Databases use by the Faculty of Humanities and Social Sciences in King Abdul-Aziz University, Saudi Arabia

by

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Abstract

A survey method was used in this users' study to collect data about the extent of information use and satisfaction by the faculty members in the disciplines of Social Sciences and Humanities with databases subscribed by King Abdul Aziz University library (KAUL).

The study revealed that both the extent of information use and satisfaction with databases subscribed by KAUL differs according to discipline. Only 5% of the respondents were completely satisfied while more than half of the respondents from the Home Economics college have reported non use of databases followed by Arts & Humanities, and Economics & Administration. This non use was mainly attributed to lack of information literacy and difficulties in using the provided databases.

Keywords: Users` studies - Social Sciences and Humanities- Databases- King Adbul Aiz University; Saudi Arabia

Background of the problem

Journals in Saudi Arabian academic libraries were mostly in print format (87 percent) until the year 2006. Moreover, the printed and electronic Journals were mostly in the English language and in the field of science and technology, which did not satisfy a majority of the Arabic-speaking users belonging to the field of social sciences and humanities Dulaymi (2006). It was also highlighted that in the

process of transition from printed to electronic format, Saudi Arabian academic libraries faced problems similar to those in most of the non-English speaking countries. While these libraries are still in the process of building an effective electronic infrastructure by conducting studies related to the nature and degree of use, the developed countries are in an advanced stage of evaluation for effective decision-making and cost reduction.

This study takes the investigation of Dulaymi (2006) a step further to assess the extent to which databases provided by the King Abdul Aziz University Library (KAUL) fulfill the information needs of the social sciences and humanities disciplines, and aim to investigate;

To what extent databases, provided by The King Abdul Aziz University library, fulfill the information needs of Social sciences and Humanities disciplines?

Questions of the study

i. To what extent are the faculty members in the social sciences and humanities using the subscribed databases in KAU?

ii. How satisfied are the faculty members with the databases service provided by KAUL?

iii. What are the reasons for non-use of the databases subscribed by KAUL?

iv. Is the degree of information use of databases subscribed by KAUL influenced by the type of college or discipline?

v. Is the degree of satisfaction with digital information service subscribed by KAUL influenced by the type of college or discipline?

Hypothesis of the study

- The degree of information use of databases subscribed by the central library of KAU is influenced by the type of College or Discipline.

- The faculty members' degree of satisfaction with digital information service subscribed by the central library of KAU is influenced by the type of College or Discipline.

The importance of the study

The fundamental problem of historical research, which is to find enough information about the problem under investigation to come to appropriate conclusions, remains, although the means of locating information have improved so much (Charnigo and Dalton 2004). The study is considered the first of its kind in the field of users' studies that systematically investigates the information needs of faculty members in the fields of social sciences and humanities (FMSH) at KAU. It will help contribute towards: first, understanding the user behavior of faculty members; secondly, providing knowledge of their needs to those responsible for acquisition of databases.

Methodology

The population of the study was all male and female FMSH from four faculties of KAU; Art and Humanities, Economic and Administration, Home Economics, and the College of Art and Design. Questionnaires in the Arabic language were administered through the university website to all FMSH, out of which 67 were considered as complete or valid for analysis.

The questionnaire elicited user information on the following target databases:

- Academic Search Primer,
- ABI,
- Blackwell Synergy,
- Cambridge Journals,
- Communication and Mass Media Complete.
- Emerald,
- ERIC,
- IGI,
- ISI Web of Knowledge,
- Info Trac,

- Legal Collection,

- Library Literature and Information Science,

- Science Direct,

- Scopus,

- Oxford Journals,

- Wiley Online Journals,

Definitions of terms used in the study

- ### Databases

A database is a collection of information that is organized so that it can easily be accessed, managed, and updated. In one view, databases can be classified according to types of content: bibliographic, full-text, numeric, and images*.

- ### User`s studies

User studies cover a wide range of topics and Focus on the user will investigate users' wants, needs, contexts, motivations, expectations and tasks. It Focus on use will investigate what a particular information source is actually used for, with the barriers and enablers to its use investigated. Focus on the information system or service will investigate aspects of technology, design and evaluation. Focus on the organization will concentrate on contextual aspects of the organizational setting, covering both internal and external factors such as resources, internal management procedures, internal and external strategies, which are all part of building up an holistic case study**.

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*Available at: http://searchsqlserver.techtarget.com/definition/database
** Available at: Banwell, L. and Coulson, G. (2004) Users and user study methodology: the JUBILEE Project" **Information Research**, **9**(2) paper 167 [Available at http://InformationR.net/ir/9-2/paper167.html]

8. Literature Review

Some studies of user information seeking behavior, information needs and uses focusing on the critical phase of user interaction with the collection are undertaken here.

Charnigo & Dalton (2004) are of the view that the fundamental problem of historical research, which is to find enough information about the problem under investigation to come to appropriate conclusions, remains although the means of locating information have improved so much. The result of this study showed that historians had enough understanding of the scope of databases to choose relevant ones. They used a wide range of databases, that reflected the wide spread of the discipline. Only four databases were used by more than 10 percent. Bibliographic sources which are also easier to use have been found to be improved in quantity and fitting well with the needs of historians.

Banda, Mutula, & Grand (2004) determined the information needs of small-scale business community at Chisokone Market in the city of Kitwe in Zambia. The study sought to establish among other things the unique information needs of the business community; the types of businesses carried out, the different service providers within the city of Kitwe, the problems faced by small-scale business community in seeking for information and the demographic characteristics of the community. The research used questionnaires to collect data from the population. From a sample of 250 respondents, 209 completed questionnaires giving a response rate of 83.6[percent]. The results of the study showed that most of the information needs related to marketing, sources of supplies, management skills, and credit/loan facilities.

Abdullah & Zainab (2007) described the digital library of historical resources and presented user assessment of the digital library prototype to gauge the viability of a useful and enduring collaborative digital library for school projects. Their study was primarily conducted to answer the following research question: How well does the developed prototype for the collaborative digital

library perform in the management, creation, processing, searching and browsing of digital documents and objects in field trials in the digital library setting? They demonstrated the capabilities of collaborative digital library known as CoreDev in serving an educational community. Over 75% of the respondents in the user survey considered themselves capable of using the digital library with ease.

Taylor, Wylie, Dempster, & Donnelly(2007) aimed to develop efficient methods of retrieving relevant items from the increasing volume of research. The research topic was relevant to social work practice with older people. The results showed that highest sensitivity was achieved by Medline (52%), Social Sciences Citation Index (46%) and Cumulative Index of Nursing and Allied Health Literature (CINAHL) (30%). Highest precision was achieved by AgeInfo (76%), PsycInfo (51%) and Social Services Abstracts (41%). Each database retrieved unique relevant articles. The study concluded that comprehensive searching requires the development of information management skills among social work professionals to benefit from a dedicated international database with the capability and facilities of major databases such as Medline, CINAHL, and PsycInfo.

Gregory (2007) confirmed behavior patterns established in previous studies of studio art faculty that browsing remains an important search method for artists. Many are likely to browse rather than attempt a search in the library catalog. Print sources remain very important to artists. The results of this study showed that Studio faculty preferred university libraries, though some do use public and museum libraries. While most faculties indicated they were comfortable asking for librarians' assistance at least some of the time, they were not inclined to seek bibliographic instruction for their students. Further research is required to determine if this is caused by faculty lacking awareness of library services or because faculty feel that librarians cannot help them with artistic subjects. Half of the respondents to the survey indicated that they have computers in their classroom/studios that are connected to the Internet. However, electronic

resources have not replaced print sources with art faculty. Most of the respondents in the study reported that they used electronic and print sources equally. Google Images was the most popular electronic source for images, while magazines were the most popular print source.

Jeng (2008) aimed to study the usefulness of the New Jersey Digital Highway (NJDH) and its portal structure. Total of 145 individuals participated in the survey, of which 32 were educators (22%) and 28 (20%) were cultural heritage professionals. The participants were mostly white (127 respondents or 89%), mostly female (118 respondents or 81%), and most had a master's or doctoral degree (114 respondents or 79%).The survey found that more than half of the respondents (58 participants or 40%) learned about the NJDH from their colleagues or friends, 19 participants (13%) learned through attending conferences, 16 participants (11%) were linked from other websites. The respondents suggested the contents of this particular portal should be enhanced in the following priority order: (1) more links to other websites with history resources and activities, (2) access to mentors experienced in digitizing and metadata who can provide one-to-one assistance, (3) a discussion list or blog where users can ask questions or share ideas with others, (4) information about framing sessions around New Jersey on digitization and metadata, (5) more resources on digital preservation and metadata, (6) educational activities that users can share with their patrons, (7) a tool for users to create their own interactive activities using the NJDH resources, and (8) more information about helping patrons to use the NJDH more effectively.

Lercher (2008) studied the relationship between attitudes about submission and searching behaviors in eight academic departments of Louisiana State University, It also investigated respondents' possession of valuable unpublished material, or beliefs that others have such material in order to determine how digital repositories might be organized to match potential users' attitudes about submission and searching behavior. Additionally, the study also studied the

relationship between attitudes about submission and searching behaviors and respondents' experience with disciplinary or institutional repositories. If, for instance, respondents with experience in disciplinary repositories are also inclined to submit their work to them, this would confirm their usefulness.

A survey was conducted by Khan & Zaidi (2009) to assess the level of awareness and the usage of online databases and also to ascertain research scholar's satisfaction with the infrastructure to support accessing online databases in Aligarh Muslim University AMU campus. The study revealed that most of the research scholars were aware of the availability of online databases and mostly used it for their research work and to update subject knowledge. The study found 50% of the research scholars were satisfied with the infrastructure to support accessing online databases in the AMU campus. Nevertheless, the study also found that one of the main problems faced by research scholars in using online databases is lack of information on online databases (subscribed by the university) on their subjects/researches. The study concludes that the usage of online databases and the quality of research work improves with enrichment of appurtenant contents and materials, leading to high quality manuscript.

This brief review shows that it is important to conduct user's studies of electronic resources regularly to maintain their optimal use. Moreover, besides being very rare in the Arab world compared to other developing countries the focus of most of the studies tended to be mostly towards science and technology with relatively less importance to the field of social sciences and humanities.

Results of the study

1. Characteristics of the Sample

The total population consisted of four groups of KAU faculty members; Professors, Associate Professors, Assistant Professors and Lecturers. Table 1 shows the distribution of the total respondents (67 out of 100) from the Faculty of Arts & Humanities, Economics & Administration, Home Economics (Arts), and Design & Arts. The last two categories were integrated due to their response. Among these

disciplines respondents from the faculty of Arts & Humanities represented 67% of the total followed by 21% from Economic and Administration, 10% from Home Economic and the least (2%) from Arts & Design. The distribution of the sample according to gender was 85% female while 15% were male. Most of them gained their degrees from Saudi Arabia (33%), Egypt (31%), Britain (19%), USA (15%), and 2% from other countries. Most of them were Associate Professors (58%), Assistant professors (21%), Professors (13%), and 8% Lecturers. Most of the sample (22%) reported of experience in their career ranging between 21- 25 years, 16% between 26-30 years, and 13% each from over 31 years, 6-10, 11-15, and 16-20 years. The least (5%) were those with an experience of less than 5 years.

Table 1 : Characteristics of the sample

Variables	Sections	Percentage
Gender	Male	14.90%
	Female	85.10%
collage	Arts & Humanities	67.20%
	Economic & Administration	10.40%
	Home Economic	20.90%
	Arts & Design	1.50%
Scientific degree	professors	13.40%
	Assistant professors	20.90%
	associate professors	58.20%
	Lecturer	7.50%
Degree obtained	America	14.90%
	Britain	19.40%
	Saudi	32.80%
	Egypt	31.30%
	Other	1.50%
Years of experience	0-5 year	10.40%
	6-10 year	13.40%
	11-15 year	13.40%
	16-20 year	13.40%
	21-25 year	20.90%
	26-30 year	14.90%
	more than 31 years	13.40%

2. The Use of Subscribed Databases in KAUL by Social Sciences and Humanities Faculty Members

Table 2 shows the high, medium, low and non use of each subscribed database in KAUL by Social Science and Humanities faculty members. Pearson's Chi-Square test found no significant association between type of discipline (four

Colleges of social sciences) and use of databases indicating that the extent of information use of databases differs according to the type of discipline.

Table 3 and Figure 1 show the average percentage of high, medium, low and non use of all the subscribed databases in KAUL by the faculty members Social Sciences and Humanities. Contrary, to the high need for digital resources reported by 53% of the respondents the use of these resources seems to be very low while non-use was found to be extremely large in all the four disciplines; 68% in the college of Arts & Humanities, 67% in the college of Economic & Administration, and 76% in Home Economics & Arts & design colleges together. This indicates that the low and non use of all the subscribed databases in KAUL by the faculty members of Social sciences and Humanities is because these databases have not achieved a full-fledged electronic information base to adequately fulfill the needs of the faculty as regular users. This may be due to the size of Printed Journals in Arabic being very small compared to the foreign journals which are mostly in the English language. This is also perhaps due to relatively little research and low academic productivity in the Arab world compared to the Western world along with the late adoption of information technology, in the field of both printed and electronic publishing in the Arabic language, which did not begin until 2000.

Table 2: The Use of Subscribed Databases in KAUL by Social Sciences and Humanities Faculty Members

Databases		Faculty of Humanities %	Faculty of Economic & Administration %	Faculty of Home Economic %	faculty of Arts &Design %	Pearson correlation
1. Blackwell Synergy	**High**	15.6	0.0	14.3	0.0	0.008
	medium	6.7	0.0	21.4	0.0	
	Low	11.1	14.3	0.0	0.0	
	Don't use	66.7	85.7	64.3	100	
2. Science direct	**High**	26.7	0.0	14.3	0.0	0.155
	medium	13.3	0.0	21.4	0.0	
	Low	6.7	14.3	0.0	0.0	
	Don't use	53.3	85.7	64.3	100	
3. academic search primer	**High**	17.8	14.3	28.6	0.0	-0.060
	medium	13.3	14.3	14.3	0.0	
	Low	8.9	14.3	7.1	0.0	
	Don't use	60.0	57.1	50.0	100	
4. ABI	**High**	4.4	0.0	14.3	0.0	-0.025

	medium	8.9	0.0	7.1	0.0	
	Low	8.9	0.0	0.0	0.0	
	Don't use	77.8	100	100	100	
5. wily Online Journals	**High**	8.9	0.0	7.1	0.0	0.026
	medium	11.1	0.0	14.3	0.0	
	Low	8.9	14.3	14.3	0.0	
	Don't use	71.1	85.7	64.3	100	
6. ISI Web of Knowledge	**High**	4.4	0.0	14.3	0.0	-0.011
	medium	15.6	0.0	14.3	0.0	
	Low	11.1	14.3	0.0	0.0	
	Don't use	68.9	85.7	71.4	100	
7. Info Trac	**High**	4.4	14.3	14.3	0.0	-0.167
	medium	13.3	14.3	28.6	0.0	
	Low	8.9	0.0	0.0	0.0	
	Don't use	%73.3	%71.4	%57.1	%100	
8. Cambridge Journals	**High**	11.1	28.6	7.1	0.0	0.030
	Medium	13.3	14.3	21.4	0.0	
	Low	13.3	14.3	0.0	0.0	
	Don't use	62.2	42.9	71.4	100	
9. Scopus	**High**	0.0	0.0	7.1	0.0	-0.108
	medium	13.3	0.0	21.4	0.0	
	Low	6.7	14.3	0.0	0.0	
	Don't use	80.0	85.7	71.4	100	
10. Oxford journals	**High**	6.7	0.0	14.3	0.0	-0.173
	medium	4.4	28.6	21.4	0.0	
	Low	13.3	0.0	7.1	0.0	
	Don't use	75.6	71.4	57.1	100	
11. Emerald	**High**	11.1	0.0	14.3	0.0	0.035
	medium	11.1	14.3	7.1	0.0	
	Low	6.7	0.0	7.1	0.0	
	Don't use	71.1	85.7	71.4	100	
12. IGI	**High**	4.4	0.0	7.1	0.0	-0.087
	medium	4.4	0.0	14.3	0.0	
	Low	8.9	14.3	7.1	0.0	
	Don't use	82.2	85.7	71.4	100	
13. Legal Collection	**High**	2.2	28.6	7.1	0.0	-0.131
	medium	4.4	0.0	14.3	0.0	
	Low	8.9	0.0	0.0	0.0	
	Don't use	84.4	71.4	78.6	100	
14. Library Literature & Information Science	**High**	20.0	14.3	14.3	0.0	0.148
	medium	11.1	0.0	7.1	0.0	
	Low	13.3	0.0	7.1	0.0	
	Don't use	55.6	85.7	71.4	100	
15. ERIC	**High**	24.4	0.0	35.7	0.0	-0.026
	medium	6.7	14.3	7.1	0.0	
	Low	4.4	0.0	0.0	0.0	
	Don't use	64.4	85.7	57.1	100	
16. Communication & Mass Media	**High**	8.9	0.0	28.6	0.0	-0.150
	medium	11.1	14.3	14.3	0.0	

|					
Complete	Low	8.9	14.3	0.0	0.0
	Don't use	71.1	71.4	57.1	100

Table 3: Average Use of the subscribed databases by faculty members of Social Sciences and Humanities in KAUL

		Faculty of Humanities %	Faculty of Economic & Administration %	Faculty of Home Economic & faculty of Arts &Design %
All Databases	High	11.1	11.1	7.7
	Medium	11.1	11.1	7.7
	Low	8.9	11.1	7.7
	Don't use	68.9	66.7	76.9

Here, the first hypothesis is rejected which states that the degree of information use of databases subscribed by the central library of KAU is influenced by the type of College or Discipline.

Figure 1: Average Use of the subscribed databases by faculty members of Social science and Humanities in KAUL
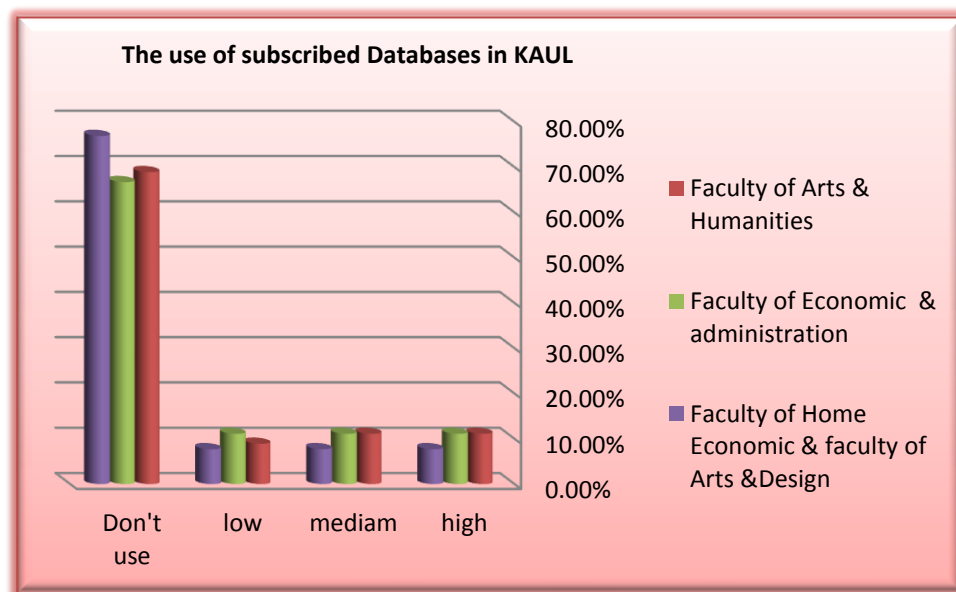
3 The Reasons for Use or Non- Use the Databases Subscribed by KAUL

Table 4 & Figure 2 show the reasons for use & non-use by faculty members of Social sciences and Humanities of the databases subscribed by KAUL.

Pearson's Chi-Square tests found no relationship between the type of college (social science discipline) and the reasons to use or non use of databases stated by

the four colleges. This indicates that the use or non use of the databases is not influenced by the type of college. Table 8 shows that most of these reasons related to difficulties in using these databases such as: *Lack of information covering the subject of specialization, Difficult to access, Lack of training programs, Unknown to the faculty member, not knowing how to search for, Not linked to their own subject.* The average percentage of

These reasons given for non-use of the Databases subscribed by KAUL according to the four disciplines, was Economic & Administration with the highest percentage (42%) while only 37% of the faculty of Arts admitted to these reasons, closely followed by 33% of the faculty of Home Economics (Table 5). This suggests that there is a high need for services that will ease the use of the databases.

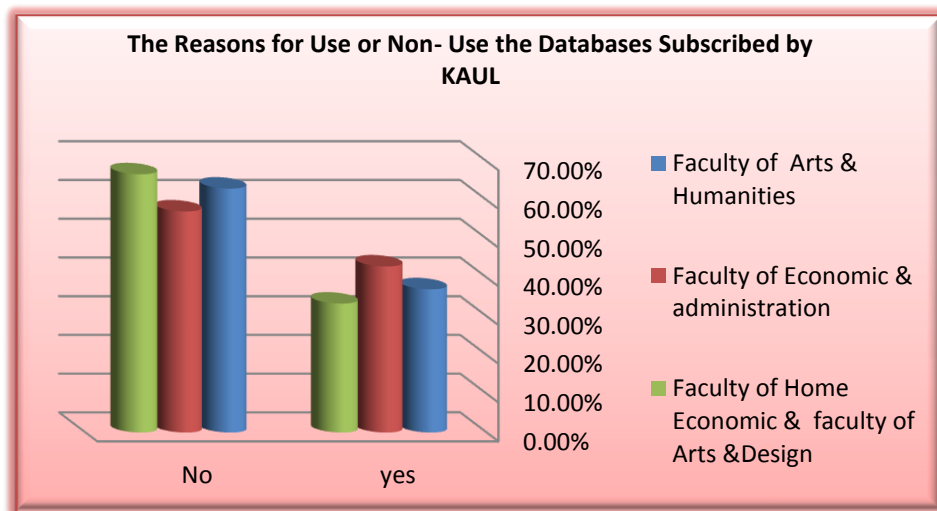**Figure 2: Reasons for Use or Non- Use the Databases Subscribed by KAUL**

Table 4: Reasons for Use or Non Use of the Databases Subscribed by KAUL

Reasons		Faculty				Pearson correlation
		Faculty of Humanities %	Faculty of Economic & Administration %	Faculty of Home Economic %	faculty of Arts & Design %	
1 - Lack of information covering the subject of specialization	Yes	55.6	57.1	50.0	0.0	0.083
	No	44.4	42.9	50.0	100	
2– Not convinced of the importance of research in those sources.	Yes	11.1	14.3	0.0	0.0	0.145
	No	88.9	85.7	100	100	
3 –Difficult to access ….	Yes	53.3	28.6	57.1	100	-0.040
	No	46.7	71.4	42.9	0.0	
4 - Lack of training programs for using them in the library or get technical support.	Yes	46.7	57.1	57.1	100	-0.128
	No	53.3	42.9	42.9	0.0	
5 - Lack of the availability of electronic abstracts are translated into Arabic.	Yes	53.3	57.1	35.7	100	0.079
	No	46.7	42.9	46.3	0.0	
6 - Unknown to me.	Yes	35.6	42.9	35.7	100	-0.065
	No	64.4	57.1	64.3	0.0	
7 – Do not know how to search for in the network	Yes	31.1	42.9	35.7	100	-0.107
	No	68.9	57.1	64.3	0.0	
8 -Lack of knowledge of the use of technology	Yes	15.6	42.9	14.3	0.0	-0.009
	No	84.4	57.1	85.7	100	
9 -Not linked to the subject of specialization	Yes	44.4	14.3	21.4	100	0.149
	No	55.6	85.3	78.6	0.0	
10- Others	Yes	20.0	14.3	21.4	0.0	0.016
	No	80.0	85.3	78.6	100	

Table 5: Reasons for non use according to disciplines

		Faculty of Humanities	Faculty of Economic & administration	Faculty of Home Economic & faculty of Arts &Design
Reasons for non use	**Yes**	37.0%	42.9%	33.3%

Some respondents observed that a major difficulty was due to the fact that most of the KAUL databases were tailored to serve the needs of applied sciences & technology and not social sciences & humanities.

4 The Degree of Satisfaction from Providing the Databases Service at KAUL

Table 6 shows the degree of satisfaction with the Databases Service provided at KAUL. It is observed that the completely satisfied category in Information science was found higher 68% when compared with Systems & History (33% each). In the unhappy category 25% were from History, Arabic Language, Geography, & Interior Design each. This is obviously because these subjects need different kind of E-Resources with preference for documents in Arabic.

Table 7 & Figure 3 show the average degree of satisfaction with the databases service provided by KAUL. Here 58% of the respondents are in the three categories of satisfaction; 5% completely satisfied, 19% satisfied, and the highest 34% satisfied to some extent. On the other hand out of the 42% who reported dissatisfaction were; 27% not satisfied, 6% not satisfied at all, and 9% were indecisive.

As it was suspected that the respondents were not accurate in their responses the researcher used averages to derive an overall conclusion of the degree of satisfaction in the four colleges. It can be seen in Table 12 that about 27% to 29% of the respondents from all colleges reported satisfied to some extent. At the

same time, the not satisfied were 43% in the faculty of Economic & Administration, and 29% in the faculty of Arts & Humanities, and 27% in the Faculty of Home Economic & Arts & Designs.

Table 6: The Degree of Satisfaction with the Databases Service provided by KAU according to majors

Specialization	Percentage of The degree of satisfaction %					
	Completely satisfied	satisfied	satisfied to some extent	Not satisfied	Not satisfied At all	I don't Know
1. Housekeeping	0.0	7.7	4.3	0.0	0.0	0.0
2.Public administration	0.0	0.0	0.0	5.6	0.0	0.0
3.Economy	0.0	0.0	0.0	5.6	0.0	0.0
4.Media	0.0	15.4	0.0	5.6	0.0	0.0
5.Systems	33.3	0.0	13.0	5.6	0.0	0.0
6.History	33.3	0.0	17.4	22.2	25.0	0.0
7.languages	0.0	0.0	4.3	0.0	0.0	0.0
8.Arabic	0.0	0.0	0.0	5.6	25.0	33.3
9.Interior Design	0.0	0.0	0.0	0.0	25.0	0.0
10.Geography	0.0	15.4	4.3	5.6	25.0	0.0
11.Islamic Studies	0.0	0.0	8.7	5.6	0.0	33.3
12.Childhood studies	0.0	7.7	4.3	11.1	0.0	0.0
13.Teaching Methods	0.0	0.0	8.7	0.0	0.0	0.0
14.Sociology	0.0	15.4	8.7	5.6	0.0	0.0
15.Information Science	66.7	23.1	13.0	5.6	0.0	16.7
16.Psychology	0.0	0.0	8.7	0.0	0.0	0.0
17.Political Science	0.0	0.0	0.0	5.6	0.0	0.0
18.Educational philosophy	0.0	15.4	4.3	5.6	0.0	16.7
19.Islamic Arts	0.0	15.4	4.3	5.6	0.0	16.7

Figure 3 : Average Degree of Satisfaction with Databases Service at KAUL

Mean of The degree of satisfaction from providing service.
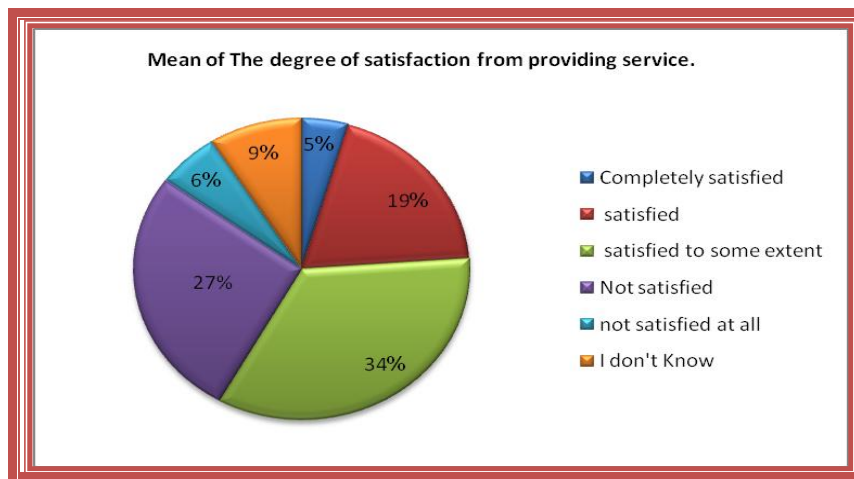
Table 7: Overall Degree of satisfaction

Specialization	Mean of The degree of satisfaction from providing database service.					
	Completely satisfied	satisfied	satisfied to some extent	Not satisfied	Not satisfied at all	I don't Know
All Majors	4.5	19.4	34.3	26.9	6.0	9.0

Table 8 & Figure 4 show the various factors which help users to access the databases services more easily. *Provide databases in the major* was reported not satisfied by 57% of the respondents from the Economics & Administration. *Provide promotion services* reported not satisfied (100%) by the faculty of Arts & design followed by faculty of Arts & Humanities (44%). *Create awareness of such sources*, *find the databases easily from the web sites of the University*, and *obtain easily a user name and password* reported not satisfied (100%) by the faculty of Arts & design. *Programs for training to use in the library or get technical support* were reported not satisfied 100% and 44% by the faculty of Arts & design and by the faculty of Economic & Administration respectively. *Databases covering the old issues of periodicals* reported not satisfied (57%) by the faculty of Economic & Administration. Finally, *the library tends towards supplying Humanities and Social Sciences resources* also reported not satisfied by (57%) of the faculty of Economic & Administration

Table 8: The degree of satisfaction according to Disciplines

Services Databases	degree of satisfaction	Faculty of Arts & Humanities %	Faculty of Economic & Administration %	Faculty of Home Economic %	faculty of Arts &Design %	Pearson correlation
1. Provide databases in the major	Completely satisfied	6.7	0.0	0.0	0.0	0.025
	satisfied	20.0	0.0	28.6	0.0	
	satisfied to some extent	33.3	42.9	35.7	0.0	
	Not satisfied	22.2	57.1	28.6	0.0	
	Not satisfied at all	6.7	0.0	0.0	100	
	I don't Know	11.1	0.0	7.1	0.0	
2. Provide promotion services, that create awareness of such sources	Completely satisfied	2.2	0.0	0.0	0.0	-0.099
	satisfied	6.7	0.0	14.3	0.0	
	satisfied to some extent	24.4	42.9	35.7	0.0	
	Not satisfied	44.4	28.6	7.1	100	
	Not satisfied at all	11.1	28.6	7.1	0.0	
	I don't Know	11.1	0.0	7.1	0.0	
3. finding the databases easily the from the web sites of the University	Completely satisfied	8.9	0.0	0.0	0.0	0.061
	satisfied	20.0	14.3	14.3	0.0	
	satisfied to some extent	31.1	42.9	42.9	100	
	Not satisfied	20.0	14.3	21.4	0.0	
	Not satisfied at all	8.9	28.6	14.3	0.0	
	I don't Know	11.1	0.0	7.1	0.0	
4. easily to obtain a user name and password that allows them to enter	Completely satisfied	6.7	14.3	14.3	0.0	-0.094
	satisfied	20.0	28.6	21.4	0.0	
	satisfied to some extent	22.2	28.6	14.3	0.0	
	Not satisfied	28.6	14.3	35.7	100	
	Not satisfied at all	6.7	14.3	7.1	0.0	
	I don't Know	15.6	0.0	7.1	0.0	
5. Programs are trained to use in the library or get technical support by trained on how to use	Completely satisfied	2.2	14.3	7.1	0.0	-0.005
	satisfied	11.1	0.0	14.3	0.0	
	satisfied to some extent	20.0	14.3	14.3	0.0	
	Not satisfied	33.3	42.9	35.7	0.0	
	Not satisfied at all	15.6	28.6	0.0	100	
	I don't Know	17.8	0.0	28.6	0.0	
6. databases covering the old issues of periodicals.	Completely satisfied	4.4	0.0	7.1	100	-0.155
	satisfied	11.1	0.0	14.3	0.0	
	satisfied to some extent	22.2	14.3	35.7	0.0	
	Not satisfied	26.7	57.1	14.3	0.0	
	Not satisfied at all	15.6	14.3	7.1	0.0	
	I don't Know	20	14.3	21.4	0.0	
7 - the library and university tends towards supplying Humanities and Social Sciences	Completely satisfied	2.2	0.0	21.4	0.0	-0.214
	satisfied	11.1	28.6	28.6	0.0	
	satisfied to some extent	26.7	0.0	7.1	0.0	
	Not satisfied	26.7	57.1	28.6	0.0	
	Not satisfied at all	15.6	14.3	0.0	100	

resources	I don't Know	17.8	0.0	14.3	0.0	

Services Databases	degree of satisfaction	Faculty of Humanities %	Faculty of Economic & Administration %	Faculty of Home Economic & faculty of Arts & Design %
All	Completely satisfied	4.4	0.0	6.7
	Satisfied	13.3	14.3	20.0
	Satisfied to some extent	26.7	28.6	26.7
	Not satisfied	28.9	42.9	26.7
	Not satisfied at all	11.1	14.3	6.7
	I don't Know	15.6	0.0	13.3

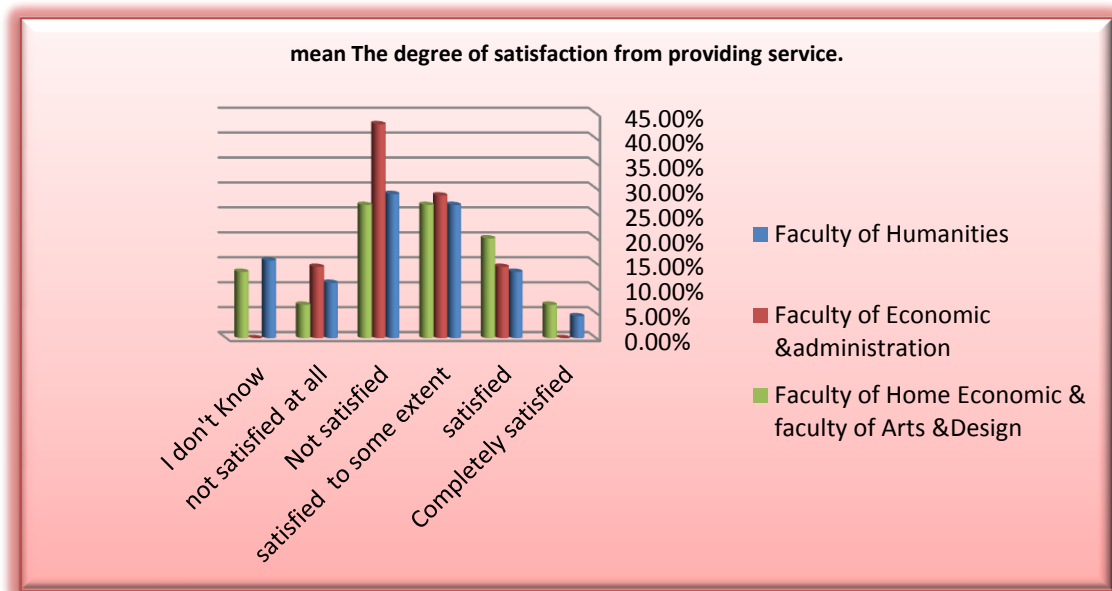**Figure 4 The Mean of the degree of satisfaction from providing services at KAUL**

Table 8 and Figure 4 also show Pearson's correlation that found no relationship between type of college and the degree of satisfaction with use of databases by the four colleges. Here, the second hypothesis that the faculty members' degree of satisfaction with digital information service subscribed by the central library of KAU is influenced by the type of College or Discipline was also rejected. This implies that more user studies need to be conducted focusing on the information requirements of different disciplines.

Conclusions

The study revealed the existing situation and the problems related to the titles of databases in the field of social sciences and humanities subscribed by

KAUL. It formed the basis for studying the reasons for Use or Non Use of these Databases as important factors in decision making undertaken by the managers of KAUL.

The **first hypothesis** was rejected indicating that the degree of information use of databases differs according to the type of discipline. The final results show the use is very rare compared to the non-use. The low use or non use by the Social sciences and Humanities faculty members in the different colleges is perhaps because the electronic information does not adequately fulfill the needs of regular users. Among the reasons for difficulty in using these databases were: *Lack of information covering the subject of specialization, Difficult to access, Lack of training programs, Unknown to the faculty member, Not knowing how to search for, Not linked to their own subject*. The faculty of Economic & Administration which was found to have the highest percentage (42%) of users also reported facing these problems.

The **second hypothesis** was also rejected, thereby indicating that the degree of satisfaction with databases differs according to the type of college.

The rather unclear trend in results is perhaps because there is a lack of awareness with the use of databases service at KAUL which made 34% report satisfied to some extent. It also indicates that probably the library professionals are lacking in knowledge of User studies considered essential to determine its exact impact on user satisfaction. The results also showed that professionals in KAUL are perhaps not giving much importance to tracking/planning the information needs of Social sciences & Humanities Scholars.

Some criteria of users` information needs which must be considered while decision making but perhaps are not being adequately considered in KAUL managers are: *providing databases in the major, providing promotion services, creating awareness of such sources, finding the databases easily from the web sites of the University, obtaining easily a user name and password that allows them to enter, programs are trained to use in the library or get technical support,*

covering databases with the old issues of periodicals, the library and university tends towards supplying Humanities and Social Sciences resources.

Moreover, KAU are not yet in a position to apply the methods of Staffing and Training, adopted in developed countries that have moved into electronic resources & electronic publishing, to build a digital library in Arabic Language.

To conclude the above findings may help KAUL managers to review the discrepancies in the type of the databases of electronic journals from time to time. It would also help in evaluating their selection and decision-making process in managing periodicals collection by comparing the extent to which libraries achieve their goals and examining the efficiency/cost effectiveness when subscribing to electronic journals and information needs of scholars.

Recommendations

1- It is necessary for KAUL to review databases and full-text according to user needs with giving more attention to social sciences & Humanities. The researcher recommends the implementation of the following:

- Prepare users including library professionals to adapt to the new system for increasing their awareness of how the system of e-resources will improve their knowledge by conducting seminars and workshops.
- Presenting such a system during the annual meetings of Deans of KAUL and Saudi Library Association.
- Provide information and training regarding the concept of users' studies on the Website of KAUL.

2- The researcher is of the opinion that Arabic newsletters and academic discussion lists should be developed to increase mutual knowledge and coordination among KAUL professionals & the faculty members from Social Sciences & Humanities. They should also organize activities, such as user groups, electronic mail lists, academic discussion lists, which could help them in tailoring EJ database needs and reviewing what other libraries or publishers provide.

Recommendations for future studies for Social Sciences & Humanities:

1- A comparative study of the Databases Requirements & needs to build a Digital Arabic Library with other developing countries like Egypt, Thailand and India. Such a study will be mutually beneficial in understanding the common problems facing developing countries.

2- Case studies comparing an academic library in Saudi Arabia with one in an advanced country and one in a less developed country focusing on the Databases Requirements to build the Digital Arabic Library.

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دراسة مسحية لاحتياجات واستخدامات الأكاديميين في مجالات العلوم الاجتماعية و الإنسانية بجامعة الملك عبد العزيز من المصادر الرقمية وقواعد البيانات

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مستخلص:

اعتمـدت الدراسـة علـى إسـتراتيجية دراسـات المسـتفيدين مـن خـلال مسـح قواعـد المعلومـات المستهدفة وكذلك المواقع الرقمية المحتمل استخدامها بشبكة الإنترنت من خـلال توزيـع استبانه على مواقع أعضـاء التدريس على صفحة الجامعـة في كليـة الاقتصـاد والإدارة، والآداب والعلوم الإنسانية، والاقتصاد المنزلي والتصاميم والفنون ، وقد تم الحصول علـى ٦٩ استبانة شكلت عينة الدراسة. كان من أهم النتائج أن نسبة عدم الاستخدام بلغت مـا بين ٧٦ % ـ ٦٨ % ، مـا يؤكد عدم الاهتمـام باحتياجـات البـاحثين في مجـال العلوم الإنسـانية والاجتماعيـة مـن قبـل أخصـائي المعلومـات العـاملين في المكتبـة المركزيـة بجامعـة الملك عبد العزيز. كمـا أظهرت الدراسـة أن ٥% فقط من العينـة راضـون بدرجـة كبيرة عن تـوفر خـدمات قواعـد المعلومـات ، مؤكـدون علـى مواجهـة عـدد مـن الصـعوبات علـى رأسـها عـدم تـوفر قواعـد معلومـات تغطـي التخصص، وعـدم تـوفر الأعـداد القديمـة مـن الـدوريات الخاصـة بهـا ، وكـان مـن أهم توصـيات الدراسـة الاهتمـام بدراسـات المستفيدين عند الاختيـار والتزويـد بقواعـد المعلومـات فـي المكتبـة المركزية بإعطاء المزيد من الاهتمام لقطاع العلوم الاجتماعية والإنسانية.