WHY STUDENTS DO NOT GO TO THE ACADEMIC LIBRARIES

Khulud Ali Y Sahhari

Lecturer at Imam Abdulrahman Bin Faisal University.

1. Sahhari 1

People have been using the word library, which means the space where materials such as books are available for people's usage, since the 14th century (library). Libraries play a major role in preserving history and sciences. In other words, society includes many types of libraries, such as public, national, children's, hospitals', and academic libraries. Each one has a specific effect on people. For example, academic libraries are the most important source for university students. Librarians can provide more than visible services. For example, reference services and responding to inquiries are considered as helpful libraries' services. In addition, books are a clear road to achieve dreams of people. However, the computer revolution has affected students and libraries badly. These days people use online services instead of going to libraries and curling up with a book. Additionally, some academic libraries are making a great effort, but users are decreasing day after day. According to Tami Strang, who did a survey in the spring of 2015 to ask students about their usage of college libraries, 77% of students go to libraries to focus on their studying and 34% to gather with their friends. On the other hand, 51% use online services, 39% use reference materials, 29% borrow books, and 8% read other written materials such as journals (Strang). This statistic implies that libraries started losing their prominence as a source to search for information among paper materials because students got used to avoiding going to libraries for several reasons: students' dissatisfaction, online services, and library anxiety.

Students' dissatisfaction is one of many factors that affect libraries' usage. The users' satisfaction is evidence of the libraries' success [1]. Librarians themselves admit that the most substantial purpose of the libraries is helping researchers and students.

2. Sahhari 2

Although there are numerous academic libraries, students do not visit them because of students' dissatisfaction. Researchers who examined students' dissatisfaction found that it was caused by several factors. These included users' expectations, lack of employee -user relationship, and lack of employees and services.

An important factor of students' dissatisfaction is the users' expectations. In other words, students expect more library services than are offered. According to Hossain, Associate Professor in the Department of Information Science and Library Management at the University of Dhaka in Bangladesh, extraordinary expectations tended to create dissatisfaction with the services offered [1]. For example, when a group of researchers asked a sample of students about their satisfaction with the reference staff at their library, they found that 1.54% were extremely dissatisfied while 5.8% were dissatisfied [2] . Moreover, 30% said that the staff were acceptable. Additionally, 43.33% were satisfied, while 19.74% were entirely satisfied. In fact, there are many reasons for these differences in users' opinions. Some of these differences in satisfaction reflect differences in the background of users. Students from urban areas had higher expectations for service than students from rural areas. Students with higher incomes had higher expectations for service than students with lower

incomes. And, older students had higher expectations for service than younger students [2]. Therefore, the students' background played a major role in their level of satisfaction. Additionally, some students think that librarians can do their job, such as searching in bibliographies or bringing a book from the shelf. As a result, the reasonable services provided by the library will not satisfy them.

3. Sahhari 3

Even though the students expect reasonable services, the relationship between the users and employees, the lack of librarians, and the lack of services created significant users' dissatisfaction. According to the study in 2014, employees may have forgotten important responsibilities in their work, for example, being willing to help and give personal attention to users, showing courtesy and friendliness, and cooperating well with other employees [1]. Moreover, some libraries were run by the employees who hated their jobs. Consequently, they had difficulties in satisfying users. When librarians like their jobs, they generally serve users better [1]. The study showed that timing is important for students who are doing research. They have a lot of assignments to do, and some students criticized employees because they serve them too slowly. Although many libraries provide good services, students will not be satisfied because they want more personal attention and services [3] . For Example, the Central Library of Iran's Management and Planning Organization achieved a quality of service standard. However, students were still dissatisfied with the all information services. They demanded modern information at a record time. Moreover, they criticized the library facilities [3].

Libraries may need to improve their services, but students should be more aware of what the librarians can and cannot do. Moreover, if students are disappointed when they visit a specific library, they should not give up because there are many other libraries which over different levels of service. For example, Ed Kitchen, the Learning Center Coordinator for Big Walnut Middle School in Sunbury, Ohio, completed the strongest challenge as a librarian. He increased the usage of Big Walnut Middle School's library by 1,000 percent (Gonzalez). First of all, he arranged the space effectively by using flexible furniture, giving enough space to move, integrating the books along the wall. Moreover, he provided technical means, such as desktop computers and digital cameras. Additionally, he gave students more opportunities to check out books by cooperating with the public library. Ed Kitchen changed this poor library into an active learning center (Gonzalez). Moreover, the libraries should hire a high- quality staff and take care of the interests of the beneficiaries. Finally, each thing has weaknesses and strengths, but if users focus on both sides, they will write a great comment next to the criticism.

4. Sahhari 4

Online services are a second reason why students do not go to academic libraries. However, they occupy a significant place in our lives, especially among the younger generation who depend on cutting- edge technology. Actually, this trend affects the usage of the libraries badly because students can do whatever they want without visiting the libraries. For example, they can communicate with the librarians, reserve or borrow books, and search information for their tasks (Shahriza 42-43). When researchers asked students about why they use online services, they responded that doing research online saves time and is more effective. Some students do not have enough time to visit the libraries during studying time. In addition, some students work. These students may not be able to go to libraries when they are open. It is convenient for them to use online services after working time (Shahriza 48). In fact, these students think that online services can lead the libraries' roles and meet all their needs. Moreover, they ignore their needs to keep in real touch with expert people while doing their research. Additionally, they do not focus on the negative side of online services.

5. Sahhari 5

An important example of online services is e-books which allow us to read an entire book online. When some researchers examined a sample of students, they found that 57% used e-books, while 41% did not use e-books because they weren't aware of this service, didn't need it, didn't have the knowledge about how to use them, or didn't find their needs met through e-books. In contrast, 15% said that they didn't liked to read on a computer screen and 3% used e-journals instead of e-books [4] (Shelburne 61) (Shelburne 61). These different responses show that e-books have advantages and disadvantages. E-books are helpful because they are easy to use while writing a research paper. Students do not have to borrow books and can copy only the papers which they need. Moreover, the libraries and students will not worry about not finding books because they [4] re checked out$ (Shelburne 62). On the other hand, e-books have some disadvantages. First of all, reading from the screen is hard on the eyes. Also, using e-books sometimes demands Internet access and specific readers. Some e-books are hard to read because of poor copies. Finally, they do not allow users to take notes on the edges of the paper (Shelburne 64).

Some people consider the library a minor thing because of the presence of e-services. Despite the fact that online services are important, users can't stop going to the academic libraries for many reasons. For example, many important resources are not available online because of the authors' rights. These include historical documents and recently published books.Moreover, students will not be able to do their studies without visiting a library because online services can not provide all recent resources, help them to find their needs, and give them some advice during their research.

6. Sahhari 6

The researchers noted library anxiety as the most important cause of not using libraries. Library anxiety is "an unpleasant feeling or emotional state with physiological and behavioral concomitants, which comes to the fore in library setting" [5] (Onwuegbuzie & Jiao 236). This feeling may appear during using the library materials, returning or searching for a book, [5] studying in a library $ (Onwuegbuzie & Jiao 236). Library an [6]xiety is a big issue among universities students $ (Washington State University Libraries). According to Jiao & Onwuegbuzie, who conducted a research study titled "the Relationship Between Library Anxiety and Learning Styles among Graduate Students: Implications for Library Instruction," 75% of students suffered library anxiety for many reasons: age, language, experience, gender, and learning style (236). Studies have proven that women and young people have a higher level of library anxiety than the others. Onwuegbuzie & Jiao also suggested that students whose first language is not English reported a higher level of library anxiety than native English-speakers. Even though they had taken English courses, they were still scared of libraries (245). Also libraries intimidate students who cannot write a research paper because of their knowledge. However, people are different in how they find information, store it, and use it because of their learning style. Students with a certain kind of learning style, for example a visual learner, may have a problem in using libraries. Conseque [7]tly, they will feel anxious using book resources (Onwuegbuzie & Jiao 236-237). Moreover, $ Mellon, a professor of library science at East Carolina University in North Carolina, US,noted that the libraries' size and students' behaviors may affect students' level of anxiety (160). Some students may [7]also feel that other students know more than they do, and are embarrassed to go to the library $ (Mellon 160). Students may also think that their questions are silly and will bother the librarians. Others may have already received bad service. As a consequence, they will not ask for help (Onwuegbuzie & Lichtenstein 152). Additionally, some students think that they are smart enough to use the library individually. As a result, they receive a high level of library anxiety. Furthermore, some students have the sense of being lost when they go to the libraries for many reasons: the library's size, lack of knowledge about how to find mate-

rials, and how to set up and do research. For example, one studen [7] .said that she felt like "a lost child" at the library and was "lost in there and actually scared to death" $ (Mellon 162).

7. Sahhari 7

Library anxiety is a common problem among students. Finding a solution to this problem will take time. The librarians themselves, friends, and preceptors can help students who suffer with this problem. For example, Washington State University Library offered to help students who have library anxiety by providing a link for further information through its website [6]. However, some high schools are beginning to understand this problem. They are giving students a chance to visit academic libraries, giving them some assignments which require using libraries, and teaching them how to use library materials.

8. Sahhari 8

In conclusion, there are many reasons to not go to academic libraries including students' dissatisfaction, online services, and library anxiety. In an online article, [8] Julie Biando Edwards, Melissa S. Rauseo, & Kelley Rae Julie Biando Edwards, Melissa S. Rauseo, & Kelley Rae Unger noted 23 reasons for using the library. They said that libraries are the people's universities. Nevertheless, people themselves have started moving away from libraries, especially academic libraries$ (Edwards, Rauseo & Unger). Research indicates that the reasons lie in both the students and libraries. Student dissatisfaction is caused by several factors, including students' expectations, the relationship between the librarians and students, and poor service. In addition, online services such as e-books simplify the students' research process. Consequently, this also affects the use of libraries. Finally, even librarians will admit that using a library is not easy without practicing. Some librarians themselves have library anxiety. This is a terrible feeling which is caused by diverse factors, such as age, language, experience, gender, and learning style. Library anxiety stop students from becoming comfortable inside libraries,

so they avoid going to academic libraries. However, there may be ways to overcome this issue. Lisa Bu, who gave a talk about the magic of books on TED in 2013, insisted that a paper book could create a new path in life. She said reading books expanded her mind and helped her find her right way in life. Instead of trying to become a Chinese opera singer, which was her childhood dream, she became a writer. She is happy because of books. She has a new dream and has become an inspirational figure (Bu). Even though some people argue that online alternatives are better, libraries remain very important in many people's lives, including academics.

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