will foster co-operation among all of the participants.

4. It will help overcome identified problems, mainly those relating to availability and accessibility.

5. It will provide easier access which will involve more users to make use of the information.
1.7 Background information

It seems appropriate to give here some relevant information about the general environment in which the libraries operate. The main components of this environment are: the Arab Countries, the Organisations, and the Commissions.

1.7.1 The Arab countries

The term Arab countries refers to 21 countries that are members of the Arab League. The Arab countries occupy an area estimated at about 13.7 million square kilometres stretching from North Africa to South West Asia. The population of this region was estimated in 1991 at about 228 million, making an average density of about 17 persons per square kilometre (3). Arabic is the official language in these Countries (4). English and French are used in the Arab countries, mainly in the private sector. The Arab countries are considered part of the developing countries. They are in need of much educational, scientific and cultural information to be invested for development. Although these countries give education the top priority in their strategies for development, they had (in 1990) an estimated 61.1 million adult (age 15 and over) illiterates, at a rate of 48.7%, "as nearly one out of every two adults is illiterate, their regional rate is expected to decrease to 38% by the year 2000" (5).

The economic situation varies considerably from one Arab country to another. As pointed out in Findlay GNP per capita (US$, 1989) ranged from 420 (Sudan) to 18.430 (UAE)(6).

Publishing and communication of information in the Arab countries is underdeveloped. In 1990 the average circulation of newspapers in the Arab countries was 39 copies per thousand inhabitants, a figure considerably below the minimum figure proposed by Unesco (100 copies per thousand). The total
average circulation is about 1.4% of world total. Current estimates indicate that the Arab countries as a group are the least producers of books; with more than 4 per cent of world population, the region produces less than one percent (0.8%) of all titles published (7).

All Arab States have radio and television stations. Television is concentrated in the large cities, since rural areas in some Arab countries may not get clear transmission. In many Arab countries telephone which is a fast means for the communication of information is not available in many towns and villages.

Telephone services are mainly confined to the cities. Some villages are still without a single set while others have only one set each or a limited number restricted to government departments (8).

The situation of communication and information varies considerably from one country to another. This variation is influenced by availability of resources and lack of awareness of the importance of information in development. Aman mentions some problems as saying that:

Other problems result from underdeveloped publishing industries, an inadequate supply of well-educated professional librarians and library-support staff, low self-esteem among librarians, and a stifling bureaucracy that holds librarians financially responsible for any books lost from their libraries' inventories (9).

In general, and according to Sajjad Ur Rehman,

the overall situation of the library and information infrastructure in the Arab Countries indicates that the facilities are in their developmental stage (10).
1.7.2 The Organisations

Unesco, Alecso and Isesco are intergovernmental organisations. These Organisations have common characteristics in that they deal with the same fields of competence, are financed by contributions of member states and are composed of similar organs.

UNESCO

Unesco, the United Nations Educational, Scientific and Cultural Organisation, is a specialised Agency of the United Nations. It was founded in 1946 as an intergovernmental organisation to contribute to maintaining world peace and security through education, science and culture. The United Nations year book indicates that "in 1992, UNESCO's membership increased to 171" (11). Apart from one country (Palestine, which has an observer mission to Unesco), all the Arab countries are members of Unesco. One hundred and sixty seven Member States have set up National Commissions for Unesco (12). In addition to its headquarters in Paris, Unesco has 38 representative offices, among which six offices are located in the Arab States. Unesco also co-operates with specialised organisations. "Over 585 non-governmental organisations (NGOs) maintain working and mutual information relations with Unesco" (13). The Arab countries form one group out of the five major regions empowered to participate in regional activities carried out in co-operation with Unesco. Arabic is one of Unesco's official and working languages. Unesco gives top priority to its education programme which is mainly designed to promote literacy. Education For All by the year 2000 is one of its major programmes. Its international scientific activities of benefit to mankind include several large intergovernmental programmes, such as the 'Man and Biosphere Programme' (MAP), the International Hydrological programme (IHP), and the General Information Programme (PGI).

Unesco cultural activities and projects aim at safeguarding the world's natural
and cultural heritage. Unesco sponsored the Universal Copyright Convention (1952). Unesco produces a vast amount of information materials in its fields of competence.

Unesco’s publications are regarded as important instruments of its programme; they inform the public about its activities and achievements. Such publications include periodicals, documents, specialist journals and reviews intended for the general public (14).

In order to strengthen its activities, and foster co-operation with the Arab Member States Unesco established some field offices in the region. "There are six Unesco Representative offices in the Arab countries (15).

**Alecso**

The Arab League Educational, cultural and Scientific Organisation (ALECSO) was established by the Arab League in 1970 as a specialised organisation. Article 1 of its constitution defines the objective of Alecso as:

the attainment of unity of thought among the Arab countries through education, culture and science and through the raising of cultural standards in these countries so that they may pursue world progress and participate positively in it (16).

All of the twenty one Arab countries are members of this Organisation. Alecso Headquarters is in Tunis (formerly in Cairo). There are specialized organs affiliated to this Organisation located in several Arab countries such as, the Arab Centre for Arabization, Translation, Authorship and Publication (Damascus, Syria), Arabization Co-ordination Bureau (Rabat, Morocco), The Institute of Arab Research and Studies (Cairo, Egypt). Alecso’s Department of Documentation and Information located at its Headquarters (Tunis). This
department comprises of FARABI Data Bank, Alecso's Printing Press, and its Publication and Distribution Unit. FARABI (First Arab Information Bank) has been established to provide a comprehensive database for all of the Arab countries, and to support information services and activities of Alecso and the Member States. It is intended to play a vital role in the Arab Information Network (17).

Isesco
The Islamic, Educational, Scientific and Cultural Organisation -Isesco- was established in 1981; with its headquarters in Rabat (Morocco). It has a set of objectives, of which the first aims "to strengthen co-operation among member states in the fields of education, science and culture (18). Arabic, English and French are the working languages of Isesco. It has a membership of 41 (as of November 1993) countries. Apart from Algeria and Lebanon, all Arab countries are members of Isesco (19). Isesco has also established a data bank which is intended to serve the member states.

1.7.3 The Arab National Commissions for Unesco
National Commissions for Education, Culture and science are those national governmental bodies established to foster co-operation between the respective Organisations and the Member States. Article VII of the Constitution of Unesco provides that "Each Member State shall make such arrangements as suit its particular conditions for the purpose of associating its principal bodies interested in educational, scientific and cultural matters with the work of the Organisation, preferably by the formation of a National Commission broadly representative of the Government and such bodies" (20). The National Commissions are unique institutions in the entire UN system which have been set up to secure co-operation between the Member States in all matters of interest within Unesco fields of competence.
The commissions have a four-fold role to play in such co-operation, since they have been described as "advisory, liaison, information and executive bodies" (21).

The basic function of an Arab National Commission is to involve, in the activities of the Organisations (Unesco, Alecso, Isesco), the various ministerial departments, institutions, and individuals working in the Organisations' fields of competence.

The National commission is usually formed of a General Assembly, an Executive Board, and a Secretariat. It is headed by a Chairman (usually the Minister of Education). The Secretariat, headed by the Secretary-General as chief of administration, is usually divided into departments or sections that might follow the structure of the Organisations. Natcom is considered the only official channel for co-operation with the Organisations and other Natcoms (22). In general, a Commission is expected to provide a forum for shaping the Nation's intellectual contribution to the implementation of the programmes of the Organisations; and to provide advice on and support for the Nation's priorities for its participation in these programmes to any National Delegation, and the National Member of the Executive Board, or any concerned body.

The Arab National Commissions vary in their dates of establishment, formation and organisation, size, affiliation, activities, available resources and their effectiveness (23). In general the Arab National Commissions suffer from lack of resources, mainly financial resources and manpower (24). Such a problem is expected to affect their informational activities. The dates of the Arab States joining Unesco vary considerably. While the first three countries joined Unesco in 1946 (Egypt, Lebanon, Saudi Arabia), the latest one is Djibouti which joined Unesco in 1989 (25).
Data on the dates of establishment of the commissions is overlapping, since the commissions have been restructured, possibly more than once, especially when they joined both Alecso and Isesco. According to the information provided by the Co-ordination Centre (26), it is possible to say that the commissions were established between 1949 (Lebanon) and 1991 (Djibouti).

The Arab National Commissions established the Co-ordination Centre between the Arab National Commissions for Unesco (CCANC) in 1962 to make co-operation and co-ordination stronger and easier. This centre is located in Rabat (Morocco) (27). The commissions also co-operate with Unesco Publications Centre (Cairo). This centre translates material produced by Unesco, mainly its periodicals into Arabic.
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7. Unesco, ref 3, pp. 6-3.


17. Alecso, ref., 2, p. 90.


27. Alecso, ref. 2, p. 59.
CHAPTER TWO

2. REVIEW OF SELECTED RELATED LITERATURE

2.1 Purpose
This chapter reviews the main relevant works relating to this research which falls in the area of specialised governmental libraries involved in the communication of information emanating mainly from three intergovernmental organisations (Unesco, Alecso, and Isesco).

This review has served this investigation in various aspects, mainly in the identification of (i) the main roles of these libraries and (ii) the problems the users of such libraries are likely to encounter.

Reviewing the literature on these libraries, or even those of similar settings, shows that very little research has been carried out in this area of librarianship. It also seems that very little has been written about the national commissions for Unesco in general and on their libraries in particular. Many sources have been searched, among which were the following: Unesco database UNISBIB, the hard copy of ULDP, the catalogue of Qatar National commission for Unesco, LISA, ERIC, and the Dissertations Abstracts.

In order to obtain a clearer picture about the library, it was necessary to consider these libraries from both organisational aspects (objectives, resources, and services); as well as the use of the services. Selected literature for this purpose can be reviewed under the following headings, documents concerning the commissions and their libraries, users' needs and use, availability and use of IGOs' material, and problems that are likely to exist in such libraries.
2.2 Documents concerning the commissions and their libraries

Documents of the Organisations and the Commissions are important sources of information about the commissions and their libraries. Some of these documents provide information about the role of the National Commissions as information organs. Some of these documents stress the need of the library to support this role.

2.2.1 Documents of the Organisations

Various articles of the Charter of the National Commissions for Unesco (1979) provide statements and general guidelines on the informational role of the commissions. It indicates that the commissions "provide a channel for the dissemination of information emanating from the Organisation" (1). They also "disseminate information obtained from other countries on matters of domestic interest in education, the sciences, culture and information" (2). They are also "important sources of information for Unesco..." (3). Relevant statements are discussed and implemented in Chapter 3.

Two other important documents produced by Unesco (4) and Alecso (5) are the practical manual guides for the National Commissions. These guides provide information on many aspects relating to the activities of Natcoms. They do not include guiding information for librarians to carry out their duties. However, they give general statements that stress the need for the libraries. The main relevant themes provided in these two documents are also discussed in Chapter 3.

The organisations, in many of their conferences stress the importance of documentation and information facilities of the Natcoms. Documents of the General Conferences and Executive Boards of the Organisations include recommendations and resolutions, usually under the heading "co-operation with
Programmes and budgets of the Organisations usually indicate support to the libraries of the commissions through the Participation Programme. Unesco’s Draft Programme and Budget for 1992-1993 indicates such "support to documentation centres and dissemination of information of National Commissions ..." (6).

The organisations and the Co-ordination Centre organise collective consultations and meetings of the secretaries-general. At these meetings they discuss issues concerning the roles and functions of Natcoms. The libraries have been considered in some of these meetings. In their third meeting, for example, the secretaries-general of the Arab commissions invited the Director-General of Alecso to organise qualitative training courses for those persons responsible of the documents and publications of the commissions (7).

At their fourteenth conference, the secretaries-general of the Arab National commissions discussed the possible means for the improvement of the libraries. At this conference four important recommendations were made. Concerned bodies were invited to (i) put down rules and regulations for the libraries of the Arab National Commissions for Unesco, (ii) exchange information about the holdings of their libraries, (iii) encourage interlibrary loans among these libraries, and (iv) adopt a unified standard for documentation in these libraries (8).

In a recent meeting, the secretaries-general made some recommendations to improve the effectiveness of the commissions and their libraries. They invited the Commissions to pay more attention to their libraries, and to support them with the required manpower, and with the appropriate technology to enhance their role and status. One of the recommendations was that

the libraries of the National Commissions, and the central national
libraries are to be considered as depositories for the books and publications issued by Alecso (9).

One of the recent documents compiled by Alecso (10) for the sixth meeting of the secretaries-general of the Arab Commissions included various reports about the activities of the Arab national commissions. This document provides information about the current practices of twelve commissions, including their information activities. The reports give information about their distribution of publications received from the Organisations. They also provide some information about the technical and public services of their libraries.

2.2.2 Material produced by the National Commissions

National commissions usually produce reports, newsletters, journals and some other types of materials. Some materials produced by the National Commissions shed light on the range of services being provided, and problems relating to these services. To give some examples, one of the reports of Qatar National Commission’s states that their library

provides all documents and publications necessary for conducting researches required for the various meetings, seminars, workshops and other events organised by the commission. Besides, it provides similar services for researchers from outside the commission (11).

The Library of the Egyptian Natcom (12) provides a current awareness service, gifts and exchange, and serves visitors and borrowers. It also publishes a quarterly newsletter about recently acquired materials, and prepares bibliographic lists. The library distributes publications, co-operates in selling publications and encourages subscription in Unesco periodicals. The Saudi
National Commission's library

comprises a section for internal circulation and browsing in the library. A user can browse and borrow whenever extra copies are available (13).

The library of the Tunisian National Commission "has continued its distribution of reports and publications of Unesco whenever the received number permits" (14).

The library of the Lebanese National Commission

has catalogued its collections, using a computerised system. The library has acquired a good number of books published by Unesco and Alecso. The library has also their journals, reports, newsletters, and posters. The library has films produced by Unesco (15).

The literature shows that some of the libraries are developing their role in the dissemination of information emanating from the organisations. The Documentation Centre of the Egyptian National Commission", for example, and according to Omar (16) "has been assigned as the sole depository centre for Unesco publications (in Egypt) and other material this Organisation produces".

2.2.3 Documents of Seminars and training courses

Papers, final reports, and recommendations of seminars, and training courses of personnel of Natcoms, are also valuable sources of information on the libraries. Such documents usually carry out recommendations for improvements. The need for support of the libraries of the national commissions was discussed and stressed in the Information Seminar of the Employees of the Arab National
Commissions for Unesco in 1992. The issue of making use of information technology to improve the services of the libraries was pointed out (17).

Participants in the information seminar organised by the Egyptian Commission in co-operation with Unesco urged the National Commissions to support their libraries and documentation centres in the dissemination of information emanating from the Unesco Office of Public Information (OPI), and to arouse awareness of the Unesco Courier (18).

It was also recommended that

the national commissions work to support publishing Unesco publications in Arabic, and to disseminate such publications to ministries, concerned bodies, schools, universities, and making use of the efforts of the Unesco Publications Centre in Cairo for this purpose (19).

Another seminar for librarians of National commissions was organised by the Oman National Commission in co-operation with Unesco. As a result of thorough discussion of the problems of the libraries of the commissions, the following important recommendations were made:

- Necessary steps towards the establishment of an information network between the libraries of the commissions should be considered as soon as possible,

- Training of librarians on the use of CDS/ISIS,

- The commissions were invited to contact Unesco for translation of its publication into Arabic,

- The number of copies for redistribution purposes have to be increased.
Some themes for improving the effectiveness of the libraries were also highlighted, mainly by the investment of newer technology (20). A few papers (21-25) concerning the libraries of the Arab commissions were discussed in this seminar. These papers placed the focus on the improvement of current services of these libraries.

2.3 Related Studies:

2.3.1 Studies on the Commissions and their Libraries
A study was carried out by Unesco (26) in 1978. It was concerned with the structure, composition, role and activities of National Commissions. 87 of the 128 commissions existing at that time responded. As far as the Arab National Commissions are concerned, the study showed that six Arab commissions were established by the year 1960, and another seven were established between this year and 1978, which means that 13 commissions were established by this year. Such data also reveals that the other seven commissions were established after 1978. This shows variations in the history of these commissions. The study also provided that the median of the number of staff of the 13 Arab commissions was nine when the study was carried out. This study provided the titles of some activities, in which the commissions, i.e., the members of staff, are engaged. Among such activities are, preparation of programmes, replies to questionnaires and enquiries, preparation of projects, and so forth. The study had nothing to do with the libraries of the Commissions.

Another study about the Arab Commissions was carried out by Alecso (27). This study covered various aspects of these commissions. It mentioned the situation and problems of the Arab Natcoms of which some were relating to administrative aspects, some to lack of professional personnel, others to insufficient resources. These problems are expected to affect the performance
of the libraries of the commissions. As far as the libraries are concerned, it was found that among the 33 questions designed for this study, only one main question covered some aspects of the libraries of the commissions. Respondents were asked whether they had libraries in their commissions, whether the publications produced by Alecso were received regularly, and whether they publicised these publications to concerned bodies in their Member States. They were also asked to identify the role of the library in acquiring, organisation, and dissemination of information and publications. The questionnaire was sent to the commissions in April, 1985. Within about 18 months, Alecso received responses only from 13 commissions out of 20. The results showed great difference among the commissions in terms of their structure, although they are all performing the same role. The study also revealed that the efficiency of such a role was found to vary from one commission to another depending on the availability of resources. As far as the libraries were concerned, it was concluded that all the commissions had libraries, which received the publications of the Organisation (Alecso) regularly and publicised them, except one commission. The study pointed out some of the problems which few libraries faced. The benefit from one library was limited because there was no professional librarian, another library rarely publicised the publications for lack of the specialised person, while another commission complained of not receiving the publications regularly since they were sent through several channels.

The study indicated that, among the various points raised by the commissions, they need more training for their members of staff, and making use of Alecso (FRABI) database. Although this study did not cover the libraries as should be, still it provided valuable data, in that it was likely that all the commissions had libraries. In addition, since the study showed that the commissions and some of the libraries had problems, such problems were likely to exist in the other libraries.
Alecso (28) conducted a study on the existing situation of the Arab National Commissions in 1989. A questionnaire was distributed to trainees from 15 Arab National Commissions. The results of this study showed that the structure and the financial situation varied from one commission to another. The majority of them suffer from lack of manpower and financial resources. While some commissions had sufficient resources to carry out their activities, others did not. All allocations are part of the budget of the ministry to which the commission is affiliated. The results of this study show that the main problems identified in the previous study still exist.

2.3.2 Studies on Intergovernmental Material: Availability, Use, and Problems

The literature indicates that studies concerning availability and use of material emanating from the respective organisations are rare. According to Hajnal

The use of Unesco documents and publications, like the use of any group of government documents and publications, is a very complex matter. Most librarians tend to discuss it in the light of their own experience. Such a treatment may be useful and interesting but it hardly constitutes scientific method. Theoretical analysis or quantitative studies are rare (29).

However, it seems appropriate to review some of the relevant studies carried out in similar settings, to get a frequency picture on use of such material emanating from IGOs, and to identify the main problems users of such material usually encounter.

Review of the literature shows that very little has been done to research availability and use of intergovernmental materials. One of the earliest reviews about this topic, was that made by Weech (30). He carried out a selective
review of the literature of government document use. It covered the period in the 1950's, 1960's through mid 1977. Weech found that each of the use studies surveyed in that review had limitations in methodology, mainly ignoring non-users, and obtaining information on users only through library staff. Among the main findings was that "social sciences make up the primary user group of government publications" (31). Another review was that carried out by Postema and Weech (32). Their review provided an update to the previous one. Their work covers the period from mid-1977 through 1989. They analyzed the literature which they categorised into: library survey, citation studies, and user surveys. Among their main findings was that, "special and academic library users make the greatest use of government publications". They also found that "about one third of social science users are heavy users (use documents biweekly, or 16 or more times during the academic year" (33). The results of this study give indication that special libraries are the appropriate places of material coming from IGOs. This applies to the libraries of the commissions. Specialised libraries, like those of the commissions, are places of research. Material coming from IGOs are good sources for research. Researchers are expected to be the heaviest users of such material. Marulli and Koenig (34) conducted a survey of libraries in three countries, Colombia, Malaysia, and Morocco, to determine the availability and utilization of the documentation produced by the Organisations of the United Nations. The user study showed that "it is indeed researchers who most frequently need and seek access to international documentation" (35). Most Moroccan libraries list academics as the most frequent users (36). They also found that where Unesco publications were collected and used, they were used intensively. The survey identified the problem of delay of receipt of material. According to them "most of the respondents indicated that there is a one-month delay in receiving material on gift; two months in receiving material on deposit or exchange; and three in obtaining material on purchase" (37). This study shows that academics (who could be researchers as well) were frequent users. This category of users are
expected to use material for research and instruction purposes.

Cunningham (38) conducted a study on material produced by the United Nations, the European Community and Unesco in 160 depository collections in U.S. libraries. The study found that users of the most active collections are graduate students, followed by undergraduates and faculty. In the 13 nonacademic libraries, the users were: faculty 15.6 per cent; graduates 15.9; undergraduates 18.8; outside researchers 8.2; businessmen 12.4; and others 28.5 per cent. This study shows that faculty and students in either of the library groups represent the majority.

The above reviewed works show that there is demand on material in the social sciences. They also indicate that researchers, academics, and students are the main categories of users of IGOs material.

2.4 Problems Users of these Libraries are likely to Encounter

Problems of communicating material and information coming from the IGOs, are usually relating to availability and accessibility since they are both the main attributes of delivery of the materials to the user. According to Schaff:

barriers impeding timely access to IGO information include general factors such as the vast amount of information produced, the complexity of the documentation, and the frequent lack of good bibliographic tools (39).

This shows that not only shortage of availability of material causes problems, but also large amounts of material do. The problem becomes more serious when these materials are not well-organised, which impedes easy access.
Hajnal (40) carried out a qualitative study of the use of documents, publications and electronic information systems of the major IGOs. The thirty-three respondents were from various countries. The questions covered intensity of use, selection, awareness, channels, difficulty, and so on.

The study pointed out the main difficulties the respondents encountered, among which were the following: inadequate IGO collections in many libraries; poor service in libraries including inadequate cataloguing of IGO material; insufficiently trained staff; and delayed, missing or misplaced documents and publications. Among the main comments was that IGOs cater to a specialist audience rather than the general public. In addition to availability, as indicated above, there is a need for intellectual accessibility. Having the book in his hands does not mean that the user is making effective use of it. This item could be in another language which the user does not know. This problem is likely to exist in these libraries since they receive material in languages other than Arabic. Slater found the "foreign language barrier was a serious inhibitor of efficient information uptake by social scientists" (41).

The material might be too technical for the user to understand its contents. According to Bawden:

> of particular importance is information coming from outside the usual environment. This is very often the most important, yet at the same time the most difficult to assimilate and use. Some form of interpretation, analysis and evaluation will be required, followed by an appropriate presentation (42).

Both barriers of language and complexity of material stress the need for repackaging of such material and information. However, access to information is affected by barriers that might originate from the material received, the nature
of the services of the library and or the characteristics of the user.

Materials produced by IGOs and the commissions consist of a great deal of grey literature which is not easily located and accessed, and therefore, requires special treatment. One of the studies concerning bibliographic accessibility was that conducted by Marulli and Koenig (43). They carried out a survey on the status of bibliographic control of the publications produced by the United Nations Organisations. The main bibliographic tools were discussed. They stressed the need for coordination and integration of existing tools. They suggested some steps for improvement, such as the provision of online services and some others. It is worth mentioning here that Unesco databases are now accessed through online. It was observed that cataloguing in publication, is still lacking in the majority of materials produced by the three respective organisations.

Some of the problems are caused by the level of readiness of the receiving libraries to make the materials available and accessible, which is usually influenced by availability of other resources mainly trained librarians. Among the studies which covered such issues was that carried out by Adibisi (44) of some university and special libraries in Nigeria, which deposited United Nations documents. The study covered various aspects, such as stock, access, and frequency of use. Five libraries provided that their stock was occasionally used, three said that their stock was used quite often. The purpose of use was mainly for research purposes. Respondents commented on problems relating to acquisition, organisation, use and so on. Complaints were centred on two areas, the incompleteness of the holdings of depositories and the lack of specially trained personnel.

Barsic (45) carried out a research project on the availability and use of international documentation in Yugoslav academic, business and political
research libraries. The status of their material was explored using variables of availability and use. The study revealed that the collections were inadequate. The libraries suffer from lack of special librarians to look after the international documentation. There were variations in the libraries infrastructure and access to the collections. The research showed that the scientists were the most numerous user group and that statistics and scientific studies are the types of international documentation which were most frequently used. Barsic emphasizes that such material can be well-used when placed in well-equipped specialised libraries where its value is appreciated.

It is possible to say that the main problems these studies have identified are: insufficient material; late delivery of material; lack of bibliographic control; lack of trained personnel to manage the collections and provide the appropriate services. Such problems are likely to exist in most libraries receiving IGO’s material. As far as the libraries of the commissions are concerned, Yousef pointed out some problems facing these libraries:

- delay in receipt of material,
- lack of awareness of what is available,
- insufficient technical services,
- insufficient public services,
- and poor co-operation (46).

Problems usually arise from lack of resources. Although material is coming "free of charge" from the Organisations, still there are many other factors affecting availability and accessibility of such material. Some of the inherent problems which usually decrease the effectiveness of the libraries were pointed out by one of the papers (47) which was discussed at the Fourteenth Conference of the Arab Secretaries General. This paper describes the impediments that hinder co-operation among the libraries of the Arab National Commissions. It pointed out that some of these libraries lack resources, mainly specialised
personnel to carry out the required technical services, such as cataloguing, classification, and the preparation of bibliographies. It also pointed out that lack of trained personnel made it difficult for these libraries to maintain effective cooperation amongst them. The paper also pointed out that some libraries lack bibliographic tools, and some of them lack equipment, such as photocopying machines, and microfiche readers.

2.5 Conclusion

The literature review shows that dissemination of material and information emanating from the respective IGOs faces problems, which are also likely to exist in the libraries of the commissions.

The level of use of IGOs material was found to differ from one library to another depending on the type of the library and the characteristics of the user. Materials in the special libraries were found to be used more than those in other libraries. The main reason was that they were the right target audience for whom the material was produced. In general, the studies on IGOs material are rare, and the majority of such studies relied on the descriptive approach, for they were discussed in the light of the experience of the persons (librarians) who work in such libraries. Various problems identified in the earlier studies still exist. The following problems were identified: delay in receipt, lack of bibliographic control, being complex in content, and the problem of foreign languages.

As far as the libraries of the commissions are concerned, and apart from some descriptive data, the relevant available literature did not point out the clear awareness of the vital role of these libraries. Studies which examine the strengths and weaknesses of these libraries were never heard of. In addition, the documents of the organisations and the commissions provided general
recommendations, without suggesting any plan for action to develop the libraries. Awareness of the roles they have to perform, and assessment of their existing practices would help justify required support and enhance their role in the dissemination of information. This study is expected to take part in filling in the gap.
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commissions in strengthening co-operation amongst each other], 1987, p.24.
3. Theoretical Framework

3.1. Introduction
This Chapter serves as a conceptual framework for viewing the general environment in which the libraries of the Arab National Commissions (Natcoms) operate. It provides the desired image which gives baseline information according to which the present situation of the services could be compared and discussed. The framework is developed on the assumption that a special library is established to support the mission of its parent commission.

The literature review stated that there were libraries in twelve of thirteen commissions which responded to Alecso’s study. In order to carry this investigation, it has been found appropriate to adopt the following approach: first, identify; then assess, and finally suggest methods for improvement. Logically, the first thing to find out, is what these libraries are intended to do - i.e., the purpose for their existence. Then, what they are actually doing. Then compare the two images. The next step is to identify any impediments, and finally, suggest solutions.

This framework approach defines the relevant variables and specifies the relationships among them. Starting from the general environment seems to be a helpful approach.

3.2 The General Environment in which the Library Operates
The commission and its library receive material from the respective organisations (Unesco, Alecso, Isesco) regularly. This material is necessary for the Commission to carry out its activities. In addition, this material or part of
it is intended to be distributed to other audiences through the library, acting as mediators between the Organisations and the target audience. Basically, at the first simple level, the library receives information from the Organisations and disseminates such information to the target audience at the national level. Such process can be represented in Figure 1 below.

\[
\text{[Organisations]} \longrightarrow x \rightarrow \text{[Natcom Library]} \longrightarrow x \rightarrow \text{[users]}
\]

Figure 1: Basic Level of Flow of Informational Material

Dissemination is likely to take place through two main methods; by making available and accessible part of the acquired material at the library itself, or to other national bodies through redistribution. In addition, the library is expected to provide material to other national commissions. Thus, the communication of information among all participants can be presented as in Figure 2.
This model of communication of material is used to help this study figure out the major components of the larger system which affect both provision of material and the public services. The library’s involvement in a one- or two-way channel for the transfer of information depends mainly on the level of its participation as perceived by its parent commission.

3.2.1 The Libraries

The term library is used here to denote any information unit, whether an entity by itself or a part of another section or department of the commission, which is responsible for receiving, organising and disseminating of material. In the present study the term ‘dissemination of information’ is used to indicate "the process of providing information and material by the library to its users, whether through redistribution to other bodies, or at the library itself.

3.2.1.1 The Need for the Library

These libraries are established to support their parent commissions. Material is arriving from various sources. Although a great deal of the received material can be redistributed, still there is a need to know which material to keep and which to redistribute. This also requires registration of material, their sources, and receiving bodies in order to master the process of redistribution of the materials. Thus, having such an information unit becomes a must for each commission in order to manage the ever-increasing numbers of material received from the Organizations; to meet the demands for reference and information services, essential for the work of the staff, and to help disseminate information about the activities, programmes and projects of the organisations, as well as information about their fields of competence.
Since the members of staff require information and material to perform their daily tasks this implies the provision of effective facilities which should match their needs.

Unesco's Manual Guide stresses the need for effective documentation facilities for the commission as saying:

> with a solid and efficient filing and documentation system, a Natcom can considerably increase its 'access to knowledge' and thereby its efficiency (1).

Alecso's Manual Guide also stresses the need for a library to support the commission as an important means for the dissemination of information (2).

One would inquire whether the Commissions are aware of their need of having an effective library and information service. The Secretaries-General of Natcoms discussed this issue on various occasions. This issue was raised in their meeting in 1986, and the following statement was pointed out,

> the National Commissions could not carry out their role of disseminating and promoting Unesco publications unless they had a library and/or a documentation centre at their disposal (3).

This shows that they are aware of the importance of the library in supporting the parent commission and Unesco. The Secretaries-General of the Arab commissions, at their second meeting held in 1982, emphasized the need for the Natcom to have a library to improve its performance, and delineated the role of these libraries as to acquire documents, process information, and make use of it (4).
3.2.1.2 The Library as a System

When establishing a library and information service, the first question to be asked is, what is the purpose of the service? i.e., what are the objectives it is intended to accomplish? The objectives of a special library stem from the mission and goals of the parent organisation. From this perspective, the focus has been placed on this special type of library as a system functioning within a larger organisation -the parent commission. A system is an entity composed of parts. Chapman, St Pierre, and Luban state that in any system will be found four basic elements: the input, storage, processing and output (5). These elements, may be considered for the purpose of this study as follows: the material (as part of input), accommodation to store the material, organising (the material for use) and services provided to users. Brophy stated that "for practical purposes it is convenient to describe systems in terms of inputs, processes and output together with controls" (6). When considering the library, in this context, it requires input resources necessary for making information available and accessible. Processed information is stored, and made available through services within a clear policy which controls all these elements. Buckland stresses the involvement of the user as saying

considering the library services in the absence of consideration of the people who use them would seem to have little meaning and less benefit (7).

He views "the library service (and the users) as a system of interacting parts". From this perspective, this study deals with the library and information service of the commission as a system composed of the following elements: input, processing, output, users and interaction. Interaction takes place between the services and the users. The service is designed to suit the users. The user, then, can judge whether the service is effective or not, especially if he or she
considers the expected level of the services which match with his or her needs, within the reasonable capabilities of the libraries. The success of such interaction is the main indicator of the success of the service and its effectiveness. Within this context, the focus has been placed on the nature of the services and the interaction between the users and these services. For the purpose of this study, the main elements of the library and information service of the commission are represented in Figure 3.

Figure 3: The main components of the system

The library, in this context, is an entity where interaction takes place between the material available, the users, and manpower (the librarians). The characteristics of each element may affect this interaction which is also influenced by other factors, mainly the place designated for the collections and the policies which control the level and time of the interaction.

The services of the libraries are not only influenced by the components indicated in the model above, but they are also affected by the larger environment, such as the geographical location of the commission and its library in the capital, the possibility of lack for recognition of the importance of such libraries, lack of professional librarians in the Arab countries. However, the library as a system should perform according to stated goals and objectives, otherwise it would function in a vacuum and its role becomes secondary in the
commission and consequently, gain no support. Indeed, such support depends on the extent to which the library contributes in backing the role of the parent commission.

3.2.1.3 Expected Mission, Goals and Objectives of a Library of an Arab National Commission

A well-managed organization defines its mission, goals, and objectives and operates accordingly. The library of a Natcom is a system or sub-system functioning within a larger system. Its goals and objectives stem from those of its parent institution. According to Christianson, King, and Ahrensfeld:

the mission of the majority of special libraries is a single one: to provide focused, working information to specialised clientele on an ongoing basis to further the mission and goals of its parent company or organisation (8).

A National Commission sets down its objectives that might include those objectives pertinent to its library and information service. The overall mission of Natcoms in general, indicates the mission of their libraries. According to Unesco Charter of the Commissions "National Commissions have been described as advisory, liaison, information and executive bodies" (9). The library of the commission has to represent its parent commission in providing advice on relevant information materials mainly that emanating from the respective organisations. It liaises such material through redistribution and by making them available and accessible at the commission itself. By its nature, the library is an information organ providing all possible information services to support the informational roles of the commission. The library is the appropriate section which is capable of carrying out programmes concerning information and also to take part in these activities. Information campaigns, celebrations of anniversaries, exhibitions of materials, supporting purchase of materials from the
organisations and the like, are more likely to be performed by the library.

Such actions have to be carried out according to stated objectives. The library of National Commission might have general goals and/or specific objectives. Otherwise, it would function in an unsystematic atmosphere; and provide random services. This phenomena has been observed by many authors. Brophy, for example, states that "without objectives the organization is liable to fail ..." (10). Since the library is involved in the chain of dissemination of information; and at the same time in the provision of appropriate services to users; its goals are expected to be both provider-oriented and user-oriented.

Up to 1992, neither the literature nor contact with the libraries, provided any information about any commission's library having general goals or specific objectives. This study is going to find out, among others, the relationship between the objectives of the libraries of the Natcoms and the services, from one side, and the users from the other; and since the objectives are vital criteria for assessing the effectiveness of a service, identification of these goals and objectives was very necessary. One of the possible methods was to analyse the literature, mainly the very official documents. The Manual Guide for National Commissions for Unesco, under the heading: 'Information and Documentation in a Natcom', gives the following paragraph:

A National Commission’s reputation is partly based on its ability to answer questions about Unesco, whether more general or in detail. It must therefore be able to store, handle and utilize a considerable amount of written documentation and information issued by Unesco (11).

To answer questions means that there should be a reference service. The term "store" indicates accumulating material for future use. In fact, the library of a
Natcom acquires (receives and selects) and keeps documents. Such outcome of these functions requires storage for future use. This implies that the material is going to be used. Usage requires the user to know what he is going to use, and where from. This leads to the term "handle", which means to manage and deal with, so the material requires organisation for easy access; and the term "utilise" means making use of such materials; i.e., to reach the users who are expected to benefit from the information. The above quoted paragraph reflects the aims of a library of a Natcom.

The Manual guide for the Arab Natcoms, also gives broad lines which can be helpful in formulating goals and objectives for this type of library. It states, among other suggested procedures, that:

the commission takes the appropriate measures to make available for the public, publications or instructional media produced by the Organisation (Alesco) and the affiliated organs through, and among other possible channels, the establishment of a library which holds books, periodicals, documents, studies and research documents, etc., published by the Organisation (Alecso); and it has to be the depository library for the publications of the Organisation. This library opens its doors for those interested, conducting studies and doing research (12).

This paragraph indicates that the material has to be both available and accessible.

The library has also to act as a channel for the exchange of information and publications, between libraries at the national level from one side, and those affiliated to the organisations, and other natcoms and those that can be reached through them, on the other side. Alecso's Manual Guide emphasises the need for such co-operation, as saying, "The library (of the natcom) should maintain close relations with the national library and other types of libraries. When this
takes place the library becomes an efficient partner in the FARABI (network) System for making information available" (13). This theme is emphasised by Unesco as well. Article II.e of the Charter of National Commissions for Unesco states that the commissions:

provide a channel for disseminating information obtained from other countries on matters of domestic interest in education, the sciences, culture and information (14).

Logically, the library of the commission is the section of the commission which is concerned for the exchange of such material and information.

One of the recommendations pointed out in 136th session of Unesco executive board was that "national commissions should be used as partners in the Member States, especially in the distribution of documents and publications" (15). Among the services rendered to Unesco by national commissions, as indicated in the Charter, is that the commission "disseminates information a) to the mass media and the general public, on Unesco's objectives, programmes and activities; b) to individuals and institutions concerned with any aspect of Unesco's work" (16). Alecso states that "the National Commissions provide it with information on educational, scientific and cultural events that take place at the local "national" level" (17).

The above mentioned quotations help in the formulation of goals and objectives for the libraries. The objectives are translated into functions and services. The actual services are the best indicators as to which objectives are being adopted and being carried into action. Based on the above quoted statements the following objectives were formulated, and consequently, the library of the commission is expected:
- to exchange material with libraries of other National commissions;
- to establish and strengthen co-operation with libraries and information centres at the national level;
- to keep at least one copy of documents and publications received from the Organisations for future use;
- to redistribute copies of publications received from the Organisations to concerned bodies in the country;
- to provide easy and quick access to the publications available at the library of the commission.
- to increase public awareness of available materials at the library of the commission.
- to provide the Organisations with relevant information and publications of national origin.
- to advise on the easiest and quickest way of getting publications and information from the Organisations.
- to publicise information relating to the activities of the Organisations and their fields of competence.

3.2.1.4 Resources
In order for a library to carry out its informational role effectively; resources (input factors) should be available and utilised in the appropriate way, and within priorities to achieve a list of specified objectives. Accordingly, and as an output, the library provides certain services to certain categories of users to satisfy their needs. Although many studies, are trying to 'ignore' the input factors, still they have their impact on the output. Thus, sufficient and good quality of resources with good management would yield better output. The Unesco manual-practical guide stresses the need for the library, and its resources, as saying:
documentation and reference capacity with qualified staff and a good amount of accessible space are a must, even for a small Natcom ... (18).

This means that in order for a commission to carry out its informational role effectively, it should have a library managed by professional librarian(s), and sufficient accommodation to provide physical accessibility. At their second meeting, the Arab Secretaries General stressed the need for professional librarians to operate these libraries as saying, "the best way is to establish a library under the administration of a highly qualified documentalist who can make it a means for enlightenment and dissemination of knowledge, and who support the commission strengthen its activities" (19). These two paragraphs emphasize the quality of librarians. Indeed, quality makes the difference. In such a special library, there is a need for knowledgeable proactive librarians, who can anticipate the needs of the users in a dynamic environment where material is arriving almost daily from the respective IGOs. The quality of the librarian influences the technical functions and the public services and even the recognition of the library and, consequently, the level of support which influences its survival.

One may argue and ask, what type of quality is needed? Does this special library need professional librarians or subject specialists or both? When considering such questions, one have to figure out the priorities, since there is always a cost. This type of library deals with a variety of topics in which the organisations are specialising. If one thinks of a subject specialist to operate the library, in which of the topics, would he or she be specialised? Are the commissions ready to have several subject specialists? The literature showed that they were facing staffing problems. It seems appropriate to give the priority to the professional librarian who could manage the technical functions, provide
effective public services, and maintain strong public relations with the organisations, libraries of other commissions, and the concerned institutions and individuals at the national level. Her or his role would be more effective when supported by subject specialist(s). The term "professional librarian" is used here to denote any person working in the library with no less than one academic year in library and information science. The term "manpower" includes, and in addition to the professional librarian(s), all members of staff of the library such as assistants, clerks and typists.

Collections

Unesco, Alecso, and Isesco are the main sources of material acquired in these libraries. These Organizations produce material in different physical format: printed material, non-print media in different languages. Most documents and publications issued by Alecso are in Arabic. Those published by Isesco are in Arabic, French and English.

Unesco documents and publications are in several languages, including Arabic. But most of the published materials are in English and French as they are universally oriented (20).

In order to exchange and disseminate information, Unesco helps the commissions

by providing them with documentation and information materials;
... by providing support for National Commissions in the translation, adaptation and dissemination of the publications and documents of Unesco in national languages, and assistance in the production of their own publications(21).

This paragraph gives rise to the issue of the term "documentation" which is still over debate. It also highlights the issue of repackaging of materials. For the
former, and according to Hajnal "many items issued originally as documents are later reissued as 'publications' either for sale or for free distribution" (22). He discussed this issue and found even Unesco's definition of the two terms is lacking. Schaaf prefers:

> to use the term 'documentation' as a generic one that covers both documents and publications, but, to avoid any confusion ... (he) used the word 'materials' as the best generic term covering all types of information (23).

From this perspective the term "material" is used from now on to stand for all documents, information material, A. V. M. and the like. For the latter concerning repackaging of materials, Unesco is aware of the importance of "adaptation" and "translation", which means that there is a need for repackaging of material and information to suit the readers at the national level. Unesco would provide

> support to National Commissions in having Unesco publications and documents translated, adapted and disseminated in languages other than English and French, and to assist them in the production of their own publications (24).

This implies co-operation among the Organisations and the commissions to make the material comprehensible.

Part of the materials might be redistributed, another part is kept for future use. Materials kept should match with the needs of the internal users, and be made accessible for easy use. The Organisations provide National Commissions with bibliographic tools, such as Unesco List of Documents and Publications (ULDP)(25), which provides a comprehensive bibliography of all documentation produced by Unesco. Alecso also publishes its bibliography (26), which covers
the material this organisation produces. These tools and those possible-to-exist catalogues of the libraries help the users to find the sources of required information. Can the users use these tools without the help of trained professional librarians? IGOs materials require special treatment, and their control needs highly qualified librarians with special training.

3.2.2 The Users and Their Needs

The library utilizes resources to provide services to users. Services are designed to satisfy the needs of these users. This gives rise to several questions, who are the users? What are their needs? Which services are required to match with these needs? What is the level of each service?, and so forth. According to Hopkins,

IGO documentation users may be divided into two broad groups. There are those who need direct physical access to documents or publications and there are those who simply wish to make use of the information contained in such documentation. The former category includes the direct recipients, IGO staff members, national delegations, officials of member governments for whom documents are usually working tools. Of the secondary users of IGO documentation this category includes scholars and researchers whose use of IGO documentation is for the professions ... (27).

The two categories classified by Hopkins apply to the two main categories using the material available at the library of the commission. For the purpose of this study, the term "internal users" stands for all members of staff of the commission, excluding support staff, since the study is focusing on the official use of the material. The term "external users" stands for all other users which may include institutions and/or individuals.
The needs of the users

Debate over the concept of "information need" is still going on. Various authors discussed this issue within different contexts: emotional, psychological and cognitive. The theme of "information needs and use" has been outlined in the Annual Review of Information Science and Technology by various authors.

In their review, Dervin and Nilan concluded that

new mandates for information needs and uses research have been charted. At their core is the demand for inventing new ways of looking at users and linking systems to them (28).

It seems that more research and much time are needed to come up with concrete conclusions in this regard. In her review of information needs and use, Hewins points out that:

these studies are still in the initial stages of pursuing new paradigms and theories. They still lack well-defined conceptual framework, but research seems to be progressing in that direction" (29).

Powers states that "meeting demand for a special library includes providing services that are really needed by the client, not just services that the library wants to provide. Recognising and meeting demand involves recognizing the needs for information services and the need to listen to the client and what the client really requires" (30). This shows clearly that the services should be designed to suit the user in the light of his or her needs. Baker and Lancaster state that:

needs usually fall into four major categories: 1) to obtain one or
more bibliographic items whose existence is already known; 2) to obtain one or more items dealing with a particular subject; 3) to obtain the answer to a specific factual question; 4) to locate some unspecified item (book, videotape, record, or the like) for purposes of diversion or entertainment (31).

This categorisation indicates the user's need for materials, information, and services, such as reference, circulation, current awareness and the like. The user's feeling of the need for information in the case of the libraries of the commissions, is usually influenced by the activity he or she has to perform.

Needs have been discussed in relation to various user groups, according to some major characteristic, such as specialisation, or occupation. According to line "need" is defined "as what an individual ought to have for his work, his research, his edification, his recreation, etc." (32). This term can be expressed in the 'purpose' for which a user needs material or information, usually to perform the tasks, and the need for the means by which information is provided, i.e., the 'service'. It is very difficult to draw a line between these two needs in terms of which precedes the other. Apparently, when the user wants to carry out a certain task, he or she is pushed to look for information. When he or she approaches the library or any other source(s), he or she starts the interaction with the service. The service then responds to the need. However, the service provided by the library, such as SDI, may play the role of a stimuli and energize the user to carry out a certain task. Here the user responds to the service. In either case, the library has to be aware of the tasks of a certain user to provide him or her with the appropriate service(s) and information needed to perform the task. Within this context the term "need" is used here to denote "the required information and service to assist the internal user perform his or her task".
The staff of the Commission may need information to perform several activities. They study, discuss and provide advice on the organisations' programmes, their activities and staffing. They study the documents to provide advice and technical assistance in carrying out the projects of the organisations which involve national action. They usually discuss the biennial programmes and projects of the organisations and pay much attention to those relevant to their country; or even those which are carried out at the regional level. They usually need information for the preparation and execution of such projects. They also look deeply into requests submitted by local institutions to get support from the organisations. Such requests are analysed and discussed in the light of the participation programmes and budgets of the organisations. Staff members require information for decision-making, and to carry out their daily tasks. Some commissions are active in carrying out studies and research in the commission's fields of competence, and they produce descriptive publications about the organisations and the parent commission, which involve the use of informational material.

The commission also produces informational material. They have to prepare papers for meetings and seminars. They have to submit requests about the needs of their country. They prepare lists of experts and national institutions involved in the Organisation's spheres of competence. They prepare material in the form of reports about their activities and those of the Organisations. Reports are also issued as products of seminars and conferences organised by the Commission. For the purpose of this study, the main activities are considered. The users need information to:

- conduct research;
- prepare reports;
- prepare materials for conferences, seminars, etc.;
- consult (prepare material) for decision making;
- prepare materials for publishing;
- prepare material for programmes and projects;
- get materials and information in reply to queries;
- use materials to keep up-to-date;
- use materials for translation;

In order to perform these tasks, internal users need information, and consequently use the library which has to provide appropriate services tailored to suit these needs.

3.2.3 Services Needed
In order to solve a problem, the user needs reference service to obtain specific information, such as an address, a statistic, the meaning of a word, etc. He or she may need a literature search service. The library searches retrospective and current material to identify the required information and or the items which contain the required information. The user may need a bibliography on certain topics, certain meetings, or even lists of institutions specialising in a certain field, or a list of experts on a certain topic. The library may have to compile such lists, preferably in advance. The user may not find enough time to examine all of the materials which have recently arrived, and since he or she is concerned with certain information which is relevant to his or her tasks, he or she need current awareness to keep abreast of this newly received material. Such a service usually takes the form of routing of periodicals and SDI. Some users (mainly administrators) may need abstracts of certain documents, others need translations of some documents, such as those including recommendations, and agreements.
Services to External Users
The library of the commission has to maintain close relations with external users. External users might be researchers, students, teachers, civil servants or even the layman as the libraries are expected to provide library and/or information service to them. This special library has to provide these users with at least reference and referral services.

3.2.4 Interaction (Use) and Effectiveness
Having felt the need for information, the internal user approaches the library of the commission as the nearest source, which could be located in the next room to his or her office. It might be helpful to find out who selects which path to approach the library. Among the possible paths are the telephone, personal visit, and electronic mail. The user may phone the library, visit the library or rely heavily on the librarian to send him or her the material required. The more the user visits the library the more he or she becomes aware of the available material, and there is a greater possibility for use. However, the librarian has to find out the most suitable mode (the way the user usually approaches the library to get the material or information needed) the user favours.

The library has to make the material available and accessible. It has also to increase interaction through the increase of exposure, mainly through the provision of a current awareness service. From another angle, interaction depends on the user as well, whether he needs information from the library or not, whether he feels that need or not, whether he is ready to pay the required cost, ie effort and time, but usually at no financial cost. In the situation of such a specialised library, interaction may be affected by one or more of the attributes of the library and/or of the user. The more successful the interaction with the least frequency of problems, and at the least cost, the more effective the library is.
3.2.4.1 Effectiveness: Purpose and Definition

The definite objective behind the assessment of the effectiveness of library services, is to identify the problems and their causes. Such diagnosis should be followed by recommendations and plans for improvement. Since the input, output, and the needs of the users all influence the interaction, there was a need to consider all these dimensions in the assessment of the effectiveness of these libraries. Before going any further, it seems necessary to find out what the term "effectiveness" means. According to Unesco "Effectiveness is a measure of the relative degree to which an activity or a project or a programme is successful in achieving its objectives" (33). This definition stresses the need for the identification of the objectives of the library. Lynch defines the term ‘effective’ as "something which does well that it is supposed to do" (34). This also implies the pursuance of objectives. Baker and Lancaster discuss effectiveness, and review the main relevant literature. They state that "effectiveness must be measured in terms of how well a service satisfies the demands placed on it by its users" (35).

For the purpose of this study, ‘effectiveness’ is considered to be "the extent to which the library achieves its objectives, and satisfies its users". This definition applies to this type of library for the following reasons:

a) these are special libraries which perform to achieve certain objectives. Such objectives should satisfy the needs of the parent commission and the Organisations (which are formed of representatives of the Member States themselves). Such needs are satisfied when the library accomplishes its objectives. Although dissemination of information and material is totally left to the Commissions and their libraries, still there should be some commitment towards the providers of material; as they expect support to accomplish their objective concerning the dissemination of information.

b) User satisfaction gives an indication of the quality of the services provided. The level of satisfaction is usually influenced by the degree of user expectation. Such a level is not always clear enough.
c) When the focus is placed on the achievement of objectives, while not considering the needs of the user, there is a possibility that the level of use decreases. In this type of special library providing free of charge services, when the focus is placed on the user only, there is a need for very flexible objectives, with a great deal of resources to satisfy his or her needs. These needs may conflict with the priorities given to the objectives by the library. Has the library to open 24 hours a day? Has the library to lend reference books? Has the library to sacrifice a certain item to X department in the ministry of education, for example. When this takes place, satisfying this departments' need comes into conflict with the objective "to keep at least one copy ...". In fact there are two needs: the need for the accomplishment of the objectives within their priorities and available resources, and the need for satisfying the user’s needs at the same time.

d) combination of more than one criteria leads to a clearer view, and limits subjectivity, and checks validity. Effectiveness is related to the interaction between the user and the services. They are both influenced by other factors such as input personal and work factors. Within this perspective, this study has considered all variables provided in Figure 3.

3.2.4.2 Indicators of effectiveness
This study has placed the focus on a group of libraries rather than a single library. Thus, general indicators have been considered, The literature provides a variety of indicators, and the approaches to employ them. Some of the recent works are considered. Service effectiveness measures according to King Research Ltd are "amount of use, users’ perception of attributes, user-expressed satisfaction, user-indicated importance, purpose of use, and consequences of use" (36). Although their work considers public libraries, still the main indicators apply to the special library as well.

According to Van House, Weil and McClure,
range of factors, including the library’s goals, the current circumstances of the library and its environment, the users, the manner in which the measure was conducted, and how the data were collected (37).

The above statement indicates that various factors have to be taken into consideration when evaluating the effectiveness of a library mainly (i) the objectives of library services as criteria for evaluation, (ii) the environment of the library (input, output and management), and (iii) the users and their needs. Various measures would give more valid results which support each other. Within this context, the study would consider the following criteria, (i) objectives of the libraries, (ii) use (interaction), (iii) problems encountered, and (iv) evaluation and satisfaction.

3.2.4.2.1 Objectives as Criteria
According to Du Mont and Du Mont:

the concept of the library in pursuit of goals (or synonymously objectives, purposes, or missions) is by far the most common and frequently discussed measure of library effectiveness (38).

Such an opinion is well-expressed by Schønburg and Line who state that it is impossible to be accountable without some assessment of whether objectives have been met" (39). Such consideration was also stressed by McClure who states that:

the word effectiveness must be stressed, as it implies the ability of the organisation to accomplish stated goals and objectives. Effectiveness asks the question what is the organisation doing? (40).
However, the goal model has been criticised by various authors. Goals are considered mainly for being not precise enough, and are never attained. While it is logical to consider the goals and objectives of the libraries under investigation, at least to know what they intend to do, and to measure what they are doing accordingly. Measuring the objectives also gives an indication of the extent to which an objective is desired to be achieved. Within this context, the study considers the importance of the objectives from the following angles; (i) to find out which objectives are being pursued, (ii) to find out the importance of an objective in relation to another priorities; (iii) to find out if the commissions and their libraries consider the same objective at the same level.

Accomplishment of the objectives require sufficient resources. Input resources usually have nothing to do with the judgement of quality. Still they are expected to have their impact on the services. In addition, the quality of processing of material and information affects the quality of the public services. A library with a larger collection and more members of staff is likely to provide more and possibly better services, but this is not guaranteed. From this perspective, the size of the collection and staff of the library have been considered in relation to their impact on the services in terms of both quantity and quality.

3.2.4.2.2 Use as an indicator of effectiveness
The more the user interacts with the services, the more exposure to information takes place. According to Baker and Lancaster:

exposure is a measure of volume of use. It is an appropriate indicator of a library’s effectiveness. Presumably, the more effective the library, the more it will be used (41).
Thus, it is assumed that the more a user uses the library, especially when there are alternatives, the more effective the services it provides.

When the degree of usage falls below a certain level the service can be judged as being not relevant, and looking for alternative channels is likely to take place. Use is not always guaranteed, especially if the need is not yet felt by the user. A pro-active library provides a continuous service of current awareness and SDI, to stimulate the need.

Factors influencing use
Many factors were found to affect use. These factors in most cases are related to availability of, and accessibility to, information. Angell et al. found that "accessibility of a source, both physical and intellectual, are major influences on its use" (42). Availability and accessibility apply to both the provider (library) and the users. The former has to make the materials at hand and comprehensible. The user has to make available the price (money, time, effort, pain, etc.), and move to the cognitive stage in which he or she can understand the information and implement it for the right purpose.

Several authors identified and discussed variables that influence the behaviour of the user. Paisley observed a variety of factors influencing information needs and use. These factors are:

1) the range of information sources available, 2) the uses to which information will be put, 3) the background, motivation, professional orientation and other individual characteristics of the user, 4) the social, political and economic systems surrounding the user, and 5) the consequences of information use (43).
Mick, Lindsey, and Callahan identified a set of variables that affect the behaviour of the user. They were grouped under the following: individual attributes, work environment attributes, and task attributes (44). Such factors were also discussed by Summers, Mathenson, and Conry who found that use of information sources by educators is the result of complex interaction of personal, professional and psychological attributes (45).

Information coming from the organisations is targeted to various audiences. This implies that the libraries have to be aware of the needs of the receivers of such material. They have to consider a variety of variables when redistributing the material. Blagden states that "in studying the message recipient one needs to consider such factors as age, education, nature of work activity, information seeking habits, stage of task. In addition to these characteristics of the recipient, one needs to take into consideration the psychological make up of the recipient (46).

In such a special library environment, the task for which the user needs information is expected to influence his or her use of material in the library. In addition, the range of subjects available at the library, mainly the organisations' fields of competence, would influence use. Slater and Fisher considered discipline and work factor in their study of technical libraries. According to them "discipline seemed to be a less powerful influence on user behaviour than employer/group or work activity" (47).

For the purpose of this study position, educational level, activity performed, topics of interest of the internal users are considered as variables that might influence the user's frequency of use, and his or her frequency of encountering problems. One important demographic variable "educational level" of an internal user may influence both his or her use and facing problems while looking for or using material or making use of the information in the library. Finding the
relationships between the personal variables and the frequency of use usually gives answer to the following questions, do all internal users use their libraries? What is the general level(s) of their use? Do any of these independent variables influence the frequency of their use? Results to such questions help detect the cause and its effect on the level of use. The theme behind this was to find out how important the library is to internal users, and what could be done to maximise use. Drawing a profile of the external users is of vital importance. Awareness of their occupation, age, sex, and education are of vital importance. Getting a frequency picture of their needs, in terms of what they need information from this library for, would help formulate the right policy for serving such users. The distance they travel to the library which is located in the capital, has to be taken into consideration.

3.2.4.2.3. Problems Encountered and Problem Solving
Theoretically, the effectiveness of the library of the natcom depends on how well it can provide its users with information rapidly and economically with the least frequency of encountering problems. The role of the library is to make available and accessible the needed material. In a special library like this, where contact among the librarian and the users is very high, the librarian has to make a comprehensive picture of the user's needs, and secure the material to match these needs. The more the material is available to the users, the more they are satisfied with the service. On the other hand, the user is likely to be dissatisfied when he or she can not find the items required. Kantor (48) pointed out four principal categories of dissatisfaction which are due to:

(1) the books never having been acquired;
(2) the books having been in circulation;
(3) the books having been misshelved, lost, etc.; and
An effective library makes the material accessible. Accessibility ranges from physical accessibility, in making the material at hand, to bibliographic accessibility, by providing tools which guide to the needed material, to intellectual accessibility which makes the information inside that material understandable. Within this context, and for the purpose of this study the following aspects and expected problems were considered:

a) The user may not be able to get the item, either because it was never acquired by the library, or it might be acquired, but on loan and not registered, or misshelved, or not yet processed. Within this context the following problem might have arisen and the user "did not find the material required". This problem would check if the expected material was available and or accessible or not. The more the users encounter this problem, the less effective the role of the library in making the material available and accessible. In this case, it is possible that:

1. the material was redistributed without taking the internal users' needs into full consideration.

2. when an item is not found, even if that item was not yet been received from the organisations, this shows that the library did not take the necessary measures to follow up and secure the needed material.

3. the material lacked effective processing and shelving.

4. the service is affected by lack of specialised personnel who could perform the processing efficiently and provided the appropriate public service.

The user might not find the material in the library, but he or she was informed, or even knew it was on loan.

In either case, this shows lack in the quantity of needed copies. This indicates that there is a need for more copies, and the need for a follow up; that is, a
request to get additional copies. This might be affected by redistribution which, in this case, has to be reconsidered.

The user may get an item, but cannot understand its contents, simply because of the complexity of the information contained, e.g., being too technical for that user to comprehend.

The problem of "got the material but was in other language(s)" is likely to exist in such libraries, as well, since they receive material in different languages. When this problem takes place, this means that the library did not repackage the material or make the necessary effort to inform the concerned bodies to prepare it in another understandable text. From another angle, this gives an indication of the educational and professional quality of the personnel employed in the commission.

The item the user requested may become available, but later than expected. In many cases the user might have taken the decision, or obtained it or the information sought from another source and consequently, no longer needs it. This also gives an indication of a failure in the system in that it could not employ the necessary communication tools to get the material at the right time.

Delivery of publications and documents is usually through service mail, and this causes delay in receipt. This problem is pointed out in the Manual Guide as saying:

> although a large part of articles and information texts of Unesco information materials are written in such a way that they remain valid for several months, the delays caused by service mail create problems (49).
According to Brittain, "Many IGO documents are written mainly for internal consumption, and may quickly become out-of-date" (50). An item could be held in some office, while those on the shelves of the library are the earlier editions, or material of the preceding conference, meeting etc. The new material is usually used between the two sessions, and later on is kept in the library. Its use could last for a few days or weeks. However, such material is likely to be used later, especially when they contain, resolutions, agreements, recommendations, conventions and standards. Delays in bibliographic tools (ULDP is quite helpful for citing the articles, meetings, etc.) hinders bibliographic accessibility. Marulli found that "delays in the publication of indexes, accompanied by the postal and supply delays noted for the documentation as whole, are another cause of difficulty" (51). For the purpose of this study the following six expected problems are formulated.

a) did not find the material required (not found);  
b) the material was out of date (out of date);  
c) the material was being used by others (being used);  
d) the material was complex in content (complex);  
e) found the material but in a different language (different language); and  
f) got the material but later than expected (late).

Such problems might be influenced by personal variable as well. The users' educational level may not enable him or her to understand the contents of certain material. Being engaged in a certain activity, or interested in a certain topic may also influence the level of his or her use.

A library service in a special library like this performs to satisfy two needs: the
need of the commission to fulfil its objectives, which in turn support the Organisations objectives at the national level, and the needs of the users.

3.3.4.2.4 Evaluation and Satisfaction

Every user sums up a picture on how he or she might assess the level of the services of the library. In the case of internal users, and since they interact with their libraries more frequently, they are likely to know what they expect from the library within available capabilities. They can usually give a general reliable assessment. Their evaluation would reflect their satisfaction as well. The satisfaction of external users would also be an indicator on the services, especially on the essential services they expect from these libraries, mainly a reference service.

According to Baker and Lancaster, "Ultimately, the public services of a library should be judged in terms of user satisfaction" (52).

This statement involves satisfaction of the needs of the users. Is the library aware of the needs? Is the library aware of the level which satisfies the user? From this perspective, satisfaction of the users is considered as one of the indicators on effectiveness of the libraries.

3.2.5 The Desired Image

By its nature, information is the main tool for the commission to accomplish its goals and objectives. In order to support the mission and goals of its parent commission, the library has to consider all parties with whom the parent commission co-operates to achieve its objectives. The commission is supporting the respective Organisations to maintain strong and useful co-operation with concerned individuals and institutions at the national level. It has also to co-
operate with other national commissions. Logically the library has to follow the steps of its parent organisation to support these roles. From this perspective, the library has to consider the parent commission, the concerned individuals and institutions at the national level and the respective Organisations, and other Natcoms:

(i) The parent Natcom and other bodies at the national level.
Having in mind that a natcom is a governmental body and performs within an official environment, the library is expected to provide services to all the members of staff of the commission. In addition it has to provide relevant services to any interested official institution or individuals at the national level. In order to convey the message of the parent Natcom and the Organisations to the public, it has to strengthen its ties with the mass media for the dissemination and publicity of available information.

1. The parent Natcom:
   For the parent Natcom, the library has to:

1.1 receive, select, request and order documents and publications which are essential for decision making and daily routines of those working for the Natcom.

1.2 organize documents and publications for official and public use.

1.3 inform interested users (internal and external) about what has recently been received.

1.4 disseminate information about the activities of the Natcom.

1.5 perform as a channel for the exchange of information and publications between the local institutions and the Organisations.

1.6 prepare documents for meetings, seminars, workshops, etc., organized by the Natcom.
2. National institutions:

2.1 provide high-quality and timely reference services to national institutions, mainly ministerial departments about the Organisations and the parent commission.

2.2 send, request, and/or advise on how to obtain information and material emanating from the organisations to concerned planners and decision-makers.

2.3 receive, collect relevant material of national origin, and send all or part of them to the Organisations and other natcoms.

3. The Public

3.1 inform the public about the activities of the parent commission and the Organisations through all possible channels, mainly the media.

3.2 provide access to material available in the library, and provide them with relevant services within priorities at least reference and referral.

3.3 assist those willing to get information and/or acquire documents from the Organisations.

(ii) The Organisations

The Organisations expect the Natcom to execute several activities, which help them carry out their programmes at the national level. The libraries of Natcoms are expected to carry out the following responsibilities:

(a) receive, and acquire material essential for the co-operation with these Organisations.

(b) disseminate information on their objectives, programmes, activities and publications.

(c) deposit and provide access to their publications.

(d) provide them with information of national origin.
(iii) Other national commissions

It is very necessary to maintain strong relations with libraries of other national commissions co-operation between these libraries, at least for the exchange of material, inter-library loan and referral purposes.

In order to play an effective role, the library has to provide an effective library and information service. Such services should be performed in pursuance of stated objectives within priorities, controlled by a clear policy. The parent commission and the national government have to supply these libraries with necessary resources, at least with a professional librarian and an assistant to carry out clerical tasks, and a messenger for the delivery of material. Sufficient space has also to be available for shelving the material and for making use of such material. Are the commissions aware of the vital importance of these libraries? Have they provided them with necessary resources? Is the extent of their current practises below, equivalent, or above the expected image? If below the expected image, What are the problems hindering these libraries in playing an effective role in supporting the mission of their parent commission? Answers to such questions are discussed in the following chapters.
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CHAPTER FOUR

4. RESEARCH METHODOLOGY

4.1 Introduction

Investigation of a research issue requires a suitable research design which assists the researcher to collect, analyse and interpret the required data. There are various types of research methods which can be used for collecting and analysing data in the field of library and information science, such as laboratory experiments, case studies, action research, surveys, and some others. The research design has to be formulated according to the objectives of the study, the population to be studied, and the resources available to the investigator.

Based on both observation of the current situation of some of the libraries of the Arab National Commissions for Unesco, and on the review of related literature, it was found that many of these libraries were facing problems. Official documents and personal contact prior to the study showed the possibility of adopting suitable solutions to improve the services of the libraries.

This situation raised the interest in this study which intended to investigate the current situation of the libraries in order to diagnose the problems and their causes, and to propose an action plan for development. Diagnosis should always be carried out against agreed upon criteria, such as standards, objectives, comparison with similar settings and the like. In addition, any earlier study on a new topic like this, has to be both exploratory, comprehensive and analytical in order to identify the variables that might be responsible for the problems.

From this perspective, it seemed necessary to compile a relatively complete picture of the libraries, focusing on the following aspects:
(i) what the libraries are intended to do (the desired image);

(ii) what they are doing (the actual image); and

(iii) the next stage was to investigate how current practices might be improved in order to move from the present situation to the desired image.

For the expected image, it was necessary to analyse the available literature and formulate a theoretical framework to identify the objectives of these libraries, required resources and the appropriate services which have to be designed according to the needs of the target audience (users). This framework also helped in the identification of the main variables and the relationships among them. For both the actual and expected images, there was a need to survey both the libraries and the users. The libraries have to be considered since problems may result from insufficient resources, and/or from lack of appropriate management to control these resources.

The design or development of any service should consider the needs and behaviour of the user. It was found reasonable to involve the users in this study, since:

(i) the user is the best person to provide subjective judgement on the quality of the service.

(ii) the problems can be identified from the user’s perspective.

(iii) understanding the behaviour of the user would help maximize exposure to information.

For this purpose, data was collected by various means to serve the objectives of this investigation, which tended to cover this topic from various angles. Thus, and in addition to conclusions derived from the literature analysis considered in Chapter two, and in order to fulfil the objectives of this investigation, a survey
was carried out to gather the required data from both the libraries and the users. According to Busha and Harter by the survey method three broad categories of information are normally gathered and reported:

(a) existing library conditions; (b) comparison between present conditions and desired standards or goals; and (c): suggestions for the improvement of existing conditions (1).

The primary tool for collecting data was a self-completed questionnaire. The questionnaire technique seemed to be the most appropriate means for collecting the required data for this study because it provided greater access to the libraries of the commissions scattered in a wide geographical area (20 countries), at a relatively low cost. Several questions appearing in the questionnaire were based upon similar studies and observations. In order to overcome some disadvantages of this technique, it was supported by interviews, visits and direct observations to some libraries.

4.2 The Questionnaires
Three questionnaires were designed to collect data from three groups: the libraries, internal users, and external users. In addition, a fourth short questionnaire was designed to solicit data from the Secretaries General for macro evaluation purposes.

4.2.1 Development of the Questionnaires
The three questionnaires, which were initially designed in English, were translated into Arabic to overcome the expected problem of misunderstanding, since most respondents might not be fully articulate in the English language,
which might affect the responses to the questions. The Arabic version of the questionnaire was revised with the assistance of Arabic language specialists. Slight corrections were made. Then it was referred to two specialized persons in library and information science, to check if the translation was clear, and that the used terminology gave the required meaning. It was found that the questions were clear, and could measure what they had been designed for.

4.2.2 The Pilot Study

In order to test and polish the questions, a pilot study was conducted in Qatar in November and December, 1992. The pilot study covered both questionnaires of internal and external users. It was carried out in the library of Qatar Commission. The other libraries were not involved in this pilot survey, for fear that the commissions might believe, in the final survey, that they had already answered the questions. The questionnaire which was designed to collect data on the organisational aspects of the libraries was discussed with two librarians from the National Commissions who attended an information training course held in Doha late 1992.

4.2.3 The Final Version of the Questionnaires

Based on the results of the pilot study, some modifications were made; and the final version of the questionnaire was approved by the Supervisor and adopted for the survey (appendices 1-4).

4.2.3.1 Questionnaire 1: the Survey of Library Organisation

Questionnaire 1 (Appendix 1) was produced to obtain a profile of the libraries. It served to collect data on the input and output factors which were implemented in the final analysis to determine the adequacy of the services and the resources.
This part comprises fifteen questions, divided into three sections, intended to collect information on:

(i) the present basic informational services of the libraries of the commissions. The information sought was about their basic informational role as receivers, redistributors, depositors, publicisers, and providers of information. This part also was intended to obtain data on the commissions as producers of material. All these attributes would provide a picture on the sources of material, and factors affecting the size of the collections. Collected data also showed whether the libraries were responding to the needs of the respective organisations in the dissemination of material and information they provide. Responses also gave a clear picture about the nature of flow of information through the libraries which showed an interesting model of transfer of information through such focal points.

(ii) information on the current situation of the libraries of the Commissions with regard to their input factors, objectives, and resources (staff, collections, and equipment).

(iii) quantitative data on the numbers of the public services they provide, and to which categories of users. Although the data here is descriptive in nature, as it provides a frequency picture of the objectives, resources, and services, still they were implemented for further discussion when combined with other data obtained from other questionnaires or interviews.

Population
Questionnaire 1 was addressed to all of the Arab National Commissions for Unesco, i.e., to the whole population of respondents. The population here was 20 Commissions; as there were 20 Arab countries members in Unesco when this questionnaire was distributed. The researcher conducted the study in Qatar personally. The persons in charge of the libraries of the Arab Commissions, were requested to administer the questionnaires on behalf of the researcher.
4.2.3.2 Questionnaire 2: The Survey of Internal Users

Questionnaire 2 (Appendix 2) was designed to obtain data about the members of staff (as internal users). This questionnaire comprised of 11 questions. The first two questions provided a profile of the characteristics of these users. Data obtained included their position, educational background, their fields of interest, and the activities for which they needed information from the libraries. Questions were also asked on, their frequency of use of the material, frequency of encountering problems, information seeking pattern, and attitudes toward the existing services. They were also asked to evaluate the present services. These variables and their relationships are shown in Figure 4-1.

Population and Sample

Questionnaire 2 was addressed to all members of staff of the commissions. The questionnaire was administered by the respective library of the commission on behalf of the researcher. Preliminary discussion with the librarians showed that the numbers of staff members of Natcoms varied considerably from one commission to another. In order to solve this problem, a solution was that for any commission which had a membership of 20 or under; the whole population would be sampled, while for a population which was more than 20, a random number of 20 would represent the population. This number was taken into consideration, during the meeting of some librarians, who attended a training course in Doha, 1992. The average number of the staff members of their Commissions was 20.

4.2.3.3 Questionnaire 3: The Survey of External Users

Questionnaire 3 was addressed to the External Users. The objective of this part was to know who the external users are, in order to obtain data for independent variables, such as occupation, sex, age, educational background, and the distance
they travel to the library of the commission. It was also intended to find out how these users had known about the service, their information needs; and to what extent they were satisfied with the existing service(s). It also intended to solicit information on the problems they usually encountered when using these services. The variables and relationships are provided in Figure 4-2.

Population and Sample
An expected problem was that the numbers of external users, who were from outside and not working for the Natcom, differ from one library to another. There also seemed a need to draw a random sample. It would have been easier to draw out each sample from the records, if the libraries kept appropriate records and statistics. But after contact with several librarians, it was found that their libraries kept no registers of their external users; who were described by some libraries as "occasional users". The problem relating to the size of the sample of this category of users of these libraries in 20 countries, was to determine the exact size of respondents from the aggregate population of users in each country. The second problem was how to draw samples of users of the individual libraries. The third problem was that the researcher would not be physically present in all of the countries to be surveyed.

In order to overcome such problems, the librarians were requested to hand this questionnaire to external users who visited the library in the first week of April, 1993; i.e., at the start of the whole survey.

For the size of the sample of external users, the same principle as for the internal users, was applied. If the number was, or less than 20, the whole population would then be sampled. If the number of visitors in that week exceeded 20, a random number of 20 would also represent the population.
4.2.3.4 Questionnaire 4: Macro Evaluation
A short questionnaire (appendix 4) was designed to obtain information from the Secretaries General on how they viewed the extent to which their libraries had accomplished their objectives. Several attempts were made to get the required data from the Secretaries-General and/or their assistants. Only a few were approached by telephone. It was found more applicable to meet them in one of their conferences. A Conference for the Secretaries General of the Arab Commissions held in Amman, July, 1994 provided an excellent opportunity for collecting the required data. The questionnaire was supplemented by interesting interviews at the same time to get more necessary information. 15 Secretaries-General were approached for this purpose.

4.2.3.5 Administration of the First Three Questionnaires
The questionnaire(s) were mailed (registered letters, from Doha - Qatar) in March 1993 to all Arab National Commissions for Unesco, as this part of the year seemed to be a suitable time, for there were no common vacation periods or conferences where the respondents are usually away from work. It was addressed to the Secretaries-General of 19 Arab Natcoms; in addition to that copy of Qatar. A covering letter which briefly explained the purpose of the study, and how to administer the parts of the questionnaire, was attached. In order to have some official backing to the survey, another cover letter with a letterhead, signed by the Assistant Secretary-General of Qatar Commission, also accompanied the questionnaire. This letter, which was addressed to the secretaries-general of the Natcoms, requesting assistance for the administration of the questionnaire, did lend some authority to the survey.

Follow Up
An interval of two months was given before follow-up letters were sent in
May, 1993. In fact, only a few libraries responded by that time. The Assistant Secretary-General of the Qatar Commission was requested to contact the Natcoms which had not sent their replies, and to encourage them to respond. He did phone several Secretaries-General requesting them to respond as soon as was possible. In order to increase the response rate, an official letter was sent, through Qatar Natcom, to the Director of the Coordination Centre of the Arab Natcoms (Rabat - Morocco), late May, 1993; requesting them to urge the Natcoms to respond to the questionnaire(s). The Centre did send them such a letter, which in fact had increased the rate of response.

By the end of June, 1993, the response rate was about 50% only. Reminders to those natcoms which had not responded, were mailed in July, 1993. A training course being held for librarians of the Arab National Commissions, organized by Alecso in Tunis - July, 1993 provided a good opportunity to interview the librarians. This course, which lasted for 10 days, was quite helpful for this study. In addition to the valuable interviews, the first part of the questionnaire was collected from four librarians who had not responded by that time. Many of them were handed extra copies of questionnaire 2 as well, to increase responses. The Director of Alecso Department of Documentation and Information was requested to urge those participants to distribute those copies to internal users of their respective libraries and to collect and mail them back. In fact, his request increased the response rate for Part 2 of the study.

In addition, personal letters were sent, telephone calls and telefaxes were made, to collect and verify data. The study of the Qatar library was conducted by the researcher himself. He could also participate in carrying out the survey in Tunisia. The collection of replies to the three questionnaires lasted for about nine months.
Response to the three questionnaires

The response rate for Questionnaire 1 was 95%, as the data from 19 libraries out of 20 was collected. The registered letter addressed to the commission of Somalia could not reach its destination, and was returned, as there were no flights, at that time of conflict, to this country. Unfortunately, no Somali representatives were met, neither at conferences nor at the training courses the researcher attended.

For Questionnaire 2, 178 replies were sent back, representing about 71% of the actual population of 252 members of staff of the Commissions (Table 4-1). 170 cases were used.

For Questionnaire 3, only 104 replies out of 131 expected visitors to the 15 libraries which responded. The libraries of four commissions (Algeria, Kuwait, Morocco, and U.A.E.) sent no responses of external users. Some of the provided reasons were that either they had no visitors to their libraries in that particular week, or that they rarely served such users. 98 cases were included in the sample representing about 75% of the total estimated numbers of visitors to the 15 responding libraries.

4.3 Visits and Interviews

For such an investigation, it was very important to have some first-hand knowledge, through direct observation, about the libraries, their users and services, and the problems they usually encountered. From this perspective, the researcher grasped the opportunities to interview as many respondents as possible especially where they could be met in groups, especially when they assembled for training courses or conferences. The interviews, which in fact, complemented the questionnaires, were quite helpful for:
(a) getting data which was missing in the returned questionnaires.
(b) verifying data which was confusing or misplaced.
(c) getting additional data, needed for the study, mainly probing in-depth information about the existing problems. In addition, opinions of the users and their expectations to solve such problems were obtained.

In Qatar, and in addition to data collected through the three questionnaires, interviews were conducted with 10 internal users and other ten external users. Eleven librarians of the Arab National Commissions, or those in charge of the libraries were interviewed. These respondents were participating in a training course held in Tunisia in July, 1993. A visit to the Tunisian National Commission and its library took place, on several days. Such visits made it possible to interview six members of staff of the Tunisian Natcom, as internal users.

Another interesting opportunity was that an information seminar organized for librarians of the Arab commissions, organized by the Oman Natcom in cooperation with Unesco, took place in Muscat early December, 1993. Seven librarians from seven Arab commissions who participated in this seminar which lasted for three days, were interviewed. It was an opportunity to visit the Oman National Commission and its library. In addition interviews with 8 members of staff of this Commission took place. Among other commissions visited was the Jordanian National Commission, where five members of its staff were interviewed.

4.4 Data Treatment and Analysis
Descriptive statistics were applied to all variables to obtain frequencies and percentages in order to establish the general features of the profiles of both the libraries and the users. Relationships between these frequencies were discussed,
where appropriate, for comparison purposes. Relationships between the dependent and independent variables were discussed and analysed for detecting causes and effects. The main purpose of analysis was as follows:

(a) To observe the level of importance given to a certain objective by each library. The values assigned by the libraries to a certain objective on the five point scale, were summed up and divided by the number of the libraries to get the mean for that certain objective. The means of all of the objectives were ranked to determine their priorities.

The objectives were assessed on a five-point scale by the Secretaries-General. Each value provided to an objective reflected the extent to which certain library had accomplished that objective. Converting this value into percentage indicates the level to which it was achieved on the 100% scale. In addition, the mean of the scores assigned by all of the SGs to a certain objective gave it its average value on the scale. This value was converted into a percentage to show that the level of accomplishment of that certain objective by all of their libraries on the 100% scale. In order to check if the libraries were pursuing a certain objective, corresponding services were identified and matched.

(b) To observe the frequencies of the basic services the libraries have to carry out. They are expected by the organisations to receive, redistribute, deposit, publicise, and provide them with information and materials. In addition, the study intended to observe if there were any significant difference between the frequencies of public services provided to both internal and external users.

(c) To test the hypothesis on the frequency of use of material in the library made by internal users with respect to the following independent variables: position, educational level, need for information (to perform activities), and their fields of interest. Chi-square test was implemented to identify any difference in the frequency of use made by any of the above independent variables.

(d) To observe the frequency of internal users using the library as a channel, among other possible channels, for getting information from the Organizations, with respect to their independent variables.
To test the hypothesis on the internal users' frequency of encountering problems in order to observe whether this frequency was influenced by any of their independent variables. In addition, the study intended to find out whether the following existing resources: (i) numbers of professional librarians, (ii) number of volumes of books and, (iii) numbers of titles of periodicals had any effect on the frequency of encountering problems. The level of encountering problems explains how much the libraries have done to make the material available and accessible. For the purpose of further analysis the following variables were treated as follows: "numbers of books" were assigned values from 1 to five, where 1 stands for 1000 books or less, 2 = 1001-3000, 3= 3001-5000, 4=5001-7000, 5=7001 or more. While the values for "numbers of periodicals" were as follows, 1= 1-50, 2=51-100, 3=101- 150, 4=151-200, 5=201 or more. The numbers of "professional librarians" and numbers of "services" provided remained the same.

To identify the degree of importance of certain services to the internal users, with the intent to take them into consideration when a plan for improvement is suggested. Appropriate services were ranked by internal users on a three point scale. Means of each service were computed and ranked in order of priority.

To observe response frequencies of the internal users' evaluation to the services, on a five point scale ranging from poor to excellent.

To observe how the external users knew about the services of their respective libraries, which would help in suggesting ways of effective publicity.

To test the hypothesis on the external users' frequency of use in order to observe if their frequency of use was influenced by any of their independent variables: occupation, sex, age, educational background, distance, topics of interest, and their needs for information (see Fig. 4-2).

To observe the degree of satisfaction of external users with the services on a five point Likert type scale.
The data were processed by the use of the Statistical Package of the Social sciences (SPSS). Results of statistical tests were used to compare the frequency, percentages, and means between various variables. Relationships between the variables were analysed by detecting the causes of significance. The Chi-square test, with the level of significance from .01 to .05, was used where appropriate to test the agreement and differences between the variables. This test was found to be the most appropriate one for the purpose of analysing the data of this study which included both nominal and ordinal data. For "comparison between attributes and attributes", according to Line, "the usual test is the one which is the commonest and most useful of all significant tests the X2 (Chi-squared) test" (2). Spearman's correlation coefficient (r) was also used to test the relationships between the variables. According to Hollander and Wolfe, "Spearman's r can be shown to be the classical sample correlation coefficient applied to the rankings of the X and Y observations within their respective samples" (3). In order to test the impact on certain resources on the frequency of encountering problems by internal users, Spearman's correlation test was used. According to Busha and Harter, "Nonparametric correlation methods are used when the data in question are ordinal - rank or categories. To illustrate the latter problem, suppose that the academic libraries within a particular geographic area were ranked according to (a) holdings, and (b) number of professional librarians employed. These ranks are ordinal data, and the relationship between these two sets of rankings would be assessed with nonparametric correlation methods such as Spearman's rank order procedure" (4). The library resources were converted into values on a ranking scale ranging from one to five.
Figure 4.1 Variables of internal users

Independent variables

Position:
- administrators
- non administrators

Topics of interest:
- education
- culture
- science
- com. & info.
- other topics

Educational level:
- postgraduates
- undergraduates
- non-graduates

Activities:
- research
- decision making
- reports
- conf. & seminars
- prog. & projects
- publishing
- replies to queries
- keep up-to-date
- translation

Dependent variables

Frequency of use:
- no or limited
- moderate
- heavy

Problems:
- not found
- being used
- out of date
- language
- complex
- late
Figure 4-2: variables of external users

- Independent variables
  - occupation
  - sex
  - age
  - educational level
  - topics of interest
  - distance

- Dependent variables
  - Level of use

Table 4-1: Population and Sample of Internal Users

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<th>RESPONDENTS Numbers</th>
<th>USED</th>
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<td>08</td>
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<td>NC 19</td>
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</tr>
</tbody>
</table>

**TOTAL** 252 178 170

96
Table 4-2: Population and Sample of External Users

<table>
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<th>RESPONDENTS Numbers</th>
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</tr>
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<td>NC 06</td>
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</tr>
<tr>
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</tr>
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<tr>
<td>NC 15</td>
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<td>NC 16</td>
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</tr>
<tr>
<td>NC 19</td>
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<td>02</td>
<td>02</td>
</tr>
<tr>
<td>TOTAL</td>
<td>138</td>
<td>104</td>
<td>98</td>
</tr>
</tbody>
</table>
References


4. Busha, ref., 1, p. 278.
CHAPTER FIVE

5. SURVEY OF THE LIBRARIES: LIBRARY ORGANISATION

5.1 Introduction
This chapter examines the present situation of the libraries of the Arab National Commissions for Unesco from an organisational perspective. The focus is placed on the identification of what the libraries are intended to do (their objectives), what they are doing (the current practices), and the level of these practices.

The objectives of the libraries, their resources and services have been discussed. The relationships of these elements, have yielded useful indicators on the strengths and weaknesses of the libraries. However, these issues are reconsidered when analysing the findings of the survey of the users.

5.2 Goals and Objectives of the Libraries
As an organisation, a library, whatever its size, should perform in the light of a written policy with clearly stated objectives. From this perspective, the study intended to identify the objectives of these libraries. Identification of the objectives helps in:

(i) matching each objective with its corresponding service(s);
(ii) using them as criteria for assessing these services.

Evaluating an activity requires clear knowledge of what it is intended to do. Thus, it is necessary to identify the objectives before talking meaningfully about the effectiveness of the library and information services of the Commissions.
However, in order to identify the main common objectives of these libraries, a relevant set of objectives derived from the mission of the commissions and from other official documents produced by the respective Organisations and Commissions was formulated. This issue was discussed earlier (3.2.1.3). It was necessary to come up with a list of objectives which were acceptable by all or most of the libraries. Thus the formulated objectives were corporate continuing objectives which apply to all of the libraries. These objectives were found applicable by two other professional librarians from two other commissions in 1992. It was necessary for the majority of the libraries and their commissions to validate the set of objectives, before considering them as a tool for assessment. During the survey, the librarians were asked to discuss these objectives with the top management, and to rank them in order of importance. Respondents were given space to add any other possible objectives. No other objectives were added. When interviews took place with the librarians, it was found that these objectives were discussed by the librarians and the Secretaries-General and or their assistants. In fact, in such a bureaucratic environment, the librarians had to consult top management on these issues. Responses to the objectives, their importance, and priorities are summarised in Table 5-1.

Table 5-1: Weight given to the objectives

<table>
<thead>
<tr>
<th>Objectives</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To exchange material with other libraries</td>
<td></td>
<td></td>
<td>2</td>
<td>5</td>
<td>12</td>
</tr>
<tr>
<td>2. To establish and strengthen co-operation</td>
<td></td>
<td></td>
<td>1</td>
<td>7</td>
<td>11</td>
</tr>
<tr>
<td>3. To keep at least one copy of documents</td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>4. To redistribute copies of publications</td>
<td></td>
<td></td>
<td>1</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>5. To provide easy and quick access</td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>6. To increase public awareness</td>
<td></td>
<td></td>
<td>4</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td>7. To provide the Organisations</td>
<td></td>
<td></td>
<td>6</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>8. To advise on getting publications</td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>9. To publicise information/Organisations</td>
<td></td>
<td></td>
<td>2</td>
<td>7</td>
<td>10</td>
</tr>
</tbody>
</table>

1 Interview with the librarians of the Egyptian and Libanese commissions.
Importance of the Objectives and Their Priorities

The importance of the objectives as perceived by all of the libraries and their commissions, (the term library will be used from now on) was as follows:

Objective (no. 1) *To exchange material with libraries of other National Commissions.*

Ranking of this objective would show the degree of importance perceived by the libraries towards co-operation among them. Respondents were asked to rate this objective (the same applies to the other objectives) on a five-point Likert type scale. Two of the libraries considered this objective of moderate importance, five considered it of great importance, and twelve considered it of very great importance. On average this objective was found very important since it got a mean of 4.526 (Table 5-2). It ranked fourth among the other nine. This result indicates that the libraries stress the need for strong co-operation.

Objective (no. 2) *To establish and strengthen co-operation with local libraries and information centres.*

This objective was designed to find out whether the libraries of the commissions intended to link other libraries at a national level with their activities, and the extent to which they were ready to involve libraries in the dissemination of information. Two libraries viewed it as of moderate importance, seven considered it of great importance, while 12 considered it of very great importance. This objective ranked equal fourth, and had the same total score and mean as the previous objective. This result indicates that the libraries are aware of the importance of maintaining close relations with other libraries at the national level.
Objective (no. 3) *To keep at least one copy of documents and publications received from the Organisations for future use.*

This objective was intended to find out if the libraries were involved in depositing material received from the Organisations. One library considered it of moderate importance, two viewed it as of great importance; and sixteen believed it was of very great importance. This objective was ranked first and given top priority. This result shows that the libraries consider availability of materials as a very important element. Depositing material increases the size of the stock, and supports availability of materials in the libraries. It also gives indication on their need of such material.

Objective (no. 4) *To redistribute copies of publications received from the Organisations to concerned bodies in the country.*

This objective intended to find out the level of their intent to redistribute materials to other institutions. One library found this objective of moderate importance, six of them considered it of great importance, and 12 of the libraries considered it of very great importance. This objective was ranked third among the other objectives. This result indicates that the libraries stress the importance of dissemination of information to target groups in the member state.

Objective (no. 5) *To provide easy and quick access to the publications available at the library of the National Commission.*

This objectives shows the degree of their commitment to prepare the materials for future use. The majority (16 out of 19) of the libraries considered it of very great importance. While two libraries gave it the degree of great importance,
only one library considered it of moderate importance. This shows that the commissions and their libraries are aware of the importance of making the materials accessible. This objective was ranked first, since it got a total of 91 score and a mean of 4.789. It is observed that both objectives concerning availability and accessibility were given the first priority.

Objective (no. 6) *To increase public awareness of available materials at the library of the National commission.*

Acquisition of material is worthless, unless it is used. Users should be aware of what is available. Four libraries found it of moderate importance, three found it of great importance, and twelve viewed it as of very great importance. It was ranked seventh.

Objective (no. 7) *To provide the Organisations with relevant information and publications of national origin.*

The libraries are expected to send material originating from the member states to the Organisations. This objective was considered as of moderate importance by six libraries. It was found as of great importance by six other libraries. This objective was viewed as of very great importance by seven libraries. This objective was ranked ninth.

Objective (no. 8) *To advise on the easiest and quickest way of getting publications and information from the Organisations.*

While 10 respondents considered this objective of great importance, the other
9 considered it of very great importance. This objective was ranked sixth among the other objectives. This shows that the libraries are aware of the need for providing a reference service (directory and bibliographic information) about the material produced by the Organisations.

Objective (no. 9) To publicise information relating to the activities of the Organisations and their fields of competence.

In addition to publicising the publications of the Organisations, the libraries are expected to publicise information about their aims, programmes and activities. The study has revealed that two of respondents considered this objective as of moderate importance, seven of them found it of great importance, and more than half of them (10) viewed it as of very great importance. This objective was ranked seventh.

The data (Table 5-1) show that all of the objectives were ranked positively as most of their values scored 4 and 5 points on the 5-point scale. This indicates that the libraries are aware of the importance of these objectives.

However it would be more applicable to find out the ranking of these objectives as depicted in Table 5-2.
Means of all of the objectives show that they were, on average, ranked between 4 and 5, on the five-point Likert type scale. This indicates that they were considered more than important. A library may stress more or less any of these objectives. However, no library gave any of the objectives (Table 5-1) a value of less than 3, which means that all of the libraries found each objective as being at least of moderate importance. Thus, the assumption regarding the importance of these objectives becomes a valid conclusion in that all of the objectives are applicable for all of the libraries. Thus, they should be considered in some way or another by all of the libraries, as the basis on which the commissions and their libraries can formulate more specific objectives to carry out more specific programmes. Discussion on the objectives is provided later in this chapter.
5.3 Resources

Accomplishment of objectives requires sufficient resources. Input factors influence use and, in turn, the effectiveness of the libraries. In order to identify the available resources in each library, in terms of staff, collections, equipment, etc., respondents were asked to provide data on these elements. Each of them is discussed separately and the results were as follows:

5.3.1 Staff

The survey has revealed that 7 libraries out of the 19 were functioning without professional librarians. The total number of staff ranged from one non-professional person working with a part-time assignment to seven persons acting on a full-time basis of whom six were professional librarians. 10 libraries were supported by full-time or part-time typists. No other categories of staff were mentioned. Table 5-3 shows the distribution of (20) professional librarians in the libraries.

<table>
<thead>
<tr>
<th>Professional Librarians</th>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
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<td>2</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

It was observed that the higher the number of members of staff the commission had, the higher the number of professional librarians. Spearman correlation coefficient was computed, and the result was \( r=0.69 \), with a significance level of 0.001. For example, in one commission (Egypt) with the highest number of
members of staff (60), there were six professional librarians. Two professional librarians were found in libraries with 15 members of staff or higher (Kuwait, Qatar and Yemen). No professional librarians in the majority of those with smaller size of staff. It is worth mentioning here that the Organisations recommend that the Member States employ sufficient members of staff in their commissions, which is necessary for these commissions to co-operate effectively with three IGOs (Unesco, Alecso, Isesco).

The observed difference in the size of manpower between the libraries was great. However, having at least one professional librarian is a must for any type of library. According to Christianson, King and Ahrensfeld, "the minimum staff recommended for the library is one professional librarian and one clerical employee (1). It can be argued for such a small library to have only one librarian and this does seem to predominate in many special libraries. But it was observed that many libraries were functioning without professional librarians at all. The libraries of the commissions were facing a crucial problem in terms of manpower. Lack of professional librarians affects the quality of both technical and public services, especially in these libraries. This is quite true since the commissions themselves are information organs, and all of their work is based on utilization of information. It was also observed that the librarians could perform many activities related to the work of other sections of the commissions. This might be the cause of some complaints of professional librarians that they were doing additional work for the commission rather than for their libraries.

When interviews took place with the librarians; three of them stated that:

we are not only facing the problem of understaffing, but we have to carry out duties that should be done by other sections. Sometimes we feel that we are working for such sections rather than for the library.
They also mentioned that their work for their libraries gets the second priority after dealing with tasks pertinent to their commissions. Two professional librarians put it the other way that, "in addition to activities for the commission, we secure little time for the library". Such situations seemed to apply to the other libraries, since the majority of the commissions themselves suffered from lack of human resources. They also complained that they had low status. In many cases their requests to improve the situation of the libraries were not approved. The libraries' needs, were the last and the least to be discussed. This was the case of the majority of librarians, working in the public sector, in the Arab countries which negatively influences their interest to continue their work. One important observation when the latest training courses took place was that those who were in charge of the libraries, were not those librarians or persons in charge of the libraries a few years ago. No more than one third of the librarians were found to have continued their work as librarians at their commissions. It is very important for the commissions to encourage their librarians to continue their work in this type of library, as they learn much through experience in the subjects, the layout and organisation of material, and the appropriate ways for the communication of information.

Training of librarians

Working for a library of this type requires special training on how to deal with both technical and public services. The main purpose of staff training is to improve the productivity of the librarians by learning new skills or reinforcement of such skills. Librarians in this type of library require special training on how to deal with IGOs material and how to use the available bibliographic tools, such as Unesco List of Documents and Publications (ULDP), which is a valuable tool for retrieval of citations of all material produced by Unesco. Opportunities for joining training courses are available through Unesco and Alecso. Through experience (the researcher had the
opportunity to join such courses as a trainee and as a trainer), it was observed that:

1) although the Organisations set some criteria for trainees, it was observed that a high percentage of those nominated by their national commissions knew little about the profession.

2) those who were required to come for a complementary course were usually replaced by new ones.

3) The courses were short. For example, a course organised by Alecso 1993 only lasted for 10 days (2). When considering that many of the librarians needed more practical skills (managerial, technical, newer technology), one would think they needed longer periods of training.

4) Although those who gave the training were experts in library and information science, still they were not very familiar with the specific requirements of such types of libraries.

5) The commissions did not support their librarians. They relied heavily on the Organisations for such training.

6) Although it was recommended that the new librarians could make use of the experience gained by the libraries functioning at a relatively advanced level, to gain practical training, such cooperation was not observed.

The professional librarian, as a human resource, is considered as a most important asset in a library and information service. Lack of professional librarians is a phenomena which predominates in the Arab Countries. There is a shortage in library schools in these countries in general; and in courses dealing with official publications as well. It seems practical to rely on training to overcome such a problem. According to Wandera (4):

Future activities of official publications training will take the form of training seminars which are still the best method that developing countries can afford. In Africa, separate courses for official publications are unheard of ....

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In any case, special courses dealing with IGOs material and investment in newer technology are of vital importance.

5. 3. 2 Collections
Information material is the backbone of the library. Some studies measured the effectiveness of the library by the size of collection it holds. As mentioned above the quantity of items in a commission's library depends mainly on how much it receives, and the amount of material redistributed.

5. 3. 2. 1 Sources of Material
The study intended to find out the sources from which the libraries received material; and whether such sources influenced their specialisation as libraries dealing with IGOs material. In addition the data served to double check the activity of exchanging material among the libraries of the commissions. The Organisations produce, books, periodicals, A V M and other formats of information material. Such material is sent to the commissions as donations, through automatic supply. It was found out that all of the 19 libraries received material from both Unesco and Alesco (Table 5-4). 17 libraries received material from Isesco, since two national commissions (Algeria and Lebanon), were not members of this Organisation.
Table 5-4: Sources of Material

<table>
<thead>
<tr>
<th>Source</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unesco</td>
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</tr>
<tr>
<td>Alecso</td>
<td>19</td>
</tr>
<tr>
<td>Isesco</td>
<td>17</td>
</tr>
<tr>
<td>Government Institutions</td>
<td>18</td>
</tr>
<tr>
<td>National Commissions</td>
<td>19</td>
</tr>
<tr>
<td>Other Sources</td>
<td>07</td>
</tr>
</tbody>
</table>

The study revealed that the libraries not only received material from the three IGOs, but also from other sources; as 18 libraries received material from their national governments. Such material is usually of statistical or informational nature. Part of it is intended to be redistributed to the Organisations and other national commissions.

All of the libraries were found to receive material from other national commissions. This indicates that the channels for exchange of material between the libraries of the commissions are open for further cooperation. Seven libraries indicated that they received material from other sources. Some of them mentioned UNICEF and the World Bank, as examples. It is worth mentioning that such material is invaluable and very necessary for development of the Arab countries. They should be disseminated through all possible channels, mainly by the library itself as a major channel, and through other institutions at the national level.

In general the material was found to be in the domain of governmental publications, and exchange of material did exist among all participants.
5.3.2.2 Depositing Material Received

Availability of publications received from the Organisations in these libraries is affected by the process of depositing such material. Libraries which deposit material issued by the three Organisations, were expected to have larger collections. From the user's point of view, when a library deposits, it is more likely to acquire the required item(s); and this also indicates that such a library committed itself to secure publications from the respective Organisations.

Table 5-5 shows that fourteen libraries deposited material received from both Unesco and Alecso. 13 of the libraries deposited material received from Iesesco.

Table 5-5: Depositing of material

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unesco</td>
<td>14</td>
</tr>
<tr>
<td>Alecso</td>
<td>14</td>
</tr>
<tr>
<td>Iesesco</td>
<td>13</td>
</tr>
<tr>
<td>Others</td>
<td>3</td>
</tr>
</tbody>
</table>

Only 3 of the libraries indicated that they deposited material received from other Organisations. In fact these libraries deposited material received from the Arab Bureau for Education in the Gulf States (ABEGS), as their commissions are members of that sub-regional organisation.
5.3.2.3. Material Produced by the Parent Commission

Members of staff of the commission consume and produce information. In addition, the commissions are expected by the Organisations to repackage information, to suit their target audience (3.2.1.4). Thus the parent commission is expected to be a valuable source for its library when it produces a good amount of material. The Commissions publish newsletters, bulletins and journal reports, and the like. They also repackage information material received from the Organisations in a format and style that suits the end-user. The library then is expected to acquire a reasonable amount of material published by its parent commission which supports the collections of the library and encourages gifts and exchange of material.

It was found that 15 commissions had produced no books in the last five years. The data revealed that one commission produced one book only, another commission produced 2, a third produced three. One commission produced 13 books in the last five years. Only three commissions stated that they had translated one book each. This indicates that repackaging of information is lower than expected. The total number of books published by all of the commissions during the last five years was 20 only.

The libraries were asked whether their commissions issued any type of periodicals in the last five years. 8 commissions had issued no such publications. 6 commissions published one periodical each. One published 3, one published 5, and another published 10 titles of periodicals. In the latest case it is reasonable to have such a number, as the commissions issue temporary newsletters covering meetings which last for a few days. However, it was observed that the more members of staff the commission had, the more they produced such information material, mainly reports. The commissions which produced 10 reports or more were found to have at least 10 members of staff. Reports, in fact, form the main part of grey literature produced by the
commissions. While twelve commissions produced no reports, seven commissions produced 47 reports, and one produced 30 reports in the last five years.

For audio-visual material only two commissions produced cassettes, one produced 2, the other 20. No cassettes were translated. It is worth mentioning here that Unesco produces many cassettes usually in English and French. Such material is very useful mainly when used for publicity purposes especially in rural areas. No any other formats of material were produced by the commissions.

It has been observed that only few commissions were involved in publishing material. The commissions need to publish material which supports its role to communicate information.

Repackaging of material received from the Organisations is necessary to suit their target audience. It is very important for the members of staff to perform their tasks, and at the same time it helps in the dissemination of information to a greater proportion of the target audience. Lack of repackaging (translations, adaptations) prevents the commissions and the libraries from developing their activities and services. This issue will be discussed in the coming Chapters. This shows that the commissions produced very little material which would not affect the amount of the material held in their libraries; or have a strong impact on their exchange of such material.

Purchase of material, was also limited. Few libraries purchased small amounts of reference material, such as dictionaries, encyclopedias, and so forth. This indicates that the main source of material was that emanating from the respective IGOs. Table 5-6 shows the numbers of books held in the libraries (broken down by languages).
Table 5-6: Numbers of books held by type of language

<table>
<thead>
<tr>
<th>Natcom</th>
<th>Arabic</th>
<th>English</th>
<th>French</th>
<th>Other</th>
<th>Total</th>
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<td>5000</td>
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<td>--</td>
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</tr>
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</tr>
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</tr>
<tr>
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<td>5020</td>
</tr>
<tr>
<td>NC 11</td>
<td>600</td>
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<td>200</td>
<td>50</td>
<td>8000</td>
</tr>
<tr>
<td>NC 13</td>
<td>5100</td>
<td>3000</td>
<td>70</td>
<td>30</td>
<td>8200</td>
</tr>
<tr>
<td>NC 14</td>
<td>3000</td>
<td>4000</td>
<td>150</td>
<td>---</td>
<td>7150</td>
</tr>
<tr>
<td>NC 15</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>4000</td>
</tr>
<tr>
<td>NC 16</td>
<td>2000</td>
<td>350</td>
<td>350</td>
<td>100</td>
<td>2800</td>
</tr>
<tr>
<td>NC 17</td>
<td>1719</td>
<td>--</td>
<td>3872</td>
<td>--</td>
<td>5591</td>
</tr>
<tr>
<td>NC 18</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>500</td>
</tr>
<tr>
<td>NC 19</td>
<td>1000</td>
<td>2000</td>
<td>200</td>
<td>200</td>
<td>3400</td>
</tr>
</tbody>
</table>

In addition to numbers of items held in the libraries, the table shows that the collections included material in languages other than Arabic. The data shows that material in English comes next to that in Arabic, followed by French, and others. Material in languages other than Arabic were found to influence use of the users as discussed later (section 6.5.5).
Apart from one library which provided no data on the numbers of books held in its collection; it is noticed that 3 libraries held 1000 books or less; and that another 3 held between 1000 and 3000 volumes. Four libraries held between 3000 and 5000 books. Three held more than 5000 but less than 7000; and only five libraries held more than 7000 but less than 10000 volumes. This is summarised in Table 5-7.

Table 5-7: Summary of numbers of books in the libraries N=18

<table>
<thead>
<tr>
<th>Numbers of books</th>
<th>Numbers of libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000 or less</td>
<td>3</td>
</tr>
<tr>
<td>1001 - 3000</td>
<td>3</td>
</tr>
<tr>
<td>3001 - 5000</td>
<td>4</td>
</tr>
<tr>
<td>5001 - 7000</td>
<td>3</td>
</tr>
<tr>
<td>&gt;7000</td>
<td>5</td>
</tr>
</tbody>
</table>

Periodicals

The total numbers of periodical titles held in the libraries ranged from 9 to 420 titles. Breakdown of periodicals by language was found to be impractical since many respondents gave only their total numbers. This also applies to the other types of material.

The numbers of volumes of books, as well as the numbers of titles of periodicals vary considerably from one library to another. This variation is well-represented in Figure 5-1 and Figure 5-2.
Figure 5-1: numbers of volumes of books in 18 libraries

Figure 5-2: Numbers of periodicals in the 19 libraries
13 libraries mentioned that they did not hold microfiche collections. Numbers of microfiches in the other six libraries ranged from 50 to 3500 cards.

For slides five libraries were found to have small amounts of slides ranging from 20 up to 800 slides. While seven libraries had no audio cassette collections; ten libraries provided that they had less than 100 each, one had 120, and another had 580 cassettes. Only eight libraries had very small numbers of video cassettes ranging from 3 up to 70 video cassettes.

Table 5-8: Numbers of Collections Held by Format of Material

<table>
<thead>
<tr>
<th>NC</th>
<th>Books</th>
<th>Period.</th>
<th>Microf.</th>
<th>Slides</th>
<th>Cassettes</th>
<th>Videos</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>5000</td>
<td>20</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>02</td>
<td>3100</td>
<td>100</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>03</td>
<td>--</td>
<td>009</td>
<td>--</td>
<td>--</td>
<td>03</td>
<td>--</td>
</tr>
<tr>
<td>04</td>
<td>8420</td>
<td>080</td>
<td>--</td>
<td>800</td>
<td>04</td>
<td>12</td>
</tr>
<tr>
<td>05</td>
<td>3140</td>
<td>260</td>
<td>--</td>
<td>--</td>
<td>50</td>
<td>20</td>
</tr>
<tr>
<td>06</td>
<td>1115</td>
<td>32</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>07</td>
<td>8100</td>
<td>420</td>
<td>50</td>
<td>--</td>
<td>--</td>
<td>20</td>
</tr>
<tr>
<td>08</td>
<td>1000</td>
<td>310</td>
<td>--</td>
<td>--</td>
<td>54</td>
<td>--</td>
</tr>
<tr>
<td>09</td>
<td>1000</td>
<td>120</td>
<td>--</td>
<td>--</td>
<td>50</td>
<td>70</td>
</tr>
<tr>
<td>10</td>
<td>5020</td>
<td>405</td>
<td>200</td>
<td>--</td>
<td>24</td>
<td>--</td>
</tr>
<tr>
<td>11</td>
<td>1200</td>
<td>015</td>
<td>--</td>
<td>--</td>
<td>30</td>
<td>22</td>
</tr>
<tr>
<td>12</td>
<td>8000</td>
<td>190</td>
<td>50</td>
<td>150</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>13</td>
<td>8200</td>
<td>320</td>
<td>590</td>
<td>750</td>
<td>120</td>
<td>40</td>
</tr>
<tr>
<td>14</td>
<td>7150</td>
<td>182</td>
<td>--</td>
<td>200</td>
<td>20</td>
<td>--</td>
</tr>
<tr>
<td>15</td>
<td>4000</td>
<td>050</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>16</td>
<td>2800</td>
<td>220</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>17</td>
<td>5591</td>
<td>050</td>
<td>3500</td>
<td>020</td>
<td>580</td>
<td>03</td>
</tr>
<tr>
<td>18</td>
<td>500</td>
<td>020</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>19</td>
<td>3400</td>
<td>120</td>
<td>100</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

Table 5-8 above shows clear variations among the libraries with respect to format of information material; and the size of the same format. A general impression which the table gives, is that the collections are small. One would
expect more material to be held as the majority indicated that they had deposited material from the Organisations, and they gave the objective concerning availability a high priority.

For books Unesco have already published thousands of titles of books. Alecso has also published hundreds titles of books. The libraries received material from other sources. While the collections held by many libraries are less than 5000 books.

The Organisations publish more than 50 periodicals; while it is noticed that 7 libraries held 50 or less titles of periodicals. One would expect that all of the libraries should have held more audio-visual materials as well.

However, one may argue that this amount of material is adequate. From this perspective these collections' coverage and relevancy, were examined in the light of clients' needs and interests. Measurement of collection in terms of availability and accessibility is discussed in detail in the following chapters.

When interviews took place with the librarians, many of them, especially those providing services to external users, complained that the collections in their libraries were far from satisfying the needs of external users. They were asked how could they fill in the gap, if an item was on demand but was not available. There was a consensus that they requested such an item from the organisations usually through the Secretary-General or his assistant. Items published in the last two years might be obtained easily usually in one copy only. Items published before two years were not easily obtained for they were usually out of stock. Many commissions relied on their permanent delegations to secure additional copies.

The Organisations expect the commissions to support them publicize their
publications and encourage their purchase. Only a few librarians mentioned that they purchased material from the Organisations; no more than a quarter of the librarians interviewed purchased extra copies. The libraries could have made use of the large discount offered by Unesco (which may reach 50%) to the National Commissions (4).

When visits took place, it was observed that part of the collections were kept in offices. Persons in charge of the libraries were asked why such a huge amount of material was kept there. Several answers were given such as, to be nearer for easier access, needed as working tools, lack of space in the library, or on loan. This gave an indication of negative aspects, that the other sections did not rely on the libraries to serve them for some reason or another; and secondly, that they believe that they had the right to receive and keep such material, since it came from the organization they were dealing with (i.e. Alecso section likes to keep publications received from Alecso, and so on). In either or both cases, the use of such material is limited, possibly to one person; and others gain no access to such items. It was observed that the collections held were relatively small. However, the users would assess whether such material was adequate or not. In the next chapter the extent to which these collections satisfied the needs of the users is examined. In addition to availability, information on how the collections were organised revealed that:

a) about half of the libraries catalogued and classified their collections. The others shelved them according to their topics and sources.

b) even those who classified and catalogued their collections, mentioned that they followed the broadest way of classification; and that a great deal of their collections was not catalogued. Two librarians mentioned that they carried out some kind of indexing, mainly for some important articles, and reports. The librarians mentioned that the material required special treatment.
For lack of trained personnel the greater part of the material was shelved according to very broad classification, since they did not have enough time. They indicated that, in addition to carrying out their activities, they were involved in other activities for other sections of their commissions. This situation was found to affect the frequency of encountering problems by the users, as discussed in the next chapters.

5.3.3 Funding

Funding

The study intended to obtain some indicators on funding. Some general information was obtained through very informal interviews with the librarians and few SGs. It was observed and, according to more than two thirds of librarians, that their libraries did not have separate budgets. This is normal in such libraries in non-profit making institutions. Some librarians mentioned that even their commissions' budgets did not include specific amounts to be allocated for the libraries' operating budgets. They also provided that the commissions requested the Ministry of Education for financing some programmes needed for the library. About three quarters of the librarians interviewed indicated that financing the activities of their libraries was allocated from the general budgets of their commissions, since they had no separate budgets from those of their parent commissions. Since many libraries were functioning without professional librarians who could prove the need for such funding, and carry out convincing programmes, to justify such financial support, the libraries were usually under-funded. Since the commissions suffered from lack of resources, their libraries, in turn were affected. This conclusion agrees with the results of a questionnaire distributed to the trainees from 16 Arab national commissions who participated in a training course organised by Alecso in 1989 (5). The results of that "survey" showed that the majority of the commissions suffered from lack of manpower and financial resources. Lack of funding was also concluded by Alecso's study (6) carried out in 1986. All this
means that the commissions have not solved their financial problems yet; and that the libraries have to suffer. This situation makes it a necessity to look for additional possible means to solve the problems of the libraries.

5.3.4 Accommodation
Data obtained from open ended questions, interviews, and direct observations, revealed that the libraries suffered from lack of adequate space. This problem affected the functions and services of their libraries. Since the majority of the libraries are located in office-like rooms, rather than having an appropriate open rectangular area which is most desirable for the library space; the librarians mentioned that this situation negatively influenced their holding of additional stock, and no reading areas were available for users. On the other hand such a situation had positively affected their basic redistribution activity.

5.3.5 Equipment
Since the libraries are involved in information transfer; the respondents were asked about their access to a set of equipment necessary for the communication of information, and to add any other possible equipment they had. The numbers of libraries gaining access to such equipment are provided in Table 5-9.
Table 5-9 Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Number of libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephones</td>
<td>19</td>
</tr>
<tr>
<td>Fax machine</td>
<td>17</td>
</tr>
<tr>
<td>Telex machines</td>
<td>13</td>
</tr>
<tr>
<td>Photocopying machines</td>
<td>17</td>
</tr>
<tr>
<td>Slides projectors</td>
<td>06</td>
</tr>
<tr>
<td>Video machines</td>
<td>08</td>
</tr>
<tr>
<td>Other equipment</td>
<td>03</td>
</tr>
</tbody>
</table>

The data in the table show that all or the majority of the libraries had access to equipment necessary for receiving and transmitting information (telephones, fax, and telex machines). Apart from one library which provided that it had no access to a photocopying machine, and another library which gave no answer, all the other (17) libraries had access to photocopying machines. Few libraries had equipment necessary for making use of audio visual material. Three libraries mentioned that they had additional equipment, such as cameras, and 8M projectors. The data revealed that some libraries had more than one item of certain equipment.

When interviews took place with the librarians, some of them mentioned that their access to such equipment was limited when it was intended to serve external users. Four of them stated that use of fax machines for delivery of information, especially when the target audience was outside the country was not easy. This was also the case with long distance calls which were discouraged by administrators to save money. Communication by letter was a more acceptable means. Use of photocopying machines, mainly for external
users was very limited. What has been said by those interviewees, applies to some other libraries.

Computers in the Libraries
In order to identify the present practices of implementing computers for information storage and retrieval, and the channels for information transfer and methods for improving the dissemination of information by adopting newer information technology, respondents were asked whether they used some type of computers and for what purposes. 11 libraries stated that they had access to computers. While nine libraries were found to use micro computers, two used mini computers for word processing and computerised catalogues. While 10 libraries used them for databases, only one library had access to networks and electronic mail.

It was noticed that about half of the libraries used computers in their libraries for computerised catalogues (databases). It was observed through discussion with interviewees, and during recent training courses, that those libraries which used computers for information storage and retrieval were facing a variety of problems, such as lack of standards for data entry (format, thesauri, etc.); and that the librarians neither had enough time, nor had assistants to key in the data.

It was observed that use of computers for information storage and retrieval was based on individualised efforts. Although four libraries were using the same package (CDS/ISIS), still the structure of the databases was found to differ from one library to another. It is very important to mention that there is an urgent action to unify the structure of these databases which is very important for further co-operation.

In response to a question why the other libraries had not used even micros for
information storage and retrieval; the interviewees mentioned lack of financial resources and professional manpower to make use of such equipment were the main cause.

5.4 Users
Respondents were asked to give the numbers of their registered or estimated users.

Four libraries gave no answers. The total numbers of the other libraries ranged from 15 to 335 users, including internal and external registered and/or estimated users in the last twelve months. Nine libraries had less than one hundred users. Four libraries had more than 100. Two libraries had more than 300 users (314 and 335). The librarians or those in charge of the publications and information material at the commissions were asked to give the numbers of staff members of their commissions. Data obtained through questionnaires and interviews revealed that the number of staff, excluding support staff, varied greatly from one commission to another. It ranged from 3 members (Bahrain, Djibouti, U.A.E.) to 60 in Egypt.

5.5 Services
Services provided by such a special library have to go in harmony with the mission of its parent commission, and to put the objectives in practice. The library has to provide a variety of services to a variety of users. In addition to the essential services aimed at the members of staff as internal users, the library is intended to provide some basic services targeted at a wider audience, such as redistribution of material and information coming from the Organisations to other national institutions; and to publicise such works through a variety of channels. In addition, the library represents its parent commission in sending
material of national origin to the respective Organisations and other national commissions.

5.5.1 Distribution of Material to National Institutions
Redistribution of material received mainly from the Organisations is an important activity considered as a means for disseminating information about their activities and their fields of competence. The study intended to find out whether these libraries redistributed material received mainly from the Organisations to other bodies, or kept it all, and in the earlier case what target groups at the national level got such material through these libraries; and consequently, benefited from the dissemination process. This service is needed to match the actual practices corresponding to the library's objective "to redistribute material..". Table 5-10 shows the categories of recipients of material through the libraries of the commissions.

**Table 5-10: Distribution of Material (Target Groups at the national level)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governmental Departments</td>
<td>19</td>
</tr>
<tr>
<td>Members of Committees</td>
<td>14</td>
</tr>
<tr>
<td>Universities and Research Centres</td>
<td>19</td>
</tr>
<tr>
<td>National Schools Members /ASP</td>
<td>8</td>
</tr>
<tr>
<td>Unesco Clubs</td>
<td>7</td>
</tr>
<tr>
<td>Libraries and Information Centres</td>
<td>18</td>
</tr>
<tr>
<td>Others</td>
<td>7</td>
</tr>
</tbody>
</table>
All of the libraries were found to redistribute part of this material to governmental departments in their respective countries. Fourteen of them provided that they redistributed such material to members of committees co-operating with the commissions. Nineteen libraries redistributed such material to universities and research centres. Eight libraries redistributed such material to schools members of Unesco Associated School Project (ASP), and seven to Unesco clubs. Both numbers are about the same as those commissions having established school members of ASP and clubs. 18 libraries redistributed such material to other libraries and information centres in their respective countries. This supports the objective on cooperation with other libraries at the national level. Seven libraries redistributed such material to other institutions such as mass media agencies and other national institutions. This shows that some libraries co-operate with the mass media for publicity purposes.

It is worth mentioning here, and through experience, that the main purpose of redistribution, was sometimes misunderstood in that the receiving body or individual considered the received material as their own property, especially when it was sent in the name of some official senior person. When this took place, the use of such material was very limited. In many cases actual users at that same institution were found to ask for that redistributed item which they had not seen. So it would be more helpful if the material was sent to the library of that institution directly; or in the title of his/ her position rather than in the personal name. Another important observation was that other national institutions exerted pressure on the library of the commission and took the copy or copies of certain items since it fell within their concern. So in many cases the library had to redistribute such a copy and request another which, in many cases, was never replaced in the library. This shows the need for a clear redistribution policy.

Interviews revealed that several librarians faced the problem of delivery of
material to recipients. The librarians complained of not having even part-time messengers to deliver the material to end-users on a regular basis. In order to solve such a problem, the user was notified usually by telephone, and requested to go, or send somebody to the commission, to collect such material. This depends on how much time was available to that recipient, and how far he or she lived from the library. One can infer that such a situation might affect the currency of information the user is expected to utilize.

Redistribution of material is another factor affecting acquisition as an input resource with respect to library collections. Redistributed material should be carried out according to priorities. The first priority should be assigned to the library itself to satisfy the needs of internal users. The second priority should be targeted to libraries of concerned national institutions. The third priority was to research, public and school libraries. Libraries should always be considered before individuals. The library should keep registers of redistributed material for referral purposes. All this would support co-operation between the library of the commission and other receiving libraries.

5.5.2 Publicity
The study also intended to find out if the libraries publicized information and material received from the Organisations, and what channels for publicity were used. Nine libraries said that they used mass media channels (press, radio, T.V., etc.) for publicity purposes. 12 libraries indicated that they publicized such material in their in-house publications.
Table 5-11: Publicity

<table>
<thead>
<tr>
<th>Channels</th>
<th>Numbers of Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Media</td>
<td>09</td>
</tr>
<tr>
<td>In-house publications</td>
<td>12</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>14</td>
</tr>
<tr>
<td>Contacting Users</td>
<td>16</td>
</tr>
<tr>
<td>Other means</td>
<td>00</td>
</tr>
</tbody>
</table>

14 libraries mentioned that they publicised such material through exhibitions. In fact, displays in exhibitions provide an admirable opportunity for libraries and information services to show what they had acquired. This also gives an opportunity to both actual and potential users to know precisely the items. The majority of the libraries (16) said that they publicized such material by contacting users in some way or another. No other ways of publicity were mentioned. Some libraries used more than one of the mentioned means for publicity. Only five libraries made use of all of the four channels. Apart from one library which gave no response, and another which used only one channel; the others used two to three of the mentioned channels. The numbers of the persons working in the library showed no clear difference in the number of channels utilized. For example, while one library (Egypt) had seven members of staff and used four channels, another library with one member of staff (Bahrain) used the four channels as well. However, it was observed that the four means of publicity were used by the libraries, and making use of all of them can be helpful.

When interviews took place, the librarians were asked whether they carried out
such activities on a regular basis. The majority indicated that they carried out such activities from time to time; mainly on occasions of anniversaries, seminars, and international days, such as International Literacy Day (8th September), the Human Rights Day (10th December), and Women’s Day (8th March) (7). The commissions also take part in celebrating United Nations day (24th October), and Arab Literacy Day (8th January). A few mentioned that they usually participated in the exhibitions organized by other bodies, such as those organised by their Ministry of Education.

5.5.3 Providing the Organisations and Other Commissions with Information Material of National Origin

The role of the library of the commission as a partner in the information transfer process is not limited to receiving material from the Organisations and redistributing such material to target groups in their respective countries; but they are also expected to play a more efficient role in the two-way transfer of information; as "providers" of information. The libraries were found to send material of national origin to the Organisations and other libraries of other national commissions. Table 5-12 shows the numbers of libraries sending material alongside each recipient.

Table 5-12 Provision of material

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unesco</td>
<td>19</td>
</tr>
<tr>
<td>Alecso</td>
<td>18</td>
</tr>
<tr>
<td>Isesco</td>
<td>16</td>
</tr>
<tr>
<td>Arab Commissions</td>
<td>16</td>
</tr>
<tr>
<td>Other Commissions</td>
<td>11</td>
</tr>
<tr>
<td>Other bodies</td>
<td>08</td>
</tr>
</tbody>
</table>
All of the libraries stated that they sent material to Unesco, 18 libraries sent material to Alecso, and 16 sent material to Isesco. While 16 libraries indicated that they sent material to Arab national commissions, 11 of them sent material to other national commissions. 8 indicated that they sent material to other bodies outside their countries. This shows that the libraries are working to accomplish the objective which states "to provide the Organisations ..". It also supports the first objective "to exchange material with libraries of other national commissions" since almost all of the libraries (16 out of 19) were found to send material to other commissions. It was observed that sending such material to the Organisations and other commissions was carried out on a limited basis, for lack of resources, mainly for postage expenses, which limited such a service. For such reasons the library had to keep the material targeted at these bodies, to the minimum in terms of quantity, and to carry it out less frequently. In fact the amount of material received by the Organisations through the libraries was found to be very small, as was observed during the visits. When visiting the libraries of Alecso, Unesco Regional Office - Qatar, Unesco Regional Office - Amman, and other national Commissions, the persons in charge of the information units of these organs were asked if they received material from Arab national commissions. The respondents indicated that they received material from a few of them, mainly from those which issued newsletters or journals. They indicated that the amount of material received was much less than expected. In response to a question about why they did not request publications from these commissions; they mentioned that they did not know what was available, and to what extent the respective commission was going to cooperate in this matter. This shows the need for union catalogues, and or access to the databases to enhance such activities.

From what has been discussed above, it is observed that all of the libraries, carried out one or more of the basic activities (redistribution and publicity) and so took part in the dissemination of information. To make these services more
effective, there is a need for more resources and clear policies.

5.5.4 Public Services

In addition to the above basic services which were considered as the minimum to be performed, these libraries were found to provide other public services to internal and external users. Table 5-13 shows the numbers of libraries providing a certain service and to which users.

<table>
<thead>
<tr>
<th>Services</th>
<th>Internals</th>
<th>Externals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Circulation</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Current awareness</td>
<td>19</td>
<td>14</td>
</tr>
<tr>
<td>Photocopying</td>
<td>18</td>
<td>12</td>
</tr>
<tr>
<td>Literature searching</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Compiling bibliographies</td>
<td>09</td>
<td>09</td>
</tr>
<tr>
<td>Redistribution</td>
<td>12</td>
<td>09</td>
</tr>
<tr>
<td>Abstracting</td>
<td>03</td>
<td>02</td>
</tr>
<tr>
<td>Translation</td>
<td>02</td>
<td>00</td>
</tr>
</tbody>
</table>

A reference and referral service is considered to be one of the most important services of this type of library. It has great impact on the other services, since identification of the need for information starts with a query which leads to other services. A reference service can be considered the parent service for other services, such as literature search and referral. Reference and referral service is very necessary for both categories of users. The libraries, in fact, received
directories, bibliographies, sales catalogues, statistical material, etc. from the Organisations. Such material is considered as rich sources for reference and referral. All of the 19 libraries mentioned that they provided reference services to their commissions' members of staff as internal users. 17 of the libraries provided such a service to external users.

Approaching the library could be through phone calls. The libraries were asked whether they provided a telephone information service; and if they did, how many times a day on average they used it for replies to questions. All of the libraries indicated that they provided such a service. The majority of the libraries (15) used the telephone to answer one to five questions a day. Only four used it to answer up to 10 questions a day. Since the commission's library is usually located in the capital those living a long way from the library would be expected to make use of this service by phone. The findings show that the number of connections is considerably low. One can infer that potential users were not aware of the existence of such a library and information service, or even that they faced a lack of encouraging response that might have negatively affected their pursuance to make use of such a service. Such a service can be enhanced by publicity and efficient manpower.

Circulation

14 libraries indicated that they provided circulation services to their internal users. The same number provided such a service to external users; which means that five of the libraries were not providing circulation services to either categories of users. Quantitative data gives numbers which tell nothing about the quality of the service. While discussing the implications of this service with the librarians, it was found that it was kept to the minimum. External users were offered such a service usually through a member of staff who could borrow for a friend or relative. Some librarians emphasized that circulation was oriented
towards external users, but on a limited basis. When interviews took place, one Secretary-General commented on such a service as saying that, "We do not provide such a service, for we receive a limited number of copies. We do not have enough time to follow up those items on loan". Since there were no library borrowing regulations, and for fear of losing those items on loan, they kept such service to the minimum. It is worth mentioning here that such a service is very necessary for external users for the following reasons:

a) The libraries' opening hours are limited to the time the parent commission is open. At this time in the morning, the majority of potential borrowers (users) are at work.

b) Such specialized material may not be available at other information units in the country.

c) Since the libraries were found to suffer from lack of space to provide reading areas and inflexible photocopying service, there is a need for circulation which should be controlled by written rules and regulations.

Current awareness

Material is received almost daily from the Organisations. Such material is targeted at various audience. Internal users, who were found in small numbers in the majority of the Commissions require information to cooperate with the three IGOs, however they have little time, and need to be notified of relevant material which falls in the domain of their interests. 17 libraries were found to provide some type of SDI to internal users, seven of them provided such a service to very limited numbers of external users. Another way of making the users aware of recently received material was routing of periodicals. All of the libraries provided the service of routing of periodicals to internal users which were usually brought back to the library. 14 libraries provided such a service to external users on a limited basis, depending on the relationship between the department, where the users work, and the parent commission. Since the commissions are affiliated to the Ministries of Education and, in most cases, the
library is located in the same building, where this ministry is; it was found out that departments and sections of this ministry were the most beneficial for users.

**Photocopying**

Eighteen of the libraries said they provided photocopying services to internal users of which twelve provided such a service to external users. It was observed, and as mentioned by other librarians at such commissions that, internal users usually requested photocopies of one page to a few pages; while external users wanted to photocopy a relatively larger number of pages which would save them time coming back again. Such a need resulted in negative response toward this service. In response to a question whether photocopying might solve the problems of circulation, respondents stated that, if it were not for financial constraints, the librarians would have liked to provide external users with photocopies rather than lending them the hard copies, to avoid delay of return, or even loss, of such items. It is reasonable to say that since the libraries provided a photocopying service free of charge, it was kept to a minimum. It would be more applicable for the libraries and the users to provide self service photocopying machines which would solve this problem.

**Literature search**

The libraries were asked if they did literature searches as a service to both internal and external users. While 18 libraries provided a literature search service to internal users; 14 provided such a service to external users. If such a search is necessary to internal users, it is extremely necessary to external users; since they are unfamiliar with this type of material. It was observed that both categories of users relied heavily on the librarian to search for the required material on their behalf. This makes someone remember Mooer’s law and Poole’s principles, in that the users were trying to avoid pain. It was observed
that some searches might take more than an hour. This is also considered as an additional work laid on the shoulders of the librarian. If such a service is to succeed, more well-trained professional librarians should be involved; and making use of newer technology would also support this service.

Compiling bibliographies
Responses indicated that only nine of the libraries compiled bibliographies for internal users. The same percentage, but not necessarily the same libraries provided such a service to external users. Internal users needed such lists to know what was available in the library for their work. It was observed that the heads of sections usually asked for such lists when there was an activity, in which the commission is taking part, such as workshops, seminars, conferences, etc. Such lists served as tools which helped users identify the needed material to prepare working papers, articles, programmes and projects, and the like. External users needed such lists to know what was available at the library and sometimes at the Organisations.

Distribution of publications (to individuals)
Respondents were asked whether they redistributed material to both internal and external users (as individuals), 12 libraries said they redistributed material to internal users. 9 redistributed material to external individuals. When interviews took place, it was found that whenever the library received a large quantity of material, it was then redistributed to individuals. Only publicity materials, and the educational reports published by, or in cooperation with the commission, were redistributed to external individuals. Some librarians mentioned that they redistributed such material to individuals upon request; on condition that such a request was approved by the Secretary-General or his/her assistant. They added that since the first priority of redistribution was given to ministerial
departments which got the larger quantities, the small amount of material left was redistributed to selected concerned individuals.

Abstracting
Since abstracting is a required service, for these libraries, for providing summaries of larger works, and that these abstracts might be used as elements of current awareness service, and as tools for overcoming the language barrier, respondents were asked if they provided such a service to both internal and external users. Responses to the questionnaire showed that only three of the libraries provided such a service to internal users of whom two provided a limited service, and upon request, to external users. Since this is a very specialised service which requires expertise, and as many libraries lack the trained personnel, it is reasonable to have found that such a service rarely existed.

Translation
It was observed that the libraries received material in different languages, even in languages other than those official languages of the Organisations. Information in some important articles or reports is useless unless it is translated into a known language to the user. In response to a question asking whether such libraries provided translation service to both internal and external users; only two indicated that they provided such a service upon request to internal users. This service had no existence with respect to external users.

Comments on the services
The libraries were found to provide a variety of services. The number of services varied from one library to another. However, all of the libraries were found to play a role in the dissemination of information as they carried out the
basic services of redistribution, publicity, and the provision of material to the Organisations and other commissions. Their role as distributors of materials emanating from the Organisations was very clear, and effective since the material was redistributed to the expected target groups. Their provision of material to the Organisations and other commissions was limited for lack of resources. The small amount of material held in the libraries indicates that redistribution was one of the reasons responsible for this situation.

They also provided public services to both internal and external users, which varied considerably from one library to another. While one library was found to provide nine services to its internal users, another provided only four services to this category of users.

However, some libraries had their special circumstances. Djibouti, Iraq and U.A.E. commissions mentioned they were on the first steps to establish their libraries. Further communication with these commissions revealed that they provided limited library and information services, since their libraries were at their initial stage. The Jordanian Commission kept part of its collections in the offices for daily use, and the second part was displayed at their shared nearby Documentation Centre of the Ministry of Education in the same building.

5.6 The Objectives Reconsidered
The study has already identified the objectives and their priorities. They were all found to be more than important. The next step was to find out if the libraries were in practice working to accomplish these objectives. In addition, it was of great interest to find out the extent to which these objectives were being accomplished. The study found that all of the libraries were working on these objectives since they were providing the services discussed above. The public services support each other, and therefore, took part in the pursuance of
the objectives. However, each objective was matched with a corresponding service(s), which checked its execution. The objectives also served for both macro and micro evaluation to assess the extent to which the objectives were achieved. For macro evaluation the SGs of the commissions were asked to assess the level to which each objective was achieved.

**Indicators on the Execution and Accomplishment of the Objectives**

It was necessary to find out whether these objectives were being pursued (executed) and how. It was also essential to obtain some reasonable assessment on the extent to which the objectives had been achieved. For the earlier purpose each objective was checked against its corresponding services. For the latter, the SGs - 15 out of 19 - were approached and asked to rate the same objectives on the same five point Likert type scale, to show the extent to which each objective was achieved by their libraries. The overall assessment is summarised in Table 5-14.

**Table 5-14: The extent to which the objectives were achieved**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Score</th>
<th>Mean</th>
<th>Rank</th>
<th>Level %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To exchange material with other libraries</td>
<td>40</td>
<td>2.66</td>
<td>9</td>
<td>53.3%</td>
</tr>
<tr>
<td>2. To establish and strengthen co-operation</td>
<td>49</td>
<td>3.26</td>
<td>3</td>
<td>65.3%</td>
</tr>
<tr>
<td>3. To keep at least one copy of documents</td>
<td>52</td>
<td>3.46</td>
<td>2</td>
<td>69.3%</td>
</tr>
<tr>
<td>4. To redistribute copies of publications</td>
<td>57</td>
<td>3.80</td>
<td>1</td>
<td>76.0%</td>
</tr>
<tr>
<td>5. To provide easy and quick access</td>
<td>43</td>
<td>2.86</td>
<td>8</td>
<td>57.3%</td>
</tr>
<tr>
<td>6. To increase public awareness</td>
<td>47</td>
<td>3.13</td>
<td>5</td>
<td>62.6%</td>
</tr>
<tr>
<td>7. To provide the Organisations</td>
<td>47</td>
<td>3.13</td>
<td>5</td>
<td>62.6%</td>
</tr>
<tr>
<td>8. To advise on getting publications</td>
<td>48</td>
<td>3.20</td>
<td>4</td>
<td>64.0%</td>
</tr>
<tr>
<td>9. To publicise information/organisations</td>
<td>47</td>
<td>3.13</td>
<td>5</td>
<td>62.6%</td>
</tr>
</tbody>
</table>
The total score of each objective was the total sum of the values given by the SGs to that same objective. The mean was calculated by dividing this total score by N=15. The percentage was obtained (by dividing the total score by 75, the highest possible score = 5x15). This percentage indicates the level to which a certain objective has been achieved on average on the 100% scale.

**Discussion of the Objectives**

It is appropriate to discuss each objective separately to get a clearer picture of each of them. The focus is placed on the following aspects:

a) pointing out indicators of the libraries pursuance of a certain objective by matching with corresponding services.

b) the extent to which the SGs considered a certain objective as being achieved.

c) the volume of effort needed to support that objective to be accomplished at the required level. This aspect is very important in finding out the SGs' willingness to improve the current services.

**Objective (no. 1) To exchange material with libraries of other National Commissions.**

Were all the libraries actually working to achieve this objective? It was noticed that all of the libraries received material from other national commissions (Table 5-4); and that 16 of them sent material to Arab national commissions; and 11 sent material to other national commissions (Table 5-12). This indicates that the libraries were functioning to achieve this objective, since they received from and sent material to each other.

To what extent have they achieved this objective? One of the measures, was
that assessment of the SGs, who gave it an average percentage of 53.3% which means that there is a need to double the efforts (47.7% needed) to pull it to the 100% desired level. Variations were found among the assessment values given by the SGs in this regard ranging from 20% to 80% which shows that there were variations among them with respect to the needed efforts to improve the services relevant to this objective.

Another indicator was that it was observed during visits, and through interviews that little material was received from other libraries of the commissions. Lack of material produced by the commissions, and lack of funding to pay for mail expenses were among the main factors which influenced this activity negatively. Such results support the fact that they exchanged material but on a limited basis which made the SGs give this objective low value as being achieved.

Objective (no. 2) To establish and strengthen co-operation with local libraries and information centres

Co-operation with other libraries at the national level supports the library of the commission, in that they provide additional channels for the dissemination of information. It was noticed that 18 of the libraries redistributed material to libraries and information centres in their respective countries. The SGs gave it an average percentage of 65.3% as being achieved. Big variations were also noticed among the assessment of the extent to which this objective was achieved at the individual level which ranged from 20% to 100%.
Objective (no. 3) *To keep at least one copy of documents and publications received from the Organisations for future use.*

As a librarian at a national commission for Unesco, he or she finds himself/herself in a situation to secure at least one copy of material produced by the Organisations for users. The majority of the libraries were found to deposit material received from the Organisations and they gave this objective the first priority to be achieved.

But such deposit required processing of received material, such a function requires manpower, space and other resources. When considering the sizes of the collections held by the libraries, one would notice that only about one third of the libraries had a collection of books above 5000 volumes. Thus one infers that there were other factors such as the amounts of materials received and redistributed, which affected the depositing process. Here there is an indication that the libraries redistributed a great deal of the material received. One can infer that the libraries were willing to deposit as much material as possible, but such a function was hindered by lack of resources, mainly manpower and space. However, the SGs considered it as being achieved to the level of 69.3%.

Objective (no. 4) *To redistribute copies of publications received from the Organisations to concerned bodies in the country.*

This objective has been matched with the target groups receiving material from the libraries (Table 5-10). The libraries are functioning towards achieving this objective. The SGs assessed this objective as being achieved to the level of 76%. It was observed that while this objective was given the third priority to be achieved, it was found to be ranked first as being achieved. Indeed, redistribution of material is relatively easier than carrying out some other library
services. However, this result supports the conclusion concerning the earlier objective, as acquisition of material was affected by redistribution.

Objective (no. 5) *To provide easy and quick access to the material available at the library of the National commission.*

All of the public services provided by the libraries support the pursuance of this objective. All of the libraries provided access to the material and information through a variety of services which varied in numbers from one library to another. When interviews took place, the librarians were asked if they had classified and catalogued their collections. They mentioned that they did in some way or another. Some of them stated that they were trying to apply classification schemes and cataloguing rules, but they faced a lot of problems in this regard. Visits to some libraries confirmed this situation, and retrieval of information was found to depend on the personal memory of the librarian. The SGs appreciated this pitfall, since they gave this objective an average score of 57.3% which means that much more effort is needed to organise the material.

Objective (no. 6) *To increase public awareness of available materials at the library of the National commission.*

As was mentioned in the activity of publicity the libraries did publicise such material, by one or more of the means provided in Table 5-11; and they carried activities to achieve this objective. The SGs would like to increase the current efforts by at least 38% to pull it to the desired level.
Objective (no. 7) To provide the Organisations with relevant information and publications of national origin.

In fact, it was noticed that all of the libraries sent publications of national origin to the Organisations and other national commissions (Table 5-12). The SGs' assessment indicates that there is a need for more efforts to increase such provision.

Objective (no. 8) To advise on the easiest and quickest way of getting publications and information from the Organisations.

When interviews took place with the librarians; they indicated that they provided bibliographical data about the items wanted by users who were interested in getting such publications from the Organisations. It was observed that lack of assurance about the availability of the wanted item at the Organisations, caused a problem to the user who might have hesitated to pursue his need. This situation suggests making use of newer technology to check whether the item was still on offer, for sale or free of charge, or out of stock.

Objective (no. 9) To publicize information relating to the activities of the Organisations and their fields of competence.

The Organisations provide the libraries with material of informational nature intended for publicity purposes. Such material usually deals with international issues, such as protection of the environment, human rights, and the like. Such material is received in different format (leaflets, cassettes, video cassettes, etc.). Such material could be used on certain occasions, when they celebrate the international days, and carry out some programmes that make such
Organisations well-known at a national level. Dissemination of information whether by the means provided in Table 5-11, or by the provision of access to the library supports the pursuance of this objective. The SGs considered this objective as being achieved to the level of 62.6%, which means that they expect 37.4% of extra efforts to be provided.

General Overview on the Objectives

In considering achievement of the objectives of the libraries as a whole, it is concluded that the objectives were not yet accomplished to the required level. When analysing the extent to which each library had, individually, achieved a certain objective, the range was very high with respect to some objectives. While one SG or more gave an objective the value of 5 as they considered it being achieved to the desired level (to the 100% level); others gave that same objective the value of one which means that it was on the first step to being achieved, as it got a percentage of 20 out of 100%. This indicates that there were differences in the degree to which a certain objective was achieved by one library when compared with another. Since the study was not concerned in discussing whether a certain objective was completely achieved or not by a certain library, the focus was placed on the overall average to which each objective was achieved by all of the libraries. However some comments are provided whenever found necessary.

The average level showed that the objectives were not yet achieved to the desired level. Percentages in Table 5-14 show that the levels to which each objective was achieved ranged from 53.3% to 76.0%; which means that efforts should be doubled to achieve the former and there is a need to increase such efforts to achieve the latter. This is a very important conclusion, which indicates that the SGs are not satisfied with the existing services, and that they are looking for improvement. In general, the level of achieving the objectives by the
libraries was not in harmony with the priorities given to each objective. This becomes clear when the ranking of the priority of a certain objective (Table 5-2), and its ranking as being achieved (Table 5-14) are considered. Take for example the objective (no. 5, to organise the material ..) which was given the first priority to be achieved by all of the respondents. It was rated eighth as being achieved and was found to be accomplished at a lower level, since it got a total percentage of 57.3; which means that there is a need for 43.7% of effort to pull it up to the desired level. The main finding here is that the SGs stress the need for more efforts to accomplish these objectives to the desired level. When interviews took place with the SGs, and in response to a question why they thought the objectives were not achieved to the required level; they provided that it was a matter of resources; and added that they were trying to secure such resources which was not always easy. They were also asked how they thought the services might be improved; the majority of them stressed the need for the following:

a) sincere co-operation between the Commissions
b) continuation of training courses for the librarians
c) increase in the amount of publications sent by the Organisations
d) use of new technology and the establishment of an information network among the commissions

These corporate objectives seemed to some respondents to be specific objectives. When interviews took place, the librarians and even the SGs indicated that they did not put down specific objectives. One SG mentioned:

that if we are going to have very specific objectives, like the ones mentioned, it seems that we need more than five professional librarians; while we are looking for more staff to coordinate with the Organisations.
When interviews took place with the librarians, they were asked if their libraries were functioning according to written policies. They stated that they usually carried out their tasks as set by the SGs or their assistants. Three librarians mentioned that they usually reacted to what they were asked to do from day to day. This indicates that these libraries were functioning on a day to day basis.

5.7 Conclusion

The survey of the libraries revealed that all of the libraries were involved in carrying out the basic services. They received, redistributed and publicised information and informational material received from the Organisations. They were also involved in the two-way information transfer model; for they also provided the Organisations and other national commissions with material of national origin. In-depth interviews solicited the fact that such basic services were not carried out on a regular basis. Some libraries rarely had the initiative to carry out such activities, and they were performed as a response to requests.

When considering a set of objectives, it was found out that those objectives were ranked positively and were considered as being more than important. The first priority was given to the objectives concerning availability and accessibility. The macro evaluation provided by the SGs showed that these objectives were not accomplished to the required level and there is much to be done.

Resources varied considerably from one library to another. The libraries suffered mainly from lack of human resources in general, and more than one third lacked professional librarians in particular. While training is very necessary for the personnel of these libraries, training programmes were short, and were hindered by a variety of pitfalls.
Collections held by the libraries were relatively small. In general, the majority of the libraries held relatively small collections, with some type of organisation carried out by about half of the libraries. Such collections varied in amount from one library to another. The libraries had access to communication facilities, but the low status of the library as a section, gave it a lower priority to make use of such facilities on a regular basis and in an effective way. This negatively affected their utilization of such facilities. In addition, while more than half of the libraries used computers in their libraries, such use of computers for information storage and retrieval was hindered by lack of trained personnel.

It was concluded that financial allocations to the libraries were less than required, and the libraries were under-funded. This situation was found to hinder their effective role in the communication of information. It has been concluded that the space allocated for the majority of the libraries was insufficient.

The study has revealed that the number, type and level of services varied from one library to another. While all of the libraries served internal users; the majority of them also provided services to external users but on a limited basis. From a quantitative point of view, all of the libraries provided reference and routing of periodicals to internal users. The majority of them provided literature searching, current awareness, lending, and photocopying services to internal users. Only three libraries provided abstracting and two provided translation. The numbers of libraries providing services to external users ranged from 17 providing them with reference, to none providing translation.

The numbers of the services provided to internal and external users varied from one library to another. While one library provided nine services to internal users, another provided only four services. While some advanced services were provided by some libraries, they did not exist in others. When considering the number of services provided and the number of persons working in the library,
and the general impression obtained through comments in their replies to the questionnaires, interviews, visits and informal contact, a composite picture was formed of the libraries, and it was possible to consider them in three major groups.

The first group about 30% are still functioning at the minimal level since they placed the focus on performing the basic activities; as they received and redistributed material, and provided some publicity. Despite the fact that they kept small collections and provided some kind of reference and circulation; still their services were carried out on a limited level. In addition to carrying out the basic activities; about 40% of the libraries kept relatively larger collections, with some kind of bibliographic control, and provided additional public services to both categories of internal and external users. The third group, about 30% is functioning at a relatively advanced level. These libraries provided more advanced services, such as compiling bibliographies and abstracting; since they had professional librarians. They were also making use of information technology. From what has been said above; one might conclude here, some quantitative indicators. Such indicators are discussed in the light of the results of the user surveys which provided more in-depth information about the quality of the services.
References


5. Alecso. al-Taqrir al-Niha'i li-Ldawara [Final report of the Training Course for the employees of the national commissions for education, culture and science], 1989, p. 11.


CHAPTER SIX

6. EXAMINATION OF INFORMATION NEEDS AND BEHAVIOUR OF INTERNAL USERS

6.1 Introduction

The previous chapter was system-oriented. It explained the library and information services of the commissions from the perspective of the librarians and the secretaries-general and their assistants. In order to get a clearer picture of these services, in terms of relevance, and quality, this chapter, is user-oriented. It is intended to cast light on the major characteristics of the internal users of the services, and to obtain essential baseline information about their information needs.

Since the users' opinions are important for identifying the required library and information services to meet their needs, internal users were surveyed to indicate how necessary and important certain services were to them. They were also asked to point out any other necessary services.

This chapter examines utilisation of material by internal users. It places the focus on their frequency of use and the factors which influence their usage.

It has also examined the methods by which they seek information from their libraries. They were also asked to indicate the general problems they usually encountered and how often, and what action(s) they used to take to solve the problem of availability of the needed material or information in their libraries, and through which channels.

This chapter has also traced the likely reasons of the problems and whether they were influenced by personal variables of the internal users, and or by the library
in the light of the findings of the previous chapter. In addition, internal users' assessment of their library and information services has been obtained. This assessment reflects the degree of their satisfaction with these services.

6.2 Profile of Internal Users

This section presents data on the major characteristics of the internal users of the libraries of the commissions. The study has considered their position, educational level, topics of interest, and activities for which they needed information. The relationship between these independent variables was tested against, the user's frequency of using his/her library, their frequency of encountering problems, and the way he or she seeks information from the library. The independent and dependent variables were discussed earlier (4.4). Questions one and two (appendix 2) requested respondents to indicate their position, educational level, topics of interest and activities. The major characteristics of internal users were as follows:

6.2.1 Position

Responses from internal users on their position are summarised in Table 6-1. The data show that 50 respondents (29.4%), were engaged in administrative functions (the secretaries general and their assistants, heads of departments and sections).
Table 6-1: Distribution of respondents by position

<table>
<thead>
<tr>
<th>Position</th>
<th>F</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secretaries - General &amp; assistants</td>
<td>16</td>
<td>9.4</td>
</tr>
<tr>
<td>Heads of departments / sections</td>
<td>34</td>
<td>20.0</td>
</tr>
<tr>
<td>Subject specialists</td>
<td>40</td>
<td>23.5</td>
</tr>
<tr>
<td>Librarians, archivists, information specialists</td>
<td>15</td>
<td>8.8</td>
</tr>
<tr>
<td>Researchers</td>
<td>17</td>
<td>10.0</td>
</tr>
<tr>
<td>Translators</td>
<td>8</td>
<td>4.7</td>
</tr>
<tr>
<td>Clerks, typists, etc.</td>
<td>30</td>
<td>17.6</td>
</tr>
<tr>
<td>Others</td>
<td>08</td>
<td>4.7</td>
</tr>
<tr>
<td>Missing value</td>
<td>02</td>
<td>1.2</td>
</tr>
</tbody>
</table>

The other categories form a professional group which is slightly above 70 percent of the sample. 57 respondents can be said to be scientists (researchers, subject specialists and experts), 61 respondents can be considered as task performers performing assisting jobs.

6.2.2 Educational Level (Qualification of Respondents)

The data (Table 6-2) show that the majority of respondents (115, 67.6%) had a bachelor's degree, followed by those (17.1 per cent) with high school education. 10 per cent of internal users have obtained postgraduate education. The remaining 3.5 percent of respondents had other qualifications above high school, but are not graduates. Table 6-2 shows the breakdown of respondents in the sample by educational level.
### Table 6-2: Educational level of respondents

<table>
<thead>
<tr>
<th>Level</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school</td>
<td>29</td>
<td>17.1</td>
</tr>
<tr>
<td>B.A. / B.Sc.</td>
<td>115</td>
<td>67.6</td>
</tr>
<tr>
<td>Masters</td>
<td>14</td>
<td>8.2</td>
</tr>
<tr>
<td>PhD</td>
<td>3</td>
<td>1.8</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>3.5</td>
</tr>
<tr>
<td>Missing value</td>
<td>3</td>
<td>1.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>170</td>
<td>100</td>
</tr>
</tbody>
</table>

One of the major characteristics with respect to educational level of staff members in the sample is that the majority of them are qualified in terms of formal education. The table above shows that about 78 per cent of respondents hold at least a first university degree.

#### 6.2.3 Topics of Interest(s)

Respondents were asked about their topics of interest. A list of topics representing those of the Organisation's fields of competence were provided in Question 2-1.c. The study followed the organisations' classification of their subjects of specialisation. They are specialised Intergovernmental Organisations dealing with education, culture, science, and communication and information. The results indicate that a high percentage of the sample (about 68%) were interested in education, this might be influenced by the fact that the majority of the commissions are affiliated to the ministries of education.
Table 6-3: Topics of interest of respondents

<table>
<thead>
<tr>
<th>Topic</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>115</td>
<td>67.7</td>
</tr>
<tr>
<td>Culture</td>
<td>124</td>
<td>72.9</td>
</tr>
<tr>
<td>Science</td>
<td>72</td>
<td>42.4</td>
</tr>
<tr>
<td>Com. &amp; Info.</td>
<td>68</td>
<td>40.0</td>
</tr>
<tr>
<td>Other topics</td>
<td>22</td>
<td>12.9</td>
</tr>
</tbody>
</table>

Table 6-3 above shows a higher percentage of respondents, (about 73 per cent), interested in culture. This might be attributed to the fact that culture in its broadest term covers a great many fields of knowledge. In addition the Commissions are involved in various activities relating to the "World Decade for Cultural Development, 1988-1997".

42 per cent of respondents were interested in science. 40 per cent were interested in communication and information. The study also intended to find out whether the respondents were interested in topics other than those provided in the list. The study has revealed that less than 13 per cent of them were interested in other fields of knowledge, such as literature, public administration and international relations.

6.2.4 Activities

Respondents were asked to state for which activities relating to their work, they used material from their libraries. Several possible options were given of which respondents were expected to indicate one or more (Question 2-2). They were also asked to add any other possible activities. Table 6-4 shows the activities of internal users.
Table 6-4: Activities for which users needed information

<table>
<thead>
<tr>
<th>Activities (information needed for)</th>
<th>F</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>conducting research</td>
<td>65</td>
<td>38.2</td>
</tr>
<tr>
<td>preparation of information / material for reports</td>
<td>87</td>
<td>51.2</td>
</tr>
<tr>
<td>conferences, seminars</td>
<td>90</td>
<td>52.9</td>
</tr>
<tr>
<td>decision making</td>
<td>49</td>
<td>28.8</td>
</tr>
<tr>
<td>publishing</td>
<td>47</td>
<td>27.6</td>
</tr>
<tr>
<td>programmes and projects</td>
<td>64</td>
<td>37.6</td>
</tr>
<tr>
<td>replies to queries</td>
<td>80</td>
<td>47.1</td>
</tr>
<tr>
<td>keeping up-to-date</td>
<td>123</td>
<td>72.4</td>
</tr>
<tr>
<td>translation</td>
<td>37</td>
<td>21.8</td>
</tr>
</tbody>
</table>

The data (Table 6-4) show that the majority of respondents, (123, 72.4%) needed material from their libraries to "keep up-to-date". Indeed, internal users have to be aware of information required for future use. This might be due to the fact that the users have to be prepared for occasional activities which require timely information to perform a task as soon as it occurs.

Ninety respondents of the sample used their libraries to prepare material for "conferences, seminars, etc.". This relatively high percentage (52.9 %) is due to the fact that the national commissions are involved in so many activities relating to the conferences, meetings, seminars, and workshops which are usually organized in cooperation with the organisations. Some are held at the headquarters of the organizations, others are in the member states, where the commissions are located. Considering that the Arab National commissions are
members in three intergovernmental organizations, such a high percentage becomes understandable.

The results (Table 6-4) show that 87 (51.2%) respondents used material from the library for the preparation of "reports". Reports usually include information on the activities of the commission and on their relations with the Organisations. It was noticed in the previous chapter that 37% of the commissions produced reports. The data here indicates that more than half of the respondents used the library for producing reports. This is an indication that the libraries are vital sources for such an activity. The Commissions every two years prepare, or take part in the preparation of educational reports, usually on the development of education in their respective countries (1-2). Such reports are submitted to the conference of the International Bureau of Education (Geneva). The Commissions were also invited to prepare periodic reports, every two years, on their activities and on what they have accomplished in the fields of education, culture and science (3).

47.1 per cent of respondents used their libraries for consulting material to get or prepare answers to "replies to queries". Such queries may be received from the Organisations, usually in the form of questionnaires. The commission may also receive queries from other national commissions, from national bodies and from individuals. Table 6-4 also shows that about 38 per cent of respondents used material in their libraries for "research" purposes. In fact, staff members carry some type of research to support their performance of the other activities. 37.6 per cent of respondents indicated that they needed information from the library for preparation of material for "programmes and projects". Information is usually available in the documents of programmes and budgets of the Organisations. Documents of the General Conferences and Executive Boards of the Organisations also include information on these issues.
About 29 percent of respondents indicated that they needed information from their libraries for "decision making". It was noticed (Table 6-1) that administrators represent 29.4% of the sample. Thus, this is a reasonable percentage when compared with their numbers. As far as decision making is concerned, the internal users may act as mediators to other end-users. They may be asked, or upon their initiative, by higher senior members, and possibly from the minister of education or his deputy, to prepare a memo for a decision to be made. The need for information for decision making is usually urgent, since it is coming from the top of the hierarchy. This indicates that the library is involved in providing timely information to support decision making. The librarian has to be prepared and to keep alert, and should have at hand even tiny pieces of information. So the librarian has to make ready relevant material which might be needed for decision making. The library has to prepare short syntheses or abstracts of the contents of certain types of documents to facilitate the decision maker to take the right decision at the right time. When the library proves its effective role in supporting this activity, its status, for sure, will be appreciated, and would gain more support from senior officials.

Table 6-4 shows that 47 respondents (27.6%) needed material from their libraries for "publishing" purposes. In the previous chapter, it was noticed that several commissions published some format of material in the last five years. Such publications might be considered as some type of feedback on the consumption of information made by internal users.

37 respondents (21.8%) indicated that they used material from the library for "translation" purposes. General and specialised dictionaries, and other tools have to be available in the library. What is worth mentioning here is that the libraries should keep track of translations to material produced by the Organisations, whether translated by the organizations, by other national commissions, or even by other parties. Index translationum, for example,
published by Unesco is worth regular scanning. Translations made by the commission should also be distributed through the libraries to the other concerned bodies. Although the results of the previous chapter showed that the libraries were not directly involved in translation; still, the library can act as a link between the translators and other bodies carrying out relevant translations.

Further Comments on Activities

Internal users use their libraries to get information to perform their activities. Their functions, as elaborated above, show that they are information-oriented in some way or another. Internal users, then, have various information needs. They need information to find answers to questions which arise from their daily tasks, whether for decision-making or any other scientific function. In order to provide a reliable library and information service to internal users, the libraries have to be aware of the internal users' information needs.

In addition to having a high level of awareness about their needs, the librarians should know how they can help the users satisfy these needs. When considering that 72.4 per cent of the users are interested in keeping up-to-date with current information, a current awareness service becomes very essential. The findings of the previous chapter showed that not all of the libraries provided the list of services. One of the main reasons is lack of trained personnel who can provide highly specialised services.

6.3 Frequency of Use

Frequency of use is an important indication on whether the material available in the library is being used by its target audience. It also shows which proportion of potential users are not making use of the system. The study intended to examine factors which might explain the frequency and nature of
use of material available in or through these libraries. The analysis carried out included frequencies of variables and results of Chi-square tests. In order to find out how active the users were in fulfilling their information needs, respondents were asked (Question 2-3) to indicate how frequently they had used the material in their libraries in the last twelve months. The data (Table 6-5) show that more than 50% of internal users used their libraries at least once a week. This result presents a high level of usage. The likely reasons for this level of use could be attributed to the following reasons:

(i) the activities of the users are of information-oriented nature;

(ii) they have to respond to the variety of changing tasks, at least for coordination with the three Organisations;

(iii) the numbers of people working in the majority of the Commissions are relatively small in number. This situation adds more work for them to do, and in turn, they need more information;

(iv) the library is within physical access, since the library is in the same building of its parent commission; and

(v) new items are arriving almost daily which stimulates the user, at least, to browse them.

On the other hand the data provides that 16 respondents (9.4% of the sample), had never or seldom used their libraries.

<table>
<thead>
<tr>
<th>CATEGORY OF USE</th>
<th>FREQUENCY</th>
<th>PERCENT IN SAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>16</td>
<td>9.4</td>
</tr>
<tr>
<td>several times/ year</td>
<td>24</td>
<td>14.1</td>
</tr>
<tr>
<td>at least once a month</td>
<td>41</td>
<td>24.1</td>
</tr>
<tr>
<td>at least once a week</td>
<td>47</td>
<td>27.6</td>
</tr>
<tr>
<td>at least once a day</td>
<td>40</td>
<td>23.5</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>1.2 (missing value)</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>
In addition the data show that about 14 per cent of respondents visited their libraries several times a year. This indicates that another proportion of potential users were, in fact, not making reasonable use of their libraries. These two groups together form about 23.5% of respondents who did not make some acceptable level of use of their libraries. The results also show that 24.1 per cent of respondents used their libraries at least once a month. This category of internal users indicates moderate use of the libraries. One would ask about the reason(s) of having more than one level of use in these libraries. In addition one would ask why a proportion of users have not made the reasonable use of them. This might be attributed to the following:

(i) some libraries might have been not yet considered by a proportion of members of staff as reliable sources for providing needed information. Such a fact might be accepted, since many of the libraries lack sufficient resources mainly trained manpower. Such a situation where it exists is likely to influence the user’s attitudes towards using the library and consequently, limits his or her use;

(ii) some tasks performed by the members of staff of the commissions are not necessarily information-oriented, and it is possible to say that more than one third (Table 6-1) of the sample might need less information than the other categories, since they perform clerical tasks, rather than those of information-oriented nature;

(iii) the user might have got the needed material directly from other sources mainly from the original providers and kept such material in his/ her office;

(iv) the potential user might be very busy to the degree that he could not allocate time to contact the library;

(v) the user was not aware of his/her need for information.

The study intended to find out which of the users’ attributes were likely to affect his or her use of material available in their libraries. For this purpose, the following null hypothesis was formulated and tested.
H0 There is no significant difference in the frequency of using the library with respect to the following independent variables: a) position, b) educational level, c) topics of interest and d) activity.

The frequency of use was treated as a dependent variable to determine which independent variables had influenced the respondents' frequency of use. More specific sub-hypotheses could be generated from this main one, but they were all tested together. However, the results are discussed separately. Question 2-3, on the frequency of use, had five fixed categories, specifying frequencies of use ranging from "never" to "at least once a day". For the purpose of testing the hypothesis using Chi-square, the five categories of frequency of use were collapsed into three categories:

(i) "heavy use", defined as using the library at least once a week (including categories "at least once a day", and "at least once a week"). This classification is based on the fact that, since the majority of clients carry out many activities which are information oriented; and as the library is within easy reach, they are expected to use the material quite often on the basis of at least once a week;

(ii) "moderate use", defined as using the library more than once a month. The category of "at least once a month", remained the same, to represent this level; and

(iii) "no- or limited use", defined as using the material in the library, "at least once a year", or "seldom or never".

6.3.1 Position and Frequency of Use
For the purpose of analysing the data on use with respect to position in this study, this independent variable has been categorized into two main groups, (i) administrators, standing for secretaries-general, their assistants and heads of departments and sections, (ii) other members of staff, i.e., professional employees. Such classification would help this study to find out how frequently
those senior staff, whose decision affects the improvement of the libraries, had used their libraries. Their use indicates their awareness of the situation of their libraries which suffer from lack of resources.

The results on the percentages and degree of use by position, provided by Chi-square test, are summarized in Table 6-6.

Table 6-6: Percentages and degrees of use by position

<table>
<thead>
<tr>
<th>Position</th>
<th>No/Limited</th>
<th>Moderate</th>
<th>Heavy</th>
<th>Total</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>28.6</td>
<td>26.5</td>
<td>44.9</td>
<td>100%</td>
<td>49</td>
</tr>
<tr>
<td>Non-admin</td>
<td>22.2</td>
<td>23.1</td>
<td>54.7</td>
<td>100%</td>
<td>117</td>
</tr>
</tbody>
</table>

The data (Table 6-6) indicate that (44.9%) of the administrators used their libraries heavily. A higher percentage of the non-administrators (54.7%) are considered heavy users as well. The data also show that the percentages of moderate use (23.1%) and no/limited use of the non-administrators (22.2%) are lower than those of the administrators, 26.5% and 28.6% respectively. Chi-square test was run to test if there was significant difference in the frequency of use made by both categories. The Chi-square results ($\chi^2 = 1.389$, d.f= 2, $p > 0.05$, significance was 0.499, Table 6-12 shows that there was no significant difference, although the percentages show that there is some observed difference in the frequency of use at the level of heavy use between both groups. On the basis of this result, the Null Hypothesis is accepted. This means that the position independent variable is not a significant influencing variable of the frequency of using the library by administrators and non-administrators in this study.
6.3.2 The educational level and library use

For the purpose of further analysis of data, the educational level variable has been categorized into three groups:

(i) non-graduates, those with high school and other qualifications below B.A or B.Sc.,
(ii) graduates, and
(iii) postgraduates.

Table 6-7 gives the percentages and degrees of use of these three categories.

**Table 6-7: PERCENTAGES OF DEGREES OF USE BY ED. LEVEL**

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>NO/LIMITED</th>
<th>MODERATE</th>
<th>HEAVY</th>
<th>TOTAL</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-graduates</td>
<td>17.1</td>
<td>25.7</td>
<td>57.1</td>
<td>100%</td>
<td>35</td>
</tr>
<tr>
<td>Graduates (BA/BSc)</td>
<td>27.4</td>
<td>23.0</td>
<td>49.6</td>
<td>100%</td>
<td>113</td>
</tr>
<tr>
<td>Postgraduates</td>
<td>11.8</td>
<td>35.3</td>
<td>52.9</td>
<td>100%</td>
<td>17</td>
</tr>
</tbody>
</table>

The data (Table 6-7) show that the highest percentages of the three groups are skewed towards the level of heavy use. Non-graduates (57.1%), followed by post-graduates (52.9), and graduates (49.6%). It is also noticed that the percentage of moderate use by post-graduates (35.3%) is higher than the other two at the same level of use, and they have the lowest percentage (11.8%) at the level of no/limited use. The highest percentage of no or limited use (27.4%)
is made by graduates. No or limited use ranges from 11.8% (postgraduates) to 27.4% (graduates). Analysis of the data did not reveal any significant difference in the relation between the educational level and the frequency of use. Chi-square result was 3.54, with a significant level of 0.471 (Table 6-12), which is not accepted at the 0.05 level of significance. While some studies have concluded that educational level of the user influences his or her use of information sources, the educational level, in this study, does not significantly influence the use of material by internal users in their libraries.

6.3.3 Frequency of Use with Respect to Topics of Interest

In order to examine if the user's interest in a certain discipline influenced his or her frequency of use, the data provided by Q. 2-1.c and Q.2-3 were analysed. Table 6-8 shows both the frequencies of users who were interested in a certain topic and those who were not interested in that same topic (others).

The data (Table 6-8) show that all frequencies of those interested in the topics got their highest values at the level of heavy use, education (58.8%), culture (53.7%), science (59.2%), communication and information (63.2%) and other topics (68.2%). Except for a slight difference in their frequencies in the topic of science, all the values tended to increase gradually from no/limited use upward to heavy use. It is also noticed that all of the frequencies of those interested in some topic at this level, were higher than 50%. This means that over half the users who needed material on certain topics from the library, made heavy use of their libraries. An interesting observation is that all of the frequencies of those who were not interested in the same topics were lower than those of who were interested at the level of heavy use. In addition, their percentages were higher in the area of no/limited use than their percentages at the level of moderate use.
### Table 6-8: Comparison of use with respect to topics of interest

<table>
<thead>
<tr>
<th>Topics</th>
<th>No/limited</th>
<th>Moderate</th>
<th>Heavy</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interested</td>
<td>16.7</td>
<td>24.6</td>
<td>58.8</td>
<td>114</td>
</tr>
<tr>
<td>Others</td>
<td>38.9</td>
<td>24.1</td>
<td>37.0</td>
<td>54</td>
</tr>
<tr>
<td><strong>Culture</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interested</td>
<td>22.0</td>
<td>24.4</td>
<td>53.7</td>
<td>123</td>
</tr>
<tr>
<td>Others</td>
<td>28.9</td>
<td>24.4</td>
<td>46.7</td>
<td>45</td>
</tr>
<tr>
<td><strong>Science</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interested</td>
<td>15.5</td>
<td>25.4</td>
<td>59.2</td>
<td>71</td>
</tr>
<tr>
<td>Others</td>
<td>29.9</td>
<td>23.7</td>
<td>46.4</td>
<td>97</td>
</tr>
<tr>
<td><strong>Com &amp; Info</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interested</td>
<td>13.2</td>
<td>23.5</td>
<td>59.2</td>
<td>68</td>
</tr>
<tr>
<td>Others</td>
<td>31.0</td>
<td>23.7</td>
<td>46.4</td>
<td>100</td>
</tr>
<tr>
<td><strong>Other topics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interested</td>
<td>09.1</td>
<td>22.7</td>
<td>68.2</td>
<td>22</td>
</tr>
<tr>
<td>Others</td>
<td>26.0</td>
<td>24.7</td>
<td>49.3</td>
<td>146</td>
</tr>
</tbody>
</table>

N= Number of respondents within each category.

For further analysis Chi square tests were run on the data in Table 6-8. Statistical analysis showed a statistically significant difference between those who were interested in (a) education ($X^2 = 10.946$, d.f=2, $p < 0.004$), and (b) communication and information ($X^2= 8.292$, d.f=2, $p< 0.015$), and those who were not (Table 6-12). On the other hand, the results showed no significant difference in the frequency of use between those who were interested in culture, science, and the category of other topics, and those who were not. The difference in the percentages in Table 6-8 is quite clear. It is noticed that there is a significant difference in the percentages at the level of heavy use between those who were interested in education (58.8%), and those who were not (others), (37.0%). Such a large difference is observed in the area of no/limited
use (16.7%) of those who were interested and 38.9% of those who were not. Similar differences also apply to those frequencies of use with respect to communication and information. In order to examine the degree of use of those who were interested in the topics, the data have been further analysed, by the three levels of use as shown in Table 6-9.

Table 6-9: PERCENTAGES AND DEGREES OF USE BY TOPICS OF INTEREST

<table>
<thead>
<tr>
<th>Topics</th>
<th>No/Limited</th>
<th>Moderate</th>
<th>Heavy</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>16.7</td>
<td>24.6</td>
<td>58.8</td>
<td>114</td>
</tr>
<tr>
<td>Culture</td>
<td>22.0</td>
<td>24.4</td>
<td>53.7</td>
<td>123</td>
</tr>
<tr>
<td>Science</td>
<td>15.5</td>
<td>25.4</td>
<td>59.2</td>
<td>71</td>
</tr>
<tr>
<td>Comm. &amp; Info.</td>
<td>13.2</td>
<td>23.5</td>
<td>63.2</td>
<td>68</td>
</tr>
<tr>
<td>Other topics</td>
<td>09.1</td>
<td>22.7</td>
<td>68.2</td>
<td>22</td>
</tr>
</tbody>
</table>

It is observed that an uninterrupted increase of the frequency of use with respect to the disciplines of interest, with the lowest frequencies in the category of no/limited use, and the highest ones were at the level of heavy use. It is also observed that all of those percentages falling at this level had a frequency of
more than 50%. It is possible to conclude that more than a half of those who were interested in the said topics, made heavy use of their libraries.

6.3.4 Frequency of Use with Respect to Activity

Based on the assumption that the user's involvement in some type of activity might be an influencing factor on his/her frequency of use of material in the library, the data obtained from answers to Q.2-2 and Q.2-3 were further analyzed. The data (Table 6-10) show that the percentages of the frequency of use between those who needed material from their libraries to perform certain activities and the frequency of use of those who were not engaged in such activities (others). Chi-square results are given in Table 6-10).

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>No/ LIMITED NEED OTHERS</th>
<th>MODERATE NEED OTHERS</th>
<th>HEAVY NEED OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESEARCH</td>
<td>07.7 34.0</td>
<td>18.5 28.2</td>
<td>73.8 37.9</td>
</tr>
<tr>
<td>REPORTS</td>
<td>19.8 28.0</td>
<td>17.4 31.7</td>
<td>62.8 40.2</td>
</tr>
<tr>
<td>CONF. &amp; SEM.</td>
<td>19.1 29.1</td>
<td>19.1 30.4</td>
<td>61.8 40.5</td>
</tr>
<tr>
<td>DECISION</td>
<td>10.4 29.2</td>
<td>22.9 25.0</td>
<td>66.7 45.8</td>
</tr>
<tr>
<td>PUBLISHING</td>
<td>13.0 27.9</td>
<td>19.6 26.2</td>
<td>67.4 45.9</td>
</tr>
<tr>
<td>PROG. PROJ.</td>
<td>11.1 31.4</td>
<td>23.8 24.8</td>
<td>65.1 43.8</td>
</tr>
<tr>
<td>REPLIES</td>
<td>20.0 27.3</td>
<td>21.3 27.3</td>
<td>58.8 45.5</td>
</tr>
<tr>
<td>KEEP-UP-TOD.</td>
<td>16.4 43.5</td>
<td>27.0 17.4</td>
<td>56.6 39.1</td>
</tr>
<tr>
<td>TRANSLATION</td>
<td>18.9 25.2</td>
<td>27.0 23.7</td>
<td>54.1 51.1</td>
</tr>
</tbody>
</table>

An interesting result is that the highest percentages of frequency of use of those who needed material from their libraries to perform the activities (listed
alongside) were at the level of heavy use. In addition, they were all above 50%. At the same time, it is observed that the percentages of those who used the libraries, but not to perform such activities, were higher than those who needed information to perform the activities, at the level of no/limited use. This indicates that those who needed material to perform certain activities, used their libraries more often. The differences in the frequencies of use in the table between the two categories are very clear. Chi square results (Table 6-12) show that, except for two activities "replies to queries" and "translation", all of the other activities tested significantly. This means that there is a statistically significant difference in the frequency of use of those who needed material from their libraries to perform certain activities (research \(X^2=23.064, \text{df}=2, p<0.00001\), preparation of material for reports \(X^2=8.829, \text{df}=2, p<0.012\), for conferences, seminars, etc. \(X^2=7.607, \text{df}=2, p<0.022\), for decision making \(X^2=7.997, \text{df}=2, p<0.018\), preparation of material for publishing \(X^2=6.671, \text{df}=2, p<0.035\), preparation of material for programmes and projects \(X^2=10.281, \text{df}=2, p<0.005\), getting or preparing material to keep-up-to-date \(X^2=13.527, \text{df}=2, p<0.001\).

It is concluded here that certain activities for which users needed information/material from their libraries influenced their use. It has been observed that they used their libraries more often. Such categories of users with certain requirements then, require developed services to cope with their needs. In order to examine the degree of use of those who needed information for the activities, the data have been further analysed in Table 6-11, by the three levels of use.
Table 6-11: PERCENTAGES AND DEGREES OF USE BY ACTIVITY

<table>
<thead>
<tr>
<th>Activities (information needed for)</th>
<th>No/limited use</th>
<th>Moderate use</th>
<th>Heavy use</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>conducting research</td>
<td>07.7</td>
<td>18.5</td>
<td>73.8</td>
<td>65</td>
</tr>
<tr>
<td>preparation of reports</td>
<td>19.8</td>
<td>17.4</td>
<td>62.8</td>
<td>86</td>
</tr>
<tr>
<td>conferences, ...</td>
<td>19.1</td>
<td>19.1</td>
<td>61.8</td>
<td>89</td>
</tr>
<tr>
<td>decision making</td>
<td>10.4</td>
<td>22.9</td>
<td>66.7</td>
<td>48</td>
</tr>
<tr>
<td>publishing</td>
<td>13.0</td>
<td>19.6</td>
<td>67.4</td>
<td>46</td>
</tr>
<tr>
<td>programmes, ...</td>
<td>11.1</td>
<td>23.8</td>
<td>65.1</td>
<td>63</td>
</tr>
<tr>
<td>replies to queries</td>
<td>20.0</td>
<td>21.3</td>
<td>58.8</td>
<td>80</td>
</tr>
<tr>
<td>keeping up-to-date</td>
<td>16.4</td>
<td>27.0</td>
<td>56.6</td>
<td>122</td>
</tr>
<tr>
<td>translation</td>
<td>18.9</td>
<td>27.0</td>
<td>54.1</td>
<td>37</td>
</tr>
</tbody>
</table>

Apart from two activities (reports with the percentage (19.8%), falling in the area of no/limited use being higher than that under moderate use (17.4%), and that of conferences & seminars which got the same value (19.1%) under both categories), all of the frequencies tend to increase gradually with the degree of frequency of use. Those who needed information for research purposes, for example, had the lowest percentage (7.7%) under no/limited use and the highest percentage under heavy use (73.8%).

Table 6-12: The Use of the Libraries (Frequency of Use)

<table>
<thead>
<tr>
<th>Variables</th>
<th>N</th>
<th>CHI-SQUARE</th>
<th>D.F</th>
<th>SIGNIFICANCE</th>
<th>ACCEPTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
<td>166</td>
<td>1.389</td>
<td>2</td>
<td>.449</td>
<td>Accepted</td>
</tr>
<tr>
<td>Educational Level</td>
<td>165</td>
<td>3.544</td>
<td>4</td>
<td>.471</td>
<td>Accepted</td>
</tr>
<tr>
<td>Topics:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>168</td>
<td>10.946</td>
<td>2</td>
<td>.004**</td>
<td>Rejected</td>
</tr>
<tr>
<td>Culture</td>
<td>168</td>
<td>.977</td>
<td>2</td>
<td>.614</td>
<td>Accepted</td>
</tr>
<tr>
<td>Science</td>
<td>168</td>
<td>4.907</td>
<td>2</td>
<td>.086</td>
<td>Accepted</td>
</tr>
<tr>
<td>Com./Info.</td>
<td>168</td>
<td>8.292</td>
<td>2</td>
<td>.015*</td>
<td>Rejected</td>
</tr>
<tr>
<td>Other</td>
<td>168</td>
<td>3.647</td>
<td>2</td>
<td>.161</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities (information needed for)</th>
<th>N</th>
<th>CHI-SQUARE</th>
<th>D.F</th>
<th>SIGNIFICANCE</th>
<th>ACCEPTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research</td>
<td>168</td>
<td>23.064</td>
<td>2</td>
<td>.00001**</td>
<td>Rejected</td>
</tr>
<tr>
<td>Reports</td>
<td>168</td>
<td>8.829</td>
<td>2</td>
<td>.012*</td>
<td>Rejected</td>
</tr>
<tr>
<td>Conferences, etc.</td>
<td>168</td>
<td>7.607</td>
<td>2</td>
<td>.022*</td>
<td>Rejected</td>
</tr>
<tr>
<td>Decision-making</td>
<td>168</td>
<td>7.997</td>
<td>2</td>
<td>.018*</td>
<td>Rejected</td>
</tr>
<tr>
<td>Publishing</td>
<td>168</td>
<td>6.671</td>
<td>2</td>
<td>.035*</td>
<td>Rejected</td>
</tr>
<tr>
<td>Programmes/Proj</td>
<td>168</td>
<td>10.281</td>
<td>2</td>
<td>.005**</td>
<td>Rejected</td>
</tr>
<tr>
<td>Replies/services</td>
<td>168</td>
<td>2.984</td>
<td>2</td>
<td>.225</td>
<td>Accepted</td>
</tr>
<tr>
<td>Keep up-to-date</td>
<td>168</td>
<td>13.527</td>
<td>2</td>
<td>.001**</td>
<td>Rejected</td>
</tr>
<tr>
<td>Translation</td>
<td>168</td>
<td>0.657</td>
<td>2</td>
<td>.7198</td>
<td>Accepted</td>
</tr>
</tbody>
</table>
6.3.5 Discussion and Comments on Usage

The data in Table 6-12 show the results of Chi-square test on the frequency of use with respect to all of the independent variables. On the basis of the analysis, the Null Hypothesis is accepted for the following independent variables: position and educational background. This means neither position nor the education level of the users influenced their frequency of use. For position, the result might be attributed to the fact that both administrators and non-administrators need information from the library to perform their activities. For the educational level, the overwhelming majority of the users (Table 6-2) held a bachelor's degree, leaving no room for the effect made by the other categories.

The results also indicate that there is a significant difference in the frequency of use of material in the library between those who carried out certain activities and those who did not, and between those who were interested in certain topics and those who were not. Since all of the percentages of those interested in a specific topic or carried a certain activity were more than 50% at the level of heavy use, it is concluded that the frequency of use is influenced by certain topics and certain activities. These conclusions have been supported by statistical evidence obtained from Chi-square tests. All of the activities were found to be statistically significant with the exception of "replies to queries" and "translation". In the case of "replies to queries", this might be due to the fact that the use itself was "occasional" rather than "frequent". For the activity of "translation", translators usually have their tools in their offices and use the library from time to time, but not as much as those who are interested in other activities, such as research. It is concluded that the majority of the activities for which internal users needed information, are information-oriented, and consequently, require timely reference and very specific and accurate information. This shows how important the libraries are to internal users whose quantity and quality of productivity might be improved when the services of the libraries are improved.
As far as the topics of interest are concerned, it is noticed that there is significant difference in the frequency of use made by those who were interested in education and those interested in communication and information from one side, and those who were not, from the other. For the topic of education, such a difference might be attributed to the following reasons:

(i) most of the commissions, if not all of them are affiliated to the ministries of education. Manpower is usually provided from such ministries, whose background is likely to be education;

(ii) Most national commissions, following their parent organisations deal with educational issues;

(iii) the respective intergovernmental Organisations give education the first priority in their programmes. According to Unesco, "Unesco gives top priority to its education programme" (4).

The commissions have had many international activities focusing on education in the last few years. They have been engaged in Unesco's project "Education for All" as an example,

(iv) the commissions which publish journals, newsletters, etc. concentrate on educational issues. To give an example "Attarbyia=Education" published by Qatar Commission, allocates more than two thirds of its material to educational issues. All the Commissions are expected to prepare or take part in the preparation of biennial reports on the development of education in their respective countries, which is submitted to the Unesco: IBE Conference.

For information and communication, the commissions deal with this discipline(s) as a topic in itself, and as a means for carrying out their tasks and dissemination of information.

With respect to the activity of conducting research, there has been significant difference in the frequency of using the library by those who needed information to conduct research, and those who did not. The likely reason is that research is a complex task which requires more information, than those of
routine nature. In addition, those who are conducting research use the library for interdisciplinary areas of research. This might urge them to use the collections more often to get more knowledge on the topics, which they had not dealt with before.

For all the activities which tested significantly, the difference might be attributed to the fact that these activities are information oriented. There are specialists whose day-to-day work requires information, and without information their work would be impossible, and thus they used the library quite often.

6.4 The Way Internal Users Use their Libraries
A successful library and information service takes into account how to communicate information, and introduce material to its users. Being aware of the information gathering habits of a client, the librarian selects the most appropriate channel favoured by this user. In order to know how the users approached their libraries to fulfil their information needs, respondents were asked (Q. 2-4) to indicate their method(s) of getting information from their libraries. The first method, visiting the library, was concerned mainly with finding out how many of the users were in direct physical contact with the librarian and access to the collections. For the purpose of this study data, collected from responses have been divided in two groups: (a) method of approaching the library by visits and by phone. The argument here is that the user is proactive, as he or she has the initiative to satisfy his information need, and (b) the user’s reliance on the librarian. Reliance is considered from two points of view, the mutual cooperative approach between the user and the librarian (request/get), and the complete reliance on the librarian (sent the material regularly by the librarian). The data in Table 6-13 show that 148 respondents visited their libraries, personally to look for information and material.
These results give a positive indication that the libraries were being visited and with great possibility of being used. This indicates that the libraries are very important for the internal users. Visiting the library means that there is face to face contact with the librarian. This, in turn, makes it easier to explain the query to the librarian. The client also gains some kind of indirect training. He or she also gets an impression about the collections available. He or she may also give suggestions to improve the service. And at last he or she may give a better assessment of the services. So, visiting the library yields relatively reliable results when evaluating the services later in this chapter.

The high percentage (87.1%) of those who visited the library personally might be attributed to the following factors:

(i) the location of the library in the same building, provides easy access. All libraries visited by the researcher were in the same buildings of their commissions.

(ii) It was observed that many internal users relied on themselves to look for, and find the needed material. This might be due to the fact that such libraries suffer from lack of trained manpower.

Since phone is likely to be used, mainly for quick reference service, the study also intended to find out how many users made use of this facility to contact the library. 28 respondents (16.5% of the sample) used phones to get primary or secondary information. Since most of the respondents preferred to visit the
library, this low percentage of contacting the library by phone is reasonable. However, visiting or phoning the library might be an action taken by the user after being informed, as a result to the current awareness service, that relevant information is available. It was noticed (5.5.3) that 17 libraries provided a current awareness service to internal users. In addition to the response to the current awareness service, the user may approach the library to satisfy a need which might have just arisen to perform an activity.

Respondents were asked to indicate whether the library sent them material upon their request and/or they got such material and information on a regular basis. The results indicate that only 24.7% of respondents requested the librarian to bring or send them the material (Table 6-14).

<table>
<thead>
<tr>
<th>Method</th>
<th>F</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get upon request</td>
<td>42</td>
<td>24.7</td>
</tr>
<tr>
<td>Sent regularly</td>
<td>58</td>
<td>34.1</td>
</tr>
</tbody>
</table>

The data also show that 58 (34.1%) of respondents received material regularly, or got information, possibly on the initiative of the library on a regular basis. It was observed (5.5.3) that 12 of the libraries redistributed material to internal users. The action(s) of request and getting the material needed indicate a two-direction interaction. When the user requests he is considered proactive. This can be reinforced by providing him with what he needed. It was noticed that only 24.7 percent of the users in the sample requested the library to get the needed material, while the majority of the users visited their libraries to get the material. This may be considered as another indicator that the users had to
depend on themselves when using their libraries. Even in the case of sending some clients material on a regular basis, there should be at least semi-regular contact. The argument here is that since there are people who are sent materials regularly, there should be a revision of their needs and interests. In addition, it is possible to get back some of the materials which had been redistributed earlier to his or her office, especially if he/she had finished with it.

The study intended to find out if the position variable made any difference in the choice of a certain method of approaching the library. Chi-square tests were run on data yielded from answers to Question 2-1.a and Question 2-4. The results show that only the mode of "visiting the library", tested significantly ($X^2=4.96$, df.=1, p<0.025). The data (Table 6-15) show that while only 26.7% of administrators visited their libraries, 73.3% of the non-administrators (professionals) did.

Table 6-15: Percentages of mode of approaching the library by position

<table>
<thead>
<tr>
<th>Mode</th>
<th>Administrators n=50</th>
<th>Nonadmin.n=118</th>
<th>% N</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N%</td>
<td>n%</td>
<td>N%</td>
</tr>
<tr>
<td>Visit</td>
<td>26.7</td>
<td>78.0</td>
<td>73.3</td>
</tr>
<tr>
<td>Phone</td>
<td>28.6</td>
<td>16.0</td>
<td>71.4</td>
</tr>
<tr>
<td>Request</td>
<td>38.1</td>
<td>32.0</td>
<td>61.9</td>
</tr>
<tr>
<td>Sent regularly</td>
<td>35.1</td>
<td>40.0</td>
<td>64.9</td>
</tr>
</tbody>
</table>

The effective percentages (under n%), show that the administrators visited their libraries less than the non administrators. Getting in touch with the library by phone was almost the same in both groups (16.0, and 16.9). The percentages of administrators are higher in both modes of "request" and "sent regularly", than
those of the non administrators. Disparity between responses of administrators and non administrators in using the other channels is attributed to differences in their patterns of information seeking behaviour and their frequency of contacting the library. This conclusion is based on the following observations, as well:

(i) First, it is most common for senior staff to use the phone rather than visit the library when they wanted information or material, possibly for being busy.

(ii) Second, they would prefer to be sent material which is necessary for decision making, on a regular basis, and as soon as it was received. However, the study has revealed that the same user may get information from the library through several channels. He or she may visit, phone, get material regularly and request needed material. An interesting observation has been found that the more channels the user took to get material from the library, the higher was his/ her frequency of use. It is reasonable to say that all these modes complement each other, and one of them may be taken in consequence to the other.

What is of interest here, is that the library has to take all of these attitudes into consideration. The librarian has to encourage use through the four channels. The librarian should not wait for the administrators to come and visit the library, he or she has to make use of the other modes, mainly to send them the relevant material regularly. In addition, and in order to maximize exposure, librarians have intelligently to encourage administrators to visit the libraries, mainly by carrying out some interesting activities, such as those relating to publicity programmes. It was noticed that when some people were invited to attend an exhibition of books, pictures and drawings, posters, administrators were pleased to attend such meetings, and even to talk about the activities of the library itself stressing its importance.
6.5 Problems Encountered During Use

The study intended to find out the problems that might hinder access to, and use of, materials in these libraries. An appropriate approach for such an investigation was found to ask the respondents to indicate how frequently they encountered a set of problems. Based on the literature review, six problems which are likely to exist in such libraries were identified (Q 2-5). The six problems focused on both availability of, and accessibility to information in the libraries. In addition, respondents were asked to mention any other problems they faced. The main findings on these problems were as follows:

6.5.1 Did Not Find the Material Required

One of the problems expected to exist was "not finding" the material required. This problem intended to examine both availability, and physical accessibility. Respondents were asked to indicate how often they faced this problem (did not find the material required), on a five point Likert type scale. The data in Table 6-16 show that 54 respondents claimed that they had never faced this problem when they were looking for information.

Table 6-16: Frequencies of encountering the problem of "not finding the material required"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>54</td>
<td>31.8</td>
</tr>
<tr>
<td>occasionally</td>
<td>85</td>
<td>50.0</td>
</tr>
<tr>
<td>often</td>
<td>19</td>
<td>11.2</td>
</tr>
<tr>
<td>always</td>
<td>5</td>
<td>2.9</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>4.1 (missing value)</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>

178
The data also indicate that 85 respondents (50%) faced this problem occasionally. For this category of users, it might be considered normal in these libraries which suffer from lack of resources. The table also shows that 24 respondents faced this problem regularly or all of the time when they had looked for information in their libraries in the last twelve months. This indicates that "not finding the material required" was a severe problem facing about 14% of the sample. It was noticed (Table 5-8) that the collections the libraries held were relatively small. In addition, not all of the libraries were managed by professional librarians (Table 5-3) who could organize the material in an appropriate way. This theme is discussed later in this chapter.

6.5.2 The Material was Out of Date

Another expected problem which might face internal users was the obsolescence of materials. Respondents were asked to state how often they encountered the problem of finding the materials "out of date". In fact, the problem here lies in not finding the current material, i.e., there was no physical access to the current information.

Table 6-17: Frequencies of encountering the problem of "out of date"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seldom/never</td>
<td>70</td>
<td>41.2</td>
</tr>
<tr>
<td>Occasionally</td>
<td>78</td>
<td>45.9</td>
</tr>
<tr>
<td>Often</td>
<td>14</td>
<td>8.2</td>
</tr>
<tr>
<td>Always</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Missing value</td>
<td>8</td>
<td>4.7</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100</td>
</tr>
</tbody>
</table>
The data (Table 6-17) indicate that seventy respondents (41.2%) of the sample stated that they had never or seldom faced this problem. 78 respondents (45.9%) of the sample said that they faced this problem occasionally. This problem is considered a severe one by 14 respondents (8.2%). No respondents claimed facing this problem all of the time.

6.5.3 The Material was Being Used by Others

As shown in Table 6-18, 87 respondents (51.2%) had rarely faced the problem of not gaining access to the material, since it was being used (on loan) by others. However, this problem was encountered by 54 respondents from time to time, and by 14 respondents most of the time. Only two respondents encountered this problem all of the time.

Table 6-18: Frequency of encountering the problem of "the material being used"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>87</td>
<td>51.2</td>
</tr>
<tr>
<td>occasionally</td>
<td>54</td>
<td>31.8</td>
</tr>
<tr>
<td>often</td>
<td>14</td>
<td>8.2</td>
</tr>
<tr>
<td>always</td>
<td>2</td>
<td>1.2</td>
</tr>
<tr>
<td>13 (missing value)</td>
<td>7.6</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>
6.5.4 The Material was Complex in Content

One of the problems which hinder intellectual accessibility to the contents of an information medium, is that the user cannot understand its contents. This survey reveals that about half of the respondents (Table 6-19) had rarely faced this problem.

Table 6-19: Frequencies of encountering the problem of "the material complex in content"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>86</td>
<td>50.6</td>
</tr>
<tr>
<td>occasionally</td>
<td>59</td>
<td>34.7</td>
</tr>
<tr>
<td>often</td>
<td>14</td>
<td>8.2</td>
</tr>
<tr>
<td>always</td>
<td>2</td>
<td>1.2</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>5.3 (missing value)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>

59 respondents (34.7%) faced this problem from time to time. 14 respondents (8.2%) complained about facing this problem regularly. Two respondents faced such a problem every time they were trying to use information available in their libraries.

6.5.5 Found the Material in Other Language(s)

Language is the vehicle for human knowledge. It is the means for communication and understanding. Since the libraries receive material in different languages, even in languages other than the official languages of the organizations, the problem of getting information in other languages is likely to exist. Table 6-20 summarises the results on this problem which hinders
intellectual accessibility to the materials.

Table 6-20: Frequencies of encountering the problem of "language"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>22</td>
<td>12.9</td>
</tr>
<tr>
<td>occasionally</td>
<td>77</td>
<td>45.3</td>
</tr>
<tr>
<td>often</td>
<td>53</td>
<td>31.2</td>
</tr>
<tr>
<td>always</td>
<td>5</td>
<td>2.9</td>
</tr>
<tr>
<td></td>
<td>13</td>
<td>7.6 (missing value)</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>

The data (Table 6-20) show that 22 respondents had never faced the problem of finding the materials required in different languages. The data also show that this problem was occasionally encountered by 45.3% of the respondents. A striking result was that 53 respondents (31.2% of the sample) faced this problem most of the time. In addition, 5 (2.9%) complained of facing this problem all of the time. This means that this problem severely affected more than one third of the respondents in the sample. Materials come to the library from other national commissions in different languages. Materials from Unesco also come in various languages, mainly in English and French. At the same time translations of such materials are rare.

6.5.6 Got the Materials but Later than Expected

Another problem assumed to exist was late delivery of materials. Availability of materials later than expected might not make a difference, if the decision had already been taken. The results of respondents encountering this problem are given in Table 6-21.
Table 6:21 Frequencies of encountering the problem of "getting the required material late"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>seldom/never</td>
<td>53</td>
<td>31.2</td>
</tr>
<tr>
<td>occasionally</td>
<td>84</td>
<td>49.4</td>
</tr>
<tr>
<td>often</td>
<td>19</td>
<td>11.2</td>
</tr>
<tr>
<td>always</td>
<td>4</td>
<td>2.4</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>100.0</td>
</tr>
</tbody>
</table>

The data (Table 6-21) show that 4 respondents always received the materials later than expected. 19 respondents faced this problem most of the time when they needed the materials. This means that 23 respondents, a relatively high percentage (13.6%) complained of getting the materials later than expected. 84 respondents about half of the sample faced this problem from time to time. 53 respondents had rarely encountered this problem.

Comments on the problems
Statistical evidence has shown that the six problems did exist, and were faced by almost half of the sample, at various levels. Although the frequency of facing these problems varied from one respondent to another, still all of the six problems severely affected relatively high percentages of the users. Naturally, when talking about these problems, one should detect the causes of these problems. For this purpose, analysis has been handled with care, since the matter is depicting the cause and effect, which might give risky conclusions. One may agree that the cause of such problems may arise from the libraries and/or from the users. Analysis of data provided in the previous chapter led to some conclusions which indicated the possibility of encountering these
problems. In this chapter which is user-centred, the focus is placed on the examination of these problems in relation to the characteristics of the internal users. This section has examined which of the respondents’ independent variables had influenced their frequencies of encountering the problems. For the purpose of further analysis the following hypothesis was formulated and tested.

6.5.7 The Hypothesis on the Problems

H0  There is no difference in the frequency of encountering problems when looking for information/ material in the library with respect to: a) position, b) educational level, c) topics of interest, and d) activity.

For testing this hypothesis, sub-hypotheses have been formulated to test the relationship between each independent variable and the frequency of encountering problems as a dependant variable. The variables and their treatment were discussed earlier (4.4).

a) Hypothesis on the influence of position.

For testing the sub-hypothesis on the relationship between the frequency of encountering problems and position (There is no difference in the frequency of encountering problems when looking for information/ material in the library with respect to position), Chi-square tests were run on data provided from answers to questions Q.2-1a and Q.2-5. The test results (Table 6-22) show that of the six categories of problems tested, only one problem "did not find the material required" varied significantly with position. On the basis of these results the null hypothesis is rejected for this problem only, and accepted for the other five. This means that "position" is a significant influencing factor in the frequency of encountering the problem of not finding the materials required when the respondents were looking for information in their libraries in the last
twelve months.

Table 6-22: Results on the frequency of encountering problems by position

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>9.147 .0025* Rejected</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>.6515 .4196 Accepted</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>2.215 .1366 Accepted</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>1.900 .1681 Accepted</td>
</tr>
<tr>
<td>Found the material in a different language</td>
<td>.1137 .7359 Accepted</td>
</tr>
<tr>
<td>Got the material but later than expected</td>
<td>.1225 .7264 Accepted</td>
</tr>
</tbody>
</table>

For further analysis, the data presented in Table 6-23, show the differences between percentages of those who frequently encountered the problems in both groups. The results show that while 27.1% of administrators encountered this problem frequently, only 8.8% of non administrators encountered the same problem frequently.

Table 6-23: PERCENTAGE OF ENCOUNTERING THE PROBLEM OF NOT FOUND by POSITION N=161

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th>Infrequently</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Administ</td>
<td>27.1 (13)</td>
<td>72.9 (35)</td>
<td>100 (48)</td>
</tr>
<tr>
<td>Non Admin</td>
<td>8.8 (10)</td>
<td>91.2 (103)</td>
<td>100 (113)</td>
</tr>
</tbody>
</table>
This is a puzzling result. Administrators were expected to encounter this problem less frequently than the professional staff, since they might be given the priority to be served. However, this significant difference might be attributed to the following factors:

(i) Administrators in the commissions usually ask for tiny bits of information, such as a resolution, an address, the full name of a person. This type of data is not always easy to locate. It was observed that professional staff usually ask for the whole item (the book, or even say the volume of a journal).

(ii) Administrators usually want the bits of information or the material urgently, while locating such information is sometimes time consuming.

(iii) Although administrators had some materials in their offices, they might not have enough time to look for the needed information in such materials. It is possible that the needed items are in their offices. Intelligent librarians have to keep track of which items are held in the offices, otherwise they would not gain access to required information, since the material was not available in the library.

(iv) Since administrators visited their libraries less frequently than the other group, they are likely to encounter this problem more than the non administrators who became more familiar with the collections since they had paid more visits.

b) Hypothesis on the influence of educational level

Educational level might be an influencing factor with respect to those problems which might hinder intellectual accessibility. It was hypothesized that, educational level does not make a difference in the frequency of encountering the problem of (1) "the material was complex in content", and the problem of (2) "the material was in a different language". In order to test this hypothesis and for the purpose of further analysis of data, the educational level, independent variable was categorised into, non-graduates, graduates, and postgraduates. Chi-square tests were run on the data provided by Q 2-1.b and Q 2-5.4 and Q 2-5.5. The data (Table 6-24) show the percentages of
respondents who encountered the problem of finding "the material complex in content" frequently, classified by the three categories of educational level. Chi-square results (Table 6-26) for the problem of finding the material "complex" were eliminated, since 33.3% of the cells with expected frequency counted less than five. However, the results (Table 6-24) show that as the educational level increases, there is a gradual decrease in the frequency of encountering this problem.

Table 6-24: Percentage of encountering the problem of "complex" by "educational level" N=158

<table>
<thead>
<tr>
<th></th>
<th>Non-graduates (n=35)</th>
<th>Graduates (n=106)</th>
<th>Post-graduates (n=17)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% n</td>
<td>% n</td>
<td>% n</td>
</tr>
<tr>
<td>Non-graduates</td>
<td>1140 6</td>
<td>60 9</td>
<td>00</td>
</tr>
<tr>
<td>Graduates</td>
<td>17.1</td>
<td>8.5</td>
<td>00</td>
</tr>
<tr>
<td>Post-graduates</td>
<td>0</td>
<td>0</td>
<td>00</td>
</tr>
</tbody>
</table>

It is noticed that the effective percentages (under n%), 17.1 under non-graduates, 8.5 under graduates, and 00 under postgraduates. This means that 17.1% of those who encountered the problem of "finding the material complex in content" frequently were non-graduates. While 8.5 of those who encountered this problem frequently were graduates, it is noticed that none of those with postgraduate qualifications encountered this problem. This means that the educational level influences the frequency of facing the problem of finding the material complex in content. It is worth mentioning here that the Organisations recommended that member states need to have highly qualified staff in their commissions (5).

It was also found out that the educational level influences the frequency of encountering the problem of finding the material in different language(s). Table 6-25 shows the results of the percentages of those who frequently encountered
this problem under the three levels.

Table 6-25: Percentage of encountering the problem of "different language" by "educational level" N=158

<table>
<thead>
<tr>
<th>Problem</th>
<th>Non-graduates (n=35)</th>
<th>Graduates (n=106)</th>
<th>Post-graduates (n=17)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%  n</td>
<td>%n</td>
<td>%  n</td>
</tr>
<tr>
<td>25.0</td>
<td>14</td>
<td>43.8</td>
<td>66.1</td>
</tr>
</tbody>
</table>

The data in the table is interesting. The frequencies tend to decrease as the educational level becomes higher and higher. The relationship here indicates inverse correlation. However, is the difference statistically significant? The results of Chi-square test (Table 6-26) was not significant (X² = 1.019, df. = 2, p > 0.05). According to this result, the null hypothesis is accepted.

Table 6-26: Results on the frequency of encountering problems by educational level

<table>
<thead>
<tr>
<th>Problems</th>
<th>Chi-sq</th>
<th>Sig</th>
<th>Acceptance</th>
</tr>
</thead>
<tbody>
<tr>
<td>The material &quot;complex in content&quot; (n=158)</td>
<td>4.291</td>
<td>.117</td>
<td>eliminated</td>
</tr>
<tr>
<td>The material in &quot;different language&quot; (n=155)</td>
<td>1.019</td>
<td>.6005</td>
<td>accepted</td>
</tr>
</tbody>
</table>

However, it is possible to say that the educational level makes some kind of difference in the frequency of encountering these two problems, but not to the
c) Hypothesis on the influence of topics of interest:

(i) education.

In order to test if there had been a difference in the frequency of encountering the problems between those who were interested in the discipline of education and those who were not, Chi-square test results (Table 6-27) show that there is no significant difference between both groups. On the basis of these results, the null hypothesis is accepted. This means that being interested in the topic of education or not, does not make a difference in the frequency of encountering any of the six problems.

Table 6-27: RESULTS ON THE FREQUENCY OF ENCOUNTERING PROBLEMS BY TOPICS OF INTEREST (EDUCATION)

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE</th>
<th>SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>2.274</td>
<td>.1314 Accepted</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>2.253</td>
<td>.1333 Accepted</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>.0124</td>
<td>.9114 Accepted</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>.1688</td>
<td>.6811 Accepted</td>
</tr>
<tr>
<td>Found the material in a different language</td>
<td>.2943</td>
<td>.5874 Accepted</td>
</tr>
<tr>
<td>Got the material but later than expected</td>
<td>.0083</td>
<td>.9274 Accepted</td>
</tr>
</tbody>
</table>

(ii) Culture

In order to test if there was any difference in the frequency of encountering problems with respect to being interested in "culture" as a discipline, Chi-square tests were run on the data of this independent variable (Q.2-1c.b) and the data...
yielded in Q.2-5. Results of Chi-square test (Table 6-28) showed that none of the six problems varied significantly with culture as a topic of interest.

Table 6-28: RESULTS ON THE FREQUENCY OF ENCOUNTERING PROBLEMS BY TOPICS OF INTEREST (CULTURE)

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE</th>
<th>SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>3.214</td>
<td>.0730 Accepted</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>.015</td>
<td>.9011 Accepted</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>.051</td>
<td>.8211 Accepted</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>.026</td>
<td>.8707 Accepted</td>
</tr>
<tr>
<td>Found the material in different language</td>
<td>.883</td>
<td>.3473 Accepted</td>
</tr>
<tr>
<td>Got the material but later than expected</td>
<td>.070</td>
<td>.7900 Accepted</td>
</tr>
</tbody>
</table>

On the basis of these results the null hypothesis is accepted. This means that whether interested in culture or not is not a significant influencing factor in the frequency of encountering any of the six problems.

(iii) Science

In order to test the same null hypothesis on whether being interested in science makes a significant difference in the frequency of encountering problems, Chi-square tests were run on Q. 2-1.c.c and Q.2-5. Results of the test show that, of the six problems tested, only one problem "Found the material, but was out of date" tested significantly (Table 6-29) with the discipline of science as a topic of interest.
Table 6-29: RESULTS ON THE FREQUENCY OF ENCOUNTERING PROBLEMS BY TOPICS OF INTEREST (SCIENCE)

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE</th>
<th>SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>3.235</td>
<td>.0721 Accepted</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>5.022</td>
<td>.0250* Rejected</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>.1506</td>
<td>.6979 Accepted</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>.1633</td>
<td>.6861 Accepted</td>
</tr>
<tr>
<td>Found the material in different language</td>
<td>.9230</td>
<td>.3367 Accepted</td>
</tr>
<tr>
<td>Got the material but later than expected</td>
<td>.0008</td>
<td>.9773 Accepted</td>
</tr>
</tbody>
</table>

On the basis of these results the null hypothesis are rejected only for this problem, and accepted for the other five. For further analysis the data (Table 6-30) were examined. It is observed that while only 2.9% of those interested in science encountered this problem frequently, 12.9% of those who were not interested faced this same problem frequently.

Table 6-30: Being interested in Science and the problem out of date

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th>Infrequently</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%  n</td>
<td>%  n</td>
<td>%  n</td>
</tr>
<tr>
<td>Interested</td>
<td>2.9 (2)</td>
<td>97.1 (67)</td>
<td>100 (69)</td>
</tr>
<tr>
<td>Others</td>
<td>12.9 (12)</td>
<td>87.1 (81)</td>
<td>100 (93)</td>
</tr>
</tbody>
</table>

This is a positive indication that those who were interested in science were better served. This means that those who were interested in science encountered
the problem of finding the material out of date less frequently than those who were not interested in this topic. This also means that those who were interested in science could get the current materials. This difference might be influenced by some other factors. The likely explanation for this result can be attributed to the following, (i) The data in Table 6-3 showed that those who were interested in science are relatively small in number. This means that demand was low and consequently, the material was available. Even demand by external users was low, since the percentage of users who were interested in science was low (Table 7-5).

(iv) Communication and Information
Based on the assumption that being interested in the topic of "communication and information" might influence the frequency of encountering one or more of the six problems, the null hypothesis was tested. Chi-square tests were run on Q. 2-1.c.d and Q.2-5. The results of Chi-square (Table 6-31) show that, of the six problems tested, only one problem "Did not find the material required" tested significantly with the discipline of "communication and information" as a topic of interest.

Table 6-31: RESULTS ON THE FREQUENCY OF ENCOUNTERING PROBLEMS BY TOPICS OF INTEREST (COMMUNICATION AND INFORMATION)

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE</th>
<th>SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>6.026</td>
<td>.0141* Rejected</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>.9400</td>
<td>.3323 Accepted</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>.5063</td>
<td>.4767 Accepted</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>3.450</td>
<td>.0632 Accepted</td>
</tr>
<tr>
<td>Found the material in different language</td>
<td>.0468</td>
<td>.8286 Accepted</td>
</tr>
<tr>
<td>Got the material later than expected</td>
<td>1.444</td>
<td>.2294 Accepted</td>
</tr>
</tbody>
</table>
On the basis of these results the null hypothesis can be rejected only for this problem, and accepted for the other five. The percentages in Table 6-32 show that (6.3%) of those who encountered this problem frequently, is lower than that (20.2%) of the other group.

Table 6-32: PERCENTAGE OF ENCOUNTERING THE PROBLEM OF:

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th>Infrequently</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td></td>
<td>n</td>
<td>n</td>
<td>n</td>
</tr>
<tr>
<td>interest</td>
<td>6.3 (4)</td>
<td>93.8 (60)</td>
<td>100 (64)</td>
</tr>
<tr>
<td>Others</td>
<td>20.2 (20)</td>
<td>79.8 (79)</td>
<td>100 (99)</td>
</tr>
</tbody>
</table>

This means that those who were interested in this topic could locate and get the materials easily, and encounter this problem less frequently than the others. The likely reason for such a result, and as observed, could be that the amount of literature on communication and information received by the commissions is not as much as those of literature received on education and culture. The argument here is that since the amount of materials is limited, required items were easy to locate. In addition, most of the literature published on this topic by the organizations, appeared in series, in different colours, and size (PGI documents, for example, are easy to identify). Another likely reason is that the number of respondents who were interested in communication and information is 40% representing the lowest figure of interest with respect to the organisation's fields of competence (Table 6-3). This leads to the conclusion that there was relatively low demand, and the material was available.
(v) Other Topics

The libraries of the commissions receive materials on topics other than those falling within the organisation's fields of competence. Table 6-3 showed that about 13% of the sample were interested in other topics. In order to test if this interest influenced the user's frequency of encountering any of the problems, Chi-square tests were run on the data provided from the answers to Q.2-1c.5 and Q. 2-5. Only one problem "found the material in different language(s)" tested significantly. On the basis of this result (Table 6-33) the null hypothesis is rejected for this problem only.

Table 6-33: Results on the frequency of encountering problems by other topics

<table>
<thead>
<tr>
<th>PROBLEMS</th>
<th>CHI-SQUARE</th>
<th>SIGNIFICANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material required</td>
<td>.3589</td>
<td>.5491 eliminated</td>
</tr>
<tr>
<td>Found the material but was out of date</td>
<td>.0065</td>
<td>.9357 eliminated</td>
</tr>
<tr>
<td>The material was being used by others</td>
<td>2.601</td>
<td>.1068 eliminated</td>
</tr>
<tr>
<td>The material was complex in content</td>
<td>2.664</td>
<td>.1026 eliminated</td>
</tr>
<tr>
<td>Found the material in a different language</td>
<td>7.823</td>
<td>.0051* Rejected</td>
</tr>
<tr>
<td>Got the material later than expected</td>
<td>4.058</td>
<td>.0439* eliminated</td>
</tr>
</tbody>
</table>

The results of encountering the other five problems by respondents with respect to other topics were eliminated from the analysis because 25% (one out of four) of the cells of the expected frequencies counted less than five. However, even after continuity correction, neither of them showed significant difference. Further analysis was made to detect why those who were interested in other topics encountered the problem of finding the material in different languages less frequently than the other group of users.
Table 6-34: PERCENTAGE OF ENCOUNTERING THE PROBLEM OF:
LANGUAGES BY OTHER TOPICS  N=157

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th></th>
<th>Infrequently</th>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>interested</td>
<td>9.5 (2)</td>
<td></td>
<td>90.5 (19)</td>
<td></td>
<td>100 (21)</td>
</tr>
<tr>
<td>Others</td>
<td>41.2 (56)</td>
<td></td>
<td>58.8 (80)</td>
<td></td>
<td>100 (136)</td>
</tr>
</tbody>
</table>

The results show that the percentage (9.2%) of those interested in other topics encountered this problem less frequently than the others. A likely reason is that this category knew the language of the materials, and used them. Those who were not interested in "other topics" complained of having many materials in different languages, since 41.2% encountered this problem. Those who were not interested in other topics, might have looked through such material to check if it was relevant or not, i.e., whether it was of interest or not. In this case they spent more time, trying to translate or consult others who knew the language(s). The problem for this category then, is that they were not able to distinguish whether the material received in other languages falls within their topic(s) of interest or not.

It was observed that materials on other topics usually received from other national commissions, were in their national languages, and about national issues. They are informative in nature, covering themes, such as geography, history, literature, arts. It is likely that the librarian does not know the language(s) of these materials. The libraries or even the commissions do not have enough resources to translate such materials.
d) Hypothesis on the influence of activity

The study intended to find out whether the libraries were providing appropriate services to meet the information needs of internal users to perform certain tasks with the least frequency of encountering problems. For this purpose, analysis tested whether there was a difference in the frequency of encountering problems between those who needed material to perform a certain activity and those who did not. Chi square tests were run on the data yielded from Q.2-2 and Q.2-5.

**Table 6-35: The problems and activities**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Not FOUND</th>
<th>Out/DATE</th>
<th>Being USED</th>
<th>COMPLEX LANGUAGE</th>
<th>LATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESEARCH</td>
<td>.3942</td>
<td>.7988</td>
<td>.6715</td>
<td>.5190</td>
<td>.9550</td>
</tr>
<tr>
<td>REPORTS</td>
<td>.0620</td>
<td>.1891</td>
<td>.7592</td>
<td>.2801</td>
<td>.2397</td>
</tr>
<tr>
<td>CONF.&amp;SEM.</td>
<td>.0176*</td>
<td>.3945</td>
<td>.5077</td>
<td>.1786</td>
<td>.9916</td>
</tr>
<tr>
<td>DECISION</td>
<td>.9689</td>
<td>.5130</td>
<td>.6901</td>
<td>.8488</td>
<td>.3411</td>
</tr>
<tr>
<td>PUBLISHING</td>
<td>.0191*</td>
<td>.9447</td>
<td>.8674</td>
<td>.1467</td>
<td>.2846</td>
</tr>
<tr>
<td>PROGRAMMES</td>
<td>.0689</td>
<td>.4925</td>
<td>.2963</td>
<td>.5294</td>
<td>.2403</td>
</tr>
<tr>
<td>REPLIES/QUERY</td>
<td>.0548</td>
<td>.1502</td>
<td>.3854</td>
<td>.3835</td>
<td>.5720</td>
</tr>
<tr>
<td>KEEP/TO-DATE</td>
<td>.8680</td>
<td>.6502</td>
<td>.1587</td>
<td>.5321</td>
<td>.2213</td>
</tr>
<tr>
<td>TRANSLATION</td>
<td>.3065</td>
<td>.2039</td>
<td>.1230</td>
<td>.7894</td>
<td>.2444</td>
</tr>
</tbody>
</table>

The results (Table 6-35) show that the only problem which tested significantly was "Did not find the material required". This means that:

(i) the activities made no difference in the percentages of frequently encountered problems of finding the material "out of date", "being used by others", "being complex in content", being in "different language(s)", or "received late". On the basis of these results the null hypothesis (or sub-hypotheses) is accepted.

(ii) As far as the problem of "Did not find the material required" is
concerned, the null hypothesis is rejected for the following two activities (1) needed material for conferences and seminars, and (2) needed material for publishing. The null hypothesis is accepted for the other activities. For further analysis on those rejected sub-hypotheses, the tables of significance provided by Chi-square tests were examined, to observe the differences between the percentages. The results were as follows:

(i) The problem: "Did not find the material required" by the activity of "conferences and seminars, etc."

The data (Table 6-36) show that only 8.3% of those who needed information or materials to perform this activity encountered the problem of availability. While in the "others" category 21.5% faced this problem. This means that those who needed the materials faced this problem less frequently than the other group.

Table 6-36: PERCENTAGE OF ENCOUNTERING THE PROBLEM OF:

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th>Infrequently</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Need for</td>
<td>08.3</td>
<td>7</td>
<td>91.7</td>
</tr>
<tr>
<td>Others</td>
<td>21.5</td>
<td>17</td>
<td>78.5</td>
</tr>
</tbody>
</table>

One of the reasonable explanations is that the materials required were easy to locate by those who needed them for the following reasons:

a) most of the materials needed were sent (by the library) to the respective sections as soon as they were received.
b) Users performing such an activity rely heavily on the latest documents. Even when these documents were kept in the library before being sent to the target audience, their location was easy to remember (fresh in mind).

c) Such materials are usually given high attention, possibly as they are of concern to the top senior staff.

d) Materials required for this activity are of specialised nature which make them demanded by a limited number of users. In other words, other users are usually not concerned with these materials. They do not consult them or check them out, so they are available. Consequently, those concerned users were able to find these materials most of the time, and encountered the problem of availability less frequently.

It was observed, when visiting the libraries, that the latest materials on such issues, were kept in box files labelled with dates and numbers of sessions. Locating the box file dated by year, is easy. This in turn, reduces the frequency of encountering the problem of not finding the material required.

(ii) Publishing

The results (Table 6-37) show that the percentage of those who frequently encountered this problem of non-availability was higher with those who did not need material for publishing. The likely reason is that the users who needed material for publishing were familiar with the collections, since they needed the material quite often (Tables 6-11, 6-12).

Table 6-37: PERCENTAGE OF ENCOUNTERING THE PROBLEM OF: NOT FOUND by Publishing

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequently</th>
<th></th>
<th>Infrequently</th>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Need for</td>
<td>4.3</td>
<td>2</td>
<td>95.7</td>
<td>44</td>
<td>100</td>
</tr>
<tr>
<td>Others</td>
<td>18.8</td>
<td>22</td>
<td>81.2</td>
<td>95</td>
<td>100</td>
</tr>
</tbody>
</table>

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Publishing was observed in commissions with good library and information services, for example, the Egyptian and Qatar Commissions. Since the libraries of such commissions were functioning at a relatively advanced level, the material was easy to obtain. This also means that the user's need for preparing material for publishing was taken into consideration by the librarians.

6.5.8 Problems Relating to Some Input Factors

In order to provide a relatively complete overview of the problems encountered by internal users, respondents were asked in an open-ended question (Q.2-6), to provide any other problems they encountered. This question and the data yielded from other comments (Question 2-11), showed that 31 respondents complained of the problem of space. Space allocated for the libraries was far from adequate. This problem was observed in all the libraries visited. This problem was discussed in the previous chapter.

41 (24.1%) respondents complained of lack of staff to serve them. The results here support what has been concluded in the survey of the libraries, in that this is an acute problem which hindered the provision of effective services by some of the libraries. 31 (18.2%) respondents mentioned the problem of collection coverage. They indicated that the collections available were not sufficient in terms of quantity. It was noticed in the previous chapter that many libraries had small collections. About 34% of them had a collection of less that 3000 books (Table 5-7). 34 (20%) respondents complained of collection organization, and stated that they could not gain easy access to the materials. In other words they suffered from lack of effective bibliographic control. This situation is expected to exist, since many libraries suffer from lack of professional librarians. 23 (13.5%) respondents complained of lack of services. Here also the lack of professional librarians is a reasonable cause for this problem.
The study also intended to find out if the numbers of professional librarians, the numbers of books, and numbers of titles of periodicals affected the users' frequency of encountering any of the six problems. Spearman correlation test was used to test the H0 which states that "There is no relationship between the frequency of encountering problems by internal users and the numbers of professional librarians employed, numbers of volumes of books, and numbers of titles of periodicals held in their libraries."

In order to test this hypothesis Spearman correlation coefficients were computed to test the relationships between the problems and the numbers of the three input variables. The number of professional librarians made no significant relationship between the frequency of encountering any of the problems by internal users. Despite the fact that the results (Table 6-38) show some type of negative correlation, still this result confirms that (i) the librarians were engaged in other tasks to the degree that their effect on eliminating the problems was not clear enough, (ii) many of the librarians lack the necessary skills which would overcome the problems.

Table 6-38: Results on the numbers of librarians and the frequency of encountering problems  N=170

<table>
<thead>
<tr>
<th>Problem</th>
<th>Spearman cor. (r)</th>
<th>Sig. level of accept. (0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not found</td>
<td>-.058</td>
<td>.445</td>
</tr>
<tr>
<td>Out of date</td>
<td>-.029</td>
<td>.698</td>
</tr>
<tr>
<td>Being used</td>
<td>-.068</td>
<td>.375</td>
</tr>
<tr>
<td>Complex</td>
<td>-.101</td>
<td>.188</td>
</tr>
<tr>
<td>Dif. language</td>
<td>.028</td>
<td>.711</td>
</tr>
<tr>
<td>Late</td>
<td>-.056</td>
<td>.466</td>
</tr>
</tbody>
</table>
The test results show (Table 6-39) negative relationship between the numbers of books and the frequency of encountering three problems. These problems were "not found", "complex", and received the materials "late".

Table 6-39: Results on numbers of books and the frequency of encountering the problems N=168

<table>
<thead>
<tr>
<th>Problem</th>
<th>Spearman cor. (r)</th>
<th>Sig. accept. (0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not found</td>
<td>-.251</td>
<td>.0009*</td>
</tr>
<tr>
<td>Out of date</td>
<td>-.083</td>
<td>.276</td>
</tr>
<tr>
<td>Being used</td>
<td>-.090</td>
<td>.239</td>
</tr>
<tr>
<td>Complex</td>
<td>-.236</td>
<td>.0019*</td>
</tr>
<tr>
<td>Dif. language</td>
<td>-.005</td>
<td>.941</td>
</tr>
<tr>
<td>Late</td>
<td>- 178</td>
<td>.019*</td>
</tr>
</tbody>
</table>

This means that the more books in a certain library, the less the users of that library encountered these three problems.

The data in Table 6-40 show negative correlation between the numbers of titles of periodicals and five of the problems. Two of these problems "not finding the material required" and the "material was complex in context" were tested significantly.
Table 6-40: Results on numbers of titles of periodicals and the frequency of encountering the problems N=170

<table>
<thead>
<tr>
<th>Problem</th>
<th>Spearman cor. (r)</th>
<th>Sig. level of accept. (0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not found</td>
<td>-.225</td>
<td>.003*</td>
</tr>
<tr>
<td>out of date</td>
<td>-.097</td>
<td>.205 Accepted</td>
</tr>
<tr>
<td>Being used</td>
<td>-.088</td>
<td>.249 Accepted</td>
</tr>
<tr>
<td>Complex</td>
<td>-.175</td>
<td>.021* Rejected</td>
</tr>
<tr>
<td>dif. language</td>
<td>.031</td>
<td>.683 Accepted</td>
</tr>
<tr>
<td>late</td>
<td>-.079</td>
<td>.301 Accepted</td>
</tr>
</tbody>
</table>

This means that the lower the number of periodicals held in the library, where the user encountered the problem, the more he or she faced the problem of not finding the material required. Indeed, insufficient numbers of periodicals also affect availability of information. In addition, the users encountered the problem of finding information complex in context, more frequently in those libraries with smaller numbers of periodicals. The explanation for this result can be attributed to the fact that periodicals which are more comprehensible have been redistributed. This gives indication that the periodicals redistributed were selected by the recipients. This situation also means that the librarians did not take into account the needs of internal users.

Statistical evidence showed strong negative correlation between the numbers of both books and periodicals held in the libraries, and the frequency of encountering the problem of not finding the material required. These results indicate that the libraries with smaller numbers of books and periodicals need to increase their collections. The collections of the libraries, as observed in the previous chapter, were small. The librarians have also to reconsider their redistribution policy.
6.5.9 Further Comments on the Problems.

Libraries of the Commissions, as other special libraries have to provide reliable services to satisfy the informational needs of their clients. Overcoming users' problems, or keeping them to the minimum, gives an indication on the success of the service and the satisfaction of the user. It has been concluded that proportions of users encountered one or more of the six problems. This means that such problems did exist, and there is a need for solutions. It was also noticed that facing such problems was influenced by some independent variables - i.e., by personal attributes of the internal users which means that there is also need to consider the users needs interests and capabilities. It was noticed that the problem "did not find the material required" was encountered more than the other problems. Bearing in mind that the commissions and their libraries gave the objective of "providing easy and quick access to the publications available at the library of the commission", the first priority to be achieved, one would expect that the material is available and accessible. It has been that the collections were not adequate to satisfy the needs of the users. In addition, the collections were not processed in a helpful way. In the previous chapter it was noticed that some libraries had very limited collections. In addition proportions of internal users as indicated above complained of lack of collection coverage, collection organization, and lack of services. Such problems were identified in Hajnal's user study of information from IGOs. Among those problems cited by the users were, inadequate IGO collections in many libraries, poor services in libraries, including inadequate cataloguing of IGO material, and insufficiency of trained staff (6-7).

This situation has been confirmed with statistical evidence, as the users encountered the problem of availability. Lack of collections may be due to the fact that some libraries following their commissions were recently established. Logically the collections in these libraries are limited. A possible solution could be that such libraries contact other commissions and the organisations to secure
Some of the libraries redistribute most of the material they receive, thus they sometimes sacrifice with valuable material needed for the internal users. Wherever such a situation exists, the librarians have to reconsider their redistribution policy. First of all they have to check with the internal users if a certain item matches with their needs. In case of receiving several copies, the problem is solved by leaving at least one copy in the library. If only one copy is received, it is believed that the library of the commission has the first priority to keep it. Other bodies or individuals who are likely to need such a copy are encouraged to buy it from the organizations. In addition, the library provides access to that copy as well.

Some other cause might be that some material is usually kept in the offices by some internal users. Part of this material, especially new items might be kept in the offices before they were sent to the library. Another likely reason is that some of the new material might be circulated either to internal or external users.

However, the remedy to this situation could be that the commissions build good collections, since many of their libraries lack adequate collections to meet the expectations of the internal users. The commissions could increase the number of copies by purchasing additional copies. They are encouraged by the organisations to purchase such copies at a considerable special discount. Encountering the problem of not finding the material has also been influenced by poor bibliographic control. This was confirmed by a proportion of internal users. But, how can the libraries overcome such a problem without having professional librarians?

Another problem was that "the material was being used by others". Some titles that users were seeking might have been checked out to other users. This might
be attributed to the number of copies available. An observed acute problem lies in regulations. Users usually kept borrowed items for very long periods, say a year or two. Follow-up was not easy for the acting librarians to carry out.

A proportion of respondents complained of finding the material complex in content. This indicates the need for repackaging of material.

Some respondents faced the problem of receiving the material needed, later than expected. This is likely to be affected by several factors. The librarians or acting librarians had to spend more time searching for information, since the collections are far from being well-organized. This problem might also be related to late delivery of materials received from the organizations. Some of the materials is sent by service mail and this causes delay. There also might be a backlog of recently received material waiting to be processed. It is also possible that the librarians were not aware of its availability, as it sometimes goes directly to some sections.

Another problem was "finding the material in different language(s)". The commissions have been trying to overcome this obstacle. They have tried to solve such a problem through the Unesco Publications Centre in Cairo, but for lack of resources, the efforts of such an institution were limited.

Some respondents also encountered the problem of finding the material out of date. This means that the current material, was likely to be available somewhere, but not in the library. One of the likely reasons could be, late delivery. It is also possible that the latest material was being used (held in other sections), and the previous editions were the only ones available in the library. The library has to overcome such problems and make owned materials available and accessible to the users.
6.6 Problem Solving: Action Taken when Information was not Immediately Available

Since the users encountered the problem of not finding the materials required, this investigation intended to find out whether internal users took an action to solve the problem of availability, or even to ignore their need for information. It was assumed that the user would take one of the following actions: (i) forget about the material, and ignore his demand, (ii) ask his/her library to secure the material, (iii) and or ask other sources mainly: a) the respective organisations, b) other national commissions, and c) local sources, d) any other source. Results on such actions are provided by Table 6-41.

Table 6-41: Action taken when the needed material was not available

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Forget about the material</td>
<td>10</td>
<td>05.9</td>
</tr>
<tr>
<td>2. Ask the library to secure it</td>
<td>108</td>
<td>63.5**</td>
</tr>
<tr>
<td>3. Personally request it from other local sources</td>
<td>38</td>
<td>22.4</td>
</tr>
<tr>
<td>4. Personally request it from the Organisations</td>
<td>80</td>
<td>47.1*</td>
</tr>
<tr>
<td>5 Personally request it from other commissions</td>
<td>32</td>
<td>18.8</td>
</tr>
<tr>
<td>6 Other action (from other sources)</td>
<td>04</td>
<td>02.4</td>
</tr>
</tbody>
</table>

Table 6-41 shows that 10 respondents representing about 6 per cent indicated that they usually forgot about the material, and thus, they did not take any further action. 108 respondents (63.5 per cent) asked the library to secure the needed information. This is a very interesting result. This indicates that the users considered the library as one of their main channels. Despite the fact that the library could not provide the required materials at the time they were needed, the users continued to rely on the library as the main source to secure the materials. This also means that they emphasize the role of the library. It might
be argued that the users wanted the librarians to act on their behalf to avoid spending much time, effort, and pain. Even though, the librarian acts to save them such effort and time, and to select the appropriate method to get the material for them. The fact that almost two thirds of respondents perceived the library as their resort to solve the problem of availability should be a matter of concern by the secretaries-general, ministries of education and even the organisations.

80 respondents (47.1%) stated that they personally requested the organisations to get the needed information or material. 38 respondents (22.4%) indicated that they personally requested the needed information or material from other local sources. In fact, other information units in these countries get materials from the organisations. The libraries of the commissions, as indicated in Chapter five, redistribute material to these units in their countries. There is great possibility that the needed materials might be redistributed earlier by the commission itself. Thus, some materials are likely to be available at other local institutions. This encouraged this proportion of users to seek the required information from institutions in their countries.

Another source from which internal users could request information or materials was the national commissions. According to 32 respondents (18.8%) personally requested the needed information or materials from other national commissions. Since such commissions receive the same materials from the same sources, such material is likely to be available in the libraries of these commissions. The findings of the previous chapter showed that almost all of the libraries, and of course their parent commissions, access to fax machines, and telephones. This equipment makes it very easy and quick to obtain the needed information.

Only four respondents indicated that they usually requested the material from other sources, but these sources were not specified.
The data indicate that those who contacted the organisations are more than those contacting local sources and other national commissions. This may be attributed to their attitudes towards these sources. Since the organisations are usually the primary sources for most of the materials or information required, they are reliable sources, and likely to provide the needed information or material free of charge. The organisations have their data banks which can help get the exact needed information in a relatively short time. In addition, internal users can make use of assistance of their permanent delegations, and diplomatic mail, as well.

Compared with other possible information channels, as expected, the library of the commission turned out to be of greatest importance for internal users seeking information and printed materials for their activities. Still there are proportions of users who requested the material personally and directly from other sources. The question that comes to mind here is that, why did not these users ask their libraries to secure the material needed? The reasonable answer is that, if such respondents could have that type of library which saved them time and effort, they would always request the materials through this channel. However, it is of vital importance that the material have to be requested through the library. Interviews with two librarians confirmed that the users should ask the library to secure the required materials for the following reasons, (i) the material could be found in the library within a short time after the first search, (ii) requests made by persons other than the librarians may lack the required bibliographic data to describe the item(s), (iii) lack of follow up by the person who requested the material.

6.7 Needs, Services, and Priorities

In order to find out which services are desired by internal users, and how relevant they are to their needs, respondents were asked to rank a set of services
on a three point scale ranging from not important to very important. These services were: (i) reference, (ii) circulation c) current awareness d) compiling bibliographies, and e) literature search. They were also asked to add any other needed services. Table 6-42 shows the results on the importance of the above mentioned services.

<table>
<thead>
<tr>
<th>Services</th>
<th>V. imp. F</th>
<th>Important F</th>
<th>Not imp. F</th>
<th>Missing F N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>120</td>
<td>44</td>
<td>--</td>
<td>6</td>
</tr>
<tr>
<td>Circulation</td>
<td>70</td>
<td>79</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Current awareness</td>
<td>113</td>
<td>55</td>
<td>--</td>
<td>2</td>
</tr>
<tr>
<td>Compiling bibliographies</td>
<td>71</td>
<td>76</td>
<td>9</td>
<td>14</td>
</tr>
<tr>
<td>Literature searching</td>
<td>54</td>
<td>91</td>
<td>8</td>
<td>17</td>
</tr>
</tbody>
</table>

Based on the numbers of respondents who indicated that the services are important and very important, it is concluded that all of the services are necessary for every library of the commissions. In order to find out which service(s) were very necessary, they were ranked as shown in Table 6-43.
Table 6.43: Ranking of the services

<table>
<thead>
<tr>
<th>Services</th>
<th>Mean</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>2.73</td>
<td>1</td>
</tr>
<tr>
<td>Circulation</td>
<td>2.394</td>
<td>4</td>
</tr>
<tr>
<td>Current awareness</td>
<td>2.67</td>
<td>2</td>
</tr>
<tr>
<td>Compiling bib</td>
<td>2.397</td>
<td>3</td>
</tr>
<tr>
<td>Literature search</td>
<td>2.230</td>
<td>5</td>
</tr>
</tbody>
</table>

Since all of the services got a mean higher than 2.0, this indicates that all the services are considered more than important.

Reference was the first service found necessary for internal users. Indeed, these users require tiny pieces of information, and quick answers to questions that may arise while they are performing their tasks. Librarians are good at searching sources for information.

Current awareness is very necessary for internal users, and ranked the second after reference. Such a service is very essential for internal users, since there is too much relevant information available at or through the library. Users wanted to be informed about the materials and information that falls within their interests. Since the commissions suffer from lack of manpower, internal users allocate most of their time to carry out their tasks, mainly cooperating with the three organisations, and thus, they do not have enough time to consult the material. So, they have found current awareness very necessary.

Compiling bibliographies ranked as the third needed service. Internal users mainly those interested in certain topics wanted to have such tools at hand. What has been noticed, is that internal users also wanted such bibliographies for other people, say friends, or even individuals in national institutions, mainly
those doing research. Why not, the library has to welcome such interests. Lists of bibliographies were also helpful for those preparing material for publishing, programmes and projects, and those conducting research.

Although the "circulation" service was ranked fourth, it is still found to be necessary for internal users. Although the material is at hand in the commission where the library is, internal users can not always allocate enough time for readings. For those who were not in favour of such a service, they might have thought they could consult the material in the library or in the offices.

The literature search service was found to be necessary. Internal users would appreciate the librarian to carry the search for the needed materials and information, for two main reasons, (i) the librarian is likely to know better how to locate the needed information, and (ii) he or she saves the user time and effort. The above stated services are considered as part of the needs of internal users. So, internal users need both information for certain activities as concluded earlier (6.3.4), and specialised services by which required information is communicated.

The open-ended questions provided very interesting data. 54 respondents (31.8%) stressed their need for effective processing, mainly cataloguing and indexing. Since lack of such technical services affected their access to the materials and information, internal users stressed the need in a way or another for effective bibliographic control. Another related problem was that 46 respondents 27.1% complained of lack of online access to networks and data banks, mainly those of the organisations. 6 respondents (3.5%) indicated the need for photocopying services. 10 respondents 5.9 % stressed the need for translation services at the libraries. 7 respondents 4.1% indicated the need for circulation.
6.8 Suggestions and Recommendations Provided by Respondents

There was a place in the questionnaire where respondents were called upon to make comments. Some of these comments were about the problems they encountered as mentioned above, others included suggestions to improve the services. It is worth mentioning here that 27 respondents 15.9% stressed the need for cooperation between the commissions to exchange information. 31 respondents 18.2% stressed the need for training of those people in charge of the libraries. There was also interest in newer services, such as the use of computers in the libraries and access to the databases of the organisations. Such comments provided by internal users, should be taken into serious consideration if the commissions are to provide effective library and information services. It might be concluded that the above services are more than important for internal users. Such services require resources, mainly professional librarians.

6.9 Assessment of the Services by Internal Users

Satisfaction of user needs is the ultimate aim of any library and information service. User's evaluation is influenced by their satisfaction. Respondents were asked to assess their library and information services on a five point Likert type scale ranging from poor to excellent. The data in Table 41 below shows that 11 respondents (6.5% of the sample) considered their library and information services were functioning at a poor level. 15 respondents (8.8%) found their library and information services providing moderate services.
Table 6-44: Assessment of the services of the libraries

<table>
<thead>
<tr>
<th>Level</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td>11</td>
<td>6.5</td>
</tr>
<tr>
<td>Moderate</td>
<td>15</td>
<td>8.8</td>
</tr>
<tr>
<td>Fairly good</td>
<td>41</td>
<td>24.1</td>
</tr>
<tr>
<td>Good</td>
<td>74</td>
<td>43.5</td>
</tr>
<tr>
<td>Excellent</td>
<td>29</td>
<td>17.1</td>
</tr>
</tbody>
</table>

It is possible to say that 15.3% of respondents viewed their library and information services as ineffective, and too much below the required level. The majority, 115 respondents (67.6%) considered the services provided by their libraries as fairly good or good. It is possible to say that this group of libraries were providing satisfactory services and were somewhat effective. 29 respondents 17.1% viewed their libraries as providing excellent, and effective services. In fact most of the libraries included in this group were of those functioning at the relatively advanced level as concluded in the previous chapter.

When interviews took place with the internal users in four national commissions, they were asked whether the services being provided by their libraries were adequate in quantity and quality. Many of the interviewees commented that information services were being provided, but the quality was much less than expected. Several interviewees complained that they spent hours going around the collections themselves looking for the materials needed for their work. This situation might have influenced a proportion of the users to keep some part of the collections in their offices, especially the latest editions to look for the needed material by themselves. This might be attributed to the fact that some administrators lost confidence in the services provided. The likely and reasonable cause for such a situation is lack of professional librarians.
Others raised a very interesting question. One Secretary General, for example, during an interview asked the following question, What services do we expect the library to provide? and added that, "if the services are to be limited to redistribution and requesting materials from the organisations, we can say we are somewhat satisfied with the services, but if the libraries are to provide the services mentioned in the questionnaire, our library is far from being effective". It has been found that the problems the users encountered had a negative impact on their evaluation. Using the Spearman correlation test, five coefficients corresponding to the following problems "Did not find the material required", "the material was out of date", "the material was complex in content", "the material was in different language", and "received the material late" (Table 6-45) showed a negative correlation between the degree of evaluation and the frequency of encountering the problems. On the basis of these results, it is concluded that the internal users were not satisfied with the services from which the problems arose.

### Table 6-45: Correlation between evaluation and problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Spearman cor</th>
<th>Sig.</th>
<th>Acceptance</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not find the material</td>
<td>-.426</td>
<td>.000001**</td>
<td>Reject</td>
<td>163</td>
</tr>
<tr>
<td>The material/ out of date</td>
<td>-.308</td>
<td>.00006**</td>
<td>Reject</td>
<td>162</td>
</tr>
<tr>
<td>The material/ being used</td>
<td>.037</td>
<td>.6444</td>
<td>Accept</td>
<td>161</td>
</tr>
<tr>
<td>The material/ complex</td>
<td>-.345</td>
<td>.00001**</td>
<td>Reject</td>
<td>161</td>
</tr>
<tr>
<td>The material/ in different language</td>
<td>-.204</td>
<td>.0104*</td>
<td>Reject</td>
<td>157</td>
</tr>
<tr>
<td>Received the material late</td>
<td>-.243</td>
<td>.0019*</td>
<td>Reject</td>
<td>160</td>
</tr>
</tbody>
</table>

The possible explanation for these results could be that the internal users felt their need for effective services.
6.10 Conclusion

The survey of internal users has revealed that they carry out a set of information-oriented activities, which require specialized services. Such activities affected the users' frequency of use of material in their libraries. Three levels of use ranging from low use, through moderate use, to heavy use were identified. About half of the users made a fairly high level of usage of their libraries on the basis of at least once a week. This level of use is influenced by the nature of their activities and their cooperation with three IGOs. Such cooperation and coordination is based on information, and consequently a proportion of internal users used their libraries quite often. The results indicate that use of IGOs materials should be judged through the consideration of the special setting were they are used. While the independent variables "position" and "educational level" made no difference in the frequency of use, other characteristics of internal users were found to influence their level of usage. Being interested in education, and communication and information, were found to make a difference in the user's frequency of use. Those who were interested in these topics made higher use than those who were not interested. It was concluded that demand was higher on education since the commissions are affiliated to the ministries of education. Heavier use made by those who were interested in information and communication, is attributed to the nature of the work of these users which is based on information and communication.

It has also been found that a proportion of internal users either did not make use of their libraries or made only limited use. Such a category might be considered as non-users. The possible explanation for their "no or limited use", is that their activities were of a clerical nature, rather than being information oriented. In addition, lack of resources, mainly insufficient trained personnel in information work, resulted in taking the appropriate measure by the libraries to increase exposure. This proportion of potential users should be stimulated to use their libraries, and even those actual users have to be encouraged to make more
effective use by the provision of effective services.

The study has also revealed that the users approached their libraries through four modes of contact. They visited their libraries, phoned the librarians, requested material, and were sent material regularly. The majority indicated that they visited their libraries. This is considered to be a good indication about their attitudes towards being in direct contact with the libraries. However, there has been an indication that administrators preferred to be served by the other methods. The method(s) the user favours should be taken into account by the librarians. Approaching the users in the way they like would encourage them make more use of the services.

Internal users stated that they had encountered a set of certain problems. The degree of facing a certain problem frequently, differs from one user to another. The level of encountering problems has been influenced by insufficient collections and some attributes of the user's. In general, six problems which hinder access to information and materials did exist. Proportions of internal users encountered the problem of not finding the material required, since it was not obtained by the library or being used by others. Proportions of them encountered the problem of accessibility which was caused by different language(s), or being complex in context. Others complained from late delivery of materials. The severity of the problems varied from one to another. The most serious problem was "not finding the material required". The likely reason for this problem to exist is due to lack of adequate collections, and lack of bibliographic control. This emphasizes the need for building more collections. In addition, organising these collections has to be given a priority. This situation stresses the need for trained librarians, who could take appropriate measures to overcome this problem.

Another serious problem was finding the material in different languages which
was a barrier to intellectual accessibility. It severely affected the usage of 31% of the sample who encountered this problem most or all of the time when they were looking for information in their libraries. Other problems were also encountered by the internal users. Some characteristics of the users were found to influence the level of encountering the problem(s). The frequency of encountering the problem of "not finding the material required" was influenced by "position", and "being interested" or not interested in communication and information. Two activities of preparing "material for conferences and seminars", and for "publishing" also influenced the frequency of encountering problems. Being interested or not "interested in science" also made a difference in the frequency in encountering the problem of finding the material out of date. The frequency of encountering the problem of "finding the material in different languages" was influenced by the "interest in other topics" not falling in the domain of the organisations' fields of competence. The relationship between the numbers of professional librarians and the frequency of encountering problems had no significant relationship. It was assumed that the more professional librarians were employed in a library, the less frequently its users encountered problems. Slight negative correlation was found which means that these librarians had done little to eliminate the problems. Their situation requires thorough discussion by the commission and other concerned bodies. Issues like training, increasing the number of the professional librarians and their status, should be put on the agendas for such discussion. The numbers of volumes of books correlated negatively, at a significant level, with the frequency of encountering three of the problems. One may argue that the number of books is not an important factor in the library. This assumption is based on the idea that a good utilisation depends on the quality of the service which might get the required information through gaining access to other sources by investing newer technology. But the situation in these libraries has not reached this stage yet. Internal users rely heavily on hard copies received from the organisations. In addition, many of these internal users depend on themselves to retrieve the
information required from these materials. The quality of librarians in the
majority of the libraries, does not indicate that these libraries have reached this
advanced level of service provision.

The frequency of encountering the problems of "not finding" the material
required, the material was "complex in content", and the material "received late"
were found to have significant negative correlation with the numbers of titles
of periodicals held in their libraries.

Analysis has shown that the libraries have not solved the problem of
availability. In order to solve this problem, the majority of internal users turned
again to the library to secure the needed materials. This is an interesting action
which stresses the need for effective library and information services in the
commissions. Still, proportions of users contacted other sources personally, such
as the organisations, other national commissions, and local sources. It would be
more helpful if these users involved the libraries to secure the needed material
from these sources as well.

Internal users stressed the need for the following services, given in order of
priority: reference, current awareness, compiling bibliographies, circulation and
literature search. These services were considered as being more than important
by internal users. In addition, many users stressed the need for effective
bibliographic control. They also stressed the need of making use of modern
information technology, which might help overcome the obstacle of late
delivery. The general evaluation of the internal users of their services could be
divided into three levels, ranging from poor, through satisfactory, to excellent.
The majority found their libraries functioning at the medium level.

On the basis of the findings, it is concluded that the libraries can play a more
effective role in serving internal users who need information to perform certain
activities. Although the libraries provided certain services, still the quality of such services needs to be improved. The problems encountered by the users confirm that the services were not effective. Improvements can only come about if the administrators, mainly the secretaries-general invite funding bodies in their respective governments to support these libraries. In addition, they can make use of the opportunities available through the organisations, the original providers of the material, since these are also interested in the dissemination of information through these libraries. Co-operation between the commissions themselves, is also expected to take part in overcoming the existing problems.
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CHAPTER SEVEN

7. ANALYSIS AND DISCUSSION OF FINDINGS OF THE SURVEY OF EXTERNAL USERS

7.1 Introduction

In order to get a complete picture of the dissemination of information through the library and information services of the commissions, a survey of the external users became necessary. This survey was conducted of 98 randomly selected sample of external users who visited the libraries of the Commissions in the first week of April 1993. The research methodology used for gathering data for this survey was discussed earlier (4.2.3.3).

The libraries were found to provide public services to external users at different levels (5.5.3). This study intended to find out what categories of people made use of the information and material available in or through these libraries. It also intended to find out the main characteristics of these users. In addition, the study sought information on several possible purpose(s) for which they needed information and material from these libraries. Another purpose of the survey was to find out how external users became aware of the existence of the services. This awareness is an important indicator on the publicity programmes carried out by the commissions and their libraries. It also helps in the identification of the appropriate means for publicity.

One of the aims of this investigation was to find out how frequently external users used the materials in these libraries, and which factors influenced their level of use. The survey also intended to find out what difficulties they had encountered while they were looking for information in these libraries in the last twelve months prior to the survey, and the extent to which they were satisfied with these services.
7.2 Profile of External Users
In order to draw a profile of the external users, respondents were asked to indicate the following personal attributes: occupation, sex, age, educational level, topics of interest, and the distance they travelled to reach the libraries of the commissions in their respective countries.

7.2.1 Occupation
The users were asked to state their occupations. It is possible to classify these users according to the following categories, (i) academics (members of academic staff, such as, university lecturers and administrators), (ii) researchers, (iii) postgraduate students, (iv) teachers (at the school level), and (v) others (including civil servants and the general public). Table 7-1 shows the breakdown of these categories. The data show that the largest group 28 respondents (28.6%), were teachers. 20 (20.4%) respondents were postgraduate students, and 15 (15.3%) were members of academic staff, mainly lecturers at the university level. 21 respondents have a variety of occupations. Some of them represent the general public, others were employees mainly in the Ministry of Education. Further breakdown was found to be of no relevance, since this category included fragments of different occupations, such as clerks, nurses, workmen, and other civil servants.

Table 7-1: Distribution of respondents by occupation

<table>
<thead>
<tr>
<th>Category</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academics</td>
<td>15</td>
<td>15.3</td>
</tr>
<tr>
<td>Researchers</td>
<td>14</td>
<td>14.3</td>
</tr>
<tr>
<td>postgraduate students</td>
<td>20</td>
<td>20.4</td>
</tr>
<tr>
<td>Teachers</td>
<td>28</td>
<td>28.6</td>
</tr>
<tr>
<td>Others</td>
<td>21</td>
<td>21.4</td>
</tr>
</tbody>
</table>
Some comparison can be made between the findings of this survey and the findings yielded by that of Cunningham in 1991. In his survey of the IGO depository collections in U.S. libraries (in both academic and non academic libraries), Cunningham concluded that in "the 13 nonacademic libraries answering the question ..., faculty usage is 15.6 percent, graduates 15.9, undergraduates 18.8, outside researchers 8.2, business persons 12.4, and others 28.5 percent" (1). The data in the table show that postgraduate students came before academics and researchers, but after teachers and the category of others. When combining these three groups (academics, teachers, and postgraduate students), it is found that the highest percentage of external users (63 respondents, 64%) were likely to use the material in the libraries of the commissions for learning and teaching purposes. Materials received from the three IGOs are very rich in educational information. This attracts users to make use of these materials.

14 respondents were researchers. These researchers came from the ministries of education, universities and various government departments. Such category of users needed information from the libraries for different research purposes. What has been observed was that they intensively used statistical material, such as 'Unesco statistical yearbook'.

However, these groups may overlap to some extent, since some of the academics may be involved in research, and some teachers may be postgraduate students. In any case, it has been found appropriate to apply this classification for the purpose of discussion purposes. The relatively high percentage of teachers (28.6%), is possibly due to the close relations between this category of users and the commissions. It was noticed that eight of the libraries redistributed materials to the schools members of the Unesco Associated Schools Project (5.5.1). It was also observed that teachers visited the libraries to get information for co-ordination with the commissions to perform the activities related to their
schools' membership in this network. It was also observed that some teachers visited the libraries to get additional information and materials which might supplement their school curricula. Curricula usually includes information on the intergovernmental organisations, mainly the United Nations and the Arab League and their sub-organs. Teachers are usually in regular contact with the Ministries of Education where the commissions and their libraries are. This factor made such libraries within easy physical access to this category of users.

7.2.2 Sex
Respondents were asked to state their sex. It has been found that 67 respondents (68.4%) were males, and 31 (31.6%) were females, as shown in Table 7-2.

<table>
<thead>
<tr>
<th>SEX</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>67</td>
<td>68.4</td>
</tr>
<tr>
<td>Female</td>
<td>31</td>
<td>31.6</td>
</tr>
</tbody>
</table>

Table 7-2: Distribution of respondents by sex

It is not surprising, to find that more than two thirds of those who visited the libraries were males, and that females were less than one third. This is attributed to the fact that illiteracy rates in the Arab countries are higher among girls than in males. Unesco statistics (1993) show that the percentage of illiterates in the Arab countries is relatively high, and that "more than 60% of them are females" (2). In addition men, in the Arab countries, have got more jobs than females, for which they might have needed information. Al-Rawaf (1990) points out that "there are fewer women than men in the labour sector" (3). This applies to many Arab countries. This implies that the need for such information by females is less than by men, since the labour force in many Arab countries is
occupied by men.

It was observed that some males used to visit the library to get information or to borrow some material for their wives or sisters. It is possible that lack of female librarians might have affected women visiting the libraries. Through direct contact with the librarians of the Arab National Commissions, it was found that about 50 percent of the libraries had no female librarians. Employing female librarians, in these libraries, is believed to encourage females to make more use of the services, since it is socially accepted that females go to libraries in the Arab countries, especially when there were females to serve them. It is worth mentioning here that the Organisations intend to improve the situation of women, particularly in developing countries. Such information should be made available to, and utilised by women, on the largest possible scale.

7.2.3 Age

Respondents were also asked to state their year of birth. The age distribution (Table 7-3) shows that the majority of respondents (30, 30.6%) were in their twenties, followed by those in their thirties (29, 29.6%), and those in their forties (23, 23.5%) respectively. The data also show that those below 20 were only 3.1%, and those of 50 years or over were only 5.1%. This shows that the libraries were rarely consulted by the categories of "very young" or "older" people. One of the likely explanations that the majority of the users were middle-aged people, is that they needed information mainly to pursue their education or for their work.
Table 7-3: Distribution of respondents by age

<table>
<thead>
<tr>
<th>Category</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 20 years</td>
<td>3</td>
<td>3.1</td>
</tr>
<tr>
<td>20 - 29 years</td>
<td>30</td>
<td>30.6</td>
</tr>
<tr>
<td>30 - 39 years</td>
<td>29</td>
<td>29.6</td>
</tr>
<tr>
<td>40 - 49 years</td>
<td>23</td>
<td>23.5</td>
</tr>
<tr>
<td>50 years and more</td>
<td>5</td>
<td>5.1</td>
</tr>
<tr>
<td>Missing</td>
<td>8</td>
<td>8.2</td>
</tr>
</tbody>
</table>

N = 98

The results show that the young and those over 50 years are found to benefit less from the services of these libraries. Since these libraries are highly specialised, it is normal that they are rarely used by these categories of users. The data also show that the majority of the users (82%) are between 20 and 50 years old. At this age, the users are likely to have already achieved a better level of education. They might also have command of other languages mainly English. These two factors assist the user's intellectual accessibility to the information available in these materials.

7.2.4 Educational Level

Respondents were asked to provide their educational level (Question 3.1.4). The results (Table 7-4) show that about 94 per cent of the users had at least a first university degree.
Table 7-4: Distribution of respondents by educational level

\[
\text{N} = 98
\]

<table>
<thead>
<tr>
<th>Educational level</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school</td>
<td>6</td>
<td>6.1</td>
</tr>
<tr>
<td>B.A or B.Sc.</td>
<td>51</td>
<td>52.0</td>
</tr>
<tr>
<td>M.A. or M.Sc.</td>
<td>29</td>
<td>29.6</td>
</tr>
<tr>
<td>PhD</td>
<td>12</td>
<td>12.2</td>
</tr>
</tbody>
</table>

Based on the small number of respondents whose education was at the level of high school, it is concluded that the materials were rarely consulted by those with little education. The data in the table also show that 82% of the users were holding either bachelors or masters degrees. This indicates that a proportion of these users needed information mainly to pursue their postgraduate studies.

It is reasonable to find the greater majority of external users of these libraries to have obtained higher education. One of the likely reasons is that information available in these libraries is of a specialised nature. The contents of the materials might be found complex by some people, especially those with little education. Such results indicate that the material is oriented towards scholars rather than the layman.

7.2.5 Topics of Interest

Respondents were asked to state their topics of interest (Question 3-2) from a list consisting of the Organizations’ fields of competence. They were requested to add any other topics they were interested in, as well. Table 7-5 shows that the majority (62, 63.3%) of respondents were interested in education, followed
by 46 respondents interested in culture, 25 respondents were interested in science, 22 in communication and information, and 20 interested in other topics.

Table 7-5: Distribution of respondents by topics of interest

<table>
<thead>
<tr>
<th>Fields of interest</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>62</td>
<td>63.3</td>
</tr>
<tr>
<td>Science</td>
<td>25</td>
<td>25.5</td>
</tr>
<tr>
<td>Culture</td>
<td>46</td>
<td>46.9</td>
</tr>
<tr>
<td>Com. &amp; Information</td>
<td>22</td>
<td>22.4</td>
</tr>
<tr>
<td>Other topics</td>
<td>20</td>
<td>20.4</td>
</tr>
</tbody>
</table>

The data (Table 7-5) show that those interested in education have the highest percentage. A similar result was also found in the survey of internal users (67.7%, Table 6-3). This result is not strange, since 64 percent of the users were academics, postgraduate students, or teachers (Table 7-1). These people are likely to seek information for learning and teaching purposes. Interest in education by the majority might be attributed to the following factors:

- Availability of educational materials from authoritative sources encouraged external users to visit these libraries. Materials on educational issues are published by the Organisations, the national governments, and the commissions themselves.

- Such materials cover many aspects of education, such as educational strategies and policies, curricula, illiteracy, vocational and technical education, comparative education (mainly documents received from the International Bureau of Education). In addition several journals with up-
to-date information on education are available in these libraries. Statistical materials on educational issues are also available from a variety of sources.

- Rehabilitation programmes for teachers, and availability of afternoon studies mainly in the educational field could have influenced users interested in education to seek information from these libraries.

These findings support redistribution of educational materials to universities by all of the libraries (Table 5-10). For those libraries which redistribute few materials to educational institutions, they are encouraged to provide them with more materials on education. The data show that the percentages of those interested in education and culture are higher than those interested in science, and communication and information. This is likely to be influenced by some factors such as:

- The users are interested in education and/or culture since they need such information for their activities as they are engaged in teaching and/or learning. This result is based on the fact that the majority of external users were interested in education.

- It might be concluded here, and as was observed through practice, that more users were interested in the soft sciences rather than in the hard sciences, possibly because they needed information pertinent to their work, and to make decisions, and solve problems. Lack of educational background in the topic of communication and information might have affected this low number of users.

- Limited numbers of institutions specialized in both the hard sciences and communication and information, may have resulted in lack of research on these issues, and possibly limited the interest and use of their materials.

- Scientific information, when not repackaged in a way to suit the reader, is likely to be out of interest. Much of the scientific information produced by the organisations, as was observed, tends to be written from scholars to scholars. There is a need for repackaging of information on these topics to suit the layman, if they are intended to be used by the majority of the people.
7.2.6 Distance

Since all the libraries of the commissions are located in the capitals, and in order to know the relationship between the location of the library and the numbers of users with respect to their residence or work, respondents were asked to state how many kilometres they travelled to reach the libraries of their commissions (Q. 3.1.5). The data in Table 7-6 show that the highest percentage 41.8 of respondents were found to live or work within a distance of 10 kilometres from the libraries. In addition, it was noticed that the libraries served about 75% of their respondents who were living no further than 20 kilometres from the libraries. In other words, the libraries served mainly those people living in the capitals, since all the commissions are located in these cities. An interesting observation is that the data, in the table, show inverse correlation between the distance and the numbers of users.

Table 7-6: Distribution of respondents by distance

<table>
<thead>
<tr>
<th>Distance / km.</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 km. or less</td>
<td>41</td>
<td>41.8</td>
</tr>
<tr>
<td>11 - 20 km.</td>
<td>33</td>
<td>33.7</td>
</tr>
<tr>
<td>21 - 30 km.</td>
<td>14</td>
<td>14.3</td>
</tr>
<tr>
<td>31 - 40 km</td>
<td>3</td>
<td>3.1</td>
</tr>
<tr>
<td>More than 40 km</td>
<td>6</td>
<td>6.1</td>
</tr>
<tr>
<td>Missing</td>
<td>1</td>
<td>1.0</td>
</tr>
</tbody>
</table>
7.3 Publicity

The study intended to find out how the respondents knew about the existence of the services. In answer to a query (Question 3.2) regarding how they learnt about the services, Table 7-7 shows that

<table>
<thead>
<tr>
<th>Method of being aware</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learnt from other person</td>
<td>60</td>
<td>61.2</td>
</tr>
<tr>
<td>Referred from another library</td>
<td>15</td>
<td>15.3</td>
</tr>
<tr>
<td>Learnt from the mass media</td>
<td>15</td>
<td>15.3</td>
</tr>
<tr>
<td>Saw the notice board(s)</td>
<td>17</td>
<td>17.3</td>
</tr>
<tr>
<td>Personally informed by this library</td>
<td>10</td>
<td>10.2</td>
</tr>
<tr>
<td>Other methods</td>
<td>17</td>
<td>17.3</td>
</tr>
</tbody>
</table>

a high proportion of the respondents (61.2%) learnt about the library and information services of the commissions from someone else, such as a friend, coworkers, and the like. At the same time, it is noticed that only 15 respondents knew about the services from the mass media. This is a very low percentage, since the commissions and their libraries considered the objective of "publicity" as of great importance (5.2). Those who were referred from other libraries counted 15 respondents. This is an indication that there was some kind of cooperation between the library and other libraries at the national level. Libraries which referred these users to the commissions' libraries are likely to be those libraries which had received copies of the items on demand from the libraries of the commissions. In this case, this might be considered as a feedback from redistributing material. 17 external users stated that they became aware of the services since they saw the noticeboards of the commissions and or the libraries. Since means of awareness may overlap, seeing the noticeboard,
is likely to take place after some other means of publicity. 10 percent of the users indicated that they were informed about the services by the libraries themselves. Although this indicates some type of outreach and current awareness services, it still implies limited efforts to maintain public relations with concerned institutions and individuals at the national level. Based on the numbers of respondents who indicated that they learnt from the mass media or being informed directly by the libraries (25.5% altogether), it is reasonable to conclude that publicity programmes to external users were not effective enough to invite more users. Hopkins pointed out such phenomenon as saying, "neither IGOs nor individual depository libraries give extensive publicity to depository collections" (4). The commissions and their libraries have to reconsider their publicity policies, and their existing programmes and activities in this regard. The libraries need to maintain close contact with those people interested in the organisations' fields of competence. They have also to maintain good relations with planners and decision makers at the national level. The nature of the mission of the parent commission is based on public relations. The more the commission and its library strengthen their relations with concerned official institutions, the more support they will gain.

17 respondents indicated that they became aware about the services from some other sources. Ten of these seventeen indicated that they knew about the services, since their work required direct contact with the commissions, and so they had the opportunity to know about the services.

The general impression is that the commissions were providing limited type of publicity programmes. It was observed that even these programmes were oriented towards disseminating information about the commissions in general rather than about their libraries.
7.4 Needs

The term "needs" is used here to denote the purpose for which external users sought information or materials from the libraries. Respondents were asked to indicate from a list for which purposes they needed information or materials from these libraries (Q. 3.5). The list included five categories of activities for which external users might seek information from these libraries. They were also requested to add any other purposes they thought applicable. The results on this issue are summarised in Table 7-8.

<table>
<thead>
<tr>
<th>Categories</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>For official use</td>
<td>20</td>
<td>20.4</td>
</tr>
<tr>
<td>For research and studies</td>
<td>84</td>
<td>85.7</td>
</tr>
<tr>
<td>For publishing</td>
<td>18</td>
<td>18.4</td>
</tr>
<tr>
<td>To keep up-to-date</td>
<td>39</td>
<td>39.8</td>
</tr>
<tr>
<td>For teaching and training</td>
<td>45</td>
<td>45.9</td>
</tr>
<tr>
<td>Other purposes</td>
<td>2</td>
<td>2.0</td>
</tr>
</tbody>
</table>

The data in Table 7-8 show that the majority (85.7%) of external users needed information or material from the libraries for conducting research and studies. Indeed, these materials emanating from the three IGOs can be considered as reliable sources of information. In addition, they are rich in statistical information which supports research and studies. These statistics are updated almost annually by the respective IGOs. The organisations also conduct a lot of studies each year, and usually publish such studies in specialised series. Currency of information encourages use and research leads to further research.

45 (about 46%) of respondents needed information from these libraries for
instruction, teaching and training purposes. Table 7-1 showed that about 44% of respondents were faculty members and teachers. Materials on teaching manuals, curriculum design, and the like, are available at these libraries.

20 respondents needed information for official use. It was noticed that a proportion of external users were civil servants. It was observed that some of them were employed by the Ministries of Education themselves, some came from other governmental departments, and a few represented the general public. They needed factual information and statistical data. Practice showed that one of the libraries provided services to people coming from the Central Organ of Statistics, experts from the Ministry of Information and Culture who used to consult material on cultural policies, and the like. Users from the Ministry of Foreign Affairs usually asked for information on international recommendations, agreements and conventions.

18 respondents needed information for publishing purposes. Faculty members were observed to be the people who needed information from the libraries for writing articles. Thirty nine respondents (about 40 percent of the sample) mentioned that they needed information to keep up-to-date in certain topics. It is concluded that external users have a variety of needs for information from these libraries.

7.5 Use of the Libraries by External Users

It is necessary to look at the numbers of people who made use of the services and how often. In order to know how frequently the external users visited the libraries of the commissions, they were asked to indicate their use on a five point Likert type scale ranging from "seldom/never" to "at least once a day".
The data in Table 7-9 shows that 11 respondents stated that they had rarely visited these libraries. The largest number of respondents (34) stated that they made light (slight) use of the libraries since they visited them several times a year. 31 respondents (about 32%) made moderate to heavy use of the libraries, since they visited these libraries at least once a month. 22 respondents (22.5%) made heavy use of the libraries, since they visited the libraries at least once a week. Under normal circumstances one would expect the high response rate of use made by external users to be at the level of light use. 4 users used these libraries more than once a day. The latter two categories (22 respondents) were found to make very heavy use on the basis of at least once a week. This is a puzzling result as it indicates that this proportion of respondents made extensively heavy use. External users are expected to visit the libraries from time to time, and less frequently than internal users. However, such a result might have been influenced by the following factors,

(i) going back to Tables 7-1 and 7-5, which give general indication that the majority of external users were interested in educational information, and since the libraries are located in or near the Ministries of Education to

<table>
<thead>
<tr>
<th>Library use</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seldom or never</td>
<td>11</td>
<td>11.2</td>
</tr>
<tr>
<td>Several times a year</td>
<td>34</td>
<td>34.7</td>
</tr>
<tr>
<td>More than once a month</td>
<td>31</td>
<td>31.6</td>
</tr>
<tr>
<td>More than once a week</td>
<td>18</td>
<td>18.4</td>
</tr>
<tr>
<td>More than once a day</td>
<td>4</td>
<td>4.1</td>
</tr>
</tbody>
</table>
which the commissions are affiliated, it is likely that such a factor encouraged a proportion of users to make heavy use. It was also observed that the majority of the researchers were "educational researchers", and the category of "others" Table 7-1, consisted of employees in the ministries of education, as well. In addition, teachers, the major category of external users in this study (Table 7-1), are likely to pay regular visits to the ministries, the commissions and the libraries.

(ii) it was observed that the majority of external users visited the libraries frequently to satisfy a certain continuous need, which lasts for a limited period of time. If a postgraduate student, for example, is collecting information for his/her study, he or she used to visit the library quite often, say once a week. When s/he completed her or his study, s/he rarely visited the library again. Such people were contacted to encourage them visit the libraries again, as they might have needed information for further research, and to get some feedback from them. In fact, only few of them returned to use the library. The argument here is that those users were expected to make heavy use as long as their need for information lasted. When they needed information for a special purpose, they paid regular visits during a limited period of time. These are specialized libraries, in terms of sources of material, and to some extent in terms of fields of knowledge. Such libraries, are usually used extensively and regularly for a limited period of time, by external users.

(iii) People working in the Ministries of Education, and some other governmental departments and even in the universities, who were in a position to coordinate and cooperate with the commissions, were likely to pay frequent visits to the commissions. Since they needed information to carry out such activities of coordination, and as the relevant materials on such issues are available in the libraries, they were in a position to pay frequent visits to these libraries, as well.

(iv) the majority of the users were living nearby the libraries. Such a factor saved them time to go to other libraries. This might also be emphasised by the fact that the majority of the users (Table 7-6) came from nearby places. It is observed that the external users used the libraries at various levels. In order to find out the factors which influenced their frequency of use, the following hypothesis was tested, "There is no significant difference in the frequency of using the library with respect to the following independent variables: (i) occupation, (ii) sex, (iii) age, (iv) educational level, (v) topics of interest, and (vi) distance".
For the purpose of statistical analysis the data were collapsed into various combinations. In order to see if such variables made any significant statistical difference in the level of their frequency of use, Chi-square test was implemented. Since external users are not expected to consult the materials in the libraries as quite often as in the case of internal users, and for the purpose of this study, distinction between categories ranging from "never" to "at least once a day" has been clarified by using the following two levels: light and heavy. Operating on this classification, the categories of "never/seldom" and "several times a year" were combined to represent the level of "light" use, the categories of "at least once a month", "at least once a week" and "at least once a day" were combined to represent the "heavy" level of use. Only one independent variable indicated significant difference in the frequency of use. The distance the users travelled to the libraries influenced the frequency of use made by external users.

Distance and Frequency of Use
For statistical analysis, the "distance" variable has been divided into two main categories, "20 kilometres or less" and "more than 20 kilometres". It has been found that distance strongly influences the frequency of use. A significant difference ($X^2 = 6.509 \text{ df}=1, p<0.0107$) has been found between the frequency of use of those who travelled 20 kilometres or less to reach the libraries and those who travelled a longer distance. The data in Table 7-10 show that the percentages of those users living within a distance of 20 kilometres or less, were higher at the level of heavy use (60.8%), and lower at the level of light use (39.2%). While the data inverses in the case of those travelling further than 20 kilometres.
Table 7-10: PERCENTAGES AND DEGREES OF USE by DISTANCE

<table>
<thead>
<tr>
<th>Distance</th>
<th>Light</th>
<th>Heavy</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 km or less</td>
<td>39.2</td>
<td>60.8</td>
<td>100% (74)</td>
</tr>
<tr>
<td>More than 20 km</td>
<td>69.6</td>
<td>30.4</td>
<td>100% (23)</td>
</tr>
</tbody>
</table>

Location of the library in the capital, is considered as an influencing factor on library use. Hopkins (1982) felt such a problem, as saying that "geographical distribution of libraries with significant IGO holdings is uneven, with a not unexpected bias towards the major centres of population"(5).

The data in Table 7-1 showed that 35% of the users were academics and postgraduate students. These users are engaged with the universities and colleges. Such institutions in the Arab countries are centred mainly in the capitals. This also applies to civil servants who work in official institutions which are likely to be located mainly in the capital. Such factors make it reasonable to find out that distance is an influencing factor. In general, external users have been found to be in very small numbers. The findings indicate that people who are living in places other than the capital or nearby places, are in even smaller numbers and used the libraries less frequently. This implies the need for the identification and implementation of appropriate methods to reach people living outside the capital.

7.6 Problems

External users were asked to express such problems for an open ended question. The survey has revealed that external users encountered a set of problems. The
results on the problems are summarised in Table 7-11. The data show that 29 (29.6% of) respondents indicated some problems which were related to availability of material. Some of them complained from lack of required materials. The quantity of available copies was not sufficient. Some mentioned that they could not get materials on certain topics of their interest. Others provided that all or part of the materials they came across were in other languages.

Very few of them mentioned that the material was very difficult; in other words they found some of the material technical. It was observed in (Table 5-7) that 11 out of 19 libraries had small collections, less than 5000 books, for example. In addition, external users’ encountering such problems might have been caused by some other factors.

Table 7-11: Numbers of users who encountered certain problems

<table>
<thead>
<tr>
<th>Problems</th>
<th>F</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection coverage</td>
<td>29</td>
<td>29.6</td>
</tr>
<tr>
<td>Lack of staff</td>
<td>20</td>
<td>20.4</td>
</tr>
<tr>
<td>Collection Organisation</td>
<td>16</td>
<td>16.3</td>
</tr>
<tr>
<td>Space area</td>
<td>18</td>
<td>18.4</td>
</tr>
<tr>
<td>Opening hours</td>
<td>15</td>
<td>15.3</td>
</tr>
<tr>
<td>Access to other networks/data banks</td>
<td>10</td>
<td>10.2</td>
</tr>
<tr>
<td>Photocopying</td>
<td>10</td>
<td>10.2</td>
</tr>
<tr>
<td>Equipment/Furniture</td>
<td>9</td>
<td>09.2</td>
</tr>
<tr>
<td>Location/distance</td>
<td>6</td>
<td>06.1</td>
</tr>
<tr>
<td>Ventilation/dust</td>
<td>4</td>
<td>04.1</td>
</tr>
<tr>
<td>Circulation</td>
<td>4</td>
<td>04.1</td>
</tr>
<tr>
<td>Distribution of material</td>
<td>4</td>
<td>04.1</td>
</tr>
<tr>
<td>Electricity</td>
<td>2</td>
<td>02.0</td>
</tr>
</tbody>
</table>
The following factors are likely to have some relationship to this matter:

- Some of the users might be unfamiliar with such type of materials, and could not identify the required items by themselves, or even through the help of the acting librarians.

- Since they came from different environments, they were likely to have a variety of interests and needs. No library on earth is self sufficient. Practice showed that external users mentioned some complaints about lack of certain subjects in the library. One should bear in mind that these libraries are specialised libraries in the organisations fields of competence. The core collection in the library is based on what is received by these providers. It was observed that some of external users expected that such libraries acquired publications from all organs of the United Nations. Some of them asked for material published by WHO, ILO and FAO, for example.

- Such a problem being faced by a relatively high proportion of respondents is affected by lack of bibliographic control, as well. This problem was mentioned by 16 (16.3%) external respondents who complained from lack of physical accessibility to the collections for lack of or poor catalogues and indexes. Both visits and interviews revealed that the libraries suffered from lack of effective technical services. In addition, such a problem faced a high proportion of internal users. Lack of professional librarians is likely to be the main cause for this problem. Unfamiliarity with the special treatment of the materials may also be another cause for them to encounter this problem. Knowledgeable librarians know how to deal with such materials and treat them in a way that provides easier access.

It was observed that external users relied heavily on the librarian to show them the needed material, or even to do the search on behalf of them. It was noticed that those who were non academics, such as civil servants, could not make effective use of available bibliographic tools, such as ULDP. Britain (1982) pointed out such a problem as saying, "practitioners are usually poor at retrieving information" (6).

20 (20.4%) respondents complained of lack of members of staff in the libraries
to serve them. We have noticed this acute problem in the previous chapters, as well. It is possible to say that, in some libraries, such limited staff usually work under so much pressure that they could not afford more time than was necessary to serve the commission itself.

18 respondents (18.2%) complained of very limited space area allocated for the libraries. Such a problem was also discussed in the survey of the libraries, and internal users.

15 respondents complained of the limited period of opening hours. They indicated that at the time the library is open, they had work to do, and it was only convenient for them to visit the libraries in the afternoon or in the evening. These respondents added that since the libraries did not open at these times, they were usually deprived from visiting them as they would have liked.

10 (10.2%) complained of lack of photocopying services. Photocopying is essential for external users. It might be considered as a temporary partial solution to the problems caused by limiting the circulation service. Since there were no regulations for these libraries, and for fear of losing the circulated items, mainly reference material, it is possible to provide external users with photocopies of few pages which may substitute.

It is reasonable to conclude here that these problems are causes, among others, which limited the numbers of users. Some external users 10 (10.2%) complained of lack of remote access to external data banks, mainly those of the Organisations. It was observed that external users were interested in such a service to get factual information and bibliographic data. It was observed that some of those who needed such data, were interested to check if some items were still available at the Organisations. Such an issue was one of the reasons for difficulties cited by users in Hajnal's study (1991), as there was "insufficient
access to IGO databases for external users" (7). Some of the external users (9.2%) indicated that the equipment and furniture in the libraries were not sufficient. Some respondents complained from lack of reading areas, and even found no chairs or tables in some of the libraries.

Some of the other miscellaneous comments of external users are of interest. Six respondents, for example, indicated the problem of location of the libraries, usually combined with timing of opening hours. Some of them mentioned the problem of dust on the books and shelves. 4 respondents commented that the libraries needed ventilation and regular cleaning. Such a problem does exist in the Arab countries, since many of them are located in tropical areas. 4 respondents (4.1%) expressed their willingness to get some of the materials redistributed to other bodies in that country.

4 (4.1) respondents complained of lack of circulation services. Circulation, in fact, causes some problems to the libraries of the commissions. Such an issue was raised during the interviews with the secretaries- general and the librarians. A secretary general commented that they stopped circulating material to external users. In response to the question, why?; he mentioned that the library had faced the problem of losing the circulated material. He also added, "someone had borrowed a valuable document. That user lived 200 kilometres from the commission. It was very difficult to get that document back. For such a reason we stopped this service." This seems to be an acute problem hindering the provision of circulation to external users. Such a problem is caused by lack of rules and regulations. It is believed that use of these libraries is negatively influenced by this problem. In addition, lack of publicity of the service is also related to this problem. It is possible to say that librarians might not have publicised certain materials for fear of losing these materials when circulated either to individuals or to other governmental departments.

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In public or university libraries, for example, the risk of losing items, or late returns, is much less likely to take place as in the case of the libraries of the commissions, since both of the former have certain regulations. Qatar National Commission (8) submitted a paper (prepared by the library) on library regulations to the Fourteenth Conference of the Arab Secretaries-General in 1987. A recommendation was adopted in this regard, and the Co-ordination Centre was invited to work on that recommendation. Until such regulations come to existence, a temporary solution could be through co-ordination with the university or the public library in the capital, to guarantee the return of borrowed items. A photocopying service was found to take a considerable part in solving this problem.

For in-depth investigation on the problems, a sample of 10 randomly selected external users were interviewed. They were among those users who used the library of Qatar National Commission during April 1993. Their responses are not incorporated in the data analysed above. These ten respondents were asked in an introductory question, whether they knew other local sources that might provide materials originating from the three Organisations. Four of them indicated that they knew some other sources, such as the National/Public Library and the University of Qatar. Two of these four mentioned the Unesco Regional Office in Doha as well. The other six respondents indicated that they had no idea. The four respondents, who knew about the availability of such material at other local sources, were asked why they preferred to get the information from this library. They indicated that it was more likely to find the needed materials in this library, or at least to be referred to other sources. They also added that the library is very specialised in regard to material produced by the Organisations. Two of them gave another cause, in that they were living quite near the library. It was found that 7 out of the ten were employed by the Ministry of Education. The 10 respondents were asked to talk plainly about the problems they had encountered.
Six of the interviewees complained from lack of opening hours. They mentioned that they could not come to the library in the mornings since they were at work. They emphasised the need for the libraries to open in the afternoon or evenings. They said that they had to travel a long distance to the library. They combined this problem with the problem of limited opening hours, and being not able to borrow certain items from the library, which made it necessary for them to consult the materials in the library itself.

Four interviewees complained from lack of staff members to serve them. Some of them indicated that when the librarian was not present, they could not get the needed information from the library. The cause was simply that they could not use the automated catalogue, and other printed indexes, such as ULDP since it was in another language. They also complained of lack of indexes to articles mainly in periodicals published in Arabic. In fact, limited familiarity with bibliographic tools such as indexes and catalogues made such a problem more complicated.

Three interviewees complained that a great deal of the material was in other languages, and mentioned the problem of lack of translations. It was noticed that many users were interested in getting the material in Arabic only.

In general, external users have encountered a variety of problems, relating to collection coverage, bibliographic control, opening hours, reading rooms, and lack of members of staff to serve them.

7.7 Satisfaction

An important criterion for assessing the effectiveness of the library and information services provided to external users, was to ask them to indicate the degree of their satisfaction or dissatisfaction with these services. The data (Table 7-12) show that 47 respondents were very satisfied with the services provided, 35 respondents were somewhat satisfied. Only 13 respondents were very or somewhat dissatisfied with the services. These results are puzzling, since we have noticed that the libraries suffer from lack of resources. In addition these
users concurred that they had encountered several problems.

Table 7-12: Satisfaction of External Users

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>47</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>35</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>09</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>04</td>
</tr>
<tr>
<td>Do not know</td>
<td>03</td>
</tr>
</tbody>
</table>

One may infer here that the high percentage of satisfaction seems to have been influenced by some psychological issue. These libraries are considered by many users as official institutions serving only internal users. The respondents might have thought that the libraries were offering them a kind voluntary service, and consequently, they would appreciate any little service and would indicate a high level of satisfaction. Practice showed that the majority of external users, on their first visits, expected to get no more than some answers to a few short queries, such as the address of Unesco, the price of a certain item, and the like. They were reluctant to ask for a service or for much information which might take the librarian much time to locate, since they considered these libraries as special libraries serving the commissions only. It was observed that when external users were informed that the library had to serve them, they used to visit the library more frequently, and required more services.

However, satisfaction of external users should not be considered as the sole indicator of measuring the effectiveness of the library, since users, mainly externals in this case, were not in a position to compose the right picture about the library. Thus their judgement has to be considered with care. According to
Brophy, "satisfaction level in libraries, to take an example, seems fairly straightforward and a reasonable basis on which to judge the ‘goodness’ of a library service. Unfortunately it is likely that a very high satisfaction level can be produced by a library service which is bad and known to be bad" (9).

Lack of awareness and lack of regulations, which would show the degree of the rights of external users to utilize materials in these libraries, has limited the numbers of users and influenced the level of their satisfaction. There is a need for sincere publicity which invites the users to make use of the material in these libraries. On the other hand the data in Table 7-12 showed that 48 (49%) of respondents were somewhat satisfied or dissatisfied. This implies that external users expect more from the libraries, and that they these users require more information and services to reach the level of relatively complete satisfaction. The data in Table 7-12 show that out of the 98 respondents 3 gave the "Do not know" response to the question, which also implies lack of awareness of the level of service available to them. One can infer here that the users were satisfied for being offered the opportunity to consult the materials or even to borrow some material from such official institutions.

7.8 Conclusion
This Chapter has reported the findings of the analysis of the data collected from the external users through questionnaire and interviews. It has been found that external users were small in numbers. It is reasonable that very limited numbers of users visited these highly-specialised libraries, within their limited resources. In order to disseminate information properly, the libraries are expected to reach as much audience as possible. This means that they have to provide various services to a variety of external users with different characteristics. It was noticed that categories of users in terms of age, sex, distance, topics of interest, and educational background, were unevenly distributed. Scholars, middle-aged
people, nearby dwellers, and men were the main users of the services. When age of respondents is taken into consideration, it was noticed that these libraries were rarely consulted by either very young or elderly people. As far as the gender variable is concerned, it was also noticed that women were not making the expected level of use of such materials available in these libraries. In addition, the majority of users were found to be interested in education. On the other hand, the results showed that external users who were interested in science, and communication and information (Table 7-5) were in limited numbers. In addition to education and culture, information on science and communication and information are also necessary for various aspects of development.

The majority of the users were found to visit the libraries several times a year, followed by those who visited the libraries more than once a month. It was found applicable to classify frequency of use made by external users into heavy and light. About 54% of external users were found to use the libraries heavily on the basis of at least once a month. One of the reasonable explanations was that the majority of the external users were from the ministry of education were the commission is located. This explanation is also supported by the fact that a great proportion of external users were interested in education, and needed information for teaching and learning purposes.

The study has detected the factors which influenced their frequency of use. Based on the results of statistical tests, only "distance" was found to make a significant difference in the frequency of use.

It was found that distance influenced both the numbers of users visiting the library and the frequency of their visits. The majority of users came from nearby areas. This implies that rural areas are not benefiting from these services. There seems a need for more coordination with the Ministries of Information,
the mass media and other bodies, for the dissemination of information about the organisations, the commissions and the libraries. It would be also helpful to publicise information about the availability of materials emanating from the Organisations at the libraries of the national commissions. This issue depends on the level the commissions and their libraries are ready to serve external users.

External users have identified several problems which they had encountered. Lack of availability of needed materials in terms of quantity of copies, and lack of materials on topics falling within their interests were pointed out by external users. They identified a set of problems, such as insufficient members of staff, lack of bibliographic control, and lack of translations and repackaging of information. Although the majority reported to be satisfied with the services, there is still a lot to be done for improving these services to make them very satisfied. The timing of operating hours of the libraries limited the numbers of external users. The majority of the users were employees in other institutions. Their ability to visit the libraries while they were at work is limited. This issue also requires an appropriate solution.

Discussion has made it clear that few categories of users, in limited numbers, had the chance to use the libraries quite often. Having only small numbers of external users, indicates that many other categories of potential users were not aware of the existence of the services, either for lack of publicity, and/or for not being given any priority to be served. Lack of resources to serve a relatively larger population other than the internal users could have affected such provision of services.
References


5. Ibid., p. 111.


CHAPTER EIGHT

8. Conclusions and Recommendations

8.1 Purpose

This chapter discusses the main findings of this research which has covered some of the main aspects of the library and information services of the Arab National commissions for Unesco. The study intended to identify what these libraries are expected to do, what they are doing, and how their role can be enhanced. Lack of previous studies about the commissions in general and their libraries in particular, has made it necessary to analyse the available literature and formulate an expected image for these libraries, as perceived by the respective Organisations and the Commissions. This theme is discussed in Chapter 2. This image has provided this study with a basis for investigating the present situation of these libraries. For this purpose, this investigation covered the libraries as organisations utilizing resources to provide services, where interaction takes place between the users and these resources.

A survey of the libraries, and two parallel surveys of both internal and external users, have been carried out. Relevant data was collected through questionnaires, interviews, visits and observation (chapter 4). Quantitative data and qualitative analysis of the findings helped this investigation to obtain general indicators about the effectiveness of the library and information services. The main problems hindering their effective role and the main factors responsible for such problems were identified.

Based on the results of this investigation, and in the light of the expected image, the desired image has become apparent; relevant recommendations are suggested; and an action plan for development and improvement of the services has been formulated.
The main findings of the study can be considered under the following headings: library organisation, users and their usage of material and information, general indicators on their effectiveness, and recommendations.

8.2 The Library Organisation

The library of the commission is a system functioning within a larger system - its parent commission. Thus, the library has to support the mission of this commission. The library as a system utilizes resources (inputs) and provides services (output) to users. This investigation focused on these components for two purposes: i) to identify the present infrastructure of these libraries and the factors influencing them, and ii) to find out the level of user's interaction (use) with what is currently available and the problems that surface during use. The fewer the problems that arise during this interaction, the more effective the library is.

8.2.1 Objectives of the Libraries

When considering any system, it is necessary to identify its objectives to find out what it intends to do. Identifying the objectives and their priorities are of vital importance for studying the effectiveness of any library. According to Lancaster, "one should begin by defining what it is that the system is intended to achieve" (1). For this purpose, the study intended to "identify the objectives of the libraries and their priorities". But neither the available literature nor the libraries could provide any written objectives. Thus analysis of the literature, mainly the relevant official documents of the commissions and the respective Organisations was deemed necessary. In the light of a broader mission, to meet the information needs of the commission; and since the libraries are operating almost in the same environment, a set of relevant corporate objectives derived from general statements was formulated (section 3.2.1.3). The objectives were
found very relevant by two other librarians of national commissions before this investigation was carried out. In order to identify the validity of these objectives, the commissions and their libraries were asked to rank them in order of priority, and to add any other relevant objectives. No more objectives were added, and the ranking of the objectives showed very slight differences; still they were all considered to be more than important by all respondents; and the libraries were working to accomplish them.

This procedure enabled the study to use a homogenous set of objectives to check and match the required services and the necessary input elements. They also served partially as a tool for assessing the effectiveness of these libraries.

These objectives were considered for macro and micro evaluation. From the earlier point of view; the Secretaries-General (SGs) of the commissions were asked to rank the same set of objectives to show the level to which these objectives were achieved by their libraries (section 5.5.4). Ranking of the objectives according to the extent to which they were achieved was not in harmony with the priorities given to them earlier. To give an example, the objective "to organise the material for easy access ..", was given the first priority to be achieved; while in practice, its assessment showed that it came eighth as being achieved. The objective on redistribution, which was ranked third in priorities, was found to be the first objective with the highest value achieved. Indeed, redistribution of material is relatively easy when compared with organising the collections according to scientific methods. One of the reasonable explanations for this result was that both lack of qualified trained librarians and lack of space to accommodate the received material, which both negatively affected retention and organisation of the material.

The results also showed that the objectives were not all achieved to the desired level. So the Secretaries-General (SGs) were asked to provide some reasons for
not achieving the objectives as desired. They said that the main reason was lack of resources. They also stated that they had been trying to secure the needed resources, which was not always easy. They were also asked to suggest some solutions. They stressed the need for more cooperation and the investment of newer technology.

Later in this chapter, this issue will be reconsidered when discussing the effectiveness of the services.

(1) It is concluded here that the Commissions and their libraries considered the set of objectives provided as being more than important. The first priority was given to the objectives concerning availability and accessibility. While in practice, it was not possible for the libraries to accomplish these objectives as desired for lack of resources.

8. 2. 2. Resources

Adequate library resources are necessary to enable the library to accomplish its objectives. Thus, the study intended to "identify the state of the present resources: collections, equipment, staffing, funding, and accommodation."

Some of the findings on these input elements were as follows:

8. 2. 2. 1 Collections

The library has to make available information and material whether current or retrospective received from the respective providers. Availability of material in the libraries has been considered from the following points of view: a) sources (providers) of material, and b) action taken by the libraries with respect to received material, i.e. depositing and/or redistributing. The results of the survey have revealed that all the libraries, received material from both Unesco and Alecso, and from other national commissions. The majority of them received
material from Isesco and their national governments. Some of the libraries received material from other sources. It has been found that all of the libraries redistributed part of the material received to other bodies at national level.

They also sent part of the material received from national institutions to the Organisations and other commissions. So the collections were affected by both of sources and the redistribution process. It is important to mention here that the majority of the libraries indicated that they deposited at least one copy of the material received from at least two of the three Organisations (5.3.2.2). The results of the survey revealed that the greater proportion of the libraries held relatively small collections. Six libraries, for example, held less than 3000 books. Only five libraries had more than 7000 books (Table 5-7). The size of periodicals ranged from 9 to 420 titles. Audio-visual materials rarely existed and where they did exist were in limited quantities. Based on these figures, it was concluded that the size of collections varied considerably from one library to another. One can not escape the following question, were the collections adequate? The results of the study indicated that some librarians and large proportions of users complained of the fact that the collections, in terms of quantity, were insufficient. According to 18.2% of internal users, and 29.6% of external users the collections were inadequate, and consequently, were not satisfying their needs. In addition, many of the internal users encountered the problem of not finding the required material or information when needed. Statistical evidence also showed strong negative correlation between the numbers of both books and periodicals held in the libraries, and the frequency of encountering the problem of not finding the material required (section 6.5.8).

(2) It was concluded that there were variations among the libraries with respect to the size of collections. In general, the majority of the libraries held relatively small collections, with some types of organisation carried out by about half the
8. 2. 2. 2 Equipment

The majority of the libraries were found to gain good access to needed equipment, mainly those necessary for access to, and delivery of, information. All of the libraries had access to telephones, and the majority of them had access to fax machines and photocopying machines. More than half of the libraries had access to computers, and some other equipment (section 5.3.5). It was observed that access to facsimile, and photocopying machines was limited to save money. Use of telephone for making long distance calls was discouraged by administrators to save money, as well. In addition, it was found that use of computers was hindered mainly by lack of trained librarians.

In addition, it was noticed that a proportion of external users (section 7.6) complained of lack of photocopying services, and access to networks.

(3) It is concluded that the majority of the libraries gained access to equipment necessary for the communication of information. In several libraries, such access was limited by lack of funding. In addition, while more than half of the libraries used computers in their libraries, such use of computers for information storage and retrieval was hindered by lack of trained personnel.

8. 2. 2. 3 Staffing

Having in mind that this is a specialised government library intended to provide specialised services to specialised users, and to provide a link for mediating information between the Organisations and national institutions; one would think of the good quality of manpower required would be considered as its most
important asset.

The study has revealed that more than one third (36.8%) of the libraries were functioning without professional librarians. The total number of manpower ranged from one non-professional person with a part-time assignment to seven persons acting on a full-time basis of whom six were professional librarians (section 5.3.1). This shows big variation among the libraries in terms of manpower, who are expected to perform relatively the same functions and to provide almost the same services in pursuance of the same objectives, with almost the same priorities. It was observed that about one-fourth of internal users (section 6.5.8), and one-fifth of external users (section 7.6) complained of lack of members of staff to serve them. A great majority of internal users faced a lot of problems which could not have existed if the libraries were run by a good quality of professional librarians.

The crucial problem of lack of professional librarians in the libraries of the commissions, has been influenced mainly by two factors: i) the size of the parent commission, and ii) the general situation of information infrastructure in the Arab countries. For the former; it was found that the numbers of persons working in the library correlated positively with the numbers of people working for the parent commission (section 5.3.1). This means that lack of manpower in the libraries was influenced by the size of the staff of the parent commission. One may argue that since the number of staff of some commissions is small and the collections are small, there is no need for professional librarians. This assumption may become true in other environments, but not in this type of library, for the simple reason, that the nature of the activities of the parent commission makes it necessary to receive (material is arriving almost daily from the Organisations and other sources), redistribute, organise and utilize information. However, one may argue, that in such specialised libraries, a subject specialist, say specialised in education, can carry the responsibilities of
such a library. In fact, nobody can ignore the important role of the subject specialist(s) in special libraries. But, in the case of such a special library dealing with education, culture, science, communication and information; how many subject specialists are needed? Or which subject specialist is needed most? What are her/his responsibilities? The manager of the library has to deal with both material and information. He or she has to acquire (receive, select, register), organise, redistribute and communicate information through appropriate services, and maintain effective public relations. Such activities stress the need for a professional librarian rather than the subject specialist. The argument here is that the priority should be given to the professional librarian. Her or his role would be more effective when complemented by, and in cooperation with, subject specialist(s). It would be applicable to recruit persons with a relevant subject, say public relations or education, and with a postgraduate diploma or a higher degree in library and information science. In general, lack of manpower, and lack of professional librarians in particular, made it difficult for some libraries to carry out their functions properly (section 5.3.1). Due to lack of manpower in the commissions; and since the librarians are good at communication of information, which is essential for every section of the commission, librarians were involved in some other duties. This made some professional librarians complain that they were working for other sections of the commission rather than for their libraries.

For the second reason, the literature shows that the Arab countries suffer from lack of trained personnel in librarianship; mainly for lack of library schools, and inadequate incentives to attract students to join the profession, and since librarians in the Arab countries suffer from low self esteem.

One cannot escape the question, so what is the solution? A partial solution lies in training. As far as training is concerned, the respective Organisations, in cooperation with the Commissions organise some training courses. Yet, the quality
of this training (discussed in section 5.5.1) is not as good as required. This conclusion is supported by the results of the survey of problems being encountered by the internal users.

In general lack of trained professional librarians has affected availability of material, in that the size of collections in the majority of the libraries is small. It also affected physical, bibliographic and intellectual accessibility to the material available. In addition, this situation affected publicity and public relation services.

(4) It is concluded that the majority of the libraries suffer from lack of manpower in general, and lack of trained professional librarians in particular. Current training courses are not providing the trainees with the skills required to operate such specialised types of library.

8.2.2.4 Funding
The library by its nature, is controlled by its parent commission which is a part of the ministry of education; the money available to the library, therefore, depends on the financial allocations to the parent commission. Since many of the commissions face the problem of lack of funding, the libraries in turn were severely affected (section 5.3.3). Some libraries could not execute the objectives according to their priorities (5.5.4); and some librarians could not make use of the fax machines, or make long distance calls, or even provide users with sufficient photocopies for lack of funding.

Internal users have confirmed, in different ways, their need for effective library and information services which play a supporting role essential for their tasks, and for the activities of the commission in general. They emphasized such a
need when they expressed that it was very necessary for the library to provide them with a variety of services, such as reference, current awareness, compiling bibliographies, and so on (section 6.7).

It is time now that all participants take appropriate tense action to support the libraries. Perhaps one may ask the following question, who are the libraries supporting and serving? The answer is very clear, the target audience (the users) - i.e. the members of staff of the commission, national institutions, educators, students, and other civil servants in the Member State. It is the responsibility of the national governments to support these libraries which are a channel for getting valuable material which is necessary for the development in the educational, scientific, communication and cultural fields. Why wait for support from the Organisations which themselves require their member states to support them?

(5) It was concluded that financial allocations to the libraries were less than required, and the libraries were under-funded. This situation was found to hinder their effective role in the communication of information.

8. 2. 2. 5 Accommodation

Most of the libraries, if not all of them, were found to have the problem of lack of space. Data collected through the questionnaires and interviews, and the visits, all confirmed the existence of such a problem (5.3.4). A proportion of the responses from both internal and external users (sections 6.8; 7.6) indicated that the space allocated for the libraries was not adequate. It was noticed that some libraries lack even chairs and tables. Lack of space was found to influence negatively the growth of the collections of the libraries which were very necessary mainly for internal users who complained of lack of coverage of
It has been concluded that the space allocated for the majority of the libraries was insufficient.

8.2.3 Services

Any system is intended to produce some kind of output, which will lead to the desired outcomes. The services of the libraries as outputs, are discussed in chapters 5, 6 and 7.

The type and level of services offered by a special library depend on the nature of its parent organisation and the needs of the users within its capabilities and the controlling policy. The study revealed that the libraries, following their parent commissions had to mediate material and information received mainly from the three Intergovernmental Organisations to interested institutions and individuals in their member states. They all redistributed part of the received material to other institutions in their respective countries, where part of the target audience could be approached. Recipients of such material at the national level were, mass media agencies, other libraries, schools and clubs, and the like. In this case the libraries acted as mediators in the delivery system of material to the target audience.

On the other hand, most of the libraries, if not all of them, were found to be involved in some way or another in providing the Organisations and other commissions with relevant material and information of national origin, but such provision was found to be on a very limited basis; only as a reaction to requests received from these bodies (5.5.2). However, this role of providing material
varied considerably from one library to another. In general, it has been found that the libraries were involved in a two-way information transfer chain.

The libraries kept part of the received material for current and future use. The main role of the library is to make such relevant material and information available and easily accessible, and to increase awareness and exposure to the material and information, in order to encourage effective use. It was found that the libraries provided services to both internal and external users (section 5.5).

The number of services varied considerably from one library to another. While one library was found to provide nine services to its internal users; another provided only four services to such users. This situation was influenced by the number of professional librarians. It was found that there was a positive correlation between the numbers of professional librarians and the numbers of services provided to both internal and external users (5.5.4). All of the libraries provided a telephone enquiry service, but at two levels; while 15 libraries answered up to five questions a day, only four libraries responded to no more than ten enquiries a day on average.

The services varied in terms of type of recipients as well. While all of the libraries provided reference services to both internal and external users, it was found that only two libraries provided translation, and to internal users only (section 5.7). This situation raises the issue of priorities and level of the service provided to external users.

Level of services also varied from one library to another. Five libraries stated that they were at their initial stages and they were offering the basic services, focusing mainly on redistribution and reference. On the other hand, some libraries were found to provide relatively advanced services (e.g. Bahrain, Egypt, Kuwait, Qatar, Lebanon, Tunisia). For the rest of the libraries, they were
found to function at a medium level.

However, the quality of the services was assessed by the users, from several points of view, such as evaluation and satisfaction, problems encountered, and general comments. This theme is discussed later in this chapter.

(7) The study has revealed that the number, type and level of services varied from one library to another. While all of the libraries served internal users, the majority of them provided services to external users but on a limited basis. From a quantitative point of view, all of the libraries provided reference and routing of periodicals to internal users. The majority of them provided literature search, current awareness, lending, and photocopying services to internal users. Only three libraries provided abstracting and two provided translation. The numbers of libraries providing services to external users ranged from 17 providing them with reference, to none providing translation.

8.3 Users and Utilization of Material and Information

In the previous pages the situation of the libraries from an organisational perspective has been discussed. The important component of the library as a system is the interaction between users and the resources. This study, therefore, places more focus on the users. Thus, and in addition to the main purpose of the user study to obtain the users' assessment of the quality of the services (as discussed later in this chapter), and to judge from this the quality of the services through analysis of problems they encountered; this study also intended to find out whether such interaction was influenced by the input factors (resources) and services provided, and/or by personal attributes.

Thus, identification of these factors, mainly those relating to the users' needs
and behaviour is very important. Such attributes should be identified in order to adapt the services accordingly with the aim to enhance interaction between the users and the services. For this purpose, data about the following aspects of the users was obtained: who the users were, what were their needs, levels of use, and information seeking behaviour. All these aspects are required for any suggested action for development and improvement.

8.3.1 Internal users
The numbers of internal users varied considerably from one library to another, depending on the total number of members of staff of the commission. Internal users were the Secretaries-General and their assistants, subject specialists, researchers, clerks, and the like.

8.3.1.1 Activities
The study intended to "identify for what activities internal users usually seek information from these libraries". As task performers they required primary and secondary information. Their tasks in most cases were found to be information-oriented. The main purpose for which they used their libraries was to get information in order to carry out research, prepare material for decision-making, conferences and seminars, programmes and projects, to keep up-to-date, and so on (6.2.4). These activities, which are essential for the commission itself to survive and to play an efficient role in the coordination and cooperation with the respective Organisations and the concerned national institutions and individuals, have to be supported by an effective library and information service.

8.3.1.2 Needs
A special library should anticipate and recognise the various needs of its
clientele, and provide them with the appropriate services. The study intended "to identify the needs of internal users". In such a special library, the term need has to be articulated from two points of view, the purpose for which they need the information and the service the library has to provide to support the user perform his or her activity through effective interaction between this user and the material and information. For clarity the term "need", as discussed earlier (3.2.2), was used to denote the required information and services to assist the internal users perform their activities. Within this context, it is important to know who uses what and for what purpose(s), and how to communicate that to him/her. In general, internal users needed information to carry out information-oriented tasks. In order to perform these tasks they require easy access to the material and information available in or through the library. Their tasks required continuous awareness to stimulate users and increase their exposure to the information and material, especially with current information. They needed assistance from information specialists to locate and prepare relevant information, and thus they saved themselves time and effort.

Internal users stressed the necessity and importance of a variety of services (Tables 6-42, 6-43), which in fact reflect their needs for an effective specialised library and information service. Since their activities require answers to specific questions, and getting tiny bits of information, they needed a reference service. They stressed their need for this service which ranked first and was found very necessary. Therefore, the librarian has to be prepared to locate and provide the correct information as soon as an immediate need arises. They also emphasized their need to keep abreast of the current material and information, so they need current awareness which ranked second. They need retrospective and current information for decision-making, research, preparation of material for certain projects or programmes, so they need to know what is available on a given topic; and consequently, they need bibliographies to cover the available, or what could be available, on a certain topic or event. Their need for compilation of
bibliographies was viewed as very necessary and ranked third among the needed services. Internal users expected their librarians to search the literature and to locate the needed or relevant information whether retrospective or current, for two simple reasons: librarians are more familiar with locating material and information and the provision of access to that information, and to save the users' time and effort. The general rating for such a service was more than important.

This study also intended "to match the needed services, with those being provided". When matching these five core services, in terms of numbers with the services being provided by the libraries, it was observed that while the 19 libraries provided reference services, 18 provided literature search, 15 provided current awareness, 14 provided lending, only 9 compiled bibliographies for internal users.

This means that some libraries are not providing one or more of the essential services desired for internal users. As indicated earlier it was found that the more professional librarians the library had, the more services that library provided. Still this study is placing more focus on the quality of these services. However, in order to provide the essential services in an effective way, there is a need for trained professional librarians who were found not only to assist internal users to locate information, but also to carry out some activities for them. Internal users are in need for knowledgeable librarians who know their exact requirements, i.e. the appropriate services; and who provide each of them with the right information at the right time. These needs imply the necessity for the provision of specialised effective services.

(8) It is concluded here that internal users need information for several purposes to perform their tasks. They needed information for research, decision making, and to prepare material for a variety of activities which stress their
need for specialised services, which were prioritised as follows: reference, current awareness, compiling bibliographies, circulation and literature search. Apart from reference, not all the libraries provided these essential services for internal users.

8.3.1.3 Usage: Level of Use and Factors Affecting Use

(i) Level of use

The main purpose of the library as a system is to enhance the interaction between the material and the users. The library has to make the actual and potential users aware of the information available and the level of the service affordable. Information in the library is not activated unless users approach it, or being approached, to satisfy one or more of their needs. Usage of the library justifies its existence. From this perspective, this study intended "to evaluate the level of usage of the internal users of the present services". Thus, it is essential to stimulate users to use the library. Important questions arising here are, (i) "is the material used, and (ii) how frequently are they used?" The study has revealed that the great majority of the internal users make use of their libraries. Indeed, they would not have been able to perform their daily tasks without information. Every day some new action is required, especially in the case of these commissions which are members of three intergovernmental organisations, and are functioning in limited numbers in terms of manpower.

Analysis of the different aspects of library use by internal users was discussed (section 6.3). It was found that about one quarter of internal users had never used their libraries or only a few times a year. The others used their libraries at different levels (Table 6-5). About half of respondents made heavy use, on the basis of using the library at least once a week. It was not strange to come up with this result, since internal users relied heavily on their libraries to get the needed information to perform their daily information-oriented tasks, mainly to
support their decisions. One may argue that material emanating from intergovernmental organisations is rarely used. This may be true in other settings, such as in some public libraries, but not in this type of library where information in the library of the commission is the bread and butter of the internal users. It might be true to say that part of the material is used once or twice only; and this issue requires some appropriate solution, where investment in newer technology may solve the problem of paper waste and the space it occupies.

(ii) Factors Influencing their Use

By nature, individualism exists and human beings do not always behave in the same way or take the same action. Actions are usually influenced by needs and stimuli which raise interest in carrying a certain action. Use of the library is influenced by such factors. Within this context the study intended to "examine the factors that influence the level of internal usage of the present services".

It was noticed that those who needed material to perform certain activities, mainly those of information-oriented nature, used their libraries more often. Factors influencing their degree of use were detected. For this purpose, a hypothesis was designed and tested (6.3). Position and educational level made no significant difference in their frequency of use. The main factors which were tested significantly and were found to influence their frequency of use, were some of their topics of interest and certain activities. Analysis of the findings showed that while a user's interest in "education" and in "communication and information" influenced his or her frequency of use, "culture", "science" and "other topics" made no significant difference in their frequency of use (section 6.3.3). Being affiliated to the Ministry of Education, was one of the reasons which increased the numbers of users interested in education, and making heavy use. Their information-oriented tasks were also responsible for the result.
cerning the topic of communication and information.

It was also found that not all of the activities for which the users needed information influenced their use. While the following activities for which internal users sought information, namely: "research", and the preparation of material for "reports", "conferences and seminars", "decision making", "publishing", "programmes and projects", and "to keep-up-to-date" were significative factors influencing their frequency of use; it was noticed that "replies to queries" and "translation" made no significant difference in their use (6.3.4). These results emphasize that the activities of the internal users are information-oriented, which, in turn, implies that those performing certain activities use their libraries quite often. The librarian has to be aware of which users carry out what activity; and the level of use they make. When a user who carries out one of the above mentioned activities but does not make heavy use of the library, the librarian should approach that user, and encourage him/her to increase use.

(9) **Conclusion** Internal users rely heavily on their libraries to get information to perform their tasks. More than half of these users used their libraries heavily on the basis of at least once a week. Factors influencing their frequency of use were the user's interest in education and communication and information, and involvement in the following activities: research, and the preparation of information and material for decision making, reports, conferences and seminars, publishing, programmes and projects, and keeping up-to-date. Position, educational level, being interested in culture, science, and the category of other topics, and the activities of replying to queries and translation made no significant difference. This conclusion is the result of testing the null hypothesis which was "there is no significant difference in the frequency of using the library with respect to the following variables a) position, b)
8.3.1.4 The Mode of Internal Users' Approaching the Library and their Reliance on the Librarian

It would be very helpful to find out the way in which the user prefers to approach the library, and how he or she likes the material or information to be communicated to him/her. In such a bureaucratic environment, does the user rely heavily on the librarian to serve him or her? In other words do they like to approach the library or to be approached by the library? From this perspective the study intended "to observe how internal users usually get information from their libraries". Thus, the study also detected how internal users approached their libraries to get the required material and information. The greater majority of them visited their libraries which was found to be a good indication for being in direct contact with the librarians and the collections (section 6.4). Administrators were found to visit their libraries less often than the non-administrators. Visiting the library by the majority of these professional staff was also influenced by lack of professional librarians; which made many of them depend on themselves to locate the needed material or information from the library.

It was observed that administrators usually approached the library by telephone calls rather than visiting the library personally to get information or material. While the librarians have to accept such a mode and to react accordingly, they have at the same time, to encourage users to visit the libraries.

In addition, administrators were found to rely on the librarians to secure them the information and material required; and to send them the appropriate material and information regularly. This implies that there are a variety of channels through which internal users can be approached. It was observed that the more
channels the user used, the more he or she used the library. Since librarians are interested in stimulating the users to use their libraries; they should provide all possible means of encouragement: making access to the library easy, attractive appearance and comfortable, reference tools at hand to encourage phone calls, regular current awareness to increase exposure, etc. In addition, the library has to consider the way(s) the user favours and approach him or her through such methods he or she likes.

(10) Internal users approached their libraries by telephone calls and visits. Administrators paid fewer visits to the libraries than non-administrators. Consequently, administrators were found to rely on the librarians more often to secure them the material and information required; and to provide them with relevant material regularly.

8. 3. 1. 5 Problems encountered by internal users

Users are expected to encounter problems while using their libraries. Encountering problems by users is considered as a linking indicator between input factors and the services from one side, and the user’s needs from the other. The libraries provided a set of services to internal users.

A good library service tries its best to limit any anticipated problems to the minimum. The argument here is based on the idea that the fewer the problems the better the quality of the services. Within this context, the study intended "to identify the problems internal users encountered while using their libraries". For this purpose, six problems which internal users might encounter were formulated. The focus of the problems was placed on availability, accessibility and delivery (section 6.5). The users were also asked to provide any other problems they encountered.

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d. 1 Level of encountering the problems
The study revealed that six problems existed at different levels ranging from occasionally to always (the four point scale ranged from never to always). Although a great proportion of users claimed that they had never or rarely encountered certain problems, it was found that a large proportion of users faced the problems at other levels (6.5). Some of the problems severely affected relatively high proportions of users ranging from 8.2% of the users encountering the problem of finding the material "out of date" to 34% of the users who found the material "in other languages", and they encountered them most or all of the time when they looked for information in their libraries.

These problems will be reconsidered later in this chapter while discussing the effectiveness.

d. 2 Factors influencing the frequency of encountering the problems
In order to detect the causes of the problems and whether they resulted from defects pertinent to the libraries or the users, the study intended "to find out and analyse the factors that influence the internal users' frequency of encountering these problems". The literature shows that personal factors were found to influence use of information. For this purpose a hypothesis was formulated and tested (6.5.7) The main findings were as follows: Position influenced the frequency of encountering the problem of "did not find the material required". Administrators were found to encounter this problem more frequently than the non-administrators (Table 6-23). Explanation showed that some of the likely reasons were: a) since administrators paid fewer visits to the libraries they were unfamiliar with the collections and it was not easy for them to locate the needed items. The time they afforded for searching was less than required. At the same time they had other reliable alternative channels as they
could get the information from the Organisations and other commissions quickly by telephone calls or fax. It might be argued here that if there were efficient processing and skilfull members of staff for retrieval purposes, such a problem would have been kept to the minimum. This means that this problem has originated from the library rather than from the users.

Another problem was, "found the material complex in content". Educational level made significant difference in the frequency of encountering this problem. The highest percentage of those who frequently encountered the problem was among those with high school certificates but not holding university degrees (Table 6-24). None of those with post graduate qualifications encountered this problem. The library can be said to have failed in repackaging the material to suit those whose education is below university level. But, on the other hand, how can the library produce such material while it is struggling to save some time for shelving the original material. This issue, in fact, falls within the responsibility of all of the participants: the Organisations the Commissions and their libraries.

Another problem was "found the material in different language(s)". Again its encountered frequency was influenced by educational level, so what has been said earlier applies to this problem as well. Being interested in education and culture made no significant difference in the frequency of encountering any of the six problems. Those who were interested in science, and communication and information faced the problem of not finding the material required, less frequently than others, because those who were interested in such material were small in number, so the demand was low, and the material was available.

The study also intended to test the effect of some input resources, namely the numbers of: the library's staff members, books, and periodicals on the frequency of encountering the six problems (6.5.8). While the numbers of staff members
employed in the libraries made no significant difference in the users frequency of encountering any of the problems, significant negative correlation was found between the number of books and the frequency of encountering the following three problems: a) "did not find the material required", b) "the material was complex in content", and c) "got the material later than expected". On the other hand, the size of periodicals negatively correlated with the frequency of encountering the following two problems: a) "did not find the material required" and, b) found the material in different languages". On the basis of these results it was concluded that the libraries did not pay much effort to solve the problems of availability and accessibility; and that they are more responsible for the problems rather than the users.

(11) Internal users encountered a variety of problems relating to availability and accessibility of the material and information. Encountering some of the problems was significantly influenced by personal variables: position and educational level. Administrators encountered the problem of "Did not find the material required" more frequently than the professional staff members. The higher the educational level, the less frequently the user encountered the following two problems: "the material was complex in content", and "found the material in different languages.

While numbers of staff members employed in the libraries had no significant influence on the frequency of encountering any of the six problems; the numbers of titles of both books and periodicals showed significant negative correlation with the problem "did not find the material required", and "the material was complex in content". Numbers of books also showed such correlation with the problem "got the material later than expected". This means that the libraries have not solved the problem of availability, and the problem of accessibility.
8.3.1.6 Solving the Problem of Availability

As discussed earlier, internal users encountered the problem of not finding the material or information required. It is assumed that every user contacts the library to satisfy a need for information. Generally speaking, if this library does not provide the needed information, he or she will seek the answer somewhere else, especially as in the case of the commissions, where other possible channels are available. Thus the study intended "to identify which alternative channels internal users usually select to solve the problem of availability".

The results of this study showed that while a very small proportion of users (less than 6%) forgot about the material or information required; the others continued their efforts to secure the needed material. The majority of internal users turned back to their library to solve the problem of not finding the material in that library (section 6.6). However, proportions of users chose other channels to secure the material or information required personally. Some of them contacted the Organisations, some contacted other national commissions, and others sought the required information from local sources.

(12) The greatest majority of the users continued searching for the required information when it was not found in the library. Although proportions of internal users contacted the Organisations personally to secure the information or material, and others sought it personally from other national commissions and/or from local sources; the library of the commission turned out to be of great importance for the users to secure the information required; which means that internal users stress the need for the library to serve them.
8.3.2 External users: main characteristics and factors influencing their use

Analysis of the literature and actual practices showed that these libraries provide services to other (external) users. This has been confirmed in this study as well; since the majority of the libraries were found to provide some services to such users. The majority of the libraries served external users through two methods: i) by providing them direct access to material available at the library itself, and ii) through redistribution of part of the material to other libraries and institutions where they could be approached.

8.3.2.1 The Main Categories of External Users

This study placed the focus on those external users who visited the libraries. So it is necessary to know who were those visitors, and what were their main characteristics, for a simple reason: to take their needs into account in any future action. Thus, the study intended "to identify the main categories of external users". The libraries in general provided some services to limited numbers of external users. Both estimated numbers and responses from external users showed that these users were small in number. Different aspects of the external users were discussed (section 7.2). The main characteristics of external users were as follows: the majority of them were males, middle aged, graduates, and nearby residents. The main groups of these users were graduate students, school teachers, faculty members and civil servants. The greater majority were interested in education and culture.

8.3.2.2 Purpose for which Information Sought

An important question arises here, what do they need information for? In order to find an answer to such a question, the study intended "to identify for which purposes external users sought information from the libraries". External
users needed information mainly for conducting research and studies, and for instruction, teaching and training purposes, and for official use (Table 7-8). Since the commissions are affiliated to the Ministries of Education where the commission was located, it was found that the largest proportion of the users were teachers (Table 7-1). The number of the users and their frequency of use have to be considered. A user who visits the library say, three times a week requires almost the same service as three other persons visiting the library once a week each.

8.3.2.3 Usage
External users were found to be in small numbers, but how frequently did they use the libraries? From this perspective the study intended to "evaluate the level of usage made by external users". External users were found to visit the libraries less frequently than internal users. While a proportion of the users made heavy use; the majority made light use since they only visited the libraries a few times a year (Table 7-9).

Factors influencing their use
When the levels of use are discussed, a question starting with "why" usually arises. To get valid answers to such a question the study intended "to examine the factors which influence their frequency of use". For this purpose a null hypothesis was formulated and tested. While sex, educational level, age, and fields of interest made no significant influence on their frequency of use; the distance they travelled to the library was the factor which tested significantly as an attribute influencing their frequency of use. Distance not only affected the numbers of users, but also the frequency of their use. While it was observed that 75% of the users were living within 20 kilometres; it was noticed that the majority of these users visited the libraries more frequently (section 7.5) than
the others. Such factor when combined with limited opening hours of the libraries hindered their use.

8.3.2.4 Awareness
Since the libraries are supposed to carry out publicity programmes and maintain public relations, were these users attracted through such activities? To gain some reasonable answer, the study aimed "to identify how external users became aware of the present services". While a small proportion of these users indicated that they were referred from other libraries, and or learnt from the mass media, and the like, the greater proportion of these users learned about the library and information services from someone else. This showed that the publicity programmes carried out by the libraries were limited; and there is a need for more effort in this regard.

But the main question here is, whether these libraries are committed to serving them and if so, whether they provide the same services as to internal users. The study has revealed that this theme needs thorough discussion. There is a need for a clear policy in this regard. Discussion on the type and level of the services to these people should be reached.

However, external users complained of a variety of problems, such as lack of space for reading, short time of opening hours, and insufficient collections. They also complained from lack of services mainly circulation and photocopying services which affected their use (7.6). If the library commits itself for providing a certain service for external users, it should be prepared to make such a service easy and satisfactory.

Although these are highly specialised libraries serving the commissions; they have been found as vital channels for the dissemination of information received
from the Organisations to several categories of external users as well.

Conclusion: The majority of the libraries provided services to limited numbers of external users. The main groups of these users were graduate students, school teachers, faculty members and civil servants. The majority of them were interested in education and needed material for learning and teaching purposes; some others needed information for research and official use. Distance was the main influencing factor affecting the numbers of users and their frequency of use. (This conclusion would cover in part the objective: To identify the categories of external users, their needs, use, satisfaction and how they learnt about the services).

8.4 General Indicators on Effectiveness

Evaluation of library and information services is necessary to know the degree of achievement of a service or product. Thus the study intended "to obtain a composite picture of the effectiveness of these libraries". The literature provides evaluators with several methods for evaluating library services, such as the goal attainment model, efficiency, user satisfaction, and the like. In many cases such techniques were usually implemented separately. There is no perfect technique for measurement. According to St. Claire, "no one has yet devised a totally successful technique for measuring our work" (2). In order to determine the effectiveness of current services of the libraries the study has considered more than one technique. The argument on which assessment of the effectiveness of these libraries is based on an holistic approach which combines as many indicators as possible. Several indicators about effectiveness of the services are discussed in chapters 5, 6 and 7. However, the definition of library effectiveness implemented for this study, discussed in chapter 3, states that effectiveness is "the extent to which a library achieves its objectives and
satisfies its users". Although these objectives imply satisfaction of the users, it is still necessary to hear it from the users themselves. The following indicators have to be considered:

(a) evaluation of the services as obtained from internal users.

(b) degree of satisfaction with the services as provided by the external users.

(c) problems being encountered by both categories of users.

(d) General assessment on the extent to which the libraries have accomplished their objectives, with emphasis on that assessment provided by the secretaries general of the commissions and their assistants.

(e) the libraries' efforts to overcome threats and make use of the available opportunities for survival.

8.4.1. Evaluation of Internal Users

Internal users are the first people the library has to serve. They are the closest people to the services who can assess the current practices of their library. Thus, the study intended to "identify the extent to which internal users evaluate the services of their libraries". When considering evaluation of the services by internal users, which in fact reflects their satisfaction; the results showed that only 17.1% of respondents viewed their libraries as providing excellent services (Table 6-41). This indicates that this proportion of users found their libraries providing effective services to the required level. It is clear that the internal users did not give the services a score of excellent, since, the other majority (about 83%) of the internal users expected that their libraries should have functioned at a better level. And as discussed earlier (sec.6.9); many of the interviewees commented that the quality of the services was much less than expected. Their evaluation was influenced by their frequency of encountering problems. These results mean that internal users are looking for improvement.
8.4.2 Satisfaction of External Users

Since external users were benefiting from the libraries, it was necessary to find out the extent to which they were satisfied with the services provided to them. From this perspective the study intended "to evaluate the level of satisfaction of the external users with the present services". About 48% of external users claimed that they were very satisfied, the others were somewhat satisfied or dissatisfied with the services (Table 7-7). The likely explanation for such satisfaction was influenced by their impression that such a governmental special library, was not supposed to serve them. This was due to lack of awareness, regulations and publicity. Some authors criticised reliance on users' satisfaction to measure the effectiveness. However, satisfaction of external users is viewed here as one of several indicators; which when combined with the others is expected to provide some general overview of effectiveness. However, the results indicate that about 52% of the external users expected something better should be done by the library to satisfy them as they desired.

8.4.3 Problems Reviewed

The effectiveness of library functions and public services can be seen from an assessment of the quality of the services. When the users make use of the library services without encountering problems, it is possible to say that the services, technical and public, were fulfilling the purpose they were designed for. On the other hand, the more problems the users encounter, the less effective the service is. Within this context, the study intended "to outline the main problems which are found to hinder the libraries provision of effective services". Identifying the problems is the most important element in the diagnosis of failures which is very necessary for the measurement of the effectiveness of the quality of the services. The study detected the problems encountered by internal users to judge on the quality of the services. This technique seems applicable for measuring the effectiveness of all types of
libraries, especially, as in the case of these small special libraries, which usually function to achieve vague objectives, they respond to daily activities than follow precisely specific objectives. Also internal users should know what their library is supposed to do for them. Qualitative analysis about the relationship among the components of both the libraries as systems and the characteristics of the internal users which influenced their frequency of encountering problems and affected their use was provided earlier (section 6.5). Here the focus is placed on the main aspects of encountering problems by internal users, since they are the first to be served. Although the largest proportions of users encounter problems only from time to time, still this is an indication that the quality of the services needs to be improved. And, it is possible to say that the problems were encountered by almost half of the respondents or even more.

It is possible to view the problems from the following angles:

(a) Availability

It was noticed that 64% of the respondents (Table 6-16) faced the problem of "did not find the material required", at different levels ranging from occasionally to always. Statistical evidence showed that insufficient material affected the frequency of the users encountering this problem (6.6.8). Not finding the material means that the libraries suffer from lack of adequate collections and lack of organisation (bibliographic control) of the collections as well, especially as the material in these libraries requires special treatment.

(b) Accessibility

In addition to availability, access to the material and its contents is very necessary. Whether the collections are not available or not accessible would make no difference. Accessibility, in its broadest sense, means that in addition to gaining physical access to the room were the collections are held, the user
should also be able to find the item(s) he or she wants. Tools such as catalogues, bibliographies, and indexes are necessary. To provide full access, and in a wider context, the provider of information has to enable the user to comprehend the contents of the document. As far as bibliographic accessibility is concerned, the study revealed that about half of the libraries catalogued their collections, and classified them broadly; while the others just shelved the collection according to the main topics without cataloguing. Two libraries only carried out some indexing (5.5.3). The Secretaries-General in their evaluation to the objectives assessed the objective concerning access as far from being achieved. This situation when combined with the problem of not finding the material or information required, as discussed later in this chapter, shows how important it is to organise the collections in these libraries.

In addition, it was found that 20% of internal users and 16.3% of external users complained of lack of collection organisation. The collections were not well-organised as was observed during the visits. The study of both categories of users has also revealed that they faced the problem of not finding the material needed. The libraries then, could not provide easy access to information.

A large proportion of non-professionals were in charge of the libraries, and even the professionals had no time to organise the collections according to a systematic method. Both categories had no or little training. When considering that the libraries and their commissions gave the objective concerning accessibility the first priority to be achieved, it is concluded that the libraries have to pay much effort to solve the problem of availability and accessibility. Since the libraries had small collections, and lack of sufficient copies, internal users encountered the problem of not gaining access to some material required since it was on loan.

A proportion of users complained of finding the material complex in content
(6.5.4); and even a large proportion of internal users complained of finding the material in different languages (6.5.5). This shows that the libraries had not paid sufficient efforts to make the material intellectually accessible. While in fact these problems can be solved through collective efforts by all participants, to take appropriate action towards publishing in Arabic and/or translation.

In addition physical accessibility was observed to affect the sizes of the collections, since the area designated for the majority of the libraries was small. External users were also affected by the location of the library.

(c) Delivery and timeliness
Decision making requires immediate provision of the appropriate information. A proportion of users faced the problem of getting the required material later than expected. The information or material received late means lack of an effective delivery system, which was delayed either on its way from the providers to the libraries since it was sent by surface mail; and/or for lack of organisation of material (backlog) so that the librarians or members of staff had to spend more time to locate the needed items (6.5.6).

Although the users' frequency of encountering problems was influenced by some personal characteristics, the libraries as systems should have functioned in a way that would have taken such factors into account and provided the appropriate solutions, such as adopting a clear policy on redistribution, obtaining more copies according to the needs of the users, organising the material according to cataloguing rules, and shelving them according to classification schemes, repackaging of information, etc., in order to provide the users with services with the least frequency of encountering problems.

In other words, the main obstacles to providing an effective service was caused
by library barriers, mainly insufficiency of material, and lack of bibliographic control which exerted negative effects on the users and yielded problems which affected their effective utilization of information.

Internal users felt the seriousness of the problems to the degree that such problems influenced their overall assessment of the effectiveness of the services.

**Conclusion:**

*In addition to the part conclusion mentioned above; it is concluded here that the users encountered several problems. These problems were mainly relating to availability and to bibliographic and intellectual accessibility. These problems surfaced as a result of defects in the libraries as systems, for lack of resources in general and lack of trained personnel in particular. If professional librarians were employed in sufficient numbers and with good qualifications and training, they could have played a vital role in overcoming most of the problems.*

**8.4.4 General Assessment of the Services with Respect to the Objectives**

Indicators about the extent to which the libraries have accomplished their objectives were obtained through: a) the evaluation of the Secretaries-General, and b) the services being provided which match with the objectives.

Assessment provided by the SGs, mentioned earlier in this chapter and discussed (5.5.4), showed that the objectives were not yet achieved as desired, since the level of their accomplishment, in percentages ranged from 53% to 76%. This means that the objectives were not being achieved to the desired level, and that there is a lot to be done. Although the degree of accomplishing a certain objective affects the accomplishment of the other objectives, it is not
easy to consider them in isolation from each other. It seems appropriate to give some comments that are pertinent to each objective.

1- To exchange material with libraries of other National commissions.
A good indicator was found that the libraries of the commissions exchanged materials among each other. But such exchange was found to exist on a limited basis, and as a reaction to requests which may occur from time to time, but not on a systematic organised basis (5.5.2). Since national commissions produced very little material such exchange is very limited. In addition lack of financial allocations hinders the exchange of publications, at least for payment of mail expenses. However small sizes of collections indicate that little material comes from other national commissions. While this objective was ranked third as to be achieved; the SGs rated it as the ninth being achieved; and gave it the lowest percentage (53%) as being achieved. This means that there is a need for more cooperation - to pull this objective towards 100%, or to a nearer value of judgement - between the libraries, which implies the need for co-operative projects.

2- To establish and strengthen cooperation with local libraries and information centres.
There were indicators that such cooperation is strong in some areas, mainly through redistribution of material to these libraries. There was also some kind of referral services. The percentage given to this objective as being acheived was less than 63%. This also means the need for more cooperation with these institutions.

3- To keep at least one copy of documents and publications received from the
Organisations for future use.

It was noticed that the size of the collections of many libraries was small, and that a high proportion of internal users encountered the problem of not finding the material required. Proportions of both internal and external users complained of lack of collection coverage. The SGs found it being achieved to the level of 69%, which means that the libraries should increase the size of collections being held by about 31%.

4- To redistribute copies of publications received from the Organisations to concerned bodies in the country.

This role was carried out by all of the libraries; and was considered by the SGs as the one best being achieved, since it ranked the first in terms of being accomplished. The secretaries general gave it the highest percentage (76%) as being achieved. In fact the small size of collections in many libraries confirms this result, as they redistributed a great part of the received material. However, they would like to increase this service, which indicates that they are ready to help the organisations in this regard.

5- To provide easy and quick access to the publications available at the library of the Natcom.

Although this objective was given the first priority to be achieved; it has been found that this objective is far from being accomplished for the following reasons: the collections were not well-organised, and the users encountered problems relating to bibliographic accessibility. In addition its accomplishment as assessed by the Secretaries-General was very low 57.3%. Lack of professional librarians in the majority of the libraries would yield such results. This means that there is a need for much effort to solve the problem of accessibility.
6- To increase public awareness of available materials at the library of the Natcom.

Quantitative data provided that the libraries publicised information and material received from the Organisations through different means. The study of external users revealed that the greater majority of external users knew about the services from someone else (Table 7-7). It also revealed that smaller proportions of the external users learnt from the mass media, and/or were contacted by the libraries themselves. The commissions and their libraries have to reconsider their publicity programmes and make more effort in this regard.

7- To provide the Organisations with relevant information and publications of local origin.

Quantitative data provided that all the libraries provided the Organisations with material of local origin. Visits to the libraries of Alecso, and both Amman and Doha Unesco Regional Offices, and interviews with people in charge of their libraries showed that very little material was sent to these libraries from the national commissions and their libraries. It was observed that lack of published material by the commissions in general, and lack of librarians and financial resources influenced the relevant activity. The SGs, believe that there is more effort needed to accomplish this objective.

8- To advise on the easiest and quickest way of getting publications and information from the Organisations.

The only reasonable measure was that provided by the SGs. The average assessment of accomplishing such an objective was 64%; which also indicates the need for more effort. However, there is a possibility to infer here that lack of professional librarians, who could provide or verify the accurate bibliographic
data from the bibliographic tools, is expected to have a negative impact on the accomplishment of such an objective.

9- **To publicise information relating to the activities of the Organisations and their fields of competence.**

The SGs considered that this objective was being 62% achieved. This means that there is a need for more publicity and public relation programmes to pull it towards 100% or a nearer reasonable percentage. However, it was noticed that some commissions and their libraries covered some of the activities of the Organisations in their newsletters and the national press. However, the majority of external users were found to have known about the services from friends, co-workers or other people, and rarely from the mass media.

### 8.4.5 Opportunities

Losing an opportunity to improve is not less important than taking an action to improve. The general impression of the study shows that many commissions and the persons in charge of the libraries did not make use of the available opportunities to solve the problems mainly those relating to availability of material. They could have requested the Organisations to get material free of charge; or even convinced the top management to make use of the 50% discount available from Unesco to National Commissions. They could have also redistributed the material received according to priorities, with the intent that internal users have the first priority to be served. They could have paid little and got much from the Organisations. When interviews took place with the (present) Director of Alecso's Department of Documentation and Information (in Tunisia), and those in charge of the publishing unit in July 1993, they all stated that they would like to send the commissions additional copies of their publications, even in massive quantities, if they could only pay the postal
expenses.

They could also have requested support from the Organisations for training, equipment and experts to give advice and suggest solutions to the inherent problems. They could have also made use of the newer technology available at the organisations at least for providing good access to the material and information. They could have proved the importance of their libraries to the top management to obtain reasonable support at least to get the basic requirements, such as sufficient space to hold the received material.

General Overview

The libraries are very necessary for every national commission for Unesco in order to support the mission of the commission and most of the activities carried out by the members of staff. Although the libraries of the Arab National Commissions for Unesco are working to accomplish a homogeneous set of objectives, the services varied considerably. The majority of the libraries suffer from lack of resources which hinders their expected effective role. There is a need for development and improvement.

8.5 Recommendations for Improvement

According to the conclusion concerning the objectives (8.2.1), and since the libraries were found to function without written objectives, the libraries and the commissions should consider the set of objectives and derive more specific objectives from them, and execute their programmes according to their priorities. It is also recommended that they revise such objectives and their priorities from time to time according to the programmes of the parent commission and the needs of the users. All this requires the involvement of continuous management and evaluation.
Referring to the conclusion concerning collections (8.2.2.1), which were found to be inadequate, and according to the conclusion concerning the problems encountered by users for not finding the material required (8.2.2.11), the libraries have to increase their collections and to reconsider their redistribution policy. The Commissions and the Organisations have to cooperate to solve such a problem and to increase the numbers of books and periodicals in the libraries. They should also organise their collections in a way as to make them more accessible.

Since information technology has become necessary even for a small library, and based on the conclusion concerning equipment (8.2.2.2); it is recommended that the commissions should make it a priority to provide flexible access to the equipment necessary for the communication of information. Other libraries which have no access to computers yet should be provided with a microcomputer and its accessories by their commissions, for information storage and retrieval. The Organisations and the commissions should also organise special training programmes for the librarians for making effective use of information technology.

Based on the conclusion regarding staffing of the libraries (8.2.23) the Secretaries-General should make it a priority to urge their national governments to employ at least one professional librarian to operate the library. It is recommended for socially acceptable cultural reasons to employ female librarians. The commissions should make use of the available training opportunities available at the Organisations. They have to retain the trained librarians.

Since the majority of the libraries were found to be under-funded (8.2.2.4), and in order to enable the libraries to manage their libraries properly; the Commissions and their National Governments should allocate the libraries of the
commissions with sufficient funding according to a clear budget, in order to enable them carry out their programmes and provide effective services.

Since the space allocated for the libraries was found to be insufficient (8.2.2.5); and as the libraries were in a position that they should increase the size of their holdings so as to solve the problem of availability, the Commissions and their National Governments should make sufficient effort to provide their libraries with adequate areas for the collections and the users.

Referring to the conclusion (8.2.3) concerning the services, all libraries have to reconsider the range of services required to support the overall mission of the parent commission, and carried out according to priorities. It is recommended that the first priority of provision of the services should be aimed at internal users, followed by those institutions and individuals cooperating with the Commission to execute joined programmes or projects, followed by researchers and those carrying out studies in the Organisations’ fields of competence, and the public at large.

According to the conclusion concerning the needs of the users (8.3.1.2) it has been found necessary that all the libraries should provide internal users with the following services according to their priorities: reference, current awareness, compiling bibliographies, circulation, and literature search.

With reference to the conclusion (8.3.1.4), and since administrators relied heavily on the librarians to secure them the required material, and to provide them with current awareness service, librarians should contact the administrators regularly to be aware of their needs and identify their topics of interest to provide them with current awareness and SDI service. Librarians also have to be proactive and encourage all users to visit the library, to be in direct contact with the material. Interesting activities and programmes encourage all users to
visit their libraries.

Based on the conclusion that a proportion of users faced the problem of finding the material complex in content (8.3.1.5). All participants should cooperate to repackage that part of the material which causes such problems. This also validates the Organisations invitation to the Member States to employ highly-qualified staff in their commissions.

Based on the results that a high proportion of users faced the problem of finding the material in different languages (8.3.1.5); the commissions and the Organisations should make it a priority to solve this inherent problem which has been discussed year after year. The Organisations and the commissions have to reconsider the previous recommendations in this regard, and take appropriate action(s) to solve such a problem.

Since internal users were found to contact other sources personally to solve the problem of availability, it is recommended that required material should be obtained through the library which has to be supported by using flexible resources for this purpose.

Since the majority of the libraries were found to provide external users with a variety of services; and since these libraries have been found to be appropriate channels to disseminate information to external users, it is recommended that all the libraries provide all external users at least with reference and a referral service; the principle of priorities for the other services should be applied within a clearly stated policy. Since the libraries redistributed part of the material to other libraries, a referral service is essential to make external users aware of their existence at the libraries. It is also recommended that the library lends part of its collections to public and school libraries in other towns in the country, especially those located a long way from the capital. Services provided to
external users should be governed by a clear policy. Whenever the library serves external users, rules and regulations should be written to show them the type and the level of the service to be provided.

Recommendations for further research

1. Comparative research between this group of libraries (representing the Arab group in Unesco) and other group(s) of libraries in other geographical groups of Unesco is recommended.

2. A user and non-user study to cover concerned governmental departments in the ministries and other organs concerned in the Organisations' fields of competence is necessary.
REFERENCES


CHAPTER NINE

9. A SUGGESTED ACTION PLAN

9.1 Introduction

One of the objectives of this study, as noted in Chapter one, is to propose an action plan. The findings of the survey suggest that an immediate action should be taken to improve the existing situation of the libraries. This chapter presents a proposed development plan which would prescribe some possible remedy that might be considered by the bodies concerned when taking the appropriate measures to solve the existing problems and enhance the effectiveness of the libraries.

The study has identified the role of the libraries from the perspectives of the Organisations, the commissions, and the users. The Organisations would like to see the libraries of the commissions play an effective role in the dissemination information that they produce. It is their intention to invest such invaluable information for the development of the Member states, and to maintain peace, human rights; and to cooperate towards international issues. The implication of this is that the libraries have to maintain strong public relations with the mass media, planners, and decision makers in the country; mainly those concerned with the organisations’ fields of competence. They also expect the libraries to implement such information in a way that fosters ties and strengthens cooperation among the parent commission, the respective sectors of the organisations and other commissions.

The commission would like its library to support its overall mission. Supporting the parent commission to achieve its goals and objectives is considered to be the main essential role of this specialised library. It has to provide the members of staff with required information at the right time.
The work of the members of staff is originally based on information handling. These members, as internal users, would like to have a library which provides them with the accurate information to enable them to carry out their daily information-oriented tasks. Without information it becomes impossible for them to liaise, provide advise and communicate with other concerned bodies. Lack of required information would hinder their abilities to execute and evaluate their programmes and activities. Their productivity and progress, in fact, depends mainly on their ability to obtain and utilise available information. In addition, they expect their libraries to act as an effective channel to secure the required information, mainly from the organisations. The libraries have to provide them with specialised services to enable them to perform their tasks smoothly and effectively, saving them time and effort.

External users also need this library to provide them with similar services. They expect more and better services from these libraries. It has been found to be necessary to provide external users with appropriate services at least reference and referral services, and reading facilities. In addition these libraries have to maintain close public relations with national institutions and individuals concerned with the organisations' fields of competence.

All participants would like to have an effective library and information service which is able to carry out the required technical and public service to make the material and information available and accessible.

9.2 Statement of the Existing Situation.

The main findings of the study are as follows:

(i) Analysis and general assessment of the extent to which the objectives of the libraries have been achieved show that the libraries, in general, have not accomplished these objectives to the desired level and that much effort has to be made.
(ii) In chapter 5, the existing resources were examined. The findings showed great variations in this area between the libraries. The majority of the libraries suffered from a variety of problems caused mainly by insufficient resources which affected them negatively.

(iii) In chapters 6 and 7 the users and their needs were identified. The survey obtained the views of the users about what services they required. The results showed that there is a need for the development of existing services, such as reference facilities and current awareness. There was also interest in newer services, such as access to databases. The majority of external users expect more from these libraries. There is a need for effective publicity programmes and the strengthening of public relations with the external target audience.

(iv) From the analysis in chapters 6 and 7, it was found that the existing services were not as effective as desired, and the users were not completely satisfied with these services.

(v) General indicators were also obtained on the existing demand and needs of the users with respect to the size and subjects of the collections. The study has revealed that the size of available collections in the majority of the libraries did not meet the needs of their users. There was high demand on educational and cultural material. There was comparatively low demand on scientific materials, and communication and information materials. Repackaging of information material on the sciences and communication and information would increase demand and the level of use. Involving other ministries and institutions interested in the later topics would also increase the levels of their demand and use.

9.3 Strengths and Weaknesses

The main finding of the study was that the libraries are functioning at different levels. This variation was influenced by two main factors: First how the commissions viewed the role of the library; and second the level of available resources.

9.3.1 Strengths

The study has identified the main strengths of the library and information...
services of the commissions which are summarised as follows:

- All participants, mainly internal users, emphasized the important role of these libraries, and stressed the need for supporting them. Some of the supporting indicators were as follows:

  (i) the libraries were being used by the majority of internal users. Half of these were heavy users. The nature of their activities have been found to be information oriented. In other words, they cannot perform their tasks effectively unless they have a library.

  (ii) even when the material was not available in the libraries, the majority of internal users turned back to these libraries to secure the required materials and information.

- All the libraries were found to play a relatively effective role in the redistribution of material received mainly from the organisations. They appear to be appropriate channels for this necessary activity.

- Some libraries were functioning at a relatively advanced level. They were found to provide specialised services, and could invest advanced technology for information storage and retrieval.

- Continuous flow of materials from the organisations guarantees the survival of these libraries. The organisations need focal points to disseminate information. The commissions need the library to support their mission. These two needs emphasize the existence of an effective library and information service.

- Valuable information for development is produced by the respective organisations. The study has shown that their is demand on these materials. This situation supports the existence of the service, in order to
mediate and provide access to the materials and information.

9.3.2 Weaknesses

Weaknesses have also been found to differ from one library to another. Such weaknesses were mainly influenced by the level of resources available. However, the focus is placed on the main general deficiencies, pitfalls and failures of the libraries as systems providing services.

(i) one of the main weaknesses was that both categories of users encountered problems. The majority of the libraries could not solve the problem of availability. Many users complained of a lack of collection coverage. In addition, they have not solved the problem of physical and intellectual accessibility, since many of the users, even the librarians, complained of a lack of bibliographic tools. Users also faced the problem of finding the materials in different languages. Some of the users also encountered the problem of finding the contents of the materials to be complex.

(ii) The majority of the libraries lack adequate resources. They were found to suffer from a severe shortage of manpower (trained personnel in particular), a lack of accommodation, and an inadequate collections to meet the needs of the users.

Secretaries-General are in a position to secure the required resources, but the findings show that at least a proportion of them did not exert the necessary pressure to convince the sources of funding to take the appropriate measures to allocate the required funding in order to improve the libraries.

(iii) The libraries lacked relevant information policy. They were found to function without written rules and regulations. This situation yielded a lack of clarity of the role of the libraries, and resulted in a lack of awareness among top administrators about the importance of the library. Thus, it is reasonable to conclude that such unawareness negatively affected allocations of resources to the libraries, and consequently got very little support.

(iv) A lack of publicity programmes from the commissions and their libraries, combined with poor quality of service provided by some of the libraries,
led to them losing the support of important officials.

(v) Some of the libraries were not providing all of the required services even for internal users. This made a proportion of users complain of the lack of necessary services to support their work. External users also expressed such feelings.

Having identified the objectives of these libraries, and the priorities of these objectives, the priorities of the required services can be established. The problems and their causes have already been pointed out. Consequently, there is a need for a reasonable solution. It is important to bear in mind the consequences of the general environment of the whole system which was built originally on the basis of cooperation. The information transfer model (3.2) showed that these libraries are operating in an inter-organisational system composed of the Organisations, the Commissions including their libraries, and the target audience in the member states (internal and external users). The general assessment of the services of the libraries showed that they could not achieve their objectives, and there is a lot of work to be done. When looking for solutions, some key issues have to be taken into account.

9.4 Key issues

There are some key issues which have affected the situation of the libraries. Such issues should be taken into account when an action is considered for improving the effectiveness of the libraries. When suggesting solutions, all participants should pay attention to the following factors:

(i) Improving the effectiveness of the libraries requires the utilization of additional resources. Securing such resources is the responsibility of all participants. The organisations, in their biennial programmes and budgets, allocate financial support for the commissions. National governments (ministries of education) also allocate amounts of money to the Commissions. The main factor which is likely to affect the libraries is
whether they are given the priority when the commissions invest such allocations. The matter lies not only in the amount of allocations, but also in the management of what is allocated. This means that there is a need for trained personnel who can justify, secure, and utilize the resources efficiently. The existing personnel operating the libraries need more training to get the required skills, and the status, which are necessary for effective management.

The libraries, by their nature, are parts of the commissions which themselves suffer from lack of resources. Thus, some commissions expect more support from the Organisations. It is doubted that the Organisations are able to pay for the whole system. It is reasonable that the ministries of education, and other concerned national bodies should provide the libraries of their commissions with what they require. Information is necessary for the development of these countries. Material is coming in most cases free of charge or at little cost. However, there is a need for cooperation between all participants. To make it a bit clearer there is a need for strengthening the libraries by their commissions and national governments, and supporting them by the Organisations.

(ii) The commissions are expected to carry out more activities, since they are going to contribute to Unesco’s decentralization process. This implies that the commissions and their libraries would have more responsibilities to bear, and more activities to perform. In other words more information is needed. This emphasizes the need for an effective library and information service in each commission.

(iii) Securing required resources requires full awareness of the vital role of these libraries among the top administrators is not clear enough. Such a role has not crystallized yet, even in the minds of some of the Secretaries-General. Attention to their role is relatively new. It is possible to say that it goes back no further than 1982. Although historical change may have its impact; and while gradual change is appreciated, still the problems the users encountered emphasize the need for an immediate action.

(iv) Resources are also influenced by availability of these resources. It has been noticed that the libraries suffer from a lack of trained personnel. Although the Secretaries-General are aware that their libraries have to be operated by highly qualified librarians, it is not easy to secure the quality of librarians since the Arab countries suffer from a shortage of professional librarians (1.7.1). In addition, there is lack of incentives which might attract them to work in the commissions, as they are
affiliated to the ministries of education, i.e. the public sector. Such an issue implies the need for special training.

(v) There are some major issues which require cooperative action, since they fall within the concern of all participants, which are above the capabilities of each library to deal with individually.

(vi) Implications of new technology
Continuing progress of information technology and the facilities for the communication of information should be taken into consideration. It is necessary for each library of the commission to automate its functions, mainly for bibliographic control. This would enable the librarian and the users to gain quick and easy access to the data. The technology is developing, and more published material is becoming available in electronic form. Unesco now produces CD-ROMs which would benefit the libraries of the commissions. Internal and external users demand information more than materials. Getting information either from their own databases or from the databases of the Organisations and the libraries of other commissions becomes easier and quicker with new information technology.

Some libraries of the commissions use computers (5.3.5) for information storage and retrieval. A decision should be taken with regard to which format to follow, before these libraries invest a lot of effort which might be lost when converting the data into the agreed upon format. There is a need to agree on the appropriate format today. The majority of the libraries were unable to carry out the necessary technical functions due to a lack of trained staff. The libraries have to catalogue and classify their stock. Since about two thirds of the libraries have not catalogued their stocks, they are advised to make use of the output and previous efforts of others, and to implement automated catalogues. Both categories of users encountered the problem of not finding the needed material or information. A partial solution to overcome such problems lies in the use of newer technology to ensure speed of access and accuracy of retrieved information. Technology would play a key role in strengthening co-operation among all participants and would fill in the gap between those libraries with good processing functions and those with poor products.
9.5 Strategies and Alternatives

The current situation in the libraries requires change. The main feature of change suggested by this plan lies in the investment of newer technology for overcoming problems which affect the acquisition and the processing of material. Such facilities would also yield a positive impact on the public services. Intended change should be gradual and based on the availability of a continuous allocation of resources. It is possible that some participants disagree with the intention for change thus there is a need for reasonable options.

9.5.1 The "No Change" Option or Strategy

The libraries may continue on their current course and provide the present services. The findings showed that the current services were ineffective. The users were not completely satisfied, and encountered various problems. Such an option is not acceptable. The present situation requires change towards the better (desired) image. There is a need to justify the need for change, and convince the funding authorities at the Organisations, the national governments, and even voluntary resources to support the libraries.

9.5.2 The "Change" Option or Strategy

The findings of the study showed that there is an intent by the majority of the participants to improve the situation of the libraries. This implies the need for change and the implementation of change. Presumably, such change might take either or both of these two possible courses of action: the "do it alone" or the "co-operative action".
9.5.2.1 The "Do it Alone" Option or Strategy

Although there has been some type of cooperation among the libraries, the general situation indicates that this option is the one prevailing at present. Considerable variation among the libraries has been found in terms of input and output. Some commissions support their libraries more than the others. Accordingly, there have been variations in the numbers of users and numbers and levels of services provided to them. Products and output of the libraries are almost the same, since they have much in common. The sources of materials are almost the same and the needs of internal users are relatively the same. Much of their output (catalogues, indexes, bibliographies, abstracts, etc.) could have been produced at a very much less cost. One library could have produced such products and distributed them to the other libraries, and saved them money, time and effort in processing (classify, catalogue, index, etc.) the same item.

Why this duplication of efforts? Why do not poor libraries make use of the efforts of the other libraries which are functioning at a relatively advanced level and help them make use of their efforts at less cost. In addition, the concerned information units of the Organisations process the same items, and produce a better quality of technical services (stored electronically in their databases). If each library changes individually, the gap among the libraries will expand, and the principle of cooperation is lost.

9.5.2.2 The "Co-operative Action" Option or Strategy

Based on the fact that the whole system of dissemination of information is based on co-operation and that they are all taking part in this process, and that their efforts complement each other, there is a good chance for the success of co-operative efforts. Co-operation is not a new phenomenon in the world of librarianship. It has proved to have good results throughout the long history of libraries.
The funding of the Organisations comes originally from the contributions of the member states. This is also the case with the commissions and the libraries. The expected support will depend on the member states themselves. The argument here, is that there is a need for the resources to be shared which would benefit the libraries and their users in all of the member states. There is a need to make use of the available products and to avoid duplication of effort. Resources can be mobilised in a way that would benefit all of the libraries. A co-operative action should be taken in relation to the following issues.

9.6 Main Issues of Collective Concern

There are issues which fall within the concern of all participants to improve availability of, and accessibility to the material and information. They might be classified as follows:

a) Policies, rules and regulations

The study has identified the objectives of the libraries. These objectives stemmed from the mission of the parent commissions. The continuing objectives have been considered as important by all of the commissions and the libraries. The first priority has been given to those concerning availability and accessibility. Since the libraries have the same set of objectives, cooperation among them in carrying out joint projects would gain encouragement since they would fall into the interest of all of the libraries. Rules and regulations which govern the activities of the libraries should clearly indicate issues concerning the acquisition of material.

There is also the need to agree on standards for both technical and public services. There is a need to question the types of classification systems, cataloguing rules, and indexing techniques. There is also a need to consider
which services to provide and for whom. Despite the fact that there are individual concerns for each library, the main issues should be discussed and agreed upon collectively.

b) Collection development.
The results of the study showed that the size of the collections in the libraries did not meet the needs of both internal and external users. The study also showed that all of the libraries have a main objective "to deposit at least one copy of the material received from the Organisations". This situation makes it necessary to revise the policy of acquisition with the intent to secure more materials, mainly from the organisations, and to find out the best means for redistribution of the received materials. Alecso, for example, stresses the need for such libraries to deposit the materials it produces. The study has found that some libraries had very small collections. The numbers of copies that the library receives, how much to be redistributed, which materials and how many copies to keep are important issues which require thorough discussion. There is a need for each library to have a core collection which meets the needs of its users. The study has revealed that they need material for research and for the preparation of reports and to keep up-to-date and for other purposes. Internal users perform almost the same tasks and require almost the same material. It is possible that one of those libraries functioning at the relatively advanced level could identify the items of the core collection and distribute the list to the other libraries. It has been concluded in this study that there is a need for cooperation to support those libraries with small collections through gifts, exchange and purchase. Duplicated copies in some libraries can be exchanged with those in other libraries.
c) Collection organisation
The study has revealed that not all of the libraries were found to classify and catalogue their collections. Only two libraries prepared indexes. The main cause was the lack of trained librarians. It is necessary for each library to organise its collections in order to improve accessibility. Co-operative efforts would take part in solving the problem of bibliographic control. The greater proportion of the collections of the libraries is almost the same since the materials are coming from the same source. The libraries can exchange the output of their catalogues or do the greater part of cataloguing centrally. It seems appropriate to mention here that, since very little has been done by the majority of the libraries, there would be a need for little effort for the conversion of their bibliographic files. In any case, the libraries should adopt the same classification scheme, cataloguing rules, and the appropriate format for exchange of electronic data (Suggested: DDC, AACR2, and the common communication format (CCF) developed by Unesco). Adopting the same format and other standards would help in the transfer of records, bibliographic searching, acquisition, and interlibrary loan facilities.

d) Services and products
Provision of the services and their priorities are of vital importance. Some libraries were found to provide all of the expected services to both internal and external users. Some provided external users with some limited services. Such an issue needs thorough discussion. The study has revealed that insufficient numbers of copies, lack of rules and regulations on circulation to guarantee the return of an item, made some of the libraries stop the provision of this service. The study has identified the priorities of the services. The results would help the libraries establish the required services according to their priorities. Co-operative action can also be guided towards these priorities. The first priority has been given to reference and referral. The study has shown that some libraries are
functioning at a relatively advanced level. Those libraries functioning at a lower level can get answers to queries from those of the advanced level. They can also get their products. Rules and regulations, as indicated above, would help to clarify this issue. The quality of these services has also to be improved by investing appropriate input resources. What is of vital concern here is that there are some products which can be produced collectively, or by one library and redistributed to the other libraries. Translations, bibliographies and book reviews, could all be prepared by certain libraries and redistributed to others. Co-operation would add to the services important values such as better accessibility and good quality. It would also encourage gifts and exchange of materials and interlibrary loans among these libraries.

9.7 Suggested Action

Both the present and desired images have been identified. Any type of comparison between either of them would show the large gap in between. Such a difference implies that an action has to be taken. In order to enable the libraries to provide the desired services there is a need to implement fundamental change. Such a change requires the efforts of all participants. It is necessary that any action has to be based on the principle of cooperation which falls within the concern of all partners of the same system. The purpose of the suggested action is to make use of newer technology in order to foster cooperation among all participants to maximize the availability and access to information available at their information units.

The findings of the study stress the need for an action to improve the services in all of the libraries, and solve the problems of the poor libraries. Two phases for development are presented here. In fact they complement each other. The first phase should be implemented as soon as possible.
1- Phase I

For the purpose of making use of individual efforts, and in order to avoid duplication of such efforts there is a need for cooperative or centralised cataloguing. This would help get a better quality of output, and strengthen co-operation. Each library has to automate its technical services according to agreed upon standard. Such a database would help import and export bibliographic data. This would reduce duplication of efforts, and spare library staff time and effort which can be allocated for improving the public services.

Special requirements:

a) Each library should posses or gain permanent access to a computer (a microcomputer 486 processor, 4 MB RAM, 240 MB HD, or higher) and a printer. It would be more helpful if each library possesses or gains access to a CD-ROM station.

b) The library should have a bibliographic software for Arabic, and any other supporting software. (CDS/ISIS is recommended for several reasons, as being used by Unesco and its Offices, free of charge, its Arabic version is available, special training is provided).

c) They have to agree upon, and adopt the same format for easy import and export of data. (Unesco’s CCF is recommended).

Suggested steps.

(i) The provider of the material (the Organisations) provides the bibliographic data on diskettes (possibly every six months, and the earlier the better).

(ii) The library of the commission down loads the data on the hard disk of its computer. The records then are retrievable.
The librarian checks the data against the records held by the library. He or she inserts, in a special field, the code of that particular library. The librarian shelves and retrieves the material accordingly. (Having a special field for the code [the name] of the library is expected to enable the librarian to know the items he has in the library and help for interlibrary loan in the second phase. Symbols for the institutions which have received material from the library can also be used. When the record is retrieved, and the item is not available in the library, that item can be requested, or the user can be referred to that institution which had received the item earlier.

CD-ROMs and the Libraries

Information technology is changing rapidly and improving day by day. Libraries have to make use of these facilities to support their information storage and retrieval functions. CD-ROM is becoming more and more popular in libraries for they are easily accessed and highly reliable. CD-ROM is considered an effective means for information supply at a relatively low cost since it has a large storage capacity. It is very efficient for information retrieval. Minimum instruction is required to operate and undertake the searches. Various studies have shown that CD-Roms have advantages over printed and on-line sources.

As far as the libraries of the commissions are concerned, CD-ROM is expected to play an important role in solving the problems they are facing. The study has identified the following problems, lack of collection coverage, ineffective bibliographic control and lack of trained personnel. For the first problem, availability of full texts on CD-ROM would help obtain all required retrospective materials not available in the libraries. In addition, it would provide the libraries with a partial solution to the limited space they have, since CD-ROMs have a high capacity for the storage of information. According to Yousef (1) it would be more helpful to have documents, such as those of the General Conference, and Executive Board, on CD-ROMs. Usage of such documents decreases with time, however, they may be required later, so
availability of both text and indexes of these materials on CD-ROMs, would release space and support integrated retrieval.

Libraries of the commissions have to make use of the products of Unesco. This organisation is developing its media making use of newer information technology, for improving access to and disseminating information. According to this Organisation, "the scope for access to UNESCO data bases will be increased through the use of both traditional (hard copy and microfiche) and electronic (on-line access, compact disc read-only memory (CD-ROM), etc.) media" (2). Unesco supports the libraries of the commissions within its capacity, and is ready to provide these libraries with this technology. The Documentation Centre of the Egyptian National Commission has already made use of this technology. "One of the services provided to users", according to Omar, "is searching Unesco data bases by using CD-ROMs produced by Unesco. The Centre was provided (by Unesco) with a CD/ROM Drive for making use of the information stored by Unesco on the CDs ..." (3). For bibliographic control, bibliographic databases are available, mainly from Unesco. Librarians can operate CD-ROMs since they are easy to operate even for inexperienced users. However, a short course would be more helpful for this purpose.

The technology of CD-ROM is improving rapidly. Later on the library can add any data on in a specific field of the CD for special information storage and retrieval purposes. Using CD-ROMs now would improve the process of document supply, redistribution and delivery of information and material at high speed and reasonable cost.

2- Phase II
Since the commissions are working towards the establishment of an information
network among them and the Organisations, it would more helpful for the libraries to make use of this network as soon it comes into existence. The Arab Secretaries General (4) invited Alecso to prepare a plan to hasten the establishment of the information network and to secure the required financial allocation. The connection among the databases of the libraries of the commissions and those of the Organisations would provide comprehensive and speedy access. Such on-line access would help in the following:

(i) acquire material and information in a faster and more accurate way through an automated acquisition system. It would enable librarians to:

a) know what has recently been published by the Organisations and other commissions, and what is available and where, and what is out of stock.

b) request the needed number of documents (through e-mail) a faster method than using the paper forms.

c) verify and make the necessary follow up, through electronic facilities, to get the required non-received documents.

(ii) get better technical services by accessing the databases of the Organisations, and the other libraries to:

a) get the available bibliographic data for the items already acquired or even those expected to be received.

b) make the library’s database remotely accessible for the other participants. This would enable those who accessed the database to retrieve records of documents of local origin as well. This may also encourage the exchange of material of local origin.

c) provide data on what is available and where it is situated (automated union catalogue). This will encourage interlibrary loans, and make delivery of information and material easier.

(iii) All services matching the needs of internal users would be supported and met in a more effective way when the library gains access to the other databases. In addition, it would be much easier and faster to compile bibliographies, lists of institutions, and experts and lists of receivers of
redistributed material when using a computer connected with other databases.

(iv) Besides exchanging bibliographic data and factual information, the communication system is expected to help exchange messages or information for discussing shared activities and projects. Tasks performed by internal users are in many cases information-oriented rather than material-oriented, as they rely heavily on the librarians to secure the required information. On-line access and other facilities would help them to get the required information, especially when it is available in electronic form. For such users, and even for external users, the library can act as a switching node which provides an access point to retrieve bibliographic data and factual information, mainly from the databases of the Organisations. Published material in electronic form is becoming familiar. This form is highly appreciated, especially in this type of library as it would reduce the amount of paper required. It is possible at a later stage for the Organisations, or the libraries of the commissions to exchange their output in electronic form, such as book reviews, preferably after earlier notification to avoid a duplication of effort. In addition, the library could feed Alecso's FARABI database with the national bibliography, through direct data entry. Such bibliographies are requested through the commissions. They may also be compiled in co-operation with the libraries of the commissions.

In addition to the well-known advantages of automation, such as speed, random access, combinations of data, and accurate output, the system would save the librarian time and effort. In addition, the libraries would get a reliable quality of bibliographic control data. Automating the functions of the libraries would strengthen co-operation in all aspects of the activities of the libraries and their parent commission, and would enhance the dissemination of information.

9.8 Requirements

Any development action requires adequate resources. For securing the required resources a two-dimensional action is required. The first requires efforts to be carried out at the local "individual" level, and the second through "cooperative"
efforts among the commissions and the Organisations. However, the two actions complement each other.

9.8.1 Requirements at the individual level
The national government and its commission should take an immediate action for the development of their Natcom's library and information service. Each library in each commission should have the following minimum requirements:

1) at least one professional librarian, an assistant, and a part-time messenger. The general responsibilities of the librarian are to carry out the required technical services, promote the level and quality of use of the library, and maintain effective public relation programmes. Such a librarian is expected to play an efficient role in the proposed system. The assistant librarian should be on duty whenever the library is open to its clients, and to carry out clerical tasks. The messenger, who could be on a part-time basis, is needed mainly for delivery of redistributed material.

For those libraries operating without professional librarians, the Secretaries-General should make every effort to obtain at least one capable librarian at the earliest possible moment. A capable librarian would eliminate many problems and participate effectively in many cooperative efforts to improve the services.

2) Each commission should provide its library with adequate space to accommodate at least a minimum core collection which needs to be further investigated, and a seating area for 10 persons, shelves for books, pamphlet, magazine boxes and display stands.

3) Each commission should provide its library with effective
communication, information storage, and retrieval facilities. For those libraries which do not possess or access the needed equipment their commissions should provide them with at least one item of the following, a fax machine, television set, video recording equipment, cassette player, slide projector, photocopier, microfiche reader printer, and a microcomputer with printer and a CD-ROM station.

(4) They should allocate reasonable funding for running costs.

Since the Secretaries-General derive their power from a higher authority (the ministry of education), they have to identify and emphasize the importance of the activities and services of the libraries to justify funding and to stress the need for more support and provision of library resources.

9.8.2, Requirements at the "Co-operative" Level.

It is accepted to say that cooperative efforts usually bring benefits to all partners. In such projects much less cost is placed on the part of each individual. Essentially, the partnership of the Commissions and the Organisations is built on the concept of cooperation, and both of them represent the member states. New efforts should assist in the development of the existing cooperation. The study has revealed that there is a willingness to invest in new technology. Interviews with the Director of Alecso’s Department of information and Documentation, the Representatives of the Director of Unesco at Amman and Doha Offices, and the Secretaries - General of the Arab Commissions showed sincere and positive attitudes towards supporting the libraries.

In addition to manpower and equipment, there is a need for:
a) the co-ordinating committee

A permanent planning committee should be established. It’s mission is expected to be twofold:

1) to discuss, advise, and decide on general issues, such as reviewing acquisition policies concerning redistribution and supply aspects, rules and regulations of the libraries, repackaging of material.

2) to provide and facilitate the mechanism for those general tasks suggested in the plan for automating the functions of the libraries by:

   a) reviewing the purpose of the plan and modifying it before implementation.
   b) implementing the appropriate actions, monitoring the progress, and evaluating the output services and products.
   c) suggesting solutions to unexpected problems.

There is a need to consult and coordinate with those people whose decision affects the system to establish the committee. The concerned people are the respective Organisations, the Secretaries-General of the commissions, and possibly the Coordination Centre (Rabat). Such bodies should be asked to give their clear views, their comments and modifications, and funding possibilities.

At least two professional librarians, with reasonable experience in such libraries, should be involved in the activities of this committee.

The committee may also be responsible for the following tasks:

- to define the objectives of any joint projects, such as the network, and to provide the appropriate plans and methods for implementation.
to suggest sources (review the Unesco Participation Programme, and the budgets of the Organisations) and justify financial support for any joint project.

- to identify the priorities for both joint projects and which libraries to support first. To give priority to those libraries which lack the essential infrastructure with materials, equipment and manpower.

- There is a need to consider the cooperative record design before the implementation of any cooperative cataloguing project.

- To advise on the implementation of a centralised processing unit, as a joint project, in cooperation with all participants, with the aim of establishing effective shared cataloguing system.

- Within the concept of cooperation, the committee assigns turns to participants to avoid duplication.

- To propose joint projects and respond to such initiatives arising from other commissions or the Organisations.

- To monitor development of, and to evaluate joint projects; - to report on the activities and progress (to the Organisations and the Secretaries-general) of the system.

b) Financing and support
There should be financial contributions to turn such a project into action. The required resources could be obtained from:

a) the organisations,
b) the national governments, and
c) external resources.

There is possibility of support from the respective organisations. Under its Participation Programme Unesco will lend support for the national commissions in developing countries to "purchase equipment" and provide "assistance for their documentation centres" (5). However, the Organisations allocate assistance to the commissions according to priorities since the demand from the commissions is high. This also applies to the other possible sources such as (Unesco IIP). According to Sendov, "The requests for financial support usually exceed by ten-folds the money available. To prevent dissipation of the limited resources, the Bureau (IIP of Unesco) was obliged to make a strict selection and resort to partial financing, despite the high calibre of the projects" (6). The current situation of the libraries of the commissions requires cooperative effort. There is a need for positive commitment from the organisations and the member states. It is unfair to wait for the others, since the situation requires immediate action for improvement.

Allocations of financial resources is required for:

1- the purchase of material and equipment.
2- staff development mainly for special training.
3- supporting the activities of the coordinating committee.
4- paying for the running expenses of the cooperative projects.

c) training
The libraries of the commissions are special governmental libraries with a variety of activities. The library deals with material emanating from different
origins, in different languages, and in different formats. The nature of IGOs materials require special treatment. Services are being provided to a variety of users with special needs. One of the main problems the libraries has is the lack of manpower. There is a need for an adequate number of highly qualified librarians with special training. Special training should focus on (i) how to deal with governmental material and how to make use of information technology in general, and (ii) how to apply the required techniques for the adopted system, such as data entry, processing and retrieval. Thus two special courses are required. It is possible to mobilise the existing resources of the relatively advanced libraries to support those poor libraries. Professional librarians with necessary tools can, for example, visit other libraries and take part in the training process.

9.9 Encouraging Factors.
There are encouraging factors that would positively influence the adoption of the suggested action plan. Some of these factors are:

- It is clear that Natcoms have a senior status, which enables them to secure funding. The commissions are respected bodies in their member states. When the Secretaries General express their needs and justify requirements to top administrators, they are likely to obtain the necessary support.

- The channels for further cooperation are open. The libraries of the commissions exchange material among each other. Many of the administrative procedures are already solved.

- The Organisations are willing to cooperate in this regard. They also have programmes (Unesco's IIP) which deal with such issues. There are
opportunities provided from the Organisations, such as materials, equipment and training.

- The Organisations have their data banks. Their databases are being remotely accessed. "Unesco has an integrated documentation network based on its computerised database UNESBIB (UNESCO bibliographic database); it includes what UNESCO publishes and what it acquires and can be interrogated online" (7). In addition to UNESBIB, Unesco has established some other databases, such as DARE, ENERGY which are available on CD-ROMs (8).

- Hardware is getting cheaper, and a powerful software (CDS/ISIS), is available in Arabic, and free of charge from ALDOC.

- Some libraries have already established their automated databases (e.g. Egypt, Lebanon, Qatar) for information storage and retrieval and for other purposes. The experience and output of these libraries is quite helpful.

- The Organisations are involved and expected to be connected with several educational, cultural and scientific networks. This would benefit the libraries who would gain wider access to such databases through the Organisations in the future.

- Regional offices of Unesco are being connected or on their way to be connected with their parent Organisation’s databases mainly UNESBIB. The libraries of these offices have become efficient nodes for access to Unesco databases. Being connected through these offices would make it more convenient for the libraries of the commissions.
All participants are working in an atmosphere of cooperation to accomplish a general goal, "to maximize the dissemination of information emanating mainly from the Organisations". Such cooperation would benefit all partners, since the relationship among the commissions and the organisations is built on the principle of cooperation.

There is a demand and need for the information by all participants. If the libraries could get more resources, mainly the required equipment and professional librarians to make use of such resources, and were backed with rules and regulations, and efficient publicity, there would be better exploitation of the information emanating from the Organisations.

There are ideas to improve the situation of these libraries through increased co-operation, supported mainly by making use of newer information technology. The Secretaries-General, the librarians, and the Organisations are willing to improve the services of the libraries and to strengthen cooperation among them for this purpose.

The establishment of information and bibliographic databases in the Arab National Commissions is very necessary. It would be a correct starting point for building communication channels which would enable the commission to carry out its essential roles (9).

Unesco would also have the commissions connected with its network. According to this organisation, "these connections will also permit improved communication and data exchange with Unesco's partners, including governments, national commissions and national institutions" (10).
9. 10 Implementation and Monitoring

Before action is taken there should be some body to bear assigned responsibilities. A senior member of the committee should be designated to co-ordinate with the concerned bodies. This permanent co-ordinator should monitor progress, suggest reasonable changes, and prepare a report which is to be submitted to the concerned participants.

The libraries have to work towards solving the problems immediately. Their efforts are to be in harmony with any expected cooperative plan. Each library has to consider the following priorities,

(i) each library has to collect the materials scattered throughout the commission,

(ii) it has to establish a simple catalogue,

(iii) the library must check the held material against the bibliographies of the organisations, mainly ULDP and preferably materials published in the last three years,

(iv) items expected to match with the needs of the users should be selected in co-operation with the members of staff,

(v) selected items have to be secured from the organisations.

The organisation of material should be carried out according to an agreed format. The library should ask for advise from the organisations about the recommended format.
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Unesco. List of Chairmen, Secretaries and addresses of the 167 National


APPENDIX 1

Questionnaire 1

THIS PART IS ADDRESSED TO THE LIBRARIANS OF THE COMMISSIONS OR THOSE IN CHARGE OF THE PUBLICATIONS AND INFORMATION

Name of the Commission: ...

Please give numbers of members of:
Staff (the Secretariat) [ ]
The General Assembly and the Executive Board [ ]
Committees and sub-committees [ ].

<table>
<thead>
<tr>
<th>Staff (the Secretariat)</th>
<th>General Assembly and the Executive Board</th>
<th>Committees and sub-committees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Please tick if you receive material from the following:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unesco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alecso</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iseesco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>National commissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Do you redistribute some of the material you receive from the Organizations to any of the following, within the country?

<table>
<thead>
<tr>
<th>Department</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministerial departments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Members of committees working for the Natcom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Universities and research centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools members of the Associated Schools project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unesco clubs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries and information centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Does your Commission act as a depository for the publications of any of the following:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unesco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alecso</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iseesco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Please tick if you publicize any of the works of the Organizations and the Commissions through:

<table>
<thead>
<tr>
<th>Medium</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>The mass media (the press, T.V, Radio)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-house publications (bulletins, journals, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Displaying the material in exhibitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Making contacts with potential users</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other, (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Please indicate the numbers of the following materials if your Commission has published or translated in the last five years:

<table>
<thead>
<tr>
<th>MATERIAL</th>
<th>PUBLISHED</th>
<th>TRANSLATED</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Periodicals (journals, Bulletins)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Reports</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Tape cassettes</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Others (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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6. Please tick where appropriate if you send locally published material to any of the following?

Unesco ................................................................. [ ]
Alecso ................................................................. [ ]
Iesco ................................................................. [ ]
Arab National Commissions ........................................ [ ]
Other national commissions ....................................... [ ]
Other bodies outside the country (specify) ...................... ...

7. Does your Commission have a library or information service (e.g. library, documentation centre, information centre)?

YES [ ] No [ ] ; If "Yes", please give name ......... ....

8. If your answer to Question No. 6 is "No", please describe briefly what you do with the material you receive from the Organizations, and how you get the information when needed from them.

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

9. Here is a list of goals and objectives. Please indicate the degree of importance of those which apply to your library and information service by circling the appropriate number alongside. (5=of very great importance, 4=of great importance, 3=of moderate importance, 2=of little importance, 1=of no importance)

- To exchange material with libraries of other Natcoms 1 2 3 4 5
- To establish and strengthen cooperation with local libraries and information centres ........................................ 1 2 3 4 5
- To keep at least one copy of documents and publications received from the organizations for future use .................... 1 2 3 4 5
- To redistribute copies of publications received from the Organizations to concerned bodies in the country .................. 1 2 3 4 5
- To provide easy and quick access to the publications available at the library of the Natcom .......... 1 2 3 4 5
- To increase public awareness of available materials at the library of the Natcom .......................................... 1 2 3 4 5
- To provide the Organizations with relevant information and publications of local origin ........................................ 1 2 3 4 5
- To advise on the easiest and quickest way of getting publications and information from the Organizations .................. 1 2 3 4 5
- To publicize information relating to the activities of the Organizations and their fields of competence .................. 1 2 3 4 5
- Other (please specify) .............................................................. 1 2 3 4 5

10. Please state the number of staff working for this library and information service.

<table>
<thead>
<tr>
<th>Professional librarians</th>
<th>Full time</th>
<th>Part time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Non-professional acting librarians</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Typists</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Others (please specify)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
11. Please state the numbers of the following items in your library; and in which languages.

<table>
<thead>
<tr>
<th>Type</th>
<th>Arabic</th>
<th>English</th>
<th>French</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. books (in volumes)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. periodicals (titles)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. microfiches</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. slides</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. tape cassettes</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>6. videotapes</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>7. Other (please specify...)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

12. Does your library possess or have permanent access to the following facilities?

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Yes</th>
<th>No</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Fax</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Telex</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Photocopying machine</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Slide projector</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Videotape recorder</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

13. If you provide a telephone information service; please indicate how many times a day on average, you use it for replies to queries.

1-5 [ ] 6-10 [ ] 11-15 [ ] 15-20 [ ] More than 20 [ ]

14. Please indicate if you have access to computer facilities, and what for.

<table>
<thead>
<tr>
<th>Micro</th>
<th>Mini</th>
<th>Mainframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Word processing</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Databases (computerized catalogue)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Electronic mail</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. On-line search</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Other (specify)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

15. How many registered users do you have in your library?

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

16. Which of the following services does your library provide to the following categories of users? Please tick where appropriate.

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>Internal Users</th>
<th>External Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Lending</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Current awareness</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Routing of periodicals</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Photocopying</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Literature search</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Compiling bibliographies</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Distribution of publications</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Abstracting</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Translations</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

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17. Do you have any further comments?

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

THE END

Thank you
APPENDIX 2

Questionnaire 2

(TO BE ANSWERED BY INTERNAL USERS)

1. BACKGROUND INFORMATION

A. Are you a member of:
   (i) staff of the Natcom? [ ] Yes [ ] No
      If "Yes", please give position: .........................................
   (ii) a committee working for the Natcom? [ ] Yes [ ] No
      If "Yes", please give name of committee: ............................
   (iii) Other (Please specify) .............................................

B. Educational background: 1) High school [ ] 2) B.A/B.Sc [ ] 3) Master[ ] 4) PhD. [ ] 5) Other (please specify). ...........

C. Your field(s) of interest. Please tick where appropriate.
   - Education [ ] Science [ ] Culture [ ] Communication and Information [ ] Other (please specify) ...........

2. Below is a list of activities related to the Commissions' work and might require use of material in their libraries. Please tick which is relevant to you. Tick one or more
   - conducting research .................................................... [ ]
   - preparation of reports .................................................. [ ]
   - preparing material for conferences, seminars, etc................ [ ]
   - preparation of material for decision-making ...................... [ ]
   - preparation of material for publishing ................................ [ ]
   - preparation of material for programmes and projects. .......... [ ]
   - replies to queries ....................................................... [ ]
   - keeping up-to-date in my field ...................................... [ ]
   - translations ............................................................... [ ]
   - Other (please specify) ..................................................

3. How often do you use the material in your library?
   Please tick one only
   Seldom  Several times at least once at least once at least once
   or never a year a month a week a day
   [ ] [ ] [ ] [ ]

4. Please indicate how you usually get information from the library of the Commission. You can tick one or more
   1. visit the library personally. ........................................ [ ]
   2. phone the library. ..................................................... [ ]
   3. The library sends me the material requested. .................... [ ]
   4. The library sends me information on topics of my interest[ ]
   5. Other (please specify) ............................................. .
5. When you were looking for information in your library during the last twelve months, you might have encountered problems. What problems did you encounter during the search, if there were any, and how often? You can tick one or more

1. Did not find the material required.... [ ] [ ] [ ] [ ] [ ]
2. Found the material but was out of date... [ ] [ ] [ ] [ ] [ ]
3. The material was being used by others.. [ ] [ ] [ ] [ ] [ ]
4. The material was complex in content.. [ ] [ ] [ ] [ ] [ ]
5. Found information but in a different language. [ ] [ ] [ ] [ ] [ ]
6. Got the material but later than expected. [ ] [ ] [ ] [ ] [ ]

6. Did you encounter any other problems?

7. If the needed information (produced by the Organizations) is not immediately available in your library, what action of the following do you usually take? Please tick one or more

1. Forget about it........... [ ]
2. ask the library to secure it........... [ ]
3. Personally request it from other local sources... [ ]
4. Personally request it from the Organizations... [ ]
5. Personally request it from other national commissions[ ]
4. Other (please specify)...............

8. Your library may provide one or more of the following services, please indicate how important this service to you.

<table>
<thead>
<tr>
<th>Service</th>
<th>very important</th>
<th>somewhat important</th>
<th>of no importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Lending</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Current awareness</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Compiling bibliographies</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Literature search</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

9. What other type of service(s) would you like your library to provide?

10. Do you think the library and information service provided by your library is:
    Excellent[ ] Good[ ] Fairly good[ ] Moderate[ ] poor[ ]

11. Do you have any further comments?

THE END
APPENDIX 3

Questionnaire 3

(To be answered by External Users)

Occupation: ............... Sex: M [ ] F [ ]. Year of birth [ ]

How many kilometres do you usually travel to this library? [ ]

Educational background: 1) High school[ ] 2) B.A./B.Sc.[ ]
3) H.A/H.Sc.[ ] 4) PhD [ ] 5) Other (please specify) ............

2. Which field(s) of the following are you interested in?
   Please tick one or more
   1. Education...........................................[ ]
   2. Science.............................................[ ]
   3. Culture.............................................[ ]
   4. Communication and information...........[ ]
   5. Other (please specify)...............................

3. How did you first know about the service of the library of the
   Commission? You can tick one or more
   1. I learnt from someone else (e.g. friend, co-worker, etc.).[ ]
   2. I was referred from some other library............. [ ]
   3. I learnt from the mass media (Radio, T.V., the Press).... [ ]
   4. I saw the notice board of the Commission/Library. .... [ ]
   5. I was personally informed by the library itself. ...... [ ]
   6. Other (please specify).................................[ ]

4. How often did you use the material in the library of the
   Commission in the last twelve months? Please tick one only
   Seldom  Several times at least once at least once  or never
   a year  a month  a week  a day
   [ ] [ ] [ ]

5. For what purpose do you usually seek information from the
   Library of the Commission? You can tick one or more
   1. official use...........................................[ ]
   2. conducting research.................................[ ]
   3. writing articles....................................[ ]
   4. keeping up-to-date about certain topic(s)...........[ ]
   5. instruction, teaching, training, etc...............[ ]
   6. Other (please specify)................................[ ]

6. In general, how satisfied were you with the service of this
   library?
   - very satisfied........................................[ ]
   - somewhat satisfied..................................[ ]
   - somewhat dissatisfied................................[ ]
   - very dissatisfied....................................[ ]
   - do not know...........................................[ ]

7. Please write down any problem(s) you might have encountered
   while you were looking for information in this library in the
   last twelve months?
   ...........................................................................
   ...........................................................................
   ...........................................................................

8. Do you have any further comments?
   ...........................................................................
   ...........................................................................

THE END   Thank You
APPENDIX 4

Questionnaire 4

(Addressed to the Secretaries-General)

1. Here is a list of goals and objectives. Please indicate the extent to which your library has achieved them by circling the appropriate number.

(5= achieved to a very high level, 4= high level, 3= moderate level, 2= low level, 1= not achieved at any level.)

-To exchange material with libraries of other Natcoms 1 2 3 4 5
-To establish and strengthen cooperation with local libraries and information centres... .................. 1 2 3 4 5
-To keep at least one copy of documents and publications received from the organizations for future use... 1 2 3 4 5
-To redistribute copies of publications received from the Organizations to concerned bodies in the country. 1 2 3 4 5
-To provide easy and quick access to the publications available at the library of the Natcom... .... 1 2 3 4 5
-To increase public awareness of available materials at the library of the Natcom....... .... 1 2 3 4 5
-To provide the Organizations with relevant information and publications of local origin... . .... 1 2 3 4 5
-To advise on the easiest and quickest way of getting publications and information from the Organizations. 1 2 3 4 5
-To publicize information relating to the activities of the Organizations and their fields of competence... . 1 2 3 4 5
- Other (please specify)

2. Please indicate any problems which hinder your library from achieving its objectives

3. Please state any suggestions you think might help your library achieve its objectives.
استياء بجام عمان، المكتبات في الجام عمان، الدورة العربية والثقافة والعلوم.

الجزء الأول: موعد لاسم المكتبات اللجان أو المسؤولين من المطابع والمعلومات فيها

اسم اللجنة:
مصدر معلومات اللجنة:
عدد اعضاء الجمعية العامة والملبس التنفيذ.

1- ارجو الإشارة فيما إذا كنت تتميم أمي معرفة (مطبوعات، أشرطة بالان، ...) من
ينم

لبت":
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )

2- هل تعملي على توزيع جزء من أرتبة المعرفة التي تشر ليك من المنظمات لأي من الجهات العليا التالية:

نقم
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )

3- هل تقدم مكتبة لينسكو بدور كهية إبداعية لمطبوعات أي من الجهات الآتية:

نقم
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )

4- هل تطلعون من مطبوعات وأعمال المنظمات واللجان من خلال:

نقم
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )
( )-----( )

5- يرجى ذكر إعداد المواد التالية التي أصدرتها لينسكو (أعدتها أو قامت بتحريرها) خلال السنوات الماضية:

المساحة
كتب (عنوان)...........
دوريات (عناوين مجلات، نشرات)...........
كاثاب (عنوان)...........
الخطرة كايدة...........

(رجاء حدد)

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يرجى وضع الإشارة في المكان المناسب فيما إذا كنت ترسل معلومات محددة إلى أي من الجهات الآتية:

- البيروني
- ابيفصبر
- المحقق
- السيسي
- انقر
- المجهول
- الهمات
- صاحب
- الأكبر
- الأصغر
- الجهة
- خارجية
- أخرى
- الخ

هل لدى لجنتك خدمة معلوماتية أو مكتبة (مكتب، مركز تدريب، مركز معلومات، الخ)
- (نعم) (لا)

إذا كانت الإجابة بنعم، فما مسمى هذه الوحدة
- (الجواب)

إذا كانت الإجابة من الإجابة السابق ب "لا"، أرجو توضيح الإجراءات التي تقوم بها للحصول على المعلومات المطلوبة منذ الجهة العليا.
- (الجواب)

هذه قائمة بأهداف قد تتيحها مكتبة لجنة وطنية في أي بلد ما مدى أهمية كل هدف من الأهداف، وذلك بوضع
- (الجواب)

1- من المهمة كبيرة جداً
- (الجواب)

2- من المهمة كبيرة
- (الجواب)

3- من المهمة متوسطة
- (الجواب)

4- ذو أهمية قليلاً
- (الجواب)

5- ذو أهمية كبيرة
- (الجواب)

6- ذو أهمية كبيرة
- (الجواب)

7- ذو أهمية متوسطة
- (الجواب)

8- ذو أهمية كبيرة
- (الجواب)

9- ذو أهمية كبيرة
- (الجواب)

10- ذو أهمية كبيرة
- (الجواب)

ب) أن تقوم بتوزيع نسخ من المعلومات التي تتلقاها من

1- الجهات المعينين في الدولة
- (الجواب)

2- الجهات المعينين في الدولة
- (الجواب)

3- الجهات المعينين في الدولة
- (الجواب)

4- الجهات المعينين في الدولة
- (الجواب)

5- الجهات المعينين في الدولة
- (الجواب)

6- الجهات المعينين في الدولة
- (الجواب)

7- الجهات المعينين في الدولة
- (الجواب)

8- الجهات المعينين في الدولة
- (الجواب)

9- الجهات المعينين في دولة أخرى
- (الجواب)

10- الجهات المعينين في دولة أخرى
- (الجواب)

يرجى ذكر عدد الموظفين في مكتبة اللجنة:

- (الجواب)

يرجى ذكر أعداد المواد الآتية في مكتبة لجنتك (بالتقدير) مع بيان اللغة:

- (الجواب)

<table>
<thead>
<tr>
<th>المواد</th>
<th>الجزيئي</th>
<th>العربي</th>
<th>فرنسي</th>
<th>لغات أخرى</th>
</tr>
</thead>
<tbody>
<tr>
<td>الكتب (ملحقات)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>المصادر (عناوين)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>المراجع (نشرات)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>الدراسات</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>سلسلات</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>الإشراف كمسؤولة</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
<tr>
<td>غير ذلك (رجاء حدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
<td>(العدد)</td>
</tr>
</tbody>
</table>

345
هل لكتبة لجنتكم او باسمكها استخدام الإجهازة التالية وبشكل دائم؟

<table>
<thead>
<tr>
<th>المعدات</th>
</tr>
</thead>
<tbody>
<tr>
<td>هاتف</td>
</tr>
<tr>
<td>فاكس</td>
</tr>
<tr>
<td>تلفن</td>
</tr>
<tr>
<td>الاتصال (الصوت)</td>
</tr>
<tr>
<td>جهاز طقس شرائح</td>
</tr>
<tr>
<td>فيديو</td>
</tr>
</tbody>
</table>

اخرى (رجاء حدد)

13- إذا كنت تقدمون خدمة معلوماتية على الهاتف، يرجى ذكر العدد اليومي لعدد مرات استخدامه للإجابة على
استفسارات المستفيدين، رإى آخر على واحدة فقط.

| أكثر من 20 | 16-11 | 10-6 | 5-0 |

14- إذا كنت تستخدمون الحاسوب (الكمبيوتر)، يرجى بيان نوع الإجهاز والعرض من استخدامها وذلك بوضع

في المكان المناسب.

<table>
<thead>
<tr>
<th>كبير</th>
<th>متوسط</th>
<th>صغير</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15- كم عدد المستفيدين من خدمات مكتبة لجنتكم (بالتقريب) خلال الاثنين عشر شهراً الأخيرة؟

<table>
<thead>
<tr>
<th>داخلية</th>
<th>خارجية</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16- أي خدمات من الآتية تقدمها مكتبة لجنتكم للمستفيدين من داخل اللجنة والمستفيدين من خارجها. يرجى وضع

في المكان المناسب.

<table>
<thead>
<tr>
<th>المعدات</th>
</tr>
</thead>
<tbody>
<tr>
<td>المرجعية</td>
</tr>
<tr>
<td>الاعارة</td>
</tr>
<tr>
<td>الاطلاع على الدوريات</td>
</tr>
<tr>
<td>التصوير أو الاستنساخ</td>
</tr>
<tr>
<td>البحث عن المعلومات المطلوبة</td>
</tr>
<tr>
<td>إعداد البibliوغرافيات</td>
</tr>
<tr>
<td>توزيع الطوابع</td>
</tr>
<tr>
<td>الاستضافة</td>
</tr>
<tr>
<td>الترجمة</td>
</tr>
<tr>
<td>غير ذلك (رجاء حدد)</td>
</tr>
</tbody>
</table>

17- هل لديك أية تعقيبات أخرى؟

شكرًا لكم.

نتيجة القسم الأول

346
استمارة يشترح خدمات المعلومات والكتبات
في اللجان الوطنية العربية للتربية والثقافة والعلوم
القسم الثاني (خاص بالمكتبات العامة أو إعضا لجنة الفرعية عند وجودها)

إذا كنت أحد موظفي اللجنة، يرجى ذكر مسألك الوظيفة:

إذا كنت أحد أعضاء اللجان الفرعية، يرجى ذكر اسم اللجنة:

غير ذلك (رجاء حدد)

المؤهل العلمي:
- دكتوراه ( )
- ماجستير ( )
- ليسانس / بكالوريوس ( )
غير ذلك (رجاء حدد)

 الموضوعات اهتمامك من فضلك ضع علامه (✓) أمام ما يناسبك:
- تربية ( )
- ثانوية ( )
- علوم ( )
- إتصال وأعلام ( )
غير ذلك (رجاء حدد)

هذه مجموعة من الأنشطة المتعلقة بأعمال اللجان الوطنية، والتي من الممكن أن تتطلب استخدام المعلومات والوثائق المتوفرة في مكتباتها. أشار على واحدة أو أكثر مما يناسب مع اهتمامك أو عملك:

- إجراء بحوث ( )
- إعداد تقارير ( )
- إعداد موارد مؤتمرات وندوات ( )
- إعداد مادة الاتصال قوانين ( )
- إعداد مادة التشريعات ( )
- إعداد مادة نظم وبرامج ومشاريع ( )
- إعداد مادة استشارات الآخرين ( )
- إعداد مادة الترجمة ( )
- إعداد مادة الأمانة ( )
غير ذلك (رجاء حدد)

ما مدى استفادة من مكتبة اللجنة الوطنية؟

( ) نادراً
( ) عادة
( ) مرة في الأسبوع
( ) مرة في الشهر
( ) مرة في السنة
( ) مرة في اليوم
( ) مرة في الاقل

وسيلة الاستفادة من مكتبة اللجنة عادةً ما تكون (اشار على واحدة أو أكثر):

- بزيارتها مباشرة وإلتقائها ( )
- بالاتصال هاتفياً ( )
- بارسلتها المعلومات إلى بانة على طلبي ( )
- التزويد بمعلومات في مجال اهتمامي ويشكل منظم ( )
غير ذلك (رجاء حدد)

إتباع طلبات المعلومات أو يحصل عنها في مكتبة اللجنة الوطنية خلال الأثنين عشر شهراً الأخيرة:

( ) دائماً
( ) غالباً
( ) أحياناً
( ) نادراً

لم أجد المادة المطلوبة ( )
المعلومات المتغيرة قد تتغير ( )
المادة المطلوبة متاحة ( )
المادة المطلوبة متاحة غير مفهوم ( )
المادة المطلوبة متاحة بلغات أخرى ( )
المادة المطلوبة متاخرة ( )

غير ذلك (رجاء حدد)

347
هل واجهتك أي مشاكل أخرى؟

إذا كانت المعلومات المطلوبة من تلك التي صدرت عن المنظمات وغير متوفرة عندك في مكتبة اللجنة.
فما الأجراء الذي قمت بممارسته؟ أشر على واحدة أو أكثر.
- 1/6 اتباعه
- 2/6 طلب من المكتبة توفير المادة المطلوبة
- 3/6 طلبه شخصياً من مصدر محلية أخرى
- 4/6 طلبه شخصياً من المنظمات
- 5/6 طلبه شخصياً من لجنة وطنية أخرى
- 6/6 أخرى (يرجى ذكر)

قد تقدم مكتبة اللجنة الوطنية واحدة أو أكثر من الخدمات التالية، أشر مبناً مدى أهميتها لك.

المرجعية
- 1/10
- 2/10
الاحاطة بما يرد من مطبوعات
- 3/10
- 4/10
- 5/10

ما هي الخدمات الأخرى التي تزيد من مكتبة اللجنة توفيرها؟

في رأيك، ما مستوى الخدمات التي تقدمها مكتبة اللجنة الوطنية؟

ممتازة ( ) جيدة ( ) متوسطة ( ) قليلاً ( ) ضعيفة ( )

هل لديك أي ملاحظات أو تعليقات أخرى؟

شكراً لكم

نهاية القسم الثاني

348
استئناف خدمات المعلومات والمكتبات
في اللجنة الوطنية العربية للتربية والثقافة والعلوم

(القسم الثالث: مخصص للمستندين من خارج اللجنة الوطنية)

بيانات عامة:
1. الوظيفة: ________________________________ الجنس: ذكر ( ) أنثى ( )
2. المؤهل العلمي: ثانوية عامة ( ) بكالوريوس / ليسانس ( ) ماجستير ( ) دكتوراة ( ) أخرى (رجاء ذكر): ________________________________
3. مواضيع اهتمامك: من فضل ضم علامة (✓) أمام ما ترياسيك ( )
   التربية ( ) علوم ( ) ثقافة ( ) اتصالات واعلام ( ) أخرى (رجاء ذكر): ________________________________
4. كم ميرا ترا في المعدل، تقطع الوصول إلى مكتبة اللجنة؟ ( ) كم.

كيف علمت لأول مرة عن خدمات مكتبة اللجنة؟ أشر على واحدة أو أكثر:
1. عبر شخص ما (صديق، زميل، اخت، أهل) ________________________________
2. أشر على من مكتبة أخرى ________________________________
3. علمني من وسائل الإعلام: مساحة، إذاعة، تلفزيون) ________________________________
4. شاهدت لأيّة لائحة أو مكتبة ________________________________
5. تم الإتصال بي شخصياً من قبل مكتبة اللجنة نفسها ________________________________
6. غير ذلك (رجاء ذكر) ________________________________

كم كان معدل ترددك على، أو استفاذه من مكتبة اللجنة خلال الأثنين عشر شهراً الأخيرة؟
رجاء أشر على واحدة فقط.
( ) مرة يومياً
( ) مرة في الأسبوع
( ) مرة في الشهر
( ) مرة في السنة
( ) على الاقل
( ) على الاقل
( ) على الاقل
( ) على الاقل
( ) على الاقل

لأي غرض تحتاج المعلومات من مكتبة اللجنة؟ أشر على واحدة أو أكثر:
1. لاستخدامها في أعمال الرسالة ________________________________
2. لإجراء دراسات وبحوث ________________________________
3. لكتابة مقالات ________________________________
4. لمتابعة ما يستجد في موضوعات اهتمامك ________________________________
5. لأغراض التدريس والتدريب ________________________________
6. غير ذلك (رجاء ذكر) ________________________________

بشكل عام، ما مدى رضاك حول خدمات مكتبة اللجنة؟
( ) راض تماماً ________________________________
( ) راض نهاراً ما ________________________________
( ) غير راض ________________________________
( ) غير راض بالدرجة ________________________________
( ) لا أنبي ________________________________

يرجى ذكر أية مشاكل قد تكون واجبتك خلال بحث عن معلومات في مكتبة اللجنة أبان الأثنين عشر شهراً الأخيرة؟
______________________________
______________________________
______________________________
______________________________
______________________________

هل لديك أية تعقيبات أو ملاحظات أخرى؟
______________________________
______________________________
______________________________

شكرًا لكم.

نهاية القسم الثالث

349
هذه قائمة بأهداف قد تتبناها مكتبة للجنة الوطنية، في رأيك ما مدى ما حققت مكتبة
 Jenskom من الأهداف الآتية، وذلك بوضع دائرة حول الرقم المناسب.
 1 = تحقق بدرجة كبيرة جدا 2 = تحقق بدرجة كبيرة 3 = تحقق بدرجة متوسطة
 4 = لا يتحقق بالكامل

1. أن تتبادل أوعية المعرفة مع مكتبات اللجان الوطنية الأخرى
2. أن تعزز التعاون مع المكتبات ومراكز المعلومات المحلية
3. أن تؤسس بنسب عالية على الأقل من المعلومات التي
   ترد إليها من المنظمات استخدامها مستقبلا
4. أن تقوم بتوزيع نسخ من المعلومات التي تتبناها من
   المنظمات إلى جهات مدنية في الدولة
5. أن تنظم المعلومات بطريقة تيسر الرجوع إليها
6. وأن تتبع المبادئ المتبعة بمكتبات المتاحة في
7. أن تؤسس مكتبة لللجان
8. أن تتوفر المعلومات ومعلومات من مصادر محلية
9. أن تقدم المشورة حول إجراء السبل للحصول على
10. غير ذلك (رجاء وصف)

أرجو ذكر أية مشكلات قد تحول دون تحقيق أهداف مكتبة Jenskom.

أرجو ذكر أية اقتراحات ترون انها تساعد على تحقيق أهداف مكتبة Jenskom.