

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 3**

**Roslina Othman
Basri Hassan
Ahmad Bakeri Abu Bakar**



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Editors

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3. PROBLEMS IN USING ONLINE DATABASES

Ezzat Abdul Aziz Mansour, Basri Hasan & Roslina Othman

ABSTRACT

This chapter reports on the problems in using online databases among the postgraduate students at King Abdul Aziz University. Their problems included hard to access, different languages, unrelated to their field, insufficient numbers of computers, lack of assistance for library staff and insufficient instructions. They suggested that librarians must assist them in searching particularly with the vocabulary.

3.1 Introduction

Since there was a need to understand the problems in the use of electronic databases at King Abdul Aziz University, a total of 90 postgraduate students as the respondents were questioned on the problems they faced when using electronic databases. A survey was used, and a total of 90 postgraduate students were selected randomly. It was important to investigate the problems that respondents faced while searching for information using electronic database (Horwath J, 2002). Therefore, this chapter covers their responses relating to services, equipment, instructions and languages pertaining to electronic databases.

3.2 Difficult to Access

As shown in table 3.1, majority of the respondents (88.9%) disagreed that the electronic databases were difficult to access. However, only