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The Role of Technology on Instruction Services and User's Education at University Libraries of the GCC Countries

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Abstract

The study deals with the state of instruction and user's education programmes at the university libraries of the Gulf Cooperation Council (GCC) Countries. It treats the objectives of these Programmes, the scopes that they cover, and the methods used in its execution . Moreover, it identifies the ways used to evaluate the effective of the presented instructions and user's education programmes, and gets to know the obstacles that meet the Gulf University libraries field of study in its presentation of instructions and user's education programmes. The study is also concerned with the role of technology in instruction services and user's education which are presented in Gulf University libraries field of study , focusing on the role of the Internet as modern technology, through identifying the extent of benefit of the Gulf University libraries field of study from the internet in the present and provide instructions and user's education programmes. This clarifies the development of university libraries of the GCC Countries' achievement in the field of instruction services and user's education. The study has also concentrated on evaluating the instruction services and the user's education which are presented through the Gulf University libraries' web sites. This is in order to identify the coverage in instruction services and user's education that Gulf University libraries presented through their virtual libraries systems. The study has depended on the Survey method to study the state of instruction and user's education programmes at university libraries of the GCC Countries. The data gathering instrument, represented by a questionnaire which is developed and prepared to accomplish this study objectives, and it was distributed to all the central university libraries, which are subordinated to the governmental universities in the GCC Countries. On the other hand, in evaluation of instruction services and user's education are presented through Gulf University libraries' web sites, the study has depended on the Content Analysis method in order to identify the coverage extent which is presented to the web – based instruction services and user's education. The study has reached the following conclusions:- The aim of " introduction of the university library, its services and divisions " with 100% scale has represented a fundamental objective for all the instruction and user's education programmes which are presented in Gulf University libraries field of the study. The second objective of coverage and publicity, the objective relates to the " development of information seeking skills for users ". It represents an objective for the instruction and user's education programmes presented in 94,7% percentage of the total number of the Gulf University libraries the study has covered. The scopes of " introducing the library' building, its divisions and the facilities available ", " introducing of the library's services ", " introducing of the types and forms of information sources that available in the library ", and " introducing of the library' Catalog and its use skills ", have formed fundamental scopes covered by all of instruction and user's education programmes which are presented in the Gulf University libraries field of study , with a scale of 100%. There is falling short in the concerning of Gulf University libraries field of study, regarding the evaluation of the effectiveness instruction and user's education programmes that they provide. The obstacle which relates to the"

shortage in qualified human resources " has represented the most effected obstacle in the presentation and implementation of instruction services and user's education on the most of the Gulf University libraries the study has covered , with 84,2% percentage . There is a prominent role for the technology in instruction services and user's education which are presented in the Gulf University libraries field of study. There is a basic role for emerging technology represented in the Internet. The study has demonstrated the benefit of all the Gulf University libraries the study has covered , from the Internet in providing instruction services and user's education with a scale of 100%.