

Relying on the views and opinions of librarians to know the reality of the level of electronic information services provided in school libraries in the province of Karak

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Abstract: This study focused on the view and opinion of school librarians about the extent of electronic information services provided in school libraries in the Hashemite Kingdom of Jordan. And studied this problem: through the provision of school libraries' electronic information services; what level of their ability to help the success and improve the teaching process.

The views and opinions of librarians were collected through a questionnaire on the reality of electronic information services provided by school libraries of the Ministry of Education in the Hashemite Kingdom of Jordan. The study included librarians in public schools in the academic year 2016-2017. The study focused on school librarians, whether male or female, in the general public education community in Karak governorate. The researcher used the descriptive, analytical approach and the opinions of the librarians in the information services. To collect the data, the researcher used a questionnaire to know the situation of officials and staff of information services in school libraries and also to identify the problems facing these services and to know future plans to improve and develop information services provided in school libraries.

Due to the lack of Internet, the lack of integrated automated systems, the lack of computers for employees or beneficiaries, the lack of marketing activities, the lack of exploitation of social networks, and the lack of cooperation between school libraries in the field of information services in Jordan; Most libraries offer traditional services such as reference service, secondment, etc., as indicated in this study. Electronic information services in school libraries face many difficulties or challenges or important problems, such as lack of information network, budget, the provision of computers rarely, the lack of training programs, and therefore this achieves the desired objectives for libraries negatively affected by these difficulties and challenges.

The study focused on a set of hypotheses and the results were as follows: For the response of the sample on the difficulties facing electronic information services, there are differences with statistical function, due to a set of variables such as (gender, participation in training courses), but because of these two variables (knowledge of tasks There are no statistically significant differences.

Keywords: Information and Communication Technology (ICT), Librarians, Electronic Information Services, School Libraries.

الاعتماد على آراء أمناء المكتبات لمعرفة واقع مستوى خدمات المعلومات الإلكترونية
المقدمة في المكتبات المدرسية في محافظة الكرك

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المستخلص: ركزت هذه الدراسة على وجهة نظر ورأي أمناء المكتبات المدرسية حول مدى خدمات المعلومات الالكترونية المقدمة في المكتبات المدرسية في المملكة الأردنية الهاشمية، ودرست هذه المشكلة: من خلال تقديم المكتبات المدرسية لخدمات المعلومات الالكترونية؛ ما مستوى قدرتها في مساعدة إنجاح وتحسين العملية التدريسية، وقد تم جمع وجهات نظر وآراء أمناء المكتبات من خلال الاستبانة حول واقع خدمات المعلومات الالكترونية المقدمة من قبل المكتبات في مدارس وزارة التربية والتعليم في المملكة الأردنية الهاشمية، حيث اشتملت الدراسة على أمناء المكتبات في المدارس الحكومية في العام الدراسي 2016-2017. وركزت الدراسة على أمناء المكتبات المدرسية، ذكورا وإناثا، في مجتمع التعليم العام في محافظة الكرك. استخدم الباحث المنهج الوصفي التحليلي وآراء أمناء المكتبات المدرسية في خدمات المعلومات. لجمع البيانات استخدم الباحث استبانة لمعرفة موقف المسؤولين والعاملين في خدمات المعلومات في المكتبات المدرسية وأيضاً للتعرف على المشكلات التي تواجه هذه الخدمات ومعرفة الخطط المستقبلية لتحسين وتطوير خدمات المعلومات المقدمة في المدرسة المكتبات.

بسبب عدم توفير الإنترنت وقلة أجهزة الحاسوب للعاملين أو للمستخدمين، وعدم طرح الأنشطة التسويقية، وعدم الاستغلال لشبكات التواصل الاجتماعي وبالإضافة إلى عدم التعاون بين المكتبات المدرسية في مجال خدمات المعلومات في الاردن؛ ونتيجة لهذه الأسباب تقدم اغلب المكتبات خدمات تقليدية مثل الخدمة المرجعية والإعارة وغيرها، وهذا ما أشارت إليه هذه الدراسة. تواجه خدمات المعلومات الالكترونية في المكتبات المدرسية الكثير من الصعوبات أو التحديات أو المشاكل المهمة، مثل: الافتقار لشبكة المعلومات، الميزانية، توفير أجهزة الحاسوب بندرة، عدم وجود برامج التدريب، وبالتالي هذا ما يجعل تحقيق الأهداف المرجوة للمكتبات تتأثر بشكل سلبي بسبب هذه الصعوبات والتحديات.

ركزت الدراسة على مجموعة من الفرضيات وكانت نتائجها كالتالي: بالنسبة لاستجابة العينة عن الصعوبات التي تواجه خدمات المعلومات الالكترونية، يوجد فروقات ذات دالة إحصائية، بسبب مجموعة من المتغيرات مثل (الجنس، والمشاركة بالدورات التدريبية)، ولكن بسبب هذين المتغيرين (معرفة المهام الوظيفية، والتخصص العلمي) لا يوجد أي فروقات ذات دالة إحصائية.

الكلمات المفتاحية: تكنولوجيا الاتصالات والمعلومات (ICT)، أمناء المكتبات، خدمات المعلومات الالكترونية، المكتبات المدرسية.

Preface:

The evolution of education and moved from its traditional form in terms of conservation and indoctrination to the evolving form in order that it depends on the inclusion of recent technologies and participation among students, and thus reflected this development on school libraries in order that its function shifted from the normal framework to technological in order that education depends on various forms and kinds of data sources, also as information and communication technology (ICT and ICT.)

One of the objectives of the staff within the field of libraries and knowledge is that the electronic information services. The success of any school library are often assessed in terms of its ability to supply information and therefore the level of meeting the knowledge requirements of researchers through information services as a measure of success. the supply of electronic information services in school libraries has some goals to be achieved through the preparation, processing and qualification of staff in libraries, including the supply of appropriate information during a timely manner to researchers.

The study Problem:

Many researchers (Tamaro, 2019; Rehman, 2009; Al-Taher, 2010; Wien, 2019; Muhanna, 2012; Hussain, 2018) has been carried out to address the School libraries and the development of education in modern societies. Therefore, the library is considered a major and effective element in the success of

contemporary education and its systems. By providing various types and forms of information resources, libraries develop students' skills in communication technology. And information communication technology (ICT) (Ben Tayeb, 2014; Kumouh, 2015; Lakkani, 1999; Miloud, 2011)

The researcher is trying to focus on the view and opinions of school librarians about the extent of electronic information services provided in school libraries in the Hashemite Kingdom of Jordan. The researcher noticed that the previous studies and literature did not focus on this subject, despite the importance of providing information services by the school libraries in the province of Karak. The researcher will study this problem: through the provision of school libraries' electronic information services; what level of their ability to help the success and improve the teaching process. One of the problems that libraries may face is a large gap between school librarians and curriculum developers. The main reasons for this problem are the lack of cooperation with librarians in achieving educational goals and not involving them when making changes to the curriculum for all stages of the Ministry of Education.

The main problem discussed in this study is: What is the level at which school libraries can succeed in education by providing electronic information services, and thus help the development of education?

Study hypotheses:

This study took under consideration a group of hypotheses regarding the study sample and challenges facing information services, the researcher can mention them as follow:

- For the gender variable, there are not any statistically significant differences.
- For the variable of scientific specialization, there are not any statistically significant differences. For the functional task knowledge variable, there are not any statistically significant differences.
- For the variable of participation in training courses, there are not any differences with statistical function.
- For the stage variable, there are not any statistically significant differences.

study importance:

The importance of the study lies mainly within the identification of libraries within the schools of the Ministry of Education in terms of types, activities, functions, importance and objectives, additionally to knowledge of the truth of electronic information services provided by these libraries, on the opposite hand to understand their types and modern and advanced methods of providing.

This study is additionally concerned with the role of school libraries in encouraging and nurturing the self-learning environment of scholars and consolidating its principle, in order that these libraries develop reading skills and help them acquire important information skills in order that they become familiar with educational behavior through training on successful research and use of computers.

The researcher noticed that the previous studies and literature didn't specialize in this subject, despite the importance of providing information services by the varsity libraries within the province of Karak which this subject didn't take his right, so this study is one among the primary integrated studies, which curious about the truth of data services provided by libraries altogether educational stages in Karak from the purpose of view of librarians. We hope that this research will help shed light on the truth of electronic information services in libraries of the Ministry of Education schools within the Hashemite Kingdom of Jordan by the concerned authorities and support them and supply them with the specified services and supplies that help to determine highly skilled workers and help students and researchers and a person who may enjoy them.

Study population and sample:

The study focused on school librarians, whether male or female. This study was limited to serve the general public education community in AL- Karak governorate because a large number of our children are students within the different educational stages within the Ministry of Education. The sample of the study included (150) random participants from the librarians within the Ministry of Education within the different stages of education, which constitute (10%) of the amount of workers within the Kingdom of Jordan in its twelve governorates during the educational year (2016-2017).

The views of librarians on the information services provided in school libraries in Jordan were relied upon.

Study Methodology and Tools:

The content of the annual reports and documents within the library department was examined to determine the information services provided within the school libraries at the Ministry of Education and to seek out the truth of the information services provided within the school libraries in the Ministry of Education. The descriptive and analytical approach was utilized in addition to the opinion of the librarians within the information services available to the beneficiaries.

In order to understand the opinion of the owners of those libraries within the reality of the information services provided. A questionnaire was used because the appropriate tool for this purpose and to understand things of officials and staff of data services in class libraries and also to spot the issues facing these services and to understand future plans to enhance and develop information services provided in school libraries.

Previous studies:

Many researchers and studies focused on the reality of information services provided in school libraries, the researcher will mention some of these studies:

- The status of school libraries in the Gulf was recognized by the Arab Bureau of Education for the Gulf States (1999) .

The study included: School Principals, Librarians, Teachers and Students. Recommendations and standardized standards were provided by this office to develop and improve the work of school libraries in the Gulf.

- teachers' opinion was taken in consideration in the school libraries in Jordan for the secondary stage AND was studied by Al-Ali, 2004. This study reached a number of results including: The results showed that the faculty shows satisfaction with the school libraries in terms of building and size and also in terms of information sources including their diversity, arrangement and modernity.
- A study (Shammas, 2005) revealed the life of school libraries in Damascus city within secondary schools as a comprehensive model for secondary schools in Syria. The proposals were summarized as follows: Providing the library with useful new books and references and preparing reading rooms that are equipped with supplies that help in the single use, The appointment of university graduates who hold certificates in library and information sciences as librarians, and activating the functions of school libraries through cooperation between librarians, teachers and students and the establishment of intellectual and cultural weeks for teachers, students and parents
- Tammaro (2019) said on her study (International Perspectives on Library and Information Science Research Methodology: Trends and Practices for the Profession) that many librarians and knowledge professionals have now a double role with reference to research: they conduct their own research or participate as a part of a search group and advise other researchers on achieving the impact of research. Facing the necessity to reply to the expectations of changing society that professionals strive to serve.
- It was discovered by the study (Rehman, 2009) that students do not have the skills of research in the indexes and use and identify the sources of information desired and the formulation of research and selection of similar sources, by measuring the level of secondary students in Jordan for the information skills they possess and the study provided a good analysis of the reality of school libraries It helps to develop appropriate plans and management, thus improving information skills in schools.
- Al-Taher study (2010) presented a set of recommendations based on its knowledge of the assessment of educational competence in the libraries of basic schools in Palestine the most important of these recommendations: Utilization of advanced technology and ensure that the use of modern technologies available to provide services to beneficiaries and encourage the establishment of libraries for students at all stages and the most important basic and to mobilize the shortage in the field of libraries must urge the Ministry of Education to introduce important disciplines on library science Palestinian Universities.

The focus of the opinion of the principals of the public schools in Zarqa city in Jordan on the competencies of librarians in school libraries in a study (Yusuf, 2010) As for the recommendations and conclusions reached, including :

In conducting studies, the focus should be on the competencies of librarians through the views of school principals or those of those who are related to libraries. The list of studies of competencies must be adopted in all aspects, both from the programs of preparation of librarians and those who establish courses to train those librarians.

- It was discovered that the school libraries in Algeria in the province of Mostaganem are facing a problem of shortage of well qualified human resources and lack of buildings and technical supplies and lack of financial resources through the results of the study (Miloud, 2011), where it proved that these libraries are not in line with the demands of this era where It is strongly dependent on old techniques and the reasons for sagging information services is the lack of the basic elements that make up libraries such as: lack of equipment and technical tools and modern library bad location lack of qualified librarians in libraries loss of good organizational structure of libraries
- Wien (2019) conducted a workshop to study the Library Strategies in Europe at the end of the workshop he found that A library strategy may be a series of markers for the organization and a well-drafted one creates a better level of specialise in which activities which will cause success and which of them which will not, and it'll help the library prioritize its resources and guide competence development The library needs strategies to help the society and the students everywhere.
- The role of the new librarian and information specialist in Syria was taken care of by the study (Muhanna, 2012) and discussed the required understanding and knowledge management skills required to establish a knowledge manager Where this manager is successful but the study showed that their role is similar in principle with information management processes and practices but in addition to activities on traditional applications to process information through radical changes in the work environment, but much of this knowledge is rooted in the minds of people and groups and does not lie knowledge Only in files, documents, programs, and also should be increased awareness of their role as information specialists in terms of knowledge development and planning and their awareness of the importance of their participation in development projects, research and improvement and coordination of needs and decision-making by focusing on the establishment of workshops and Training.
- Hussain (2018) in his study (Awareness of Web 2.0 Technology in the Academic Libraries: An Islamabad Perspective). The main purpose of this study is to work out the notice and extent use of Web 2.0 technology within the academic libraries of Islamabad, Pakistan. Design/methodology/approach The study imply that the young library professionals are more curious about the activities of web 2. technology. In Web 2.0 applications the social networking sites are more

usable for the marketing library services, so these tools are often utilized in order to supply latest and up-to-date information to the top users.

- The improvement of information services by electronic information sources was highlighted in this study (Ben Tayeb, 2014) within the library of the Central University of Batna, Algeria, the results indicated that information services have been improved through electronic information sources in addition to their ability to free these services from the traditional framework and the establishment of new information services.
- A study (Kumouh, 2015) was applied in the libraries of the University of Constantine in Algeria The librarian may face some problems and challenges in engaging in the digital environment. This field study, in turn, has focused on these problems and a number of results have emerged such as: The need to acquire and possess the skills of communication and information technology (CT) and digital competencies, especially for information specialists and also must participate in training courses to renew the necessary skills for them

We have seen from previous studies that local studies that focused on information services in libraries are somewhat outdated and lack of studies that measure this and rely on the views of librarians, especially in the State of Jordan, this increases the motivation in attention and focus and identify the nature of information services provided in libraries School problems and problems in Jordan The concept of the school library and its importance.

It is mentioned in the IFLA Guide (2015) that the library in the school is the primary place of paper and physical learning through which students can think, research, verify, creativity and imagination. It is important for students' access to important information and therefore knowledge. The library also offers and grants an educational program that includes the curriculum. The role of the library in school in addition to attention to important skills such as skills in the use of information technology writing and reading and personal abilities and based on thinking as well as teamwork and relationships with other people

The library is defined in the glossary of educational terminology by Lakkani (Lakkani, 1999, p. 23). It is the essence of the educational process and research so as to provide different types of learning resources Students and teachers research and gather the desired information and support educational activity and cultural services of all kinds to suit the abilities, tendencies and needs of the learner.

It was clarified that the school library contains important elements such as: Providing various types of learning resources arranged and organized to suit the curriculum for the benefit of students, the various activities and services in these libraries are provided with the proper management of libraries by specialized librarians and thus serve the school community.

From the viewpoint of researchers, the importance of school libraries can be summarized by a set of points:

- Providing electronic information services and various activities to achieve the educational goals that the school is trying to achieve, and therefore considered one of the important facilities in modern education facilities.
- To overcome the problems and difficulties experienced by the school is therefore an effective means of modern education systems
- It remains with student in his life for (12) years from kindergarten to graduation from high school so that it receives the child from the first stages of education

Objectives of school libraries:

The library summarizes its goals from the school itself and we will mention the goals that it shares (Library Department, 1994, p. 8):

- Encouraging the beneficiaries to the process of free reading and thus develop reading inclinations.
- Providing different and diverse sources of knowledge and facilitating the proper utilization of them and thus support the curricula.
- The diversity of sources of knowledge and not limited to the textbook only and thus meet the needs of beneficiaries.
- Learners benefit from the development of their skills in self-learning for life.
- Developing attitudes, good morals and talent refinement (encouraging students to cooperate in preparing and presenting activities, programs and practices in which they participate, preservation of public property, and honesty)
- Developing the professional skills of teachers and enriching their information through the various and advanced information provided by the library.
- Gain useful and important skills such as ICT skills such as the process of searching for the appropriate information and selection, exploit the sources of electronic information provided on the line (On Line).

School Library Functions:

School libraries aim to realize the mission sought by the educational institution where the library works to realize its objectives and repair the most vital function of libraries and support curriculum new topics additionally to the themes taught where curriculum may be a key element within the school.

The school libraries help students to encourage self-education and develop their abilities to face scientific and life problems, also as help them develop and improve their scientific thinking, also as enjoy the library itself and therefore the information it provides. These benefits are achieved through the important role played by the library In teaching students ICT skills.

School Library Activities:

The school libraries have a lot of activities that they are doing, so as that they have developed these activities in order to realize its objectives, message and to meet the requirements of the beneficiaries of its services. Therefore, libraries are trying (1990, Gates): to build and develop information sources, organize information sources, and provide information services.

- Building and developing sources of information: the various sorts of information sources are selected and summoned supported the precise and written method of supply to suit the objectives and requirements of the library and therefore the beneficiaries. the knowledge sources are selected through cooperation between the librarian responsible and therefore the commissioned officer within the library administration.
- Organization of data sources: facilitating the arrival and access of beneficiaries to information sources quickly and simply in order that this process is completed through indexing and classification, unlike other technical processes like biological lists and extraction, authoring and other processes.
- the supply of data services: The previous activities are concerned with supplying libraries with information resources, their development and organization. Therefore, information services must be provided to work out the extent of the library's ability to supply information during a timely manner and thus considers these services as a measure of the success or failure of the varsity library because it is that the link between the beneficiaries and therefore the information they have to satisfy their needs and demands.
- Administration: Programs, plans and policies that achieve the objectives of the library, study and prepare the allow organizing, planning, identifying, supervising and training staff, analyzing statistics, records, reports, preparing studies and interesting in social activities and thru this stuff the wants and objectives of the varsity library are achieved, the liable for achieving these goals is that the management of the varsity library either within the central administration or within the school library

Information Services and types:

Information services are defined as the results obtained by the researcher of information, which is the outcome of the implementation of technical procedures and processes, in addition to the interaction between many of the basic elements such as information systems, human resources and material. This is the opinion of (Kassem, 1989, p 20) (Abdul Moati, 2005, p. 34) who defined information services because the services that provide the required information through which to satisfy the desires of the beneficiaries in order that they will make the proper decision during a timely manner or achieve their goals and desired results or help them to develop and improve the activities and actions supported them.

The main services provided by libraries:

- External and internal borrowing for library users.
- Reference service and also respond to reference queries for beneficiaries.
- Training of beneficiaries on programs and information resources in the library.
- Photography of reference sources, books and scientific articles.
- The current briefing and benefit from the various methods available to the librarian for the selective transmission of information. - Providing non-traditional ICT services.

Marketing Information Services:

Increasing the usefulness of information services through the marketing process, it's important to market and marketing information products so as to take care of the status of the school library within the school environment.

Plans and decisions are made within the library administration and therefore the related departments through feedback and knowledge obtained by the library in order that they will be obtained through marketing the purpose where the library sees the external environment (Bu Ezzat, 1993). Information should be marketed during a way that shows its importance so as to hide the requirements of the beneficiaries and satisfy their desires because the importance of data is one among the fundamentals that are currently focused on the present time therefore, marketing within the field of libraries has proved to be a crucial and modern requirement (Saleem, 2011).

The authors within the library management in Jordan acknowledged that users' needs and wishes should be determined so as to realize them. this is often done through the allocation of a marketing department in libraries to be filled by marketing specialists to work out the wants additionally to the specialists to draw marketing plans and therefore the development of services and office activities through research within the reality of society must specialize in e-marketing to succeed in the most important possible number of users.

Marketing can identify the requirements of users and collect feedback and thus determine how satisfied with the library because the extent of user satisfaction also measures the success of the library and marketing is typically related to seminars and exhibitions held in class libraries and not linked to material profits.

Field Study:

The reality was revealed within the school libraries through the field study administered by the researcher. The study focuses on variety of elements, including: number of school libraries, staff, and number of data resources available in libraries.

It has been revealed the reality of data services provided in libraries and to identify the truth of the workforce that enjoy these services and identify the challenges and problems that hinder the utilization of

data services in class libraries and determine plans to use and develop future information services in order that this stuff is achieved through the supply of a special formulation for workers in these Libraries.

The status of school libraries in terms of: Preparation of libraries, staff and information sources:

- Increased interest in information services in libraries in terms of accelerating the amount of staff working in library and knowledge sciences to succeed in the annual rate of increase (10%) in 2012 to (28%) in 2019. This increase is thanks to the rise of graduates from the specialty of humanistic discipline.
- the share of employees within the management of faculty libraries is high among the entire number of employees (97%). they're specialists in information and hold a baccalaureate in a library and knowledge science.
- As a result of the urban increase, the share of schools increases and consequently the number of school libraries within the Ministry of Education increases.

according to the information source:

In 2012, the increase of children's books (6%) and the increase of Arabic classified books (3%) decreased foreign books (-3%)

In 2019, the percentage of children's books increased (3%) and the increase of Arabic classified books (12%)

This indicates the instability of ratios in information sources.

The researcher will confirm the results of the subsequent study through the use of the previous statistics and also through the identification of the environment of school libraries and their reality in terms of the number of libraries, staff and sources of information.

Table (1) Number of Libraries, Employees, and Information Sources in MOE School Libraries for 2016 Compared to 2008 and 2012.

A number of things have been observed through the reality of school libraries in Table

2016		2012		2008		Year	Element
Gender							
1510	258(17%)	1180	214(18%)	1083	194(18%)	Males	Employees
	1252(83%)		966(82%)		889(82%)	females	
Educational Qualification							
1510	1466 (97%)	1180	1114 (94%)	1083	942 (87%)	Libraries BA	
	36(0.5%)		54 (5%)		107 (10%)	Libraries diploma	
	8 (0.5%)		12 (1%)		34 (3%)	Non-specialty libraries	

2016		2012		2008		Year	
Gender						Element	
815	198(24%)	784	205 (26%)	191 (27%)	Kindergarten	Library	
	303(37%)		286(36%)		Males		
	314(39%)		293(38%)		females		
3816162	1682831 (44%)	3320583	1602916 (48%)	1514843 (47.5%)	Children's Book	Information sources	
	1910453 (50%)		1517820 (46%)		1458132		Arabic
	222878 (6%)		199847 (6%)		204923 (6.5%)		Foreign

Analysis of the results of the tool used in the study:

The researchers analyzed the questionnaire to measure the results and the Statistical Package for Social Science (SPSS) version number 8.

Table (2) stability of the study tool

Stability		
Cronbach"s Alpha	N of items	Problems
0.66	8	

The tool achieved the stability in terms of the topic, where the stability on the Cronbach's Alpha scale is comparatively high and this means that the tool was fixed consistent with the measurement of the elements addressed within the questionnaire and these elements: office data and data of the librarian, scientific qualification, specialization, knowledge of the functional tasks, used for library services, Engage in training courses, Basic information services provided by libraries, Consider the requirements of users, Collaborate with other libraries, Marketing information services, Improve information services through future plans, Identify challenges and problems faced by information service. Librarians data, library data, academic qualification, specialization.

Table (3) Analysis of librarians data, library data, academic qualification, specialization.

ratio	Repetition	Element	
12.0	18	Kindergarten	Phase
24.0	36	Primary	
36.0	54	intermediate	
28.0	42	secondary	
100%	150	Total	
36.0	54	Males	Phase type

ratio	Repetition	Element	
64.0	96	Females	
100%	150	Total	
36.0	54	Male	
64.0	96	Female	gender
100	150	Total	
4.0	6	Post - Secondary Diploma	
96.0	144	BA	Qualification
100%	150	Total	
68.0	102	Libraries and Information	
32.0	48	Libraries and Educational Technology	Scientific specialization
100%	150	Total	

In Table (3) of the study sample, the education stages were represented by varying percentages. The sample of librarians represented kindergarten (12%), primary (64%), intermediate (39%), and secondary (28). Of all the school librarians who reached (100) school librarians, the percentage of the sample was male (39%), female schools (64%), the total percentage of males (36%) and females (64%). And from the schools where the study tool was applied comprehensively.

The sample of the study included post - secondary specialties (4%) in diploma, (96%) bachelor, and specialization in librarianship and information (98%), and specialization in librarianship and learning techniques (32%).

Knowledge of job tasks and participation in training courses.

It was noted that most of the sample of the study is fully aware of the functions assigned to them, such as knowledge of their duties and rights through Table (4), so that the percentages of the answer yes (84%), and the answer no (16%) only. It was also found that the percentage of participation in special training courses in libraries and information for the sample of the study is close and high at the same time, reaching the percentage of yes (48%), and the answer is no (52%)

Table (4) Knowledge of job tasks and participation in training courses.

Ratio	Repetition	Response	Element
16.0	24	No	Knowledge of job tasks
84.0	126	Yes	
52.0	78	No	participation in training courses
48.0	72	Yes	

Users of information services in school libraries.

We can see from table (5) that the highest percentage in the categories that use information services in school libraries is the category of students, where the percentage was (100%), then the rate (16%) for teachers, and last but not least administrators category (24%)

Table (5) Users of Information Services in School Libraries.

Ratio	Repetition	Response	Element
4.0	6	No	Teachers
96.0	144	Yes	
-	-	No	Students
100.0	150	Yes	
76.0	114	No	Administrators
24.0	36	Yes	

Basic information services provided in school libraries.

The information services provided by the school libraries are shown in Table (6), and we note that they are many and varied.

The results were related to the response of the librarians as the intended study sample, so that the importance of these services emerged sequentially from the lowest percentage to the highest: Searching databases on-line (0%), Internet use (16%), selective transmission of information (36%), Photocopy (36%), training of users (64%), then Reference service (84%), internal access / Borrowing (96%), and ongoing briefing (100%).

Table (6) Basic Information Services Provided in School Libraries

Percentage	Service	N
0 %	Searching databases on-line	1
16 %	using the Internet	2
36 %	Selective transmission of information	3
36 %	Photocopy	4
64 %	Training of users	5
84 %	Reference Service	6
96 %	internal access / Borrowing	7
100 %	ongoing briefing	8

Conducting the study of beneficiaries' needs, marketing information services, cooperating with other libraries.

Table (7) shows that school libraries do not measure or study the information services needed by users (72%) of the approval of this order. Some methods are used to market information services in school

libraries, such as: participation in school radio, building exhibitions and seminars, and the establishment of workshops on how to use ICT in libraries, as well as the definition of services when Visit classes, read class, or share library visits. As for librarians, 84% agreed. The rate of non-cooperation between libraries in terms of information services and by agreement (88%).(

Table (7) Implementation of the needs of beneficiaries, marketing information services, cooperation with other libraries.

Ratio	Repetition	Response	Element
72.0	108	No	Conduct user needs study
28.0	42	Yes	
16.0	24	No	Marketing Information Services
84.0	126	Yes	
88.0	132	No	Collaborate with other libraries
12.0	18	Yes	

Problems of information services in school libraries.

Through Table (8) we can observe the problems faced by information services in libraries, and these problems appeared in the table in the opinion of the study sample according to the importance as follows:

- Financial problems: You should give the librarian the opportunity to buy information services and choose the right ones, Instead of buying whatever is needed for the library from his own money, you should provide a budget to do so.
- Internet: The librarian must provide the Internet in the library in addition to electronic services and information lacked by the traditional means of common.
- Devices and machines: such as display devices (Data Show), and computers, for computers they are usually not available and need to be maintained periodically or be old, or not provided.
- Problems in management: the lack of focus of senior management attention to the levels of librarians to be fully aware of developments in their profession, and thus affect the development of information services.
- Training programs: Users of libraries and must be trained to benefit from them, through training programs with a high level of preparation, in order to achieve the library 's goal. And other problems such as sources of information and workers and users of services.

.Table (8) Problems of Information Services in School Libraries.

percentage	Problem	N
84	Financial (low budget).	1
84	Network information (unavailability, slow network, continuous network failures).	2

percentage	Problem	N
68	Devices (lack of devices or provided, maintenance).	3
48	Training programs (inadequate or unavailable).	4
44	Administrative (lack of interest of senior management to improve services and development).	5
32	Information sources (compatibility of information sources with the curriculum).	6
28	Users (not responding to the services provided, need to be trained).	7
12	Workers (lack of staff, lack of specialization, need for training).	8

Future plans to improve information services in school libraries.

The percentage of future plans in school libraries as the study sample showed (88%), in order to develop information services, and may also be one of the needs of these libraries .

The focus of the plans was on:

Requesting the inclusion of the internet and activating it, including many automated systems like lending, automated index and inventory within the information services, training users to be told about obtaining information, completing activities like brochure, bibliographic lists and wall tools, and distributing the questionnaire to users to understand their requirements, - enjoy the fashionable sources of information altogether forms, whether traditional or electronic, Definition of library activities and services through the establishment of educational seminars and exhibitions and seasonal competitions, Interest in knowing recent developments in library science and its activities, Attention to understand the recent developments in library and information science, within the field of social networking must specialise in modern technology applications so as to profit from them; as profiles to identify information services and activities like (Instagram, Twitter, et al).

Analysis of the results of the study hypotheses.

- The related differences proved that the issues of information services are associated with some variables such as: academic specialization, knowledge of job tasks, gender, and enrollment in training courses. the subsequent table shows some results:
- Statistical differences within the study sample showed the differences within the information services problems thanks to the gender variable at the extent of 0.001%, which is high in favor of males.
- Failure to point out differences with statistical function of compatibility within the study sample of the issues faced by information services thanks to the variable of specialization.
- Failure to point out differences with statistical function of compatibility within the study sample of the issues faced by information services thanks to variable knowledge of functional tasks.

- Show the differences with statistical function of compatibility in the study sample of the problems faced by information services due to the variable registration in training courses at the level of 0.001%, which is high for the study sample.

Table (9) shows the changes: academic specialization, job knowledge, gender, and enrollment in training courses.

Significance	Degrees of freedom	value of T.	standard deviation	Average	number	Element
0.00	148	4.405	0.753	4.11	54	Male
			0.600	3.62	96	female
0.18	148	-1.341	0.682	3.74	102	Libraries and information
			0.728	3.91	48	Libraries and learning techniques
0.18	148	1.333	0.376	3.97	24	No
			0.741	3.76	126	Yes
0.00	148	-5.051	0.657	3.54	78	yes
			0.637	4.07	72	No

The significant differences proved that the problems of information services are related to the variable of the stages of education. Table (10) shows the differences with statistical function of the problems faced by the information services due to the variable stages of education at the level of 0.001%, which is very high.

Table (10) variable stages of education

Significance	The value of p	squares' Average	Degrees of freedom	squares' Total	Contrast source	standard deviation	Average	Number	Educational phase
		2.57	3	7.712	Between groups	0.735	3.63	18	Kindergarten
		0.45	146	65.016	During groups	0.561	4.19	36	Primary
			149	72.728	Total	0.791	3.63	54	Intermediate
0.00	5.773					0.532	3.75	42	Secondary
						0.699	3.80	150	Total

Study Results:

- The ability of school libraries to achieve the tutorial processes of the varsity and thus improve the tutorial process in Jordan, through the supply of data services.

- The researchers noted a group of comparisons between male librarians and females, where the prevalence of female librarians, and therefore the reasons for this: The organization of libraries is one among the fundamentals of librarianship and information, which tend to have an interest in female librarians, thus we note that the feminine librarians are characterized by cleanliness and organizing quite males, and also in terms of competitions and competitions held through the guidance of libraries within the Ministry of Education, we discover that females are willing to participate in them, and seek to spotlight their work and gain excellence at the top of the school year.
- the percentage of data of the work tasks assigned to the study sample and their knowledge of their duties and rights (84%), and therefore the department of trained libraries confirmed that through the establishment of coaching workshops were introduced to the staff assigned to the tasks assigned to them.
- the percentage of approval to not participate in most of the study sample in training courses for libraries and knowledge (98%), in order that the rates were similar within the opinion of males and females.
- it had been agreed that libraries provide various and lots of information services to their users within the opinion of the study sample, and these services were: search in databases on-line (On - Line), the utilization of the web, selective transmission of information, photocopy, user training, reference service, Internal access / loan
- The approval rate for not identifying the requirements and requirements of users of information services reached 72%. Therefore, it's necessary to hold out these important studies within the academic year a minimum of once, to identify the satisfaction of users with the knowledge services available and to identify their needs.
- Libraries perform activities and establish seminars and exhibitions to plug the knowledge services they supply. This was achieved through the approval of the study sample (44%), with the utilization of social networking services in marketing.
- the matter of data network and financial problem and training programs and equipment and administrative problem of the foremost important problems faced by information services, and thus will affect the achievement of objectives for libraries.
- The study identified other problems that are low important elements of the school library such as: sources of data, staff and users, and this is often thanks to the management of faculty libraries by providing appropriate resources for the curriculum and supply the library with the amount of staff and librarians, and also awareness of the role of the library And its importance to users to realize its goals.

Field study results for hypotheses:

Demonstrate the differences of the statistical function of compatibility within the study sample of the issues faced by information services because of the gender variable at the extent of 0.001%, which is high in favor of males, and this is often evidence of the issues facing information services.

1. Failure to point out differences with statistical function of compatibility within the study sample of the problems faced by information services because of the variable of specialization of study, and this evidence that the work of trustees wasn't suffering from the tutorial specialization in their interface to service problems.
2. Failure to point out differences with statistical function of compatibility within the study sample of problems faced by information services thanks to variable knowledge of functional tasks. This demonstrates the necessity to review the functions of librarians to beat problems in service delivery.
3. Demonstrate the differences with statistical function of compatibility within the study sample for the problems faced by the information services because of the variable registration within the training courses at the extent of 0.001%, which is high for the study sample, and this is often evidence of the importance of focusing and increasing participation in training courses and included altogether areas.
4. Show the differences with statistical function of the issues faced by the information services thanks to the variable stages of education at the extent of 0.001%, which is extremely high, and this is often evidence of the necessity to allocate specific services and different to suit the extent of the stage.

Study Recommendations:

- An annual program has been established at the Ministry of Education for the educational stages starting from kindergarten, primary and secondary, in order to improve the activities, programs and library services and organize them appropriately to achieve the librarianship educational objectives.
- The researchers instructed the necessity of periodic review of this annual program or plan, which was issued in (1999). To date, it has not been modernized, especially with the creation of new technologies such as integrated systems.
- Benefit from the information services provided by school libraries by encouraging teachers and students to use them to prove the role of the school library, and this is encouraged by visiting libraries and research.
- Within the study plans for all stages must include a compulsory course on how to use the library and conduct the research process.

- Preparation and involvement of school librarians in training courses to develop the skills of librarians and develop their skills related to information and communication technology (ICT) and the science of libraries and information.
- Improving the status of libraries in the provision of information services through the provision of material support.
- In order to assess the level of development and improvement of ICT skills for school librarians, a long and comprehensive study should be conducted to measure future study variables.

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