

THE EFFECT OF USING ELECTRONIC SYSTEMS AT LIBRARIES ON LIBRARIANS' SATISFACTION AT PUBLIC UNIVERSITIES IN JORDAN

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ABSTRACT

Recently, it is significant to use technologies in many fields, where as it is very crucial to implement technology within libraries of universities, which reflects the degree of job satisfaction as well, the aim of this research was to estimate the degree of job satisfaction for employees working in libraries through the use of electronic systems and technologies, and its role in their job and developing their performance.

Keywords: electronic systems, libraries, librarians' satisfaction

INTRODUCTION

The importance of any information comes from the reality of its role in providing human of what they need to improve their knowledge, in which derives their estimates and perceptions, and of what is required for them to do. Through successive stages of history the importance of information have been increased steadily, related to what it caused of profound effects in the expansion of human knowledge and development of individuals and their awareness of what surrounds them of phenomena and different variables.

Today, in light of the contemporary world, the information is playing a deeper and more comprehensive role, and gained more value and importance than before. The integration of communication technology with computer technology (computer) has led to a radical changes in (IT) was not proceeded in the entire history, the information with its technology and its systems has become the leading industry of the actual world, and its distinguished fortune, that enables the owner to take the lead toward development, where the information is no longer confined within the limits of cognitive monitoring of the phenomena, variables, the movement of the historical development, along with the development of human knowledge in this context, But also became an effective tool which could be reliable in the management of forming the present and picturing the future. We can say that what is happening nowadays is a shift towards building the information society, which became the information age. Information technology has served the humanity in many fields of life, for example, communication, medicine, business, and especially the significant role that it played in education through what is called (e learning), and the use of electronic systems in schools and universities.

E-learning is considered to be the use of Internet technologies to improve knowledge and performance. E-learning technologies offer learners control over content, learning sequence, speed of learning, time, and often media, allowing them to adapt their experiences to meet their personal learning objectives.

The rapid global growth in e-learning and electronic systems, experienced particularly during the 1990s (Attila, 2005). However, E-learning has transformed from fantasy into a practical reality, providing human development and evolution of educational processes in many countries of the world. Educational Projects and e-learning have also began to emerge in Middle East in the last seven years, trying to improve their education by being agile and flexible, in order to follow up with scientific and technical achievements in this field.

Library resources are essential in maintaining the best quality of researches and improving teaching techniques, so that the use of electronic systems in libraries has become essential for both students and librarians. And from this standpoint, came the need to do such a research which tends to clarify the effect of using electronic systems in libraries on librarians' satisfaction at public universities in Jordan, and investigating and discussing the advantages and the obstacles of using e-libraries in public universities in Jordan.

Problem Definition

Renewable and innovative thought and knowledge are the most important means of success for organizations, and for private and public enterprises, regardless of their objectives or the type of their activity, and that has forced those organizations to reshape themselves to keep pace with the organization model that based on knowledge which produces and disseminates knowledge. Technological development has imposed the diversity of sources of information. Libraries in the universities are considered one of the most important parts of the educational organization that concerned about achieving and creating the knowledge (Linda & Monica, 2005). Now libraries include books, periodicals, theses and electronic sources, and that has led to open new horizons in science and practical life of the university student who found difficulties in obtaining information. Therefore, many organizations, including libraries of any size seek to raise the level of services until it reach the degree of excellence which considered the example ardently desired by both service providers and beneficiaries, where many of those organizations using electronic systems to improve their performance, as important systems that help libraries and other. To provide full saturation of the desires of customers, and meet their declared and undeclared requirements, needs and expectations, due to the importance of using scientific methods and modern electronic methods of in the development of appropriate standards and evaluate the performance levels and maintain high levels of administrative performance and technical through the application of electronic management systems (Linda, & Monica 2005). The current study tries to recognize the quality of services provided by libraries through the extrapolation of the needs and desires of customers and employees in libraries in order to stand on the show of the impact of using electronic systems in libraries on librarians' satisfaction of those electronic systems in order to take into account the rising expectations of the beneficiaries and to respond with the correct format, and to make these libraries able to explore and identify customer expectations.

LITERATURE REVIEW

In general, the traditional key functions of a library are identified as knowledge archival, preservation and maintaining of culture, knowledge spreading, knowledge sharing, information recovery, education, and social communication and interchange (Francisco, 2011). Institutes and organizations are pushed toward investing knowledge by all means, and rely not only on one source, but several diverse sources to construct and apply knowledge. One of the most important sources is the university (Linda & Monica, 2005), it's always been looked at university as the

main source and creator of knowledge of different kinds, because human knowledge exists in different shapes, such as: tacit and explicit, tacit knowledge is that which is experiential, spontaneous, insights and hunches; It is the personal and experience-based knowledge that cannot be expressed in words, sentences, and formalized or spoken, and for that reason it is difficult to be shared, explicit knowledge on the other hand refers to knowledge that has been expressed into words and numbers, such knowledge can be collected officially and systematically in the form of data, specifications, manuals, drawings, audio and video tapes, computer programs, patents, and the like (Alhawary and Alnajjar, 2008).

E-library contains countless materials, tools and services that include: Online Published Material (e-books, e-journals), Online Information Services (chat references, technology help, online tutorials), Administrative Data Warehouse, Digital Publishing Assistance (pre-print services, Web site development and maintenance, E-books, e-journal support), Online Reference Tools (Catalogs, indexes dictionaries, encyclopedias, directories), Electronic Records management, Research Directory (Theses/Dissertations, University publications, Working papers, and more).

Public Universities in Jordan found that the use of electronic library systems would be very helpful and practical. The elemental reason for building digital libraries is belief that it would provide efficient delivery of information comparing to what was possible to do in practice in the past (Jerry, 2006). A series of benefits of implementing such system, including: extending the range of knowledge sharing, existing investment in information and content administration systems can be leveraged; and more flexible ways of scholarly communication (Bircham et al, 2005), digital libraries will bring the libraries closer to the users, and new forms of information will be possible and available. People who benefit and get the advantage from the library directly or not directly, either on site or virtually. This e-library is more direct in serving students, faculties, staff, alumni, consortia and community members in their efforts to expand their scholar experience.

Many of the advantages were identified, though, are still at an institutional level only, or perhaps at a national level. In Japan, for example, the Ministry of Education, Culture, Sports, Science and Technology has encouraged Japanese university libraries to develop and enhance institutional repositories to endorse sharing of knowledge throughout Japan and internationally (Cullen and Nagata, 2008). The development and improvement of institutional repositories in Africa was considered as a way of making institutional research outputs available to a community, with less than most favorable access to resources (Musoke, 2008). In a survey of academic library directors and senior administrators carried out in 2006, Rieh et al. identified “capturing the intellectual capital of the institution” as the most important advantage of an institutional repository (Rieh et al., 2007).

RESEARCH OBJECTIVES

- a. To identify the degree of student satisfaction and staff about the effectiveness of electronic systems used in libraries in public universities in in Jordan.
- b. To identify the factors that may lead to the reluctance of students of the faculty of Education on the use of electronic systems in the library.
- c. To identify the most important difficulties faced by staff at the use of these electronic systems.
- d. To identify the main obstacles facing the implementation of these systems effectively.

Research Scope

An electronic library (e-library) is an electronic collected work or portable knowledge containing several publications, documents and papers in different formats. Accessible through a single interface, this collection of electronic content is organized in such way which permits users to explore, search and browse information relevant to them, hence speeding up resource discovery and guiding the user to related content. By integrating subscription and user confirmation features within e-libraries, individuals may place content that has been purchased by their institution, and therefore access individual articles. This automatic subscription access procedure replaces what would have been a number of heavy administration routes to retrieving data. The use of electronic library systems in public universities in Jordan has a lot of advantages such as enhancing the performance of universities, students and librarians and make the search process easier and faster etc... but on the other hand some problems and obstacles might be exist like the expenses that can hardly be covered by public universities in Saudi Arabia, and the misuse which can lead to a system crash down and train student and librarians to use that electronic system may take time, effort and money.

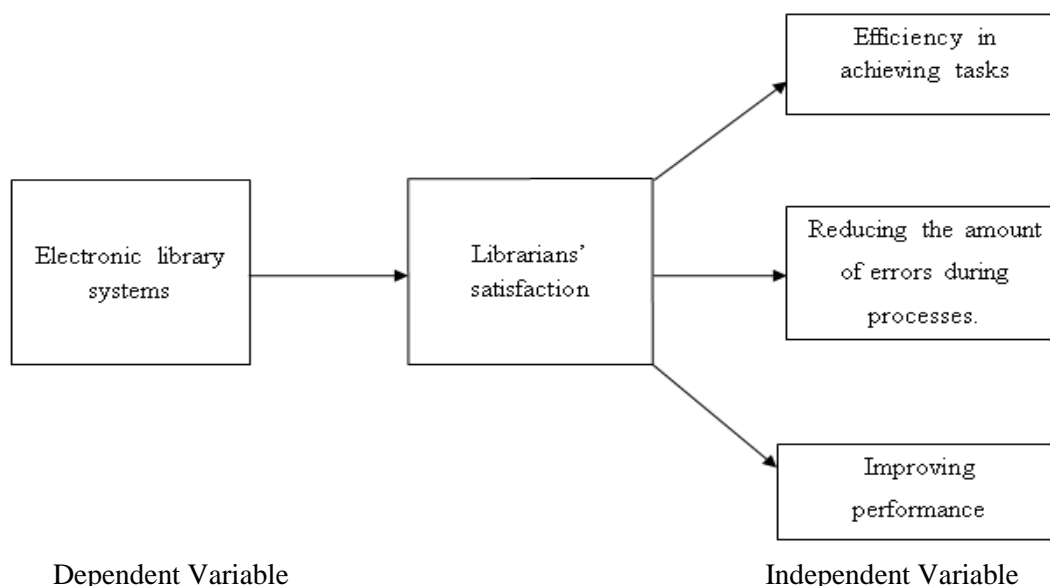
The Importance of the Study

The present study can be useful in the following:

- I. To provide library officials of ways to develop the library and promote it, by bringing students and staff suggestions and constructive feedback.
- II. Benefit officials and those interested in planning and development of libraries, and beneficiaries in the development of electronic systems and updated it.
- III. Stand on the most important factors that prevent the satisfaction of students and workers in the cause of dissatisfaction and the development of radical solutions to these reasons.

THEORETICAL FRAMEWORK

In this study, the dependent variable is the electronic library systems and the independent variable is the librarians' satisfaction and factors believed that have the ability to help in increasing the librarians' satisfaction.



HYPOTHESIS

Theirs several hypotheses were developed in this study.

Hypothesis 1

H10: There is no statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in terms of efficiency in achieving tasks.

Hypothesis 2

H20: There is no statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in terms of reducing the amount of errors during processes.

Hypothesis 3

H30: There is no statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in terms of improving performance.

RESEARCH METHODOLOGY

This paper tries to investigate the impact of using electronic systems at libraries among students and librarians of public universities in Jordan. Data were collected librarians in the local public universities.

Individual student and librarian was the unit of analysis and convenient sampling method was adopted. A structured questionnaire was developed, and data was collected from the respondents in various places on campus such as library and classroom.

In chapter 3, the research design, measurement procedure, and sampling design, which will be used for this research, will be discussed. The research design employed in this study is the quantitative – Methods approach will be used to identify The effect of using electronic systems at libraries on librarians' satisfaction at public universities in Jordan .The study involves the use of the survey, A questionnaire will be given to a librarians' at public universities in Jordan.

The study population will include librarians' at public universities in Jordan. A random sample of 50 participants will be selected from librarians' at public universities Jordan. The sample will of different ages, work experience, and domain of expertise.

For the purpose of this study, a semi structured questionnaire will be given librarians' at public universities in Jordan. As a result, the experiences, opinions, and perspectives of the respondents will be collected systematically as data for use in the study. The survey questionnaires are semi structured consisting of both closed- and open-ended questions. The different sections of the questionnaire are tailored to the objectives and research problems of the study, namely making an in-depth study of the effect of using electronic systems at libraries on librarians' satisfaction at public universities in Saudi Arabia. The questionnaire will be designed referencing previous studies and scientific research addressing the effect of using electronic systems at libraries on librarians' satisfaction at public universities in Jordan. In addition to the considerations of some measures addressing the theme, in general, the researcher will identify the dimensions of the current study and formulate phrases fitting each dimension of the questions related to the study theme. The researcher will design two sets of questions so that they will fit the environment of the study sample. The researcher will also use afive-point, Likert-type scale, which has the

advantage of being easy to design. The five-point questionnaire will have answer choices ranging from: agree, strongly agree, , neutral, disagree, to strongly disagree. The questionnaire will consist of two parts: demographic data and domains. The second part will address the issue of the effect of using electronic systems at libraries on librarians’ satisfaction at public universities in Saudi Arabia.

Procedures Design

The data of the current research will be accumulated statistically from reports and studies. For the purpose of data analysis, several statistical techniques are apply, descriptive statistics, factor analysis, correlation analysis, and Multiple Regression analysis. Arabic and foreign references and relevant researches.

Study Reliability and Validity

Reliability is obtaining stable results over time. In this study, the researcher used Chronbach's alpha to validate the data.

Table 1: Stability Rate

Cronbach alpha	Number of Paragraphs	Domain
%90	5	The role of efficiency in achieving the tasks
%87	4	Decrease the number of errors may be committed
%92	6	Improve the level of performance

The researcher sought feedback on the questionnaire from a number of professors at the University of KSA. The items will be refined and improved accordingly.

To answer the questions of the study, the accumulated data have to be analyzed by using the Statistical Package for the Social Science (SPSS Version 15.0). The researcher will also use the following statistic methods: mean standard deviation, and percentages as well as the Pearson correlation coefficient.

DATA ANALYSES

For answering first hypothesis which states: there are statistically significant impact at the using of electronic systems in libraries in public universities in Jordan has a direct influence on increasing the satisfaction of librarians? We found liner regression for the role of efficiency in achieving the tasks, table (2) illustrate that:

Linear regression for the domain, which measures the impact of using electronic system on increasing the satisfaction of librarians in favor of efficiency in achieving the tasks

Table 2. Impact on the use of electronic systems on increasing the satisfaction of librarians

Significance level	B (value)	Sum of Squares	R (square)	R(value)	Domain
.003	1.156	14.835	.134	.366 ^a	The role of efficiency in achieving the tasks

Table 2 shows there are statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in favor of efficiency in achieving tasks the

value of significant level was (.003) for the role of efficiency in achieving the tasks domain it has statistically significant value at Significance level(.005) And Beta value was (1.156) which shows impact degree of the role of efficiency in achieving the tasks.

For answering second hypothesis there is statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in terms of reducing the amount of errors during processes? We found liner regression for decrease the number of errors may be committed table 3 illustrate that linear regression for the domain, which measures the impact of using electronic system on increasing the satisfaction of librarians in favor of decreasing the number of errors, may be committed.

Table 3. Impact on the use of electronic systems on increasing the degree of satisfaction of librarians in favor of decreasing the number of errors

Significance level	B(value)	Sum of Squares	R (square)	R(value)	Domain
.004	1.040	19.980	.102	.319 ^a	Decrease the number of errors may be committed

Table 3 shows there are statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in favor of decreasing the number of errors may be committed significant value level were (.004) for decrease the number of errors may be committed the it has statistically significant value at Significance level(.005) And Beta value was (1.040) which shows impact degree of using electronic system on increasing the satisfaction of librarians in favor of decreasing the number of errors, may be committed.

For answering third hypothesis there is statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in terms of improving performance? We found liner regression for improve the level of performance.

Linear regression for the domain, which measures the impact of using electronic system on increasing the satisfaction of librarians in favor of improving the level of performance.

Table 4. Impact on the use of electronic systems on increasing the degree of satisfaction of librarians in favor of improve the level of performance

Significance level	B(value)	Sum of Squares	R (square)	R(value)	Domain
.000	.284	8.900	.157	.396 ^a	Improve the level of performance

Table (4) shows there are statistically significant impact on the use of electronic systems on increasing the degree of satisfaction of librarians in favor of improve the level of performance significant value level were (.000)For improve the level of performance it has statistically significant value at Significance level(.005) And Beta value was (.284) which shows impact degree of using electronic system on increasing the satisfaction of librarians in favor of improves the level of performance.

RESULTS

The results of this research will show that using electronic systems in libraries in public universities in Saudi Arabia has a direct influence on increasing the satisfaction of librarians. It is also expected to show that adjusting and enhancing a modern and efficient electronic library

system in public universities in Saudi Arabia will improve librarians' performance, and will have a very high significant direct effect on their satisfaction in term of efficiency in achieving tasks, in terms of reducing the amount of errors during processes and in terms of improving performance. findings will show that there are statistically significant differences between the use of electronic systems and increase the degree of satisfaction among the staff attributed for each of the following demographic variables: years of experience, qualifications, job title, training courses in e-governance .In spite of problems, these electronic library systems in public universities in the Kingdom of Saudi Arabia would definitely be more useful and significant for all types of faculties, students, and librarians.

CONCLUSION

In conclusion, the study has discussed the impact of using electronic systems at libraries of public universities in Saudi Arabia, along with the advantages and limitations of this electronic system, whereas the expected results mentioned previously have shown how useful and beneficial this system could be for all public universities in Saudi Arabia. E-library could be one of the most important national gains that will lead to further science and knowledge and will be important for the educational process in Saudi universities, and a good motivation for writing, and translating. It is preferred that Saudi public universities apply this electronic library system and integrate it in order to enhance the educational process.

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