

## **The role of social networking sites in support library Activitiescentralat Al-Mustansiriya University**

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**Abstract:** The study aims to identify social networking sites in administrative work in the Central Library of Al-Mustansiriya University and to identify the problem of the lack of use of social networking applications and its impact on the exchange of information and management efficiency. The study followed the survey method and reviewed these sites. The questionnaire was used as a tool for collecting data with a sample consisting of employees in the Central Library of Al-Mutessarifat University. The research sample included 35 employees. The questionnaire was distributed to them in order to obtain their opinions regarding the evaluation of social networking sites in the Central Library. The first chapter included the study methodology. The second chapter also focused on the theoretical framework that was obtained from various information sources. The third chapter, which is the practical aspect of the study, came through implementing statistical operations and analyzing their results. The fourth chapter was devoted to the results and recommendations. It was reached Several results, the most important of which are:

- 1- One of the most prominent social networking sites that the library uses is Facebook.
- 2- It was found through the study sample that there is no Internet network in the central library and that employees use the Internet at their own expense.

The researcher made several recommendations, the most prominent of which are:

- 1- Improving the use of social media in promoting library services.
- 2- Enhancing the use of social media to connect library workers.

**Keywords:** Central library, Facebook application, Social media.

### **1. Introduction**

Social networking, also known as social networking, is one of the most popular web technologies.2.0 is widespread on the Internet. Due to its collaborative nature, as well as its high potential in its ability to enrich the communication process between users, which expanded the circle of users and attracted millions of users from all over the world. Therefore, social media began to change the form of administrative work in various sectors, and university libraries are considered one of the most important entities that benefited from these developments. Hence, these means must be provided in the central library and benefit from effective and rapid communication with various groups In order to speed up administrative work. The research seeksto Knowing how to use these applications in the field of libraries and information, where she highlighted the central library at Al-Mustansiriya University and the extent of their use of social media applications in administrative work from the services provided in the library. Which of these applications has been used? Large and wide in the central library, and the reasons that prompted the library to use the most prominent of these applications. The research included the general framework and the basic elements it includes, while the second chapter included the theoretical aspect, which is Web 2.0 applications, their origins, the most important websites, their

characteristics, types and negatives. As for the third chapter, it included the practical aspect of the research, which is represented by analyzing the questionnaire questions, with mention of a number of results and recommendations that the research came out with.

## **2. General Framework of the Study**

### *2.1. First, the Study Problem*

#### *2.1.1. The Study Problem is About*

1. How useful are social media applications in the field of information exchange in the Central Library??
2. How beneficial are Web 2.0 application services and what financial expenses does this service require??

#### *2.2. Second: The importance of the study*

3. Knowledge of social networking sites. Explaining its types, benefits and disadvantages.
4. Knowledge of information services, provided by social networking sites.
5. Increase awareness: Social sites such as: Facebook, Twitter and Instagram can help increase public awareness of the Central Library and its services.
6. Facilitating internal communication in the library Between employees Social media can help enhance communication., Improving the organization of work in the central library.

#### *2.3. Third: Study Objectives*

The research aims to:

7. Using social media in administrative work in the central library.
8. Identify the nature of activities, and the services that can be developed, From using social networks.
9. Understand how to use social media to enhance administrative work in the central library and improve its services.
10. Analyzing the impact of using social media on the management of the central library and its use to communicate with the community and enhance the services provided.

#### *2.4. Fourth, the Study Hypothesis*

There is a relationship between social networking sites and administrative work in central libraries.

#### *2.5. Fifth: Limits of the Study*

11. Objective boundaries: Using social media sites in administrative work in the Central Library.
12. Spatial boundaries: The study covered the central library at Al-Mustansiriya University.
13. Time frame (2023-2024).

#### *2.6. Sixth: Study Methodology*

The study was based on the survey method.

#### *2.7. Seventh: Study Community and Sample*

A random sample of (10) employees working in the Central Library was selected from each department. In four sections

#### *2.8. Eighth: Data Collection Tools*

##### *2.8.1. Questionnaire:*

The questionnaire was distributed to the employees working in the central library (research sample). The number of questionnaires was 40, of which (35) were retrieved. The questionnaire included a number of questions and a scale was adopted. Likert)) Trio

### 2.8.2. Note

The research procedures were carried out by observing the workers in the central library and identifying the social networking applications used in administrative work.

### 2.8.3. The interview

The interview was conducted with the employees working in the central library, and their number was (10) in each department.

### 2.8.4. Eighth: Previous studies

- Hoda Abbas Qanbar, Social Media and Its Role in Disseminating Scientific Knowledge: 2022, p. 37.

The current research aims to highlight the role of social networking sites in disseminating scientific knowledge and to demonstrate the importance of their use by researchers. The researcher relied on the descriptive approach, the survey method. The data collection tools included the questionnaire, paper and electronic sources. The most important results of the research: The number of subscribed sites was (14), and the most used social media sites for receiving and disseminating scientific knowledge are: Facebook, Telegram, WhatsApp, Viber, Messenger and YouTube. The respondents receive implicit knowledge by exchanging messages and news through social media sites, and few of them do not receive explicit knowledge (electronic information sources).

- Lama Adel Kamoun. Web 2.0 applications and their role in implementing the educational content of the Iraqi Educational Channel on YouTube: An evaluative study (Master's thesis), 2020, p. 163.

The research aims to measure the role of YouTube and its impact on the educational content of the Iraqi Educational Channel and to know the level of secondary school teaching skills and their impact on the educational content of the Iraqi Educational Channel. The researcher used the descriptive approach by examining and analyzing a sample of video clips amounting to (80) clips that were selected by the intentional sampling method for the first semester of 2019-2020 for the final stages (third intermediate, sixth preparatory) and for the academic subjects (Arabic, English, mathematics, physics, chemistry, biology). The study also included the research sample of the specialized supervisors in the Ministry of Education - Rusafa (1) (2) (3) totaling (80) supervisors for the academic year 2019-2020), and the researcher relied on the personal interview and the questionnaire form as a tool for collecting data consisting of three axes: the first axis: teaching skills (planning skill, implementation skill. The second axis is the Iraqi Educational Channel, the channel's content, the level of program presenters' performance, the level of educational program production, evaluation. The third axis is the YouTube channel. The study reached results including the absence of differences between middle school and preparatory school teachers in terms of teaching skills (planning skill, implementation skill, evaluation skill). The study also showed a link between teaching skills and the educational content of the Iraqi Educational Channel, as the implementation skill recorded the highest .

The second theoretical chapter

## 3. Web 2.0 Applications

### 3.1. The Emergence of Web 2.0

The term web first appeared in 2004. And the beginning of 2005. Specifically, at a conference with the same name (Web 2.0 Conference) organized by O'Reilly.. The term came as a result of a brainstorming session at a meeting in The conference is between O'Reilly and Media Live International.(Media Live International) They knew Web 2.0.(On the fact that A group of Websites, services and applications)<sup>(1)</sup>

<sup>1</sup>-Ismat Abdul Zahra Noman Al-Maliki. Employing Web 2.0 applications in marketing information services in Iraqi university libraries. 2012, p. 49.

### 3.2. Definition of Web 2.0

- (Abdul Sattar Shaker) defined Web 2.0 as: (The wave of new sites that depend on social networks in their formation, It is software that derives its power from the interaction of the users themselves, and makes it possible for users to activate programs directly that were not previously available, as it has become easy for communities to exchange information among themselves.)And its applications Blogs, Facebook, Wiki<sup>(2)</sup>
- As known T Rehab Fayeze Web2.0 Banh(They are web pages and websites that are based on modern Internet technology and applications. They are sites that provide the opportunity for participation and trust.)<sup>(3)</sup>
- The most important websites2.0. Websites2.0 and These are websites built using a number of web applications.2.0, and there are manyThis is amazingSites that are attributed to the second generation due to their pioneering use of these technologies,Among the most important of these sites are:<sup>(4)</sup>

### 3.3. Facebook site Facebook

He location Social Networks, Dedicated to dating, Through free spaces provided byto SubscribersN, And it came(This idea)The idea of creating the site from during Harvard University student Mark Zuckerberg to create information sharing site, and profiles, and shared by university students, After graduation. This site is very popular., Even classified at the beginning of the year2011 At the site that received the largest number of beneficiarieson Search Engine Google, as well as gained great trust., On the Internet, Until individuals became Participants. They give their names., and their correct personal information, as well as Their interests and personal files of photos and videos... The idea of the site was built on the human network and sharing content.

### 3.4. Delicious Website

The idea of this site is to provide and share with beneficiaries their favorite links and exchange them.It is considered the most famous website for collecting and classifying electronic addresses on the Internet. It is a free service that began in 2003 and was later purchased by Yahoo.

### 3.5. YouTube Siteyoutube

Video giant name, The site was established in(February(2005) and Internet users were able to use it in May 2005,whereGrantsthisSite open a free account, So that the beneficiary can add his own video on the Sites, on Not to exceed the size100 MB, the site features format conversion(Multi video)likeavimpeg),to flash format making it workable., On most web browsers. The interface contains the latest video files., On the site, The most viewed files, in addition to comments, and when searching, the site provides all files similar to the search topic, and it also saves all the beneficiary's interests to place them on the site's interface when he enters again.<sup>(5)</sup>

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(Master's thesis)

<sup>2</sup>-Abdul Sattar Shaker Salman. Using social networking sites to share information in education. Al-Mansour Magazine. 2015, p. 51.

<sup>3</sup>- Rehab Fayeze Ahmed,Ahmed Fayeze Ahmed. Retrieving the Third Generation: A Comparative Analytical Study - Journal of Information Studies, No. 12, 2011

<sup>4</sup>- E-learning Forum - Web (2.0) concept and characteristics (available on the link)[Web 2.0: its concept, characteristics, importance and one of its tools\(ahladalil.com\)](#)

<sup>5</sup>-Mahri Souhila and Bilal Ben Jamaa. Employing Web 2.0 applications in libraries. 2002, p. 5. Algeria.

### 3.6. *Wikipedia Website Wikipedia*

This site is considered (Wikipedia)The largest online encyclopedia. Built on wiki service(wiki) She passed on her own, and its contents, World encyclopedias, It is called(The Free Encyclopedia) and that Because every beneficiary can add an article or edit an article on this encyclopedia.. Organize information with(250) languages, the Arabic version of which appeared in the year(2003)<sup>(6)</sup>

### 3.7. *Flickr Siteflickr*

It is a site(Share, save and organize photos and videos.),In addition to sharing(Personal photos),The site is used by(Bloggers)By re-(Use the images in it)The site's popularity has increased through its innovations. Like Add visitors' comments Participants Keywords(tags), Flickr website developed(flickr )In a year2002 through Ludicorp in Canada In North America. Flickr was first launched in2004 March bought( a company Yahoo)Lodi Corp and Flickr, and on the 16thMay 2006 Flickr went from beta to year,With design changes.in2007 Flickr changed its logo fromslogan Year to(Flickr loves you) Flickr loves you.

### 3.8. *Twitter Twitter*

Twitter(twitter)From social networking sites, His idea came in early 2006.This project Conducted by(Obvious) American, and launched Use it Officially online in October2006.And separated from the parent company in2007 and the establishment of a new company called (Twitter), the site works to publish(Micro blogs)Which allows its users to send updates. Tweets about their condition maximum((140 characters per message directly via Twitter(twitter),Or by sending an SMS))(7)

Availability High level of user interaction: And it appears. This is amazing Interactions How a user feels when using a web application2.0.As if he was using an application.(Desktop)On his device and the technology that contributed to raising the efficiency of web applications2.0 And make it more interactive, It is a technique(Ajax) sharing Users In content In the past, the web was just(platform)Read only, The content who exists On the web edited by people who follow(Either for companies, universities or private institutions)And did not It is not the the average internet user is able to contribute to published content. Either at the present time it has Work development and Users can now add and modify the contents of websites. 2.0 Which allows it with ease, and may. The user has become the main focus in the process of enriching web content, with the possibility of his participation in creating content. Applications like(Blogs and Wikis)It contributed to making the web a platform for reading and writing, after it was a platform for reading only.

Content description capability Up for publication: As the backbone of web technologies2.0 based on the existence(Content)Which the user contributed directly or indirectly, There had to be a way to help the user tag any description as well.. This content, Sort and arrange them for later reference and benefit.<sup>8)</sup>

Collective: It allows groups to: And help them to Communicate effectively, Users who share(Common interests)They can meet, And rally around their issues, or their interests, In addition to the great focus on social communication skills, And participate effectively.

Interconnectedness Most Web 2.0 sites grow and thrive thanks to the interconnection between them and other sites through links that connect sites to each other, as sites allow their content to be displayed on other sites by providing links between them.

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<sup>6-</sup> Blog<http://ar.wikipedia.org/wik>

<sup>7</sup>Hind bint Salman Al Khalifa. Employing Web 2.0 applications in the service of e-learning and training is available at the link.Hsakour @ ecs.sotoh.acuk p. 3 .United Kingdom

<sup>8-</sup> Mohamed Sayed Ahmed. Mathematics Curricula and Teaching Methods, Journal of the Faculty of Education, Ain Shams University, Vol. 42, No. 1, 2018.

<sup>9-</sup> Hind bint Salman Al Khalifa. Employing Web 2.0 applications and their role in e-learning and training (previous source)

Content Description: It helps the user to create content., Sort and arrange, To refer back later, And benefit from it, as its tools care about the way the content is displayed and its quality, With modification and addition.

Provides user confidence: It gives the user the opportunity (To build content) Or participate in it, And priority to users, Where the user has become the main focus of some applications such as:(Blogs or wikis),He is the first person responsible for its content. Adding content was previously limited to the site owners, but then the field became open to the user to edit the content in the way he wants.

Emulates intelligent systems: Web 2.0 sites have some intelligent features. ,that makes it special, (Search engines are smart.)Interact with the student, And respond to his needs, in order to theaccesssto For resultsthe Specific Which he aspires to obtain.

The characteristics of Web 2.0 sites are:<sup>9)</sup>

User participation in creating, publishing and sharing content with everyone

User interaction with the sites is very high., When a user uses a web application, he feels2.0As if he was using an application.(Desktop)On his device and the technology that(Contributed)In improving the efficiency of web applications2.0And make it more interactive is(Ajax technology)

Depends on users connection Participants in the sites, and theajobin Collaborative environment, Social, Virtual, Across sites. Update: Where possible Doing Continuously update pages unlike the first generation From the web.

Great potential to tag any description.: This content is sorted by, And arrange it, To refer back later.

Participation: These sites allow individuals to Participants Participate in creating its content, By add-ons, and responses that contribute to increasing its content, Which Help make it A reference for those interested,All users of Web 2.0 tools are treated as developers., As these applications are subject to continuous development..

Web 2.0 technologies<sup>10)</sup>

The techniques are(Any feature that does not work unless it is contained in a web service)Its presence is also considered(Support for service functions)One of these techniques is AJAX. Ajax, and audio blogging technology Podcast

### 3.9. *Ajax Technology Ajax*

It means techniques. Asynchronous JavaScript and Xml (Ajax) is an acronym for Asynchronous JavaScript and Xml language.

Extensible markup to make the site more interactive

And you know Ajax(It is an advanced web technology that transforms the user interface to the local device while keeping a large part of the data on a remote server to be a highly responsive experience. While the support development technology is not universally applicable to a group of second-generation web developments, it is an important tool in providing pull-to-detect functionality to determine the content of the page and determine the user at the same time by overcoming the need to reload the entire web page.)With every change like, Possibility of free subject classification of the document, Or registered in the index by the beneficiaries, In other words, add beneficiaries to the subject heading.,Or a descriptor that describes the indexed material record., Or digital, which is a possibility available to non-specialist beneficiaries, and these are free crowns..

<sup>1-</sup> Ahmed Farag Ahmed. Web 2.0 Technologies And the use of its applications in information institutions 2010, Plam Magazine, p. 23 [http://hend-alkhalifa.com/wp-content/uploads/2008/02/alkhalifa\\_vet2.pdf](http://hend-alkhalifa.com/wp-content/uploads/2008/02/alkhalifa_vet2.pdf) Available on the link, visited 3/28/2024

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<sup>10-</sup> Hind bint Salman Al Khalifa. Employing Web 2.0 applications and their role in e-learning and training (previous source)

(Tags ) free are what is known as the general classification, Folksonomy can also be called, Common classification is considered a type of free classification., Prepared by non-specialists, This technique is also used in book suggestions., This is done by providing several suggestions., It facilitates the search process for the beneficiary.as follows:

First: According to the loans, It means that if you are searching for a book, or a specific material, Further suggestions may be made to the beneficiary., Based on the topics the beneficiary searched for.

Second: According to the topics related to the research topic itself.

Third: According to some shared responsibility data, Like some books that share some features and characteristics, Subject Statement of Responsibility, and others

### 3.10. Mash technique Mash up<sup>(11)</sup>

The integration technique is considered(Mash up)Integration is one of the most important technologies offered by Web 2.0.,Its content is the result of(to merge)Many applications, And various sources of information for the purpose of creating a website or application(Interactive).The term merger refers to(New web application, Or the sites were created by using a set of data used in several web sources., Usually by a third party. Sources of API-derived content integrations include:).Libraries and information institutions are among the first institutions that have been keen to benefit from Internet-based technologies., and I used it In all tasks (assembly, organization, Availability)Recently, libraries have become more focused on Too big On the service sector, Information services represent the interface through which you look at the beneficiary community, and one of these technologies that the Internet has made available is the technology of(RSS) is an abbreviation for the English words(Rich Site Summary)In Arabic, it means a comprehensive summary of the site. To access all sites that publish on a specific topic, the user searched for it. Another definition can beIt is a(A common protocol for exchanging and sharing content on websites and blogs. This technology is based on the extensible markup language.xml because of its distinctive features that enable users to be notified of the latest information that is automatically updated, which saves them time.)The information that is retrieved from different websites on the Internet is called RSS Feeds are(A technology that enables the beneficiary to obtain the latest news and information as soon as they arrive on the site automatically, instead of browsing the site as a whole.)It notifies the beneficiary of any new news on the site.. This is done by using the program Rss Reader for collecting and browsing information, and this information appears collected from websites On the beneficiary's desktop, Or any other device that supports this service, Like mobile phones, This process is not limited to written information only., It also extends to audio files., and the visual that is read by devicesmp3 and Pod devices. and The most important feature of this service is:(Save time)Instead of browsing through several websites, you can RSS Get all the latest in seconds .

### 3.11. Technique RIA<sup>(12)</sup>

In 2002, this technology spread to various information institutions working in investing in web applications and the e-commerce sector, indicating the emergence ofgeneration New from web applications, According to the institution Gartner Research says it will include: Many Recent developments on the web, Application of technology RIA. In March 1999, Ramanathan Guha produced the first version under the name RSS and ran it on the Netscape website., This version was called RSS 0.9,The aim was to provide an opportunity(For beneficiaries)By choosing news and information that fall within their interests, andrss bring it, And put it on one page, and in July 1999,The world has risen Dan Libby, Product Development, Netscape, Developing the previous version of(RSS and production of a new version under the name RSS0.919Developments then stopped at the company. Netscape for some

<sup>11</sup>- Afnan bint Saleh Al-Muhaisen Using Web 200 Technologies in Teaching and Learning. 2009. Available.<http://dramin.wikispaces.com/file/view/2-0-101027232650>On the link

<sup>12</sup>- Lama Adel Kamoun Al-Amiri. Web 2.0 Applications. Vol. 2, No. 1, Year 2021, p. 31 (Master's Thesis)

unknown reason, then Dave Winer's produced a new version of RSS., This is through the company's website. userland and use it in marketing and promoting the company's products. This version was limited to textual data and information.. In September 2002, heDave Winer's developed this version under the name(RSS2)What was new in this version?(Ability to handle audio and video files(podcasts, and in July 2003,It has been standardized by the Center for Internet and Society Services at Harvard University as a global standard.

**Table 1.**

Difference between web 1.0 and web 2.0.

<b>Web 2.0</b>	<b>Web 1.0</b>
Simple website blogs with a professional design that enables the owner to add articles in an advanced way.Visitors can view, comment and even rate articles.	Personal websites are websites that are provided by their owners for what they want, and visitors can view the contents..
Social networks,It enables its users to create profiles, exchange comments, meet friends and form virtual groups.	Group sites,Sites that are not much different from personal sites, except that they talk about a group of people who are often members of a specific group.
File hosting and sharing sites provide their users with the service of hosting files and sharing them on the Internet with all people or with a specific group of them, and sometimes provide a backup service.	Content sites are sites that provide their visitors with information about- The owner's path is selected files via - where everyone can download and view them.
wiki, Sites that provide information in a collaborative manner, where members can write and edit articles.	Frequently asked questions pages are often static and unchanging and are provided by the site administration.
Web Applications Professional software provided through Web 2.0 programming languages and technologies.0	Uncomplicated software that offers some easy capabilities to the web user.
Service RSS is a service for sharing news from a forum, blog or other site without having to access it. It is good for browsing.	Other services that were not available

## 4. The Practical Side

### 4.1. Central Library at Al-Mustansiriya University

Al-Mustansiriya University Library was established in1/1/1964, one year after the establishment of the university. The Central Library building was built on an area of land of1765 square meters Two floors. The area of each floor is1700 AD. Construction of the building began in June 1969 and the building was completed in April 1971 AD.

### 4.2. Library Vision

We strive to be the heart of intellectual life., And cultural for students, And the teachers  
Library message

Building balanced and integrated collections of paper and electronic resources. Providing advanced information services, In order to support the requirements of the educational process at the university in the field of teaching, learning and research, And general knowledge. Library objectives

- Understanding the needs and requirements of information beneficiaries
- Building a balanced collection of books and information containers, Other supporting courses, Undergraduate and graduate student research activities.



- Providing library and information services to students., and faculty members, And the university staff, and contribute to community service
- Creating an intellectual atmosphere in the university environment, thanks to the various special collections available to it.
- Encouraging the use of information, Communication technology, Compatible with the university's electronic environment, and recent global developments in this field.

**Table 2.**

Analysis of questionnaire questions presented to employees working in the Central Library.

Ratio	I disagree	Ratio	Neutral	Ratio	I agree	The question	T
34.2%	12	8.5%	3	57.1%	20	Social media helps connect all library staff as well as stakeholders outside the university.	1-
28.5%	10	31.4%	11	40%	14	The library performs the basic activities and tasks that it undertakes in the administrative work in the library.	2-
2.8%	1	37.1%	13	60%	21	Social media can help attract more visitors and readers to the library.	3-
20%	7	14.2%	5	65.7%	23	The library uses email as a means of internal communication.	4-
51.4%	18	22.8%	8	25.7%	9	There is specialized training on the use of social media sites.	5-
17.1%	6	22.8%	8	60%	21	Using social media can enhance interaction with the central library and contribute to obtaining better services.	6-
25.7%	9	28.5%	10	45.7%	16	The library has a policy for communicating via social media.	7-
0	0	8.5%	3	91.4%	32	Is there a Facebook page for the library?	8-
22.8%	8	40%	14	37.1%	13	The library participates in collaborative workgroups via email and other applications.	9-
17.1%	6	22.8%	8	60%	21	The library uses an electronic system to manage and exchange information.	10-
25.7%	9	34.2%	12	40%	14	Social communication contributes to	11-

						administrative work in the Central Library	
17.1%	6	20%	7	62.8%	22	Do you use social media to publish and promote the Central Library services and organized events?	-
34.2%	12	20%	7	45.7%	16	Does the library use specific tools and programs to manage communication via social media sites in administrative work?	13-
31.4%	11	42.8%	15	25.7%	9	Does the library use social media sites Facebook, Twitter and Instagram primarily for administrative work?	14-
34.2	12	34.2%	12	31.4	11	The library enhances administrative communication skills through social networks among library staff members.	15-

$$\frac{\text{The penalty}}{\text{everyone}} \times 100$$

### 4.3. Statistical Methods Used in the Study

#### 4.3.1. Percentage, Through the Law

In the first question, social media helps connect all library workers as well as relevant parties outside the university. We see that the study sample members answered that they agree with a percentage of 20%, and the percentage of the question was 57.1%. The percentage of the neutral answer was 3%, and the percentage was 8.5%. The percentage of the answer to “disagree” was 12%, and the percentage was 34.2%.

In the second question, does the library perform the basic activities and tasks that it undertakes in administrative work in the library? We see that the individuals in the study sample answered that they agree at a rate of 14, and the percentage reached 40%, and the percentage of the neutral answer was 11, and the percentage reached 8.5%, and the percentage of the disagree answer was 10, and the percentage reached 34.2%.

In the third question, can social media sites contribute to attracting more visitors and readers to the library? We see that the study sample members answered that they agree at a rate of 21%, and the percentage reached 60%, and the percentage of the neutral answer was 13%, and the percentage reached 37.1%, and the percentage of the disagree answer was 1%, and the percentage reached 2.8%.

In the fourth question, does the library use e-mail as a means of internal communication? We see that the study sample individuals answered that they agree at a rate of 23, and the percentage reached 65.7%, and the percentage of the neutral answer was 5, and the percentage reached 14.2%, and the percentage of the disagree answer was 7, and the percentage reached 20%.

In the fifth question, is there specialized training on the use of social networking sites in the library? We see that the study sample members answered that they agree at a rate of 9, and the percentage

reached 25.7%, and the percentage of the neutral answer was 8, and the percentage reached 22.8%, and the percentage of the disagree answer was 18, and the percentage reached 51.4%.

In the sixth question, can the use of social networking sites enhance interaction with the central library and contribute to obtaining better services? We see that the study sample individuals answered that they agree at a rate of 21, and the percentage reached 60%, and the percentage of the neutral answer was 8, and the percentage reached 22.8%, and the percentage of the disagree answer was 6, and the percentage reached 17.1%.

In the seventh question, is there a special policy for communication via social networks in the library? We see that the study sample members answered that they agree 16 and the percentage reached 45.7%, and the percentage of the neutral answer was 10 and the percentage reached 28.5%, and the percentage of the disagree answer was 9 and the percentage reached 25.7%.

In the eighth question, is there a Facebook page for the library? We see that the study sample members answered that they agree 32 and the percentage reached 91.4%, and the percentage of the neutral answer was 3 and the percentage reached 8.5%, and the percentage of the answer to disagree was zero and the percentage reached 0%.

In the ninth question, does the library participate in joint work groups via email and other applications? We see that the study sample individuals answered that they agree at a rate of 13, and the percentage reached 37.1, and the percentage of the neutral response was 14, and the percentage reached 40%, and the percentage of the disagree response was 8, and the percentage reached 22.8%.

In the tenth question, the library uses an electronic system to manage and exchange information. We see that the study sample members answered that they agree 21 and the percentage reached 60%. The percentage of the neutral answer was 8 and the percentage reached 22.8%. The percentage of the disagree answer was 6 and the percentage reached 17.1%.

In the eleventh question, does social communication contribute to administrative work in the central library? We see that the study sample individuals answered that they agree at a rate of 14, and the percentage reached 40%, and the percentage of the neutral answer was 12, and the percentage reached 34.2, and the percentage of the disagree answer was 9, and the percentage reached 25.7%.

In the twelfth question, are social media sites used to publish and promote the services of the Central Library and organized events? We see that the individuals in the study sample answered that they agree at a rate of 22, and the percentage reached 62.8%, and the answer to the neutral was 7, and the percentage reached 20%, and the answer to the disagree was 6, and the percentage reached 17.1%.

In the thirteenth question, does the library use specific tools and programs to manage communication via social networking sites in administrative work? We see that the study sample individuals answered that they agree at a rate of 16, and the percentage reached 45.7%, and the answer to the neutral was 7, and the percentage reached 20%, and the answer to the disagree was 12, and the percentage reached 34.2%.

In the fourteenth question, does the library use social networking sites Facebook, Twitter and Instagram primarily for administrative work? We see that the study sample members answered that they agree at a rate of 9 and the percentage reached 25.7%, and the percentage of the neutral answer was 15 and the percentage reached 42.8%, and the percentage of the disagree answer was 11 and the percentage reached 31.4%.

In the fifteenth question, does the library enhance administrative communication skills through social networks among the library staff members? We see that the study sample members answered that they agree at a rate of 11, and the percentage reached 31.4%, and the percentage was neutral at 12, and the percentage reached 34.2%, and the percentage was disagree at 12, and the percentage reached 34.2%.

## 5. Results and recommendations

### 5.1. Results

The most prominent results obtained are:

- One of the most prominent social networking sites that the library uses is Facebook.

- It was found that the study sample members believe that using social media contributes to attracting more visitors and readers to the library.
- The study sample showed that there is no Internet network in the central library and that employees use the Internet at their own expense.
- It appears that 75.1% of individuals The sample answered Agreeing to the idea of using social media to connect library staff
- 25% agree to the existence of specialized training on the use of social media sites.

### 5.2. Recommendations

- Providing training workshops for employees at the Central Library to familiarize them with the web technologies used on its websites and the library's pages and accounts on social media networks.
- Providing specialized training for library staff on the use of social media sites.
- Form working groups to exchange information effectively via email and other applications.
- Improving the use of social media in promoting library services.
- Promote the use of social media to connect library staff.

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