TOURISM INFORMATION CENTERS FOR HERITAGE SITES IN LIBYA

NOURA A. FARAG

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TOURISM INFORMATION CENTERS FOR HERITAGE SITES IN LIBYA

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Submitted by **NOURA A. FARAG**

Approval of the Graduate School of Natural and Applied Sciences, Çankaya University.

Prof. Dr. Can ÇOĞUN
Director

I certify that this thesis satisfies all the requirements as a thesis for the degree of Master of Science.

Assist. Prof. Dr. İpek MEMİKOĞLU
Head of Department

This is to certify that we have read this thesis and that in our opinion it is fully adequate, in scope and quality, as a thesis for the degree of Master of Science.
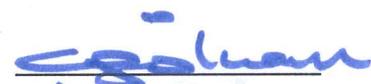
Assoc. Prof Dr. Çiğdem Berdi GÖKHAN
Supervisor

Examination Date: 23.01.2018

Examining Committee Members

Assoc. Prof Dr. Çiğdem Berdi GÖKHAN	(Çankaya Univ.)
Assoc. Prof Dr. Nur AYALP	(TOBB ETU Univ.)
Assist Prof Dr. Papatya Nur Dökmeci YÖRÜKOĞLU	(Çankaya Univ.)

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Name, Last Name   :   NOURA A FARAG

Signature   :

Date   : 23.01.2018

ABSTRACT

TOURISM INFORMATION CENTERS FOR HERITAGE SITES IN LIBYA

FARAG, Noura A.

M.S. Interior Architecture Department

Supervisor: Assoc. Prof. Dr. Çiğdem Berdi GÖKHAN

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It is a known fact that most tourism information centers are a physical location that updates tourist with any useful information for the visitors who tour around the place or the local area, it serves as a guidance and means of direction for visitors who might need to visit an unknown location. They provide tourists with the needed information on the area's famous attractions, lodgings, maps, and other items that are relevant to tourism. Mostly, these centers are controlled and managed at the airport or other port of entry, by the local government or chamber of commerce. Sometimes the visitor center is simply referred to as an information center. The visitor centers is used to provide fairly basic information about the place, with whatever corporation or event they are celebrating, acting technically, as the entry way to a place. In this thesis we present some of related studies in relation with tourism centers. Aims of this study is after explaining the concept of ''Tourism'', its reasons, forms and history, and discussing the Heritage tourism, its categories and types, also the importance of tourism in the world and Libya, its development as an economic sector, history and Heritage Sites of Libya. Therefore the objective of the study is to discuss the degrees of Tourism Information Centers then select the locations in Libya and decide the activities take place there and their necessary functional areas for architectural design. A survey among the official stakeholders proves the decisions made by this study.

Keywords: TIC, LIBYA, Tourist, Information Center, Culture Heritage.

ÖZ

LİBYA'DA SİT ALANLARI İÇİN TURİZM BİLGİ MERKEZLERİ

FARAG, Noura A.

Yüksek Lisans, İç Mimarlık Anabilim Dalı
Tez Yöneticisi: Doç. Dr. Çiğdem Berdi GÖKHAN

Ocak 2018, 138 sayfa

TurizmBilgi Merkezi (TBM) bir yer ya da bölgeyi yerel olarak ziyaret eden ziyaretçilere turistik bilgiler sağlayan fiziksel bir yer olup, bölgenin turistik, konaklama, haritalar ve turizm ile ilgili diğer öğeler hakkında bilgi veren bir ofistir. Genellikle, bu merkezler havaalanında veya girişteki diğer limanlarda, yerel hükümet ya da ticaret odası tarafından işletilebildiği gibi yerel turizm merkezinde de bulunabilir. Genellikle bir ziyaretçi merkezine sadece bir Bilgi Merkezi denir. Ziyaretçi merkezleri, bir destinasyonu ve yerdeki etkinlikleri oldukça basit olarak bilgi vermek için kullanılırdı. Ziyaretçi merkezinin rolü son on yılda daha fazla deneyim kazanmak ve temsil ettiği yerin veya markanın hikayesini anlatmak için hızla gelişiyor. Bunların birçoğu kendi başına bir hedef ve deneyim haline gelmiştir. Bu çalışmada, "Turizm" kavramını, nedenlerini, biçimlerini ve tarihini açıklayarak, Miras turizmi, kategorileri ve türleri ile dünyadaki turizmin önemini ve turizmin önemini anlattıktan sonra. Libya'nın, ekonomi sektörü olarak turizm gelişimini, Libya'nın tarihçesi ve Sit Alanları ve (TBM'lerin) mimari analizi, faaliyetleri, işlevleri ve dünyadaki önemi anlatiliyor. Turizm bilgi merkezlerinin Libyada ki yer seçimleri, tipleri mimari özelliklerinin kararı çalışmanın amacıdır. Bu sonuç kurumsal paydaşlar arasında yapılan anket çalışmasıyla da onaylanmıştır.

Anahtar Kelimerler: TBM, LİBYA, Turist, Bilgi Merkezi, Kültür Miras.

ACKNOWLEDGEMENTS

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CHAPTER 1

INTRODUCTION

1.1. Need for the Study

Today tourism occupies an important place in our study. Like other disciplines tourism has attractive features.

The fascinating travel began from the earliest time onwards. In other words man has travelled from the very earliest times. The ancient man wandered from one place to another place in search of food and shelter. The basic needs of the nomadic man were highly responsible for his travel. Gradually that man undertook travel for pleasure i.e., to enjoy the leisure time. In ancient period the nomadic people moved from one place to another place for their livelihood. It was called life travel.

Gradually the tourism phenomenon has attracted for entire world in many ways. The term 'tourism' has emerged recently. In other words, it is a relatively modern origin. It can be distinguished by its mass character from the travel it undertakes in the past. Many authors and academics have made many definitions and explanations in their own way for the term 'tourism'. Some of the definitions here are to present a fair idea of tourism.

1.2. Tourism and its Importance in the World

The great Austrian economist, Hermann V. Schullard says that is "the sum of the operators, , mainly of an economic nature, directly related to the entry, stay and

movement of foreigners in and out of a particular country city or region". It is considered as one of the earliest definitions of tourism which was given in the year 1910. (Jayaplan , 2001)

Later on the concept of tourism found good expressions in the year 1942 by Swiss Professors Hunziker and Krapf. They stated, "Tourism is the totality of the relationship and phenomenon arising from the travel and stay of strangers, provided the stay does not imply the establishment of a permanent residence and is not connected with a remunerated activity." (Holloway, 2009)

According to A.K, Bhatia, "Tourism does not exist alone. It consists of certain components, three of which may be considered as basic. These three basic components of tourism are: Transport, Locale and Accommodation."

In this time, the tourism is one of the quickest developing businesses on the planet. It has been watched that, for some nations, tourism speaks to huge potential for future improvement, while for others, it offers a broadening of the national economy. Also, individuals at all levels and occupations in the public arena are influenced somehow by this quickly developing and critical industry.

The number of tourists worldwide in 2015 was 1.184 billion, an increase compared to previous years as seen in Table 1.1 According to United Nations World Tourism Organization (UNWTO. Sava, 2016)

Table 0.1 Evolution of number of tourist arrivals worldwide

Region	Year 2013-no. tourists	Year2014- no. tourists	Year 2015- no. tourists
Europa	566.8	580.3	609.1
Asia and Pacific area	249.9	264.4	277
America	167.6	181.7	190.7
Africa	54.7	54.9	53.1
Middle East	49.1	52.4	54.1
Total	**1088.1**	**1133.7**	**1184**

Source: UNWTO World Tourism barometer, Volume 14, January, 2016

1.2.1. History of Travel (Tourism)

As it is now, travel in the distant part was not a thing of pleasure. The traveler of the past was a merchant, a scholar investigating ancient texts, a pilgrim and even a curious wayfarer looking forward to new and exciting experiences. Gradually,

opening of the new trade routes gave a great boost to travel. The history of travel can be studied in the following manner:

1.2.2. Ancient Period

During the Roman Empire (from 27 BC to 476 AD) travel was developed for military, political and commercial reasons, as well as for communicating messages to regions far from the central government. The travel was also needed to design and build large palaces and tombs "imported" by craftsmen and architects. In ancient Greece, people travelled to go to the Olympic Games. Both the participants and the audience were required the accommodation and catering services and to witness and festivals and fairs.

1.2.3. Medieval Period

In the Middle Ages (from AD 500 to 1400) there was an increase in travel for religious reasons. He had become an organized phenomenon to visit the "sacred lands" of the crosses, such as Muslims to Mecca, and Christians to Jerusalem and Rome.incre

In the 16th century the increase in British trade and commerce led to the rise of tourists with new experience and knowledge.

In the 17th century, the sons and daughters of the British aristocracy traveled in Europe (like Italy, Germany and France) for two or three years to enrich their knowledge.

1.2.4. Modern Period

During the 19th and 20th centuries, social and technological changes were a major influence on tourism. The great advances in science and technology have made it possible to invent rapid, relatively cheap and safe transport modes: in the 19th century the railways were invented and in the 20th century the passenger aircraftwere invented. (Jayapalan , 2001.Chai , 2013)

1.3. Factors of Rapid Growth of Tourism

There are some factors that favored the increase of tourism worldwide are varied and can be classified in terms of social economic nature as following:

a- **Economic** – factors which refer to household income and its oscillation, the tourist offer, prices and tariffs;

b- **Social** – factors related to the degree of urbanization, remunerated leaves;

c- **Technical** –factors related technologies in construction, performance of means of transport;

d- **Demographic** – factors referring to the evolution of population around the globe with average life changing structure by gender, age and socio-professional categories;

e- **Psychological, educational and civilizational** – factors regarding the level of training, the thirst for knowledge, temperament, fashion;

f- **Political and organizational** – factors aimed at border formalities, visa arrangements and facilities in organized tourism.

1.3.1. Basic Reasons and Motivation for Travel

Motivation is very important for travel. A motive can be defined as a person's basic pre-disposition to reach for or to strive toward a general class of goals. Various attempts have been made to examine why people want to be tourists. Basic travel motivations can be divided into four categories (Bizan, 2009):

a- **Physical motivators.** Physical motivation related to physical relaxation and rest, specific medical treatment and sports activities; all of which are linked to the individual's body health and well-being.

b- **Cultural motivators.** They are linked to the desire of the individual who wants to travel to learn about the other countries and people and cultural heritage that are expressed in the area.of art, music, literature, folklore etc.

c- **Interpersonal motivators.** Interpersonal motivation for visiting relatives, visiting friends, or wanting to flee one's family, colleagues or neighbors, meet new people, and make new friendships.

d- **Status and prestige motivators.** These are defined by their personal dignity

and personal development needs; they are concerned with journeys for business or professional interests, for the purpose of hobbies research.

1.3.2. Forms Of Tourism

Nowadays, people are more aware of attractions and destinations. They take a break to be relaxed and refreshed, or they can travel for some psychological and social needs. Tourism service providers must understand what motivates a person to travel.

There are different types of visits based on the purpose of visit tourism is categorized into the following as seen in Figure 1-1:
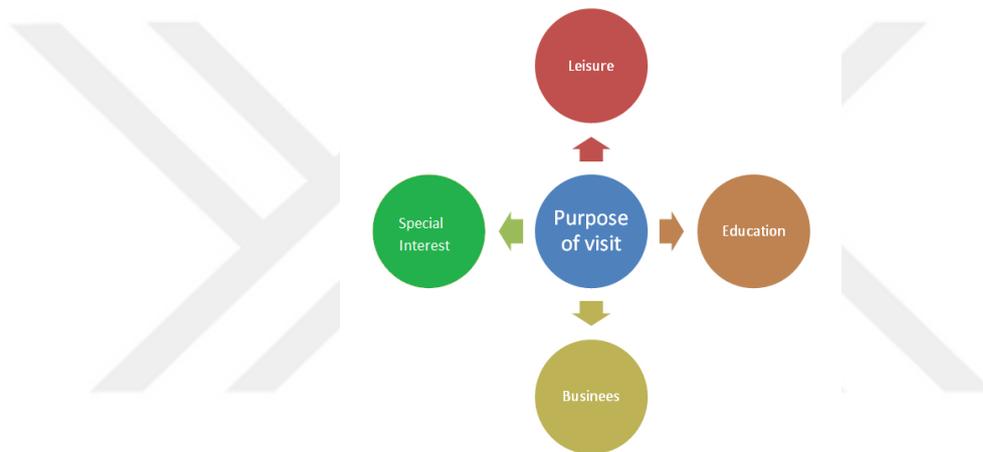
Figure 0.1 Types of visits

a) Leisure Tourism

Tourists can travel in the climate and place to experience a change, learn new things, enjoy pleasant scency or learn more about a destination culture. This tourism includes the following forms based on the activities carried out:

1- Cultural tourism

This is also called heritage tourism. People are curious about foreign lands and cultures. Libya is very rich in cultural and heritage values.

2- Religious tourism

It is a kind of tourism that people make individual or group pilgrimage. Modern religious tourists can visit the holy cities and holy places around the world. The most famous holy cities are Jerusalem, Mecca and Varanasi. In Tripoli and Benghazi, Libya there are some mosques from early Islamic period.

3- Family Tourism

The family includes the tourist family and their participation in various tourism activities. This includes visiting one's relatives and friends for personal reasons. While visiting friends or relatives, people visit places of interest in and around the city.

4- Health Tourism

Health tourism is also referred to as Medical tourism. People have traveled for hundreds of years to increase and rebuild their health and vitality. Warm water is a destination for tourists looking for healing and relaxation, which is spread in Libya, and is visited by thousands of people daily to enjoy its fresh water that springs hot from the ground.

5- Sports Tourism

Sports tourism means travel that involves watching or participating in a sporting event that is separated from its usual environment.

b) Educational tourism

Educational tourism has developed due to the increasing popularity of tourism, teaching and information, and the technical environment being out of the classroom environment.

c) Business Tourism

Tourists visit a specific destination for a variety of reasons related to their business, such as attending a business meeting, conventions selling products,

conferences, meeting clients. Business tourism is popularly called as MICE (Meetings, incentives, conferences, and exhibitions) tourism.

d) Alternative forms of Tourism

Alternative tourism aims at seeking a change from impersonal, traditional tourism to establishing cardinal rapport between visitors and the local community.

6- Heritage Tourism

Heritage is defined as the elements of our inherited past that we value. There is a vital link between tourism and heritage. Heritage tourism is a form of tourism, whose purpose is to find monuments and sites. In this electronic age, it became a more popular tourist activity to visit historical heritage sites. Culture, heritage, tourism and environment are interdependent and attract considerable interest in the world.

Heritage tourism can be categorized into three major groups as following (Perera K., 2014)

a- **Natural :** Which include
   1. Landforms
   2. Rural Scenery
   3. Flora and Fauna

b- **Cultural:** Which include
   1. Festivals
   2. Arts/crafts
   3. Traditional practices/products

c- **Built :** Which include
   1. Historical building
   2. Monuments
   3. Industrial sites

This mean that there are two main types of Cultural Heritage (**Figure 1-2**) which are:

Non-physical (Intangible) Cultural heritage: which include
   - Local traditions
   - Signs and symbols passed on by oral transmission

- Artistic and literary forms of expression (Music, Dance, Festivals and Theatre)
- Languages
- Ways of life
- Myths, beliefs and rituals
- Value system
- Traditional knowledge
- Know-how

1- **Physical (Tangible) Cultural Heritage :** Which include:
   - Immovable Heritage: (Monuments, groups of buildings, gardens, archaeological sites, historic urban areas, etc.)
   - Movable Heritage: (books, Movable heritage collections, etc.)
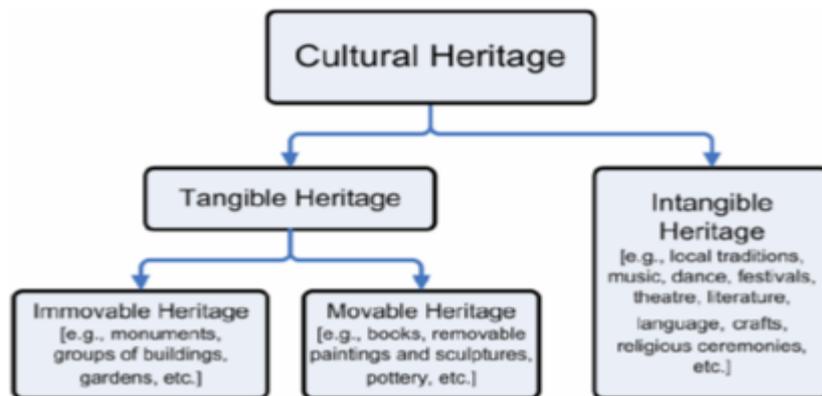
Figure 1.2 Types of Cultural Heritage (Silberberg, 1995)

1.4. Aims of Thesis

The aims of this thesis are:

1. Explaining the concept of "Tourism", its reasons and forms. The importance and difficulties of tourism around the world and Libya.

2. Give an overview of Cultural Heritage Sites history and their tourism importance in Libya.

3. Present the potentials of tourism in Libya.

4. Give an overview of Tourism Information Centers (TIC), their locations and architectural program and functions in Libya.

1.5. Thesis Work Plan

The methodology of this work is as follow:
1. Tourism sites and their characterizes are analyzed.
2. Five level of TIC's are decided and each tourism attraction destination is evaluated and given to TIC star value.
3. For each TIC star functional areas and facilities which will be included in design are decided.
4. People from government bodies are interviewed and asked if the model is appropriate or not.
5. Evaluation of the opinions.
6. Conclusion remarks.

In chapter 1, we present some of related studies and aims of this study after explaining the concept of "Tourism", its reasons, forms and history, and discussing the Heritage tourism, its categories and types.

Chapter 2 includes the importance of tourism in the world and Libya, its development as an economic sector, history and Heritage Sites of Libya.

Chapter 3 will includes the Methodology, the architectural analysis of (TICs), their activities, functions and importance around the world. Besides it will contain the proposed architectural program about Libyan heritage sites for tourism information Center.

Chapter 4 will present questions, design of the survey, findings and selecting the location and distribution of TIC in accordance with the developed criteria obtained from literature study and survey made among stakeholders of TIC.

Chapter 5 Evaluation and discussion are presented in this chapter

Chapter 6 will contain the conclusion

CHAPTER 2

TOURISM AND ITS IMPORTANCE FOR LIBYA

Currently, one of the major industries in the world is tourism, in several countries tourism has replaced oil at the top of the list in terms of foreign currency movements. In fact international tourism is an important part of trade in services, whose development has attracted the attention of the world community. Many countries in the world have taken international tourism as a major option to balance their international payments.

The tourist in Libya has the unique opportunity to enjoy a series of well-preserved archaeological ruins remaining despite the thousands of years that elapsed since. The tourist can still experience the great achievements of former civilizations, such as the Phoenician colonies established in the first half of the last millennium BC, the Garamantian Empire, the Roman Empire, the Greeks, the Vandals, the Berber and the Moslems.

Libya is the longest coast in Africa with a view of the Mediterranean Sea extending over a distance of one thousand seven hundred and seventy kilometers long. It is part of the Mediterranean Sea in the northern part of the country and is called the Libyan Sea. The northern regions are dominated by the Mediterranean climate and are considered moderate.

In addition, Libya has a strategic location, it is a connection point between the East, the West and the South of Africa. Moreover, Libya is a huge territory with a small population of only five million. A bout 1700 km of coast expends a long

Mediterranean Sea. Libya holds great potential in terms of tourism sector. (Abuharris . Ruddock, 2004)

2.1. The development of tourism and its importance as an economic sector, in Libya

Libya's economy depends largely on oil income, and in general, the state still controls and manages it. In 2001. State specialists quickly build various areas (along with the oil factor) to maintain the national economy in the light of the fact that the world is changing to new assets of electoral vitality and that it will reduce the importance and supply of oil. Thus, income, tourism, has been proposed as the best other option to add to the high level of the country's GDP. There is no doubt that tourism is a major factor in financial progress, especially for the development of States, especially from the point of view of the establishment of companies and jobs. It also prepares exchanges between countries and contributes to creating an atmosphere of resistance and common consideration. In Libya, tourism is the fastest growing sector in the country. Tourism is also the main source of non-oil cash, and many tourism-related departments have been built in this regard. As such, the tourism sector is moderately new and rapidly evolving, regardless of the obstacles of previous years. For example, it supports flights to and from Libyan airports. At present, considerable attention is being given to tourism companies to create economies, particularly economies in Africa and the Middle East, including Libya. The expansion of passengers is mainly due to the way Libya enjoys some of the best Roman demolitions in the world, and also as an extraordinary haven for brave Europeans.

In addition, to study the impact of global tourism on the national economy, which covers spending spent in small hotels, flights, restaurants or restaurants, there are some factors and vital difficulties.

In Libya, the commitment of the tourism sector to the national economy is not clear as it is included in the exchange section and focuses only on housing and restaurants.

It has been estimated that global travelers spend regular (30% - 40%) of their total spending in hotels and restaurants. Time channels (60% - 70%) in various

sections of the economy, for example, transport, recreational departments, retail, etc. National accounts, in this line, must reduce the commitment of tourism to the gross domestic product of the Libyan economy.

Therefore, the use and interest of travelers so that many products and companies turn into an interest for workers to deliver these goods and companies. Figure 2.1 shows that movement and tourism increase commitment to work (Bezan, 2009)

Travel & Tourism's Total Contribution to Employment		2014 '000 jobs
15	Egypt	2944.1
17	Spain	2652.6
18	Italy	2553.0
22	Turkey	2130.2
	World Average	2076.6
25	Morocco	1740.7
47	Greece	699.9
50	Algeria	660.2
62	Tunisia	472.8
	Africa Average	435.8
127	Cyprus	82.4
135	Libya	71.8

Figure 2.2 The travel and tourism total contribution to employment

2.2. Some Concept About Tourism And Heritage

a- A Tourist Information Center (TIC) can be defined as an office that offers tourist information and that promotes local and international tourism. At an international level necessity and usefulness are appreciated. The role of information centers of tourism is particularly important in meeting tourists' needs and optimizing the flow of tourists to existing tourist sightseeing places.

(Sava C, 2016)

For many tourists, TIC is the first place they seek to learn about tourist offers. Therefore, the services and receipts provided by the TIC will meet the needs of tourists from different countries.

Here tourists are given new leisure ideas, accommodation or food recommendations and other important information, especially when they arrive to a foreign city. (Garbelli, 2017)

b- Heritage sites: World Heritage Sites are places of Outstanding Universal Value, as set out of the 1972 United Nations Educational, Scientific and Cultural Organization (UNESCO) Convention Concerning the Protection of the World Cultural and Natural Heritage (the World Heritage Convention). Or an official place where political, cultural military, or social history is preserved because of its cultural heritage value. It can be any structure, landscape, site, or building with regional, local or national designation.

2.3. Location And History of Libya

Libya has a strategic geographical location next to the Mediterranean Sea in the middle African Continent North shore, which makes it vital link between the eastern and western countries of the Arab world, and between Europe and Africa. It lies between latitudes 18˚-33˚N and the longitudes 9˚E and 25˚E.

The size of the total land is about (1,760,000) square kilometers. Libyan coastline measures 1970 km from the Tunisian border to Egypt. It shares common borders To West is to Tunisia (459 km) and Algeria (982 km) and the East with Egypt (1,115 km), to the Sudan Southern (383 km), Chad (1,055 km) and Niger (354 km). Italy, Greece and the islands of Malta lie northward from the shores of the Mediterranean Sea.

Libya is the fourth largest country in Africa, and is the 16th largest country in the world (see Figure 2.2). Despite the fact that the Libyan populace, contrasted and the measure of the nation's immense land, is little, its populace is extremely focused and topographically in view of the northern drift. The key core of Arab-African nations, with one of the littlest populaces in every single African nation that live. Then again, Libya has an excellent and unassuming climatic atmosphere with temperatures extending from 15 to 35 degrees Celsius during the time in four typical seasons that can be appealing to visitors. (Khalifa, 2010.Otman, Karlberg , 2007)
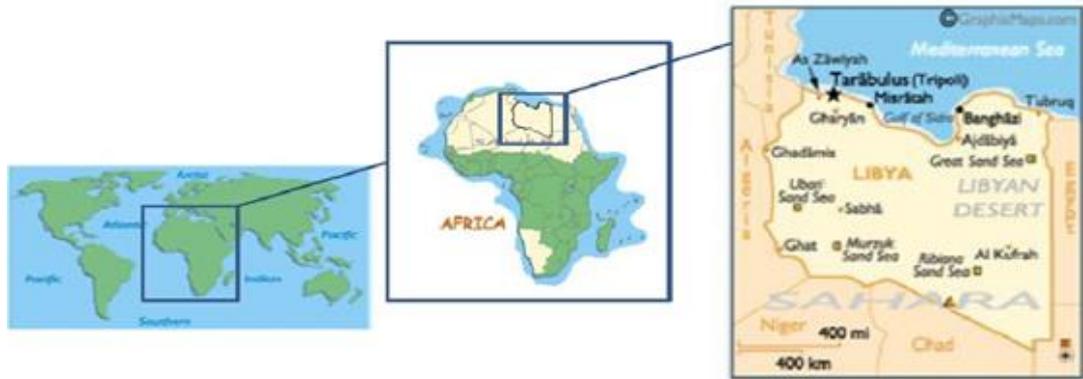
Figure 2.3 Location of Libya

Libya is heavily populated and most of its population lives in the narrow coastline just beside the Mediterranean and more than half of the population live in two major cities, Tripoli, the easternmost of the country, and Benghazi in the east.

Until Libya achieved independence in 1951, history was essentially a part of the regions, tribes and cities and empires The name of Libya originating from the name of a single Berber tribe known to the ancient Egyptians was later applied by the Greeks to the majority of North Africa, while the Libyan term was applied to all Berber residents. Despite having an ancient roots, these names were not used to occupy specific lands of modern Libya and its people until the 20th century, and in fact the whole region has become a consistent political unit by that time. As shown in Figure 2-3, it is the main determining geographical feature in the separate historical development of the three traditional regions of Libya (Trablusitania, Cyrenaica and Fezzan).

In the colonial period of the Punic and Greek coastal ovals, the area known as Fezzan was ruled by a tribal Garamantes who entered the area before 1000 BC. They formed a powerful kingdom that transcended the trade route between the Sudan and the Mediterranean Sea in the western coast. For over 400 years, the citizens of Tripolitania and Cyrenaica prosperous Roman provinces and part of a cosmopolitan state shared a common language, Roman identity and legal system. Rome remains like the remains of Leptis Magna, who lives in today's Libya.

Figure 2.4 Libya's three traditional regions - Tripolitania, Cyrenaica, and Fezzan

In Cyrenaica , Greek. Tripolitania was a major exporter of olive oil, as well as gold and slaves carried by Garamantes to the shore, while Cyrenaica remained an important source for wines, horses and medicines. The majority of rural population consisted of Berber farmers who were thoroughly " Punicized " in language and customs in the west.

The churches in Tripolitania and Cyrenaica have developed different characteristics reflected in their different cultural orientations. Effective Byzantine control in Tripolitania was restricted to the shores, and even there, new towns, fortified farms, castles and watchtowers were attracted to its blurred nature. Along with death in 632, Hz. Muhammad and his followers brought the tribes of the Arabian Peninsula and most of their towns under the flag of the new monotheistic religion of Islam. In 642 Amr ibn al As, an Arab general of the Caliph Umar, seized Cyrenaica and established his headquarters in Barce. Two years later, the Muslims moved to Tripolitania, the isolated Byzantine garrisons on the coast were taken over and the area was under Arab control. Then they invaded Fezzan in 663 and forced Germma to be surrendered. After that Libya was ruled by Karamanlis, Ottomans and Italian Colonialism until independence. (Metz I., 1989)

2.4. Tourism potential areas and subjects of Libya

Libya is one of the freshest and most energizing visitor goals on the planet. It has a length of 1,770 km of drift along the Mediterranean Sea, making it a profitable territory for water games, jumping and a wide range of exercises on the shoreline. There are additionally antiquated urban areas and urban areas and landmarks of Roman, Phoenician, Greek and Islamic civic establishments, alongside mosques and other noteworthy places of worship, and historical centers with their brilliant and grand archeological belonging.

2.4.1. Leisure Tourism

2.4.1.1. Tripoli

The capital of the Libyan state, is the largest and largest city in the country. Its population is estimated at 1.110.000 in the northwestern part of the country, on the top of rocks overlooking the Mediterranean Sea, facing the southern part of Sicily. It is called the Mediterranean Bride; it has the most beautiful orchards and white buildings.

➢ **Location**: as written before it's in the northwestern part of the country, and it has Tripoli International Airport, which is 34 km away from the center of the city, and from there the visitor will be near to all cultural heritage sites. For the location we can rank Tripoli with "5 stars", because it's not far from the International Airport and it's overlooking the Mediterranean Sea.

Figure 2.5 Location of Tripoli in Libya map

➢ **Visitors**: Tripoli has the largest number of visitors every year, for example, 101328 visitors came to Tripoli in 2009, and for the visitors' number we can rank Tripoli with "5 stars". (Temehu, 2017)

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Most of the visitors are foreigners and Arabs due to the beauty of the city and its geographical location and its visibility on the sea. There are also many local visitors who come to the capital either for business or shopping as a city with many local business events and festivals. On the other hand, with its large international airport, that make the city as hub for most visitors to other surrounding cities that do not have airports such as Tajura, Ganzour, Qasr Ben Ghashir, Sabratha and Gharyan.

➢ **Historical**: for cultural heritage sites we can rank Tripoli with "3 stars", Tripoli has a few historical sites but not as much as other cities.

➢ **Entertainment**: In terms of entertainment, Tripoli has many arts, in addition to the prophetic songs. The concerts are held on several occasions. It was chosen as the capital of Islamic culture in 2007, which encouraged many Islamic monuments from mosques and places to teach the arts. Arts, Scouts Theater, Arabic Language Center, College of Media and Arts, in addition to Al Faith Cultural Center and Arab Book House. According to this we can rank it with "5 stars".

Figure 2.6 Tripoli, capital of Libya

Conclusion: according to the above we conclude that Tripoli must have big and five star TIC. This big TIC must contain a lot of facility to server all the visitor's needs, examples of these five stars facilities are shown in table 5.3, in chapter five.

2.4.1.2. Benghazi

Benghazi is one of the most famous cities in Libya. It is the second largest city in Libya in terms of population density. It is also the largest city in the province of Barqa. It is also the common capital of the country according to the Constitution of the Libyan Independence of 1951, overlooking and supervising the Mediterranean coast. Its main center is Benghazi Lake in the heart of the city. Benghazi is made up of many towns and cities in the south, including Salouq, Qammenis, Tukra and Abayar.

➢ **Location**: Benghazi in the northestern part of the country, and it has Benina International Airport, which is 19 km away from the center of the city. For the location we can rank Benghazi with "5 stars".

Figure 2.7 Location of Benghazi in Libya map

➢ **Number of Visitors**: Benghazi has 90174 visitors in 2009, and for the visitors' number we can rank Benghazi with "5 stars". (Temehu, 2017)

Because the city of Benghazi is the second largest city of Libya and the economic capital, most of the Zoraha of the Arabs, both for business and industry because of the large industry in it, or as a tourist destination either to the beauty of its regions or the kebab of many sites and cities of

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archaeological and because it contains an international airport is located in the north-east of Libya, this makes it a bridge to many surrounding cities and a station to move to nearby civilian airports.

➢ **Historical**: for cultural heritage sites we can rank Benghazi with "4 stars", A large number of tourists who arrive at the tourist vessels anchored in the port of Benghazi head directly to the places and archaeological sites located in Al-Bayda, Shehata, Jabal Al-Akhdar and Sousse, but in recent years attention has been paid to the tourist activities inside the city. In order to attract European tourism.

➢ **Entertainment**: In terms of entertainment, Benghazi has many places, such as Gliana Bridge, Benghazi Bridge, Greek monuments in Benghazi, a Libyan monument perpetuates the battle of Jelliana, Alnasr Street, Turkish Castle, The Old Mosque, and Baraka Barracks. It should be noted that the Lithi River or the River of Oblivion located in the Bouatni region on the eastern side of Benghazi is one of the most attractive tourist attractions in Libya. It is mentioned in Greek mythology, there are many parks near the River. According to this we can rank it with "5 stars".

Figure2.8 Benghazi city

Conclusion: according to the above we conclude that Benghazi must have big and four star TIC. This big TIC must contain a lot of facility to server all the visitor's needs, examples of these four stars facilities are shown in table 5.3, in chapter five.

2.4.2. Business Tourism

2.4.2.1. Misrata

Misrata is one of the most important cities in Libya. It is located between the cities of Tripoli and Sirte on the Mediterranean Sea. It occupies the third place after Tripoli and Benghazi in terms of population. 281,000 people, according to the statistics of 2012, called Misurata named sand, because of sand dunes high accumulated by the tidal operations over thousands of years, and Misurata characterized by green plains, which are rich palm dates, and olives heavily.

➢ **Location**: Misrata in the northwestern part of the country, it is about 210 km from Tripoli to the east and 825 km from Benghazi to the west, and the nearest Airport to Misrata is Tripoli International Airport, which is 216 km away from the center of the city, which is far. For the location we can rank Misrata with "3 stars".

Figure 2.9 Location of Misrata in Libya map

➢ **Number of Visitors**: Misrata has 68292 visitors in 2009, and for the visitors' number we can rank Misrata with "3 stars". (Temehu, 2017)

The city has great places due to its beauty and history. The city have many entertainment centers and events, or as a tourist destination, surrounded by a lot of historical areas, that make the visitors come from all around the world and Libya to visit it.

➢ **Historical**: for cultural heritage sites we can rank Misrata with "3 stars", The excavations and excavations that took place in the city revealed the existence of archaeological evidence, some of which were foundations of walls and buildings, as well as Phoenician and Roman coins, pottery and

several tombs and Roman baths, and revealed for the first time the extension of a series of Roman villas in the city in 1993, where revealed the first Roman villa located In the area west of the port of Zureik, specifically in the area of the Shatt al-Hamam, and this is why the villa was called Shatt al-Hamam.

Figure 2.10 Misrata

➢ **Entertainment**: Exploring Misrata requires a long walk, and then it will be tempting to jump into the sea from an excellent and almost deserted beach of a few hundred meters in the west. Despite that Misrata considered as trading city more that tourism or entertainment city. According to this we can rank it with "3 stars".

Conclusion: according to the above we conclude that Misrata must have medium and three star TIC. This medium TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.2.2. Tobruk

The city of Tobruk has a port called the port of Tobruk. The city is characterized by its natural sea scenery, which is rich in bays and also in plateaus. The city of Tobruk is the gateway to the eastern Libyan Jamahiriya. The distance from the Arab Republic of Egypt is 150 square kilometers. It is a commercial center and it is transformed into a free zone. Tobruk suffers from the problem of fresh water, because its groundwater is not suitable for drinking

because of its salinity, and therefore the state has worked on desalinating water in it by establishing stations specialized in this matter.

➢ **Location**: Tobruk is located in the Libyan Republic, on the Mediterranean Sea, the city of Tripoli is estimated to be 1500 square kilometers, to the east. Tobruk is about 410 kilometers from the city of Benghazi. The site of the city of Tobruk resembles the peninsula on the Mediterranean Sea, located on the opposite of the island of Crete located on the European continent, and the population of the city of Tobruk is 120,000 people. The nearest Airport to Tobruk is Old El Adem Airport, which is 27 km away from the center of the city, which is near, but the airport is not international and that will make the visitors go to Benina International Airport first. For the location we can rank Derna with "4 stars".

Figure 2.1 Location of Tobruk in Libya map

➢ **Number of Visitors**: Tobruk has 36329 visitors in 2009, and for the visitors' number we can rank Tobruk with "3 stars". (Temehu, 2017)

The city of Tobruk is a destination for all those interested in military history both inside and outside Libya. They fought many wars and contained many of the features dating back to the Ottoman War, World War I and military cemeteries, making it a destination for many local and foreign tourists. On the other hand, the city is a destination for Arabs from neighboring countries looking for work, it contains a large number of Arab immigrant nations.

➢ **Historical**: for cultural heritage sites we can rank Tobruk with "4 stars". There are many Roman, Greek and Islamic monuments, as well as a Byzantine wall called the "Justin" wall, whose remains are still present to this day. On the western side there is an ancient city with an area of 4 square

kilometers, Libya, and there are traces of a Christian church called the "Valley of the Sahel". Some of the monuments are: German Castle, the French cemetery, which contains the remains of about (200) French soldiers, Commonwealth: the Tomb of Tobruk, where the remains of nearly 2,479 soldiers, most of them Australians.

Figure 2.2 Tobruk

➢ **Entertainment**: There are many ethnicities in Tobruk, where the indigenous population is predominantly Arab, and we also find Qeritli. Minorities, most of them Amazighs, are the Carpathians. In this city there are many Arab and foreign communities, especially those working in this city, where we find Egyptians, there are Iraqis, also Tunisians, in addition to the Moroccans, and also the Algerians, and there are some Africans as well as some foreigners. According to this we can rank it with "3 stars".

Conclusion: according to the above we conclude that Tobruk must have small and two star TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.2.3. Sirte

The name of Sirte is the region that stretches along the Mediterranean coast, between the eastern side of the city of Akeelah and the western part of the city of Puyat al-Hassoun. A group of Phoenician settlements was established, one of which was known as Ivor anta Makomadis. And when it was ruled by the Fatimids in the tenth century AD, they established the city of Sirte which is the

current city and contains a collection of Fatimid monuments in addition to some Islamic monuments.

- ➢ **Location**: It is one of the Libyan coastal cities bordering the Mediterranean basin, specifically in the middle of the Libyan coast connecting between the cities of Benghazi and Tripoli, and the distance between them and the capital of Tripoli about 450 kilometers to the east, which is characterized by moderate weather and dry desert weather, and the population of the city of Tobruk is 48,504 people. The nearest Airport to Sirte is Gardabya Airport, which is 20 km away from the center of the city, which is near, but the airport is not international and that will make the visitors go to Tripoli International Airport first. For the location we can rank Sirte with "4 stars".

Figure2.3 Location of Sirte in Libya map

- ➢ **Number of Visitors**: Sirte has 21989 visitors in 2009, and for the visitors' number we can rank Sirte with "2 stars". (Temehu, 2017)

    Most visitors to the city of Sirte are locals, it is considered a city with many beaches and its prices are suitable for the population of the country, and the presence of more than a seaport makes it a destination for many of the commercial and industrial business in Libya.

- ➢ **Historical**: for cultural heritage sites we can rank Sirte with "2 stars". The city of Sirte oversees the Gulf, which is part of the Mediterranean Sea, called the Gulf of Sirte in relation to the city, after it was called Sidra Bay. This Gulf witnessed many confrontations between the Libyan and American States. For the same reason, the Gulf was known as the Gulf of Challenge. Historically, the city is of great importance; it oversaw the mobile convoys between Tripoli and Burqa as well as the African continent.

Figure 2.14 Sirte

➢ **Entertainment**: The city has gained considerable importance and prosperity since the late President Muammar al-Gadhafi, who was also his hometown and place of detention. In the 1980s and 1990s, most of the ministries were relocated and many modern buildings were erected. But it does not feature many entertainment centers so it is not a destination for foreign tourists. According to this we can rank it with "2 stars".

Conclusion: according to the above we conclude that Sirte must have small and two star TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.2.4. Tajura

It is one of the Libyan cities and is considered one of the agricultural cities with a land area of 135 square kilometers. The city was founded by the Phoenicians in the 7th century BC and is named after the Mediterranean bride relative to the beauty of its orchards.

➢ **Location**: Tajura is located on the northwestern side of Libya. It overlooks the Mediterranean Sea and is bordered by the western part of the capital Tripoli. It is bordered on the south by El-Sawani and the western region of Janzour. It is bordered on the northern side by the Mediterranean Sea, and the population of the city of Tobruk is 60,681 people. The nearest Airport to

Tajura is Tripoli International Airport which is 20 km away. For the location we can rank Tajura with "3 stars".

Figure2.4 Location of Tajura in Libya map

➢ **Number of Visitors**: Tajura has 12845 visitors in 2009, and for the visitors' number we can rank Tajura with "2 stars". (Temehu, 2017)

Tajura is one of the cities with many ancient monuments, and is also very popular among Arab and local visitors than Western visitors. Its location and proximity to the capital and its international airport makes it a destination for many. The city's tranquility and diversity from its neighbor, the capital, makes it a destination for many of the capital's residents from city noise and traffic jams to spend days in the quiet and beauty of the city.

➢ **Historical**: for cultural heritage sites we can rank Tajura with "2 stars". The city of the five modern cities, since the date of its establishment is more than four hundred years, the period of Turkish rule of the country, and there are landmarks still witness to this era, but it is the city closest to the great monument, which dates back to the time of the Phoenicians, Which was later developed by the Romans.

Figure2.56 Tajura

➢ **Entertainment**: The city is an industrial city with many factories, such as a timber factory, a dairy factory, a shoe factory, a factory and a cement factory. It has an electric power plant, the largest power station in Libya. According to this we can rank it with "2 stars".

Conclusion: according to the above we conclude that Tajura must have small and one star TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.3. Family Tourism

2.4.3.1. Derna

The city of Derna has several titles that became famous and became part of it. These titles are the Dora of the Mediterranean Sea, as well as the bride of Libya. It is a fact described by all of the poets, writers or even tourists who

visited it. They were fascinated by its beauty and splendor, which make it the really bride overlooking the Mediterranean. The city of Derna is one of the Libyan mountainous cities with its fresh flowing water and mountain meadows.

- ➢ **Location**: The city of Derna is a mountain town in the Libyan Arab Jamahiriya, a coastal city overlooking the Mediterranean Sea on the eastern side of the country, bordered on the northern side by the Mediterranean Sea, bordered by the mountain range of the green mountain from the south. The city of Derna is divided into two parts, a large valley known in the city as the Derna valley. The nearest Airport to Derna is Benina International Airport, which is 280 km away from the center of the city, which is far. For the location we can rank Derna with "3 stars".

Figure2.67 Location of Derna in Libya map

- ➢ **Number of Visitors**: Derna has 25498 visitors in 2009, and for the visitors' number we can rank Derna with "3 stars". (Temehu, 2017)

  Most visitors to the city of Derna are locals, it is considered a city with many beaches and its prices are suitable for the population of the country, and the presence of more than a seaport makes it a destination for many of the commercialists and industrialists in Libya.

- ➢ **Historical**: for cultural heritage sites we can rank Derna with "3 stars". There are several important sites in the city of Derna, some of which are famous historical and archaeological sites, the most important of which is the East Coast neighborhood, the West Coast neighborhood, Al-Bilad neighborhood, Al-Maghar district, Bab Tabruk district, in addition to Al-Jubaila neighborhood, Sheha district and Al-Salam neighborhood.

Figure2.78 Derna

➤ **Entertainment**: The city of Derna has several places of entertainment, making it a tourist attraction whether internal or external, such as these places with some of the many parks, especially the natural ones, in addition to the new children's garden, the Corniche, and markets, such as the dark market, also the Evergreen market, the individual market, and also the hotel market, as well as the market of Kharaza. According to this we can rank it with "4 stars".

Conclusion: according to the above we conclude that Derna must have medium and three star TIC. This medium TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.3.2. Ubari

In the Ubari region of southern Libya, there are some impressive lakes among the nearly 20 sand that have been visible so far. Recent research has shown that there are many freshwater lakes in Fezan and some of these lakes are located in the southern regions of the country. The valley of life is characterized by great diversity and harmony, and is considered one of the most densely

populated valleys in southern Sabha. Mostly Arabs and Tuaregs, as well as a number of Tibetan tribes.

➢ **Location**: The city of Ubari is located in the middle of the province of Wadi Al-Hayat. It is considered one of the most important and largest cities in the governorate. It is considered the capital of the governorate and it has great influence in terms of important figures. It is the link between Wadi Hayat and the Libyan government. The end of the province westward, and the population of the city of Tobruk is 27,796 people. The nearest Airport to Sirte is Ubari Airport, which is 20 km away from the center of the city, which is near, but the airport is not international and that will make the visitors go to Tripoli International Airport first. For the location we can rank Ubari with "2 stars".

Figure2.89 Location of Ubari in Libya map

➢ **Number of Visitors**: Ubari has 15584 visitors in 2009, and for the visitors' number we can rank Ubari with "2 stars". (Temehu, 2017)

In the Ubari region of southern Libya, there are some impressive lakes among the nearly 20 sand that have been visible so far. The beauty of its nature has made it a destination for the locals. It is characterized by desert tourism as it includes the salty lakes, Lake Qabrouon, surrounded by hills of high sand, Lake of Umm al-Mawd, Lake Umm al-Husayn and Tartouna, which made it a destination for tourists from around the world, and most of them are locals who like the desert atmosphere which is characterized by desert tourism.

➢ **Historical**: for cultural heritage sites we can rank Ubari with "3 stars". The valley of life is a cradle of civilization and heritage. It has the oldest civilization in Libya. It is the Garmant civilization, which still has its traces in the ancient city of Germa, and there are many monuments, tombs and archaeological pyramids such as pyramids,

Figure2.20 Ubari

➢ **Entertainment**: The valley of life is characterized by the beauty of its nature, which made it a destination for local tourists, characterized by desert tourism to include the salt lakes surrounded by hills of high sand and the beauty of its mountain range and the good of its people all made it a wonderful tourist attraction. According to this we can rank it with "2 stars".

Conclusion: according to the above we conclude that Ubari must have small and one star TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

2.4.4. Heritage Tourism

2.4.4.1. West of Libya

A. Sabratha (Sabrata)

Found 70 km west of Tripoli (the capital of Libya), was observed to be the most punctual Phoenician settlement from the around the sixth century BC covered under the remains of the Roman towns constructed late between 139-180 AD and part of it still under the Sea. It is the second UN World heritage site. It began life as a Carthaginian trading post because the strategic natural harbor gave it an opportunity to be a center of trade for many civilizations, including the Phoenicians, Carthaginians, Vandals and Romans (see Figures 2.20).
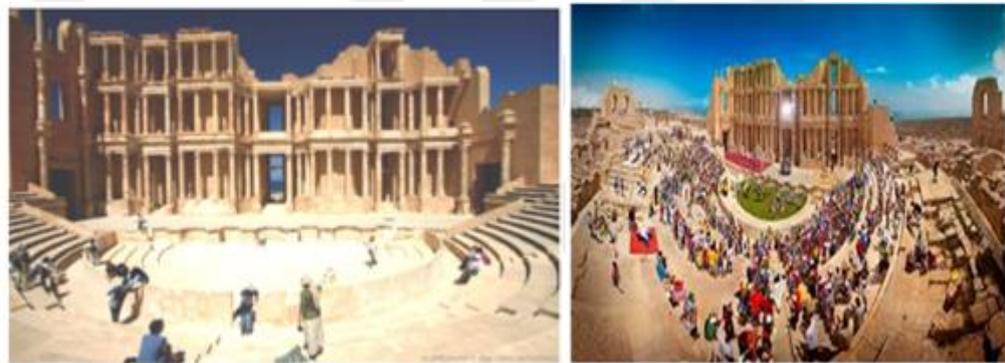
Figure2.91 Sabratha theatre

Figure 2.10 Map of Sabratha

Like other ancient settlements in Cyrenaica, Sabratha has a nice atmosphere that ensures that the oceans that meet the sea are in the best shape. However, the potentials of this site are still under consideration. Sabratha was founded by

Ptolemais in the 4th century BC and its preemption continued in the Roman period, however, the Arabs began to decline with the arrival of the first half of the 7th century AD

Location: Sabratha in the northwestern part of the country, and the nearest Airport to Sabratha is Tripoli International Airport, which is 86 km away from the center of the city, which is far. For the location we can rank Sabratha with "3 stars".

➢ **Number of Visitors**: Sabratha has 68292 visitors in 2009, and for the visitors' number we can rank Sabratha with "3 stars". (Temehu, 2017)

Sabratha is one of the cities with many ancient monuments, and is also very popular among Arab and local visitors than Western visitors. Its location and proximity to the capital and its international airport makes it a destination for many. The city's tranquility and diversity from its neighbor, the capital, makes it a destination for many of the capital's residents from city noise and traffic jams to spend days in the quiet and beauty of the city.

➢ **Historical**: We can list Sabratha with "5 stars" for cultural heritage sites, there is so much to dig in here to visit the precious Sabratha. The best thing here is the basilica dating back to the 5th century AD. Among the excavated buildings are a Hellenistic palace, sculptures, a forum and plenty of fountains. The museum visit has a good collection of beautiful and daily articles. The depictions of lions and tigers who once lived in this area is noticeable.

Figure2.113 Sabratha

➢ **Entertainment**Exploring Sabratha leads to quite a walk, and it will be tempting to jump into the sea from a perfect, almost abandoned beach of a few hundred meters in the west. According to this we can rank it with "3 stars".

➢ **Conclusion**: according to the above we conclude that Sabratha must have medium and three star TIC. This medium TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

B. Ghadames (Cydamae)

Known as the "Pearl of the Desert", Ghadames is the fourth largest UNESCO World Heritage site and about 400 miles south of Tripoli, west of Libya. With no strong evidence of the history of this oasis town, archaeologists estimate that the city age is going back about 5,000 years. According to Bradley (2009), the oasis was occupied by the Romans about 19 BC. The Oasis town has become an important caravan route connecting the southern Sahara region and the north with the profit market of Tripolitania. The Ghadames are one of the best preserved cities in Libya and the houses are made of mud, palm and lime trees; adjoining roofs with interspaced intermediate paths between them, which allow passage from one house to another, were built to fit each other.. It is its cold in summer, warm in winter qnd famous for its design, narrow street tables, irrigation system and local folklore.. The Garamantes and Muslim developments have all left their impression on the city's homes, caverns, and rises has been the most critical business focus in the district (see Figure 2.23).

Figure2.124 Ghadames from the outside and inside the town

Figure2.135 Map of Ghadames

Ghadames Is a Libyan city located near the borders of Libya with the neighboring countries of Tunisia and Algeria on the western side, and Ghadames is 543 km from the capital Tripoli in the south-west, and the population of the city about 25.000 people, and the ancient Ghadames is a historic city, so it was classified by UNESCO as a historic city On the World Heritage List.

➢ **Location**: the nearest Airport to Ghadames is Ghadames Airport, which is 22 km away from the center of the city. For the location we can rank Benghazi with "4 stars".

➢ **Number of Visitors**: Ghadames has 69472 visitors in 2009, and for the visitors' number we can rank Ghadames with "4 stars". (Temehu, 2017)

The vast majority of visitors to Ghadames are foreigners interested in monuments and history. The city has breathtaking places due to its beauty and sanctity, and it takes back the visitor to the middle ages and ancient civilizations. The city does not have many entertainment centers and events, but its visitor passes from Tripoli International Airport before landing at Ghadames airport, and in Tripoli can get enough entertainment.

➢ **Historical**: In 1986, at the tenth meeting of the World Heritage Committee of the Organization of Education, Culture and Science, the Libyan city of Ghadames was included in the list of heritage sites. A collection of stone carvings and inscriptions has been found in the city, dating back to about 10,000 years, and from the ancient Carthaginians who lived there in 795 BC and was ruled by the Romans in 19 BC. As it reached the Islamic conquests led by Obqah bin Nafi in 42 AH. The city has undergone many important events. The famous historical places in Ghadames is:

- o The Ghadames Museum: The museum provides an opportunity to learn about the various precious monuments that reflect the history of ancient Ghadames, such as stone tools, fossilized organisms, birds and insects.

- o Ain Al-Faras: The most important landmarks of the ancient city of Ghadames, it is the first base for the establishment of the city and the development of life in it.

- o Makdul Palace: This palace is located west of the city wall and is believed to date back to the Roman era. It was a fortress at the time.

- o The ruins of Tamsmoudin are located in the southwestern part of ancient Ghadames, which are Roman ruins, while some historians and archeologists believe that they belonged to the Garmantian civilization, or that they were tombs or columns of ancient religious buildings.

- o Lake Mgzam: It has two very saline lakes, one deep, with a depth of more than seventy meters.

For cultural heritage sites we can rank Ghadames with "5 stars".

Figure 2.6 Ghadames city

➤ **Entertainment**: Ghadames has been considered as Archaeological City. It doesn't have much entertainment places comparing with many monuments in it. According to this we can rank it with "2 stars".

Conclusion: according to the above we conclude that Ghadames must have medium and three star TIC. This medium TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3, in chapter five.

C. Rock-Art Sites of Tadrart Acacus

This rocky massif, which is a World Heritage List on the borders of Paradise Tassili N'Ajjer, has thousands of caves paintings dating from 12,000 B.C. to A.D. 100. are in very different styles. They reflect visible changes in fauna and vegetation, as well as different lifestyles of successive populations in the Sahara region.

Acacus' rock art was recognized in 1985 as part of the cultural heritage of the world, and the Acacus Mountains were included in the World Heritage List by UNESCO. Acacus and Messak Settafet are dotted with thousands of carved images using different techniques and created with various themes (see Figures 2.26).
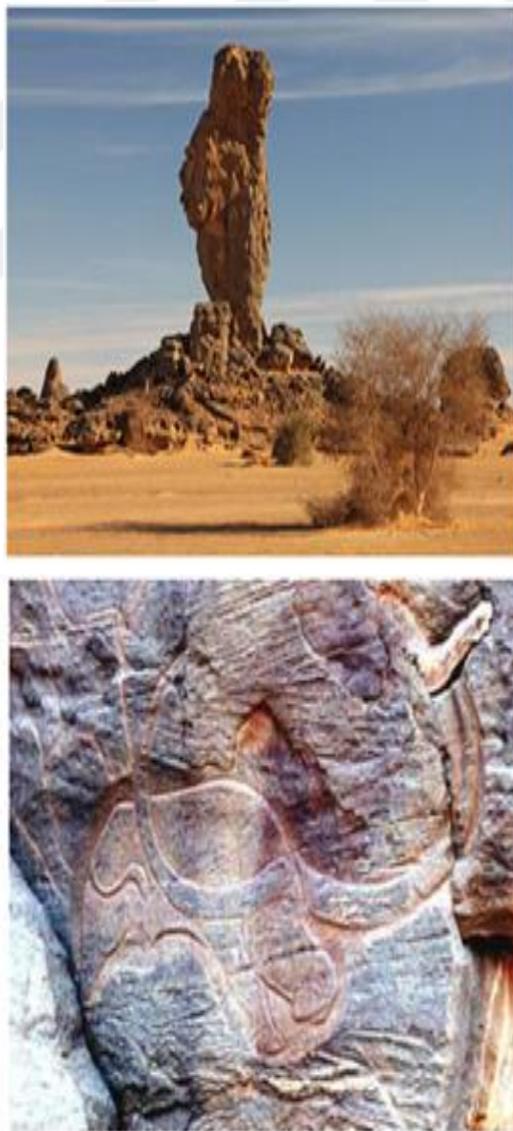
Figure2.147 Rock art view and Acacus painting and engravings

Figure2.28 Map of Tadrart Acacus

D. Lebda (*Leptis Magna*)

Found 100 km east of Tripoli, it is said to be one of the most established urban communities in Phenicia in North Africa. It is the most critical archeological settlement in Libya and was an essential business focus amid the Roman administration because of its area and the origin of Emperor Septimus Severus. Leptis Magna is a UN World Heritage Site built on the Mediterranean coast of Libya. The history of the city shows that it was founded by the Phoenicians in the 10th century which was later subjected to the invasion of the Spartans and became a Punic city. But later. when Leptis Magna became part of the new Roman province of Africa around 23 BC, it had the most glorious period. Figure 2.28 show a section of Leptis Magna views.

Figure2.159 Leptis Manga theatre and Leptis Manga Gate of Emperor Septimius Severus

Figure2.30 Map of Leptis Magna

E. Gharyan

Gharyan is one of the most important Libyan cities in the northwestern part of Libya at the top of the western mountain. It rises from the plains of Tripoli and 75 kilometers from the slopes of Mount Gharyan, which is a wonderful sight and a mountainous nature. Which leads to the city of Gharyan.
The city of Gharyan is the administrative center of the entire Western Mountain, being the largest and most important mountain city. It is the main headquarters of the Republic and the Libyan Foreign Investment Company because it is one of the largest Libyan banks and the largest investment company in Libya. (See Figure 2.30) (BIZAN , 2009).
Gharyan is a word Amazigh origin is attributed to the tribe of Amazigh lived in the city in ancient times, and is indicative of the existence of this tribe in the city that there are several areas within Griat called Amazigh names such as Aldawasir, Otbadot, and Osmovin. It is said that the origin of the Gharyan designation is Greale, which is the land of mud, because there are many underground caves.

Figure 2.161 The city of Gharyan

Figure 2.172 Map of Garyan

➢ Trekking Mountain Nafusa

From the desert to 2000 km from the Mediterranean coast without blemish, Libya is dazzling and surprising, and simply to be found. Traveling around this wonderful scene is an amazing approach to reach the field with many explorers who choose the places of Mount Green - also called the Green Mountains - or Nafusa Mountain, not on the grounds that these are two of the most beautiful areas but because the atmosphere is much colder than It was in different parts of Libya and thus more qualified for this type of outdoor movement. The green mountains are particularly prominent among those who face the nation because of its unimaginable maturity and rich landscape; it is highly irregular in this area of dry bones and produces oats, potatoes and organic products. The green mountains have spectacular views, and are also home to the Greek province of Gere, which is located in the Green Mountain Valley. Those who need to travel through these lands are encouraged to formulate their own

courses, as there are not many visitors managers willing to help them in this alternative.

Figure2.33 Trekking Jebel Nafusa (Libya-direct, 2011)

2.4.4.2. East of Libya

A. Shahat (Cyrene)

Found 200 km east of Benghazi (the second biggest city in Libya), it was established amidst the seventh century by Greek outsiders. At that point Cyrene steadily turned into a kingdom, achieved the Apogee around 400 BC, turning into the second most essential just to Athens and after that re-invigorated under the Roman Empire. Cyrene, the third UNESCO World Heritage List to the east of Libya, is considered one of the most attractive Greek sites because of its unique features such as temperate climate throughout the year. Cyrene has been through depression for many periods and has witnessed numerous histories (see Figure 2.33). Besides Apollonia, which is used as the port of Cyrene, there are other magnificent historical sites other than Cyrene, such as Gaser, Ptolemais, and Aslonta in Libya.

Figure 2.184 Cyrene public square

Figure2.195 Map of Shahat

B. Sousa (Apollonia)

Found 15 km north of Serene along the drift, a port was worked in the meantime. It turned into the primary city of the region which prospered under Byzantine manage and again under the Turkish Empire, and took another name in 1897. (see Figure 2.35)(Khalifa , 2010.BIZAN , 2009).

Figure2.206 Apollonia view

Figure2.217 Maps of Sousa

C. **Wadi el Kuf**

Wadi in the green mountain of eastern Libya, Saab tract, many bush, and west of the city of white about 16 km, and is the highest mountain in the Libyan dialect. Some people also live in agriculture and grazing. It has the National Cove Park and the Kouf Valley Bridge, the largest concrete bridge in the country, with a vertical elevation of about 160 meters above the surface of the valley and a landmark of the Green Mountain. (See Figure 2.37) (BIZAN , 2009).

Figure2.228 Wadi el Kuf Bridge

Figure2.239 Map of Wadi el Kuf

2.4.5. Cultural Tourism

What's more, there are numerous appealing zones in the Libyan forsake with an abundance of ancient craftsmanship, old stories and culture from the towns of desert gardens and lakes in the Sahara. Be that as it may, the most prevalent vacation spots in Libya. (as explained before in sec. 1.3.2) may be clarified into the following:

2.4.5.1. The Desert

The Sahara in Libya (Desert) represents over 90% of the Libya's surface. There are numerous appealing locales that can intrigue universal visitors, for

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example, a lot of ancient workmanship, horticultural frameworks, urban texture of the desert garden settlement, betray lakes, old stories and the unmistakable culture of the desert spring of urban areas in the southern piece of Libya. Figures 2.39 and 2.40 present some of the Libyan Sahara lakes and views.

Figure2.40 Libyan lakes in the desert

Figure2.241 Sahara view

> **Camel Trekking**

Passing the impressive and interesting nation of Libya ensures that a journey will not pass unnoticed. Although Libya has known its controversial and turbulent history, it has recently been ambitious to attract travelers to its shores, and on the grounds that very few people have gone to this tolerant country, there is an additional incentive to investigate Azim On-Spoiled land. One of the idyllic courses that to see all the desert brings to the table is through camel riding or trekking across the area. There are plenty of visit controls accessible right away

to help you in the middle of your stay while offering exceptional excellence and tranquility from areas such as the Acacus Mountains and other inclusive parts - all in relative vigilance and privacy. The magnificent craftsmanship of the works of artistic rocks and illustrations in the betrayal gives or achieves leftovers of the left Romans, Greeks and Phoenicians in the regions, for example, Apollonia, Sabratha and Leptis Magna. With this and much more riding beauty through the Libyan Desert ensures that it is an important fund and change life.

Figure2.252 Camel Trekking (Libya-direct, 2011)

> **Desert Driving**

In case you are looking for new and energizing approaches to spend your much getting away, at that time why not try the Libyan nation located in the northern part of Africa. In the light of the United Nations permits, Libya has been transformed and transformed to a large extent, which means that most of the nation is not affected by the disruption of tourism. However, recently, the

nation has often disappeared quickly by dozens of enthusiastic enthusiasts to test a range of Arab, European and African influences that make Libya extraordinary.

The adrenaline is sure to start running as you move a 4WD down 80m sand hill unstable in the sandy sea from Idhan Mirzuk on the way to the well-known Libyan city train from Ghadames. You will also feel as if you have recovered in time when you see a sublime pre-marked noticeable shaking workmanship and carvings in the Matkandosh Valley that date back to about 8000BC. Give up driving through a nice and lovely desert with mesmerizing guests from the prominent mountain tops, in addition to the peaceful desert gardens that dot the entire range.

Figure2.26 Desert Driving (Libya-direct, 2011)

➢ **Dune Surfing**

Your next trip will be well spent in the Libyan nation. Libya has known Libya as a base for its inclusion in the outrageous Lockerbie bombings. Libya has worked hard to improve its image and reputation among the international community with a final goal of getting outsiders closer to its shores. Those blessed enough to do the tour are in awe as the nation serves many sights and energize the sounds to achieve full, appreciate and appreciate.

Figure2.274 Dune Surfing (Libya-direct, 2011)

2.4.5.2. The Mountains

In the eastern piece of the nation, appreciate about 600 km of green-secured mountains along the ocean side, with wonderful sparkle of the sun consistently, described by limit haze and soak valleys. In the western piece of Libya, there is a progression of around 400 km of mountain ranges with numerous old locales that will be gone by universal visitors.

2.4.5.3. The Coastal

Libya has largely been known for its contribution to the notorious attacks in Lockerbie, but since the UN lifted its consents against the nation in 2003, it has used a concerted push to attract visitors to its shores. The explorers from this North African country have a unique experience. Libya is a country that is happy to distinguish between Arab, European and African influences. The holidays here are a fascinating and fascinating journey.

➢ **The Mediterranean Beaches**

The coasts of Toshima to Tulmitha along the drifting northeast are huge, but there are smaller and more special spots in place, when producers of this occasion need to get away from the buzz about the more frequented ranges. The beaches near Derna and Sosa (Apollonia), and Hanah are generally charming and fun - the perfect way to relax in the middle of your visit across Libya.

Figure2.285 The Mediterranean Beaches (Libya-direct, 2011)

➢ **Snorkeling The Libyan Mediterranean**

The coastal landscape of a large number of the coast of Libya confirmed recently confirmed to keep every traveler delighted, while there is plenty to see amid the snorkel, especially the remaining in and around urban areas known for this type of remains and antiques. Any form of Apollonia especially famous for their submerged remains, are insured to awaken those special enough to see them. For those who want this water movement they are encouraged to bring their own equipment and help tour manager who can bring the best places to see a lot of these unexplored submerged remains.

Figure2.296 Snorkeling the Libyan Mediterranean (Libya-direct, 2011)

2.4.5.4. Popular heritage (folklore)

Prehistoric studies was a critical segment of tourism in the Mediterranean. Libya has a progression of the best established landmarks on the planet. In the western and eastern piece of the nation, the most vital

archeological remains are still a long way from the Phoenician, Greek and Roman Ages, which established the urban communities of Sabratha, Ghadames, Shehat, Sousa, and Lebda.

➤ **Souk Shopping**

The taste slows down is a fragrant background and a sweet scent confirmed to promote your colleges, while the gold markets have a wide range of gold features that will undoubtedly get your attention. Clothing markets have a staggering measure of garment clothing stalls where they offer colorful textures, for example, shiny silk and more realistic things also including fresh cotton sheets. Whatever tastes or tendencies, market purchases in Libya guarantee that knowledge will change life. This can be found in the most Libyan cities.
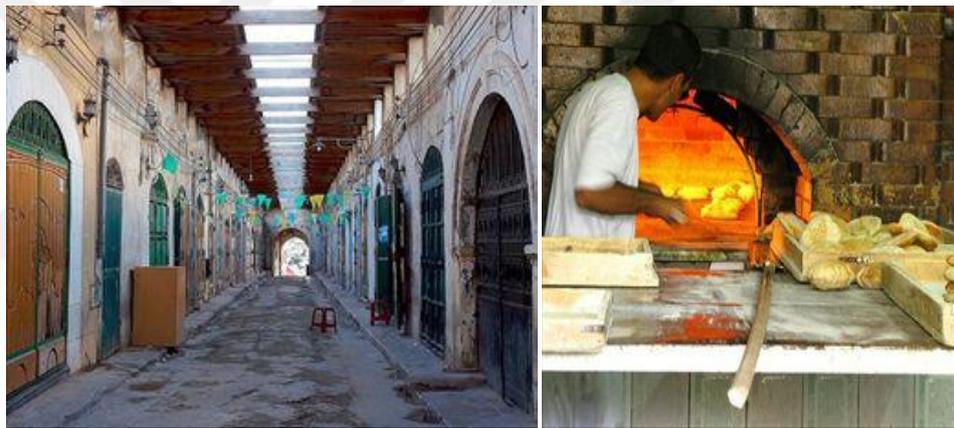
Figure 2.307 Souk Shopping (Libya-direct, 2011)

➤ **Tea and Toast Tuareg Style**

A large draw card for those who are on vacation in Libya is visiting through the Sahara Desert, which is ultimately being a prominent issue, carved into the mind for a long time after the getaway is over. The Libyan part of the desert is home to peaceful desert gardens, in addition to verifiable critical tremor letters and representations are found in a hill of resort collapses. Another notable work to enjoy while looking for a drop, which is definitely delicious and exceptional, is the presence of teas and teaguars roasted style. Tuareg toast is bread prepared in sand and tea is a green Tuareg mix and foams, both guaranteed

to satisfy your taste with sweet aroma flavors. This can be found in the most Libyan cities.

Before you settle around the open fire, you will have the advantage of seeing all of it done by one of the locals with a promising experience of not being at all like anything else you've seen in your tour. When you have seen this procedure, you will accumulate around the fire and will appreciate these great desserts. To ensure the custom of the neighborhood and the merriaments stick, you are encouraged to drink at least a little Tuareg tea before refusing more refills.

Figure2.318 Tea and Toast Tuareg Style (Libya-direct, 2011)

➢ **Mosques old and new**

The capital of the world of Tripoli in Libya is undoubtedly the best charm for some guests, and offers the traveler a well-known social and cultural rich event that has been very engraved and better protected in any other part of the Mediterranean. Tripoli has plenty of statues and interesting points that will awaken and sleep any person who has the opportunity to visit the city. Like most other Arab urban areas of the globe, Tripoli's prospects are dominated by different mosques of different shapes and sizes. The old city or Medina in Tripoli does not have such developments 38, is a well-known path for those who know Tripoli to invest their energy. This can be found in the most Libyan cities.

The most popular and most frequently used mosque in the range is the Gurgi Mosque, which highlights superb and fascinating engineering plans. Apart from the Gurgi Mosque, travelers can investigate any appearance of Karamandi and Gama University, which are both interesting and pay a rich tribute to the social heritage of this happy country. Most of the mosques in Tripoli are not overwhelming - there are very few and so irrelevant that they do not have the

ability to tell you that it was a mosque except for the minarets on the front that show up near one.

Figure2.329 Mosques old and new (Libya-direct, 2011)

2.4.6. Other Cities

There is other cities with deferent numbers of visitors and characters like some of them are cultural heritage areas and some are entertainment and some are for trading and industrial business, we will organize most of these cities according to the number of visitors and subdivisions of Libya as follow:

Figure2.50 subdivisions of Libya

➢ **Cities with visitors between 30,000 and 20,000:**

In Tripolitania: Cities such as Garyan, Zwaia, Msallata, Zuwara, Khoms, Zliten, Abu Kammash and Tiji, these cities are near the capital Tripoli and can be reached by Tripoli International Airport then to the city or local civil airport, most of them have entertainment character more than historical.

In Cyrenaica: Cities such as Bayda, Ajdabiya, Marj, Shahat, Adam, Az-Zuwaytinah, Al Marj and Kambut, these cities are near Benghazi and can be reached by Benina International Airport then to the city or local civil airport, most of them have historical character more than entertainment.

In Fezzan: Cities such as Al Fuqaha, Zawilah, Murzuq, Germa, Al Mahruqah and Adiri, these cities are near Sabha and can be reached by Sabha Airport, most of them have natural view an amazing places.

According to the visitors number we conclude that these cities must have medium and three stars TIC. This medium TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3.

- ➢ **Cities with visitors between 20,000 and 10,000:**

  In Tripolitania: Cities such as Mashashita, Asbi'a, Surman, Tarhunah, Al Urban, Al Urban and Jumayl, these cities are near the capital Tripoli and can be reached by Tripoli International Airport then to the city or local civil airport, most of them have entertainment character more than historical.

  In Cyrenaica: Cities such as Abyar, Qaminis, Suluq, Tukrah, Tocra, Farzoughah, Massah. Tolmeitha and Tacnis, these cities are near Benghazi and can be reached by Benina International Airport then to the city or local civil airport, most of them have historical character more than entertainment.

  In Fezzan: Cities such as Jadid, Brak, Traghan, Qatrun, Sokna and Hun, these cities are near Sabha and can be reached by Sabha Airport, most of them have natural view an amazing places.

  According to the visitors number we conclude that these cities must have small and two stars TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3.

- ➢ **Cities with visitors between 10,000 and less:**

  In Tripolitania: Cities such as Nofaliya, Bin Jawad, Tawergha, Ras Lanuf, Waddan, Bani Walid and El Agheila, these cities are near the capital Tripoli

and can be reached by Tripoli International Airport then to the city or local civil airport, most of them have entertainment character more than historical.

In Cyrenaica: Cities such as Bi'r al Ashhab, Umm al Rizam, Bardiyah, Musaid, Martuba, Al Qubbah, Al Abraq, and Susa, these cities are near Benghazi and can be reached by Benina International Airport then to the city or local civil airport, most of them have historical character more than entertainment.

In Fezzan: Cities such as Zella, Surt, Tawergha, Ghat, In Amenas and Djanet, these cities are near Sabha and can be reached by Sabha Airport, most of them have natural view and amazing places in desert.

According to the visitors number we conclude that these cities must have small and one stars TIC. This small TIC must contain the basic facilities to server all the visitor's needs, examples of these three stars facilities are shown in table 5.3. There are also many important sites in Libya such as the following:

Archeological sites: One of the biggest shares of Libya as a tourism center is cultural tourism. Five of them are on the UNESCO World Heritage List, three of which are classic remains in the country. The Greek ruins of Cyrene in the East and the Roman cities of Sabratha and Leptis Magna in Western Libya are major tourist attractions. The area known as The Jowely of The desert (The old City of Ghadames), located on the western south side of the country, is one of the favorite places of Libya's archaeological sites.

Urban Heritage Areas: The most important Urban Heritage areas in Libya are: Tripoli the capital, largest city, Benghazi the second most populous city in Libya and the largest in Cyrenaica, Derna is a port city in eastern Libya, and Ghadames is an oasis Berber town lies roughly 462 km to the southwest of Tripoli.

Architectural Heritage : The Ottoman architecture, which is characterized by its local surroundings and its adaptation to the Islamic character, is building palaces, schools, mosques, schools, baths and houses as well as markets. Italian Architecture was used in some features of the local architecture, especially in the houses and services, as well as the use of ornaments, domes, vaults, tile bricks And the scaled buildings were highlighted as icons and signs in Romanian.

Natural Environments in Libya: Libya extends southward from the shores of the Mediterranean Sea into the Sahara, which covers more than 90 percent of the country. With many mountains, oases and variation in fauna and flora, fewer than 10 percent of the Libyan people make their homes in the desert. Most people live in northern cities and towns near the sea coast. The rest of the population lives in scattered villages and desert oases-isolated areas of fertile soil and freshwater springs. Libya has two major geographic regions, the Mediterranean region and the Sahara.

Life in Libya: There are variations in Food and drink types, many traditional games such as isseren (Is-ser-en), many Festivals and Holidays every year, Camel and Horse racings and Islamic weeding ceremonies. (BIZAN , 2009.Schubert, 2011)

2.5. Tourism Development and its potential of Libya

There are many potentials for tourism development in Libya in the following we will describe some of that potentials

a. Hotels in Libya: There are many of different classes of hotels in Libya, some of them are the 5-star Radisson Blue Hotel in Tripoli city, the 4-star Dar Ghadames Hotel in Ghadames city, 4-star Dar Tellil Hotel in Sabratha, and 4-star El-Manara Hotel in Cyrenaica.

b. Libyan Seaports: Tripoli Port is located on the western shores of Libya, about 170 km from the Tunisian border. Tripoli seaport is quite large. About 600 vessels visit the port each year. Currently is the only port that receives tourists, all other ports are mostly industrial or commercial. Such as Abu Kammash Port, Bouri Oil Terminal, Benghazi Port.

c. Libyan Airports: Libya has two main airports that function daily: Tripoli and Benghazi. The other airports, Ghadames, Ghat and Alkufra, do not work on a daily basis, but they do it once, twice or three times a week, without a fixed schedule. Always check the latest timeline.

d. Railways : Two standard lines (1435 mm) were launched from Ras Ejder to the capital Trablus and Al Khums to Surt (about 625 km); and a mooring line with the above line in Misratah, iron deposits in Sabha (about 800 km)

to the south. Surt to Benghazi (about 554 km), standard measuring line extending from Benghazi to Tobruk for more than 350 km.

e. Highways: Libya has about 19,300 km of roads, of which 56% are flooded. The best routes stretch along the coast between Tripoli and Tunisia, and the route between Benghazi and Tobruk, which also connects Alexandria in EgyptHighly efficient bus services operate on these routes, taxis are located in major cities and are usually leased on a common basis. Car hire is not recommended for driving in Libya, but it is possible to rent a car from agents in the bigger hotel.

2.6 Tourism Population in Libya

In 2005, the population of Libya was estimated by the United Nations (UN) to be 5.766.000 and this number was 106 among 193 countriesIn 2005, about 4% of the population was over 65 years old, 35% of the population was under 15 years old and there were 107 males for every 100 females in the country. According to the UN, the annual population growth rate for the 2005-2010 period was expected to be 2.4%, compared to what the government found satisfactory. The population envisaged for the year 2025 was 8,323,000. While the total population density is 3 per square kilometer, 90% of Libya's population live in the narrow seaside regions of Cyrenaica and Tripolitania.

The UN estimated that in 2005, 86% of the population lived in urban areas and that urban areas grew by 2.15% a year. The capital, Tripoli, had a population of 2,006,000 in 2005. In Benghazi, another major city, the estimated population was 1,033,000.

All of citizens outside,except Arap citizens, must have a valid passport and visa requirements to visit. Visitors must register at the nearest police station within three days of arrival to avoid problems during or at the time of departure. In 2005, there were 957,896 foreign visitors to Libya and 44% of them came fromt Egypt. There were 12.405 hotel rooms with 20.967 beds capacity and 45% occupancy rate.

The report forecasts that the direct contribution of travel and tourism in Libya is expected to rise from 3.4 percent to 3.6 percent of Libya's GDP by 2017. The sector is also only expected to contribute to direct employment with growth of 2.3 in 2017 to 2.5 percent of total employment in the decade to 2027.

2.7. Locations Distance

By plane, Libya's largest airport in Ben Ghashir, 34 km (21 miles) south of Tripoli city center, Tripoli International Airport is a center for Libyan Airlines; It is operating as a hub for Afriqiyah Airways and was also a hub in Buraq Air before the airports were closed in 2011 during the Libyan civil war.

By car, somebody can go to Libya on the highway. Buses and "taxi cabs" (6 people can stay in station wagon) are available for places such as Alexandria, Tunus, Djerba and Cairo.

By bus, there are calculations showing that they use their own 4x4 trips, or use their own dirt bikes and camping gear. With a foreign car, there are very little open border gate to travel to a country: Ras Jdr from Tunisia and Sallum Gulf from Egypt. At the border, a person has to buy a temporary license with a plate of 300 TL (March 2008).

By boat, there are ferryboats connecting Libya's Tripoli city with Tunisia, Malta and Sfax.

2.8. . Hotels

As the table below 2.1 shows the type of tourism for the Libyan cities and stats of hotels with the maximum and minimum level of the hotels of each city with the number of all rooms and the numbers of rooms for maximum and minimum hotel level. In my opinion some cities such as Benghazi and Tripoli there is a lot of hotels and rooms in them but considering them as the major two cities in Libya they must have more than this numbers, and some other cities such as Tobruk and Tajura they don't have five stars hotels in there and tourism ministry should encourage the investors to build there five stars hotels. On the other hand and by considering the citations and circumstances in Libya in the present time, it's good to know that there is a lot of hotels still open and working and challenging all the circumstances, but in the near future and after restore security and stability they must increase the number of hotels in all the cities and made it with higher level.

Table 2.1 the type of tourism for the Libyan cities and stats of hotels and rooms (Libya-direct, 2011)

	Heritage Tourism					Leisure Tourism					Alternative forms of Tourism	Educational	Business	Analysis	Number of Hotels and the total number of Rooms	Level of the biggest and smallest hotels with the number of Rooms
	Natural	Cultural	Built	ngible Cultural heri	e Cultural Her	Cultural	Religious	Family	Health	Sports						
Tripoli	✔	✔	✔	✔	✔	✔		✔	✔		✔	✔	✔	Tripoli is the capital so it has many kind of tourism	Hotel: 21 Rooms: 1680	5★= 420 / 3★= 60
Benghazi	✔	✔	✔	✔	✔			✔	✔		✔	✔	✔	Benghazi is the second city in Libya so it has many kind of tourism	Hotel: 16 Rooms: 1180	5★= 360 / 3★= 60
Lebda			✔	✔	✔	✔					✔			The city has only cultural heritage areas	Hotel: 7 Rooms: 575	5★= 340 / 3★= 40
Ghadames	✔	✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas	Hotel: 6 Rooms: 396	4★= 200 / 3★= 40
Gharyan	✔	✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas	Hotel: 7 Rooms: 547	5★= 300 / 3★= 50
Sabratha		✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas	Hotel: 9 Rooms: 862	5★= 360 / 3★= 60
Derna	✔			✔	✔	✔					✔			The city has only cultural heritage areas	Hotel: 6 Rooms: 490	5★= 260 / 3★= 40
Misrata	✔		✔	✔							✔		✔	The city has cultural and business tourism	Hotel: 12 Rooms: 720	5★= 320 / 3★= 70
Tobruk			✔										✔	The city has cultural and business tourism	Hotel: 5 Rooms: 570	4★= 240 / 3★= 40
Sirte	✔	✔	✔	✔									✔	The city has only business and family tourism	Hotel: 7 Rooms: 626	5★= 310 / 3★= 50
Tajura			✔	✔							✔		✔	The city has only business tourism	Hotel: 4 Rooms: 448	4★= 260 / 3★= 45

2.9. Summary of this chapter

In Libya, tourism is the country's fastest growing sector. Impact of international tourists' expenditure on demand for production, employment, etc. Of other sectors cannot be directly attributed to the tourism sector unless these expenditures are attributable to each of the affected sectors. Libya has a strategically geographical position on the northern coast of the African continent, alongside the Mediterranean, between the eastern and western countries of the Arab world, and vital link between Europe and Africa. As we saw Libya is very rich with tourism sites and locations, such as desert, mountains, and historical and cultural area

CHAPTER 3

TOURISM PLANNING AND DESIGNING TICs

3.1. Introduction

Planning requires a forecast of a future period in advance. The lack of planning to shape a future, or at least a short-term planning of the future, causes some operational errors to arise (Gunn, 1988). The social, economic and environmental benefits and costs of developing tourism in a country or region are so important that it cannot be overlooked. While tourism has a very important potential in terms of social prosperity and development, it also has a potential to destroy its own resources. That is why tourism planning is a sensitive issue that needs to be addressed as carefully and carefully as possible in the international, national, regional and local sense.

3.1.1. Tourism Planning

There is a realistic need to evaluate the negative effects of tourism and human capital movements on the economy and social life, cultural and natural environment as well as the economic, social and political advantages that tourism will provide in tourism planning (Bayraktaroglu, 2008). As a result of the evaluations made, systematic and regular plans should be created and put into practice, conscious tourism sector should be ensured under the leadership and control of the authorities, employees and even local people.

To be able to develop tourism in a sustainable structure, it is necessary to plan the protection of the surrounding area and the related spaces without destroying the development of tourism (Kahraman, 1995). Tourism planning, above all, should be continuous and should be considered as a cycle. Because any change in the stages of

planning influences other phases. The main objectives of the continuing plans are to provide visitor satisfaction, benefit to property owners, and integrate environmental protection and tourism into the lives of society, (Inskeep, 1988).

The concept of tourism planning can be defined as a disciplined arrangement that shows the objectives to be achieved in tourism in a certain period, the tools to be used to reach these targets, the possibilities, the works to be done and the results of these works (Olalı, 1990).

Tourism planning is important at every stage in order to achieve success in tourism development and management. Taken as a long term, many tourists in the world have shown that a planned tourism approach removes obvious problems and plays a role in satisfying tourists. Untreated areas where tourism develops are experiencing environmental and social problems over time. These problems are both disadvantageous to local people and tourists, and ultimately cause difficulties in marketing. However, the amount of economic contributions expected to be achieved is also diminishing. Moreover, unplanned developing regions cannot compete in any way with the planned tourism regions. Although unplanned tourism areas can be planned again, much time and financial investment is required for this situation (W.T.O., 1994). Hence, in micro sense, it can be said that the center facilities will be planned in their own fields with a correct and scientific approach, at the same time it will affect regional, even national and international tourism future positively.

3.1.2. Tourist Information Center for Cultural and Heritage Areas

Tourist information center is a place that offers a wide range of tourism activities and services, especially designed for recreation, relaxation, health and experience, with all kinds of facilities and activities.

It offers accommodation in various grades. They have one or more important services; Self-sufficient; Special restaurants, a wide range of sports facilities, shopping centers, spa and entertainment areas and congress facilities (Huffadine, 1999).

Centers are often renewed with environmental changes and the development of new markets and products. In addition, with proper and well planned planning, newly completed centers are no longer forced to experience the downturn phase and are

able to demonstrate themselves on the tourism market during the ongoing planning process. In the context of proactive planning, the normal course of action for the centers will change if necessary policies are implemented. However, any mistakes or omissions that occur in the approaching approaches will cause the center to go downhill. In this case, the center will only be able to attract tourists with constant price reductions, and the investment necessary for renewal work will be postponed (Ryan, 2003). In addition, nowadays, all centers do not pass through the stages of exploration and development of the life cycle, and they are able to gain popularity and a substantial customer volume in a short period of time by providing extensive development with intensive marketing activities.

3.1.3. TIC planning process and steps

TIC requires not only environmental planning but also interior and exterior designs of facilities. Also deciding on the location of TICs are very important. (Hall, 2000).

When planning phases are implemented in the context of environmental and sustainable development, careful and detailed analysis and analysis of the location and vicinity of the center should be undertaken.

Table3.1 Planning phases of the TIC (This table is developed utilizing the information gathered from these sources: Inskeep, 1991)

A. The elements that need to be taken into consideration during the research and analysis	
1.	Location and size of the place
2.	Natural environmental properties
3.	Tourism potential
4.	Transport facilities to reach the site
5.	Architectural design considerations
6.	Detailed topography of the map, shown in maps and mostly separated by slope categories (0-5%, 6-10%);
7.	The microclimate status of the climate and center area, including the amount of rainfall, temperature, wind regime, humidity, fog and number of sunny days falling on a seasonal basis;
8.	the quality of water surfaces by underwater topography, including the flow characteristics of rivers, if any, in and around the facility, including lakes and ponds, offshore arrangements, rates of descent, and type and size of pollution, if any; All water and underwater features in summary;

9.	The size, quality and nature of the natural gravity elements, for example the width, length, type and quality of coastal sand in the seaside areas; Length, elevation differences, slope status of ski slopes in ski areas; The type and size of the scenery in the mountain areas, climbing and biking opportunities; The need to protect the type, size and quality of spring waters in health centers. Research on gravitational forces should be further explored and analyzed at this stage in terms of helping to decide on the location and size of the center and in determining the integration of the conservation and development measures that must be applied with the center plan;
10.	Interesting geological formations to be protected, quality of groundwater and groundwater and geological elements;
11.	Investigation of plant cover in terms of location and type of important trees and other plants to be protected;
12.	Importance of wildlife and protection for the region;
13.	Type and depth of land in relation to landscaping, classification and construction;
14.	Possible environmental hazards such as earthquakes, landslides, erosion and floods;
15.	Significant importance in terms of important ecological systems and environmental protection;
16.	Scenic spots and plains that add a certain feature to the mountain and need protection; in summary, all visual values.
B. Land use, ownership structure and infrastructure models	
1.	The existence of land use and settlement models, including any changes in existing tourism development and land use;
2.	Use of historical areas or elements included in previous land use models to provide useful information about the region;
3.	Archaeological and historical sites of the type and location which may be included in the rescue plan, which should be considered for conservation purposes or to be searched for scientific purposes;
4.	If the region is available for development and has not yet been processed, models of land ownership;
5.	The existing or proposed highways, railways, patrols or other types of transport activities and services and their use dimensions
6.	Liferal infrastructure activities, services and their characteristics.
C. Socio-economic features	
1.	Distribution of the existing population in the region and its socio-economic characteristics;
2.	Distribution of current economic activities and business lines and
3.	The values of the arcs that have not yet been processed in the region and are suitable for development.

Continued table 3.2

	D. The characteristics of the places to be examined in the environment
1.	Environmental characteristics of the arcs that may affect the visual quality of the surroundings, which may affect or be affected by the development of the center;
2.	land uses, transportation activities, infrastructure of neighboring habitats which may affect center development or be affected by development; Existing or potential infrastructure studies that may cause air, water, noise or environmental pollution that may affect the region; and
3.	Employment of staff to work at the center, shelter for center staff and community activities and services; Socio-economic characteristics of nearby areas, such as the likely social impact of the development of the center.
	E. General center facilities and land uses that need to be considered
1.	Accommodation; Hotels and villas, caravan parks, camping areas, apartments, other types of accommodation such as detached houses,
2.	Commercial units; Restaurants, handicraft shops, hairdresser and beauty units,
3.	Recreation and cultural units; Golf courses, tennis and other playgrounds, swimming pools, beaches, diving or ski facilities, children's playgrounds, cultural centers and showcases and small museums,
4.	Health clubs include massage and exercise units, saunas, thermal baths,
5.	Conference and meeting units of various types and sizes,
6.	Specialized entertainment units such as nightclubs, gambling houses, cinemas and theaters,
7.	Center management, management and development of the infrastructure necessary for the operation and maintenance units, center administrative operations, center common areas (roads, recreational areas, landscaping and center trade center)
8.	Archaeological and historical sites in the region that serve as primary and secondary attraction features,
9.	Certain environmental elements, land and natural resource conservation areas, which may be an important attraction for the center; Botanical gardens and bird shelters,

10.	Center nurseries: developed for the cultivation of landscape elements of large centers; also small botanical gardens can be arranged at the center,
11.	Garden areas and border areas; Gives sense of spaciousness, helps to determine boundaries; The development is distinguishable from areas that are unavailable or from adjacent rivers,
12.	Hotel and catering units and schools offering tourism education can be included in a large center area, although not very common, and finally,
13.	Accommodation and other services are provided to employees in or around the same area.

Center units depend on what type of center is planned, and in a sense, their size. The center, which will be set up in a large area, should go for a physical structuring that includes more commercial, recreational and cultural activities, for example, from a relatively smaller scale center. Because the number of guests also points to a student who supports the same supply. For example, a large combined seaside center offers a variety of different types of accommodation such as hotels, villas, cottage houses, studio apartments, and shopping centers, a center with a large number of restaurants, a small museum and showcases, recreation areas, A separate congress building, as well as a main attraction, such as a marina. Another concept that needs to be considered in the planning of "carrying capacity". The carrying capacity is "the highest level of visitor use that a land can afford." It is possible to evaluate the carrying capacity as ecologically as well as socially and economically. At this moment the carrying capacity; (Simon, Narangajavana, Marques, 2004, p.277), without any change in the physical environment and without a decline in the quality of the recreational experience. In this case, it is necessary to consider the center plans considering the capacity of the center facilities considering the carrying capacities. Hotel capacity is the sum of all rooms or bedrooms ready for sale (Prideaux, 2000). However, since the center offers a variety of activities in addition to the rooms, it is also necessary to arrange these areas of activity in consideration of the maximum accommodation capacity of the hotel. The determination of the use of the center, land use and infrastructure needs as part of the regional plan or center planning operation to the general type and size of the center can be determined by the inputs of regional and social links and environmental analysis of the area.

Field Market and Product Status

↓

Determination of the purpose, the type of center and its size

↓

Center Location Selection

↓

The conceptual planning and feasibility analysis of the center (if the project is viable, the above step-by-step feedback)

Determination of Plant and Land use requirements	Regional Relations	Environmental and Carrying Capacity Analysis

Determination of Infrastructure Requirements	Location Instead of Center and Transportation to Regional Integration	Community Relations

Formulation of Center Use Plan (Alternative Plans and Final Plans) together with Regional Relations and Development Stages

↓

Environmental and Social Transportation (by feedback to Plan Formulation)

↓

Economic and Financial Feasibility Analysis (with feedback to Plan Formulation)

↓

Application Program

↓

First Stage Development

↓

Plan of Future Steps Touch Up

↓

Application of Next Steps

Figure3.1 Center Planning Process (Stillinger, 2015)

3.1.4. Center planning principles

Center plans need to be prepared by a team with a systematic approach and the same imagination and creativity at the same time. The basic approach here is to formulate and evaluate alternative plans, such as a national or regional plan, and then formulate the final plan with the choice.

Center planning principles are the basic principles to be considered during the planning process and consist of fourteen items (Inskeep, 1991):

1. Protecting Special Environmental Features: These include basic attractions such as sea areas, lakes, ponds, archaeological and historic sites, ski slopes, large trees and tree groups, unequaled geographical formations and hills that need to be protected to ensure center features. Areas that are not suitable for development, such as swamps and steep slopes, must also be protected. Interesting environmental features can be created from these areas. For example, in places with views on steep slopes, patrols can be developed to create scenic spots and boat trips in wet areas.

2. Preservation of Landscape Areas and Corridors: In order to preserve and strengthen the center character, it includes the preservation of important environmental features such as mountain, coast, ocean, lake and important archaeological and historical structures around the center.

3. Grouping of Center Units and Activities: Functionally grouping accommodation, recreation and commercial activities in different types enables effective use of the sight, efficient service of the infrastructure and quiet, calm and intensive distribution of activities.

4. Correct Associating Basic Accommodation Areas with center's Basic Attractive Features: This principle covers hotels, beaches, and other accommodation spaces that are located in coastal areas, water areas and golf courses without harming their basic structure. In mountain and ski areas, the location of the facilities should have a beautiful view, but other landscapes must be able to provide easy access to places with preventive and attractive attractions.

5. Convenient and central location of commercial and recreational facilities: In general, commercial, cultural and related units located in the center must be within the distance of basic accommodation facilities. Although it is not

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absolutely necessary to be in the center, access to the main recreation units must be easily accessible from anywhere.

6. Centered Inspected Transportation: Supervised transport reduces the likelihood of traffic borders and traffic problems at the center. Usually one or two basic entry points are sufficient in centers. A separate entry point for service tools must be provided.

7. Effective and Interesting Internal Navigation Network: An arrangement should be made that is arranged with internal circulation network, adequate parking space and a beautiful landscape, and which does not have the view to distract and distract from the use of fast cars.

8. Buffer Area around the Center: Landscape architects create buffer areas that distinguish the plant from surrounding businesses, define its boundaries, and circumscribe the entire facility. These areas must be in harmony with other landscape attributes of the facility.

9. Providing public access to the center and basic towing units: The center and the main attractions should be accessible by the public as well as the residents of the area, and should not be open for tourist use only.

10. Ensure Adequate Infrastructure: In addition to a good transportation and on-site navigation system to avoid environmental problems, it is necessary to have adequate water supply, electricity, solid waste disposal facilities, and drainage and communication systems at the center. The ability of these systems to operate should bring a reasonable economic burden to the center.

11. Appropriate Event Design and Landscape: Proper positioning, architectural design and landscaping, along with strengthening the center's surroundings, provide the center with a special feature and create an interesting and attractive structure for tourists.

12. Passing the Environmental Capacity of the Center: As mentioned earlier, it is important that the transport capacities are not exceeded in order to maintain the continuity of the center and market attractiveness and not to deal with environmental or social problems.

13. Adequate Admission for Center Employees and Other Community Services: If the center is set up in an existing town or residence, the employees will remain in that location. However, in remote areas or when the number of employees is

too high, adequate accommodation must be provided for accommodation and other related activities.

14. Stage of development: The center should be planned in such a way that development over time can be phased. This phasing scheme, also referred to as the stage, describes how each stage can function in its entirety within itself and before other stages are developed.

According to pervious point we can see that Libya have many areas that are suitable for development, it also have many areas and landscape areas that are need to care and arrange to be ready for visitors. The government should also provide water supply, electricity, solid waste disposal facilities, and drainage and communication systems at the centers in some areas. In addition, government plans should be placed on the development of the on-site arc transport system.

CHAPTER **4**

METHODOLOGY AND THE DESIGN PROCESS FOR LIBYA

The general location of the tourist information center is different from the planning of any type of underdeveloped building. When planning tourist areas, it is necessary to take into consideration the sense of freedom and psychological comfort and harmony with nature and the optimal utilization of the elements of the coordination of the public site.

4.1. The Methodology of deciding Tourist Information Centers Locations

First we made a list of the most important cities in Libya, we made the list depending on the type of the tourism of the city such as Leisure, Heritage, Business and Family tourism. As we saw in sec 2.4.

Second we arrange the list according to the type of the tourism of the city, and gathered all the needed information about each city.

Third we organized the information according to:

1. The choice of a characteristic site and special natural attractions.
2. The distance of the TIC from the nearest airport.
3. A highly touristy location with a distinctive visual vision.
4. Availability of infrastructure services (sewerage network & fresh water supply & power plants).
5. Easy access to the area.
6. Preserve the topographical nature of the site, which requires the areas in accordance with the contour nature.

Forth after organizing and arranging the information we decided the location of each TIC.

4.2. Methodology to Decide Information Center Design

Maximum productivity and minimal staffing are achieved through interior design and layout. Sometimes too many staff members may be needed in the weak internal flat.

First we gathered all needed information from formal studies of internal design that related to the TIC design and tourism industry, such as (Schodek, 2005), (Inskeep, 1988), (Huffadine, 1999), (Stillinger, 2015) and (Lawson, 1998).

Second, we review all the important information from these sources and organize them in the table below with details of all the functions that a TIC can address to meet the needs of tourists, the tourism industry and the society in general.

Table4.1 Components of TIC (information gathered from formal studies of internal design that related to the TIC design and tourism industry, such as (Schodek, 2005), (Inskeep, 1988), (Huffadine, 1999), (Stillinger, 2015) and (Lawson, 1998)).

Functional Component	Objectives	Information Center Component	Location
Marketing & Access	Promotion of businesses and communities that want to attract visitors	Brochure rack, computer, maps, video, photo wall, notebook and laptop distribution, counseling area, call centers, booking	Lobby and Welcoming area
Orientation, Information & Enhancements	Increase the quality of wanderings by appreciating and understanding Libya	Interpretive displays, library, events, tour orientations, videos, lecturers, front window board, meeting area message board,	Library Video Hall Information Corner
Control & Filtering	Visitor management by controlling behavior and volume in sensitive areas	Access permits / fees, suggested itineraries, counseling displays, lectures, video	Lobby
Substitution	"Representative" target experience for places in Libya where visitors can not visit	Interpretive displays, events, videos, lectures, performances	Video Hall
Public Relations	Flagship emphasizing importance of tourism to visitors & community	Professionally designed, hosting of special events, staffed & promoted facility,	Conference Hall

Industry Collaboration	Industry focal point, information network linkages, tour sales, central meeting place, tour orientation	Internet communications, newsletters, booking service, board room / theatre	Internet Hall
Community Learning Center	Tourism resources to educate the central residents on tourism opportunities, to encourage interaction with foreign tourists	School tours, computer learning center, lectures, special events	Information Corner
Emergency Services	The focus of industry contacts in coordinating emergency services	Call center, crisis management plan	Security Room
Income	Take advantage of revenue opportunities to continue on your own	Grants, booking commission, souvenir sales, venue rental, donations, business services, event mgmt. services, contractual projects,	Department of Management and Accounting
Internet Marketing	Answer to email inquiries; developing & marketing niche websites	Computer center, IT internships	Internet Hall

The TIC will be limited to staff, budget or possibly selected locations. This is especially true of renovated historic buildings, or spaces with limited floor space. For this reason, the minimum requirements are stated below. If budgets and facilities permit, extended services should be planned.

4.3. Methodology and Need for Information Gathered From Interviews

Firstly we chose people with an important and effective role in the tourism sector in the Libyan government then we took the necessary steps to schedule interviews.

Secondly we have prepared a number of questions that help us find the most Important Heritage Sites and Cultural Sites of Libya, places people want to find in TIC and some of the Libyan government plans to develop the tourism sector in Libya. The sample of the questions can be found in the Appendix A.

Thirdly we selected a random sample of the general public to answer the questions, to know the opinion of the people in the archaeological and cultural areas in Libya.

Fourthly we took the answers of the general public and put them in charts 5.2, 5.3, and 5.4 in the interviews sec. 5.2.7. Which help us so much in collecting information about Heritage and Cultural Sites and the kinds of tourism in Libya, and also help us to decide the best location of each TIC.

4.4. Summary of the Chapter

When we look back, the fact that the TIK conditions are at least necessary to have an external tourist information board when the center is closed, interior welcome area, , brochure display, counter / enquiry area, storeroom, map & geography displays, manager's office, western-style public toilets, staff room and clean, And in case the TIC have to be expanded it should have visitors' lounge, video viewing area, computer research area, retail sales, library: country books in foreign languages, tea room or café, self-serve snacks, international telephone service, outside seating or play area, theater and meeting room.

CHAPTER 5

TIC LOCATION AND LEVEL

5.1. The location decisions

The Libyan tourism recorded an increase in the movement of tourist groups at the end of the current decade compared to the last ten years. The number of tourist arrivals continued to reach 48112 tourists in 2005. The year 2006 was the most important year during the current decade, with a total number of tourists reaching 102521 tourists. The number of tourists decreased in 2007 by 15%, after the statistics reached about 162888 tourists, and the indicators show the decline in the number of tourists in 2008 to 129473 tourists during the year Ongoing. The total number of tourists in Libya reached 129473 tourists from different nationalities during 2008, which was hosted by 150 Libyan tourism services companies, according to the annual report issued by the Tourist Police and Antiquities Protection Agency. The statistics indicate that the number of tourists decreased by 20% compared with 2007. (DOA, 2015)

Table1.5 The number of international visitors collected by the DOA (DOA, 2015)

	2005	2006	2007	2008	2009	2010
	Number of tourists	Number of tourists	Number of tourists	Number of tourists	Number of tourists	Number of tourists
January		13237	19997	12850	29064	35194
February		13939	19231	-	29736	36779
March		10000	15621	-	19949	25508
April	3621	4760	7751	9272	9728	11876
May	2229	3372	4745	6495	8533	9044
June	1585	2238	3654	4570	6292	10301
July	3483	4210	6504	7519	10328	12257
August	5255	6349	9691	10161	12673	
September	3287	3723	6524	7353	9230	
October	6592	9459	16466	17574	20827	
November	11339	16101	27732	28110	34658	
December	10721	15133	24972	25569	32215	
Total	48112	102521	162888	129473	223233	140959

The report referred to countries exporting tourists, with 92 countries including Italy, Germany, France, Ukraine, Austria, Monaco, Norway, Iceland, Latvia, Bulgaria, Luxembourg, Denmark, Finland, Sweden, Serbia, Australia, Japan, China, Russia, Canada, the United States, Colombia and Mexico. (DOA, 2015). The number of Italian tourists reached 10369 Italian tourists, while the number of French tourists ranked second with a total of 8147 tourists, while the number of English tourists to about 6369 tourists, and replaced Germany fourth after the total number of German tourists around 5532 tourists during the year 2008.

The table 5.2 shows the numbers of visitors annually in Libyan cites with nearest airport, distance from airport, and description of places near location and size of the TIC.

Table5.1 Numbers of visitors annually in Libya (Temehu, 2017

Location	Yearly Foreign Visitors					Nearest Airport	Distance from Airport	Description of Places Near Location	Size of the TIC
	2005	2006	2007	2008	2009				
Tripoli	31372	43745	65495	82533	101328	Tripoli International Airport	34 km	cultural heritage	L
Benghazi	31283	41210	61504	71519	90174	Benina International Airport	19 km	cultural heritage	L
Ghadames	16235	27338	39744	48400	69472	Ghadames Airport	22 km	cultural heritage	M
Misrata	11585	23238	37654	45570	68292	Tripoli International Airport	216 km	cultural heritage	M
Apollonia (Soussa)	13871	15433	24284	25567	38958	Labraq International Airport	30 km	cultural heritage	S
Sabratha	19839	18473	26348	29474	37363	Tripoli International Airport	86 km	cultural heritage	S
Lebda	8474	14857	21848	27363	36437	Tripoli International Airport	128 km	cultural heritage	S
Cyrene	10339	16439	27498	28459	34548	Labraq International Airport	13 km	cultural heritage	S

The next Figure 5.1 shows the locations of the most important airports in Libya which are Tripoli International Airport, Benina International Airport, Ghadames Airport and Labraq International Airport.

Figure 5.1 Maps of International Airport in Libya

5.2. Architectural Programming of TICs

Here we will analyze the current infrastructure available at the TIC and provides recommendations for improvement. Recommendations are given in regards to how to improve the existing infrastructure as well as the implementation of new visitor management tools.

The table 5.3 will show every type of TIC what kind of facilities they have and the size of them according to information gathered from (Lawson, 1998). The appendix B contains more information about every facility.

Table 5.3 The type of facilities which offered to be included in the design of TIC in Libya (Lawson, 1998)

Type of TIC / Facilities	5 Stars ★★★★★	4 Stars ★★★★	3 Stars ★★★	2 Stars ★★	1 Star ★
Parking Lot	✔	✔	✔	-	-
Size of enter Lobby	Big	Medium	Medium	Small	Small
Information Desk	✔ 3	✔ 2	✔ 1	✔ 1	✔ 1
Entertainment Center	✔	✔	-	-	-
Exhibition / Museum	✔	-	-	-	-
Hotel	✔	-	-	-	-
Theater	✔	-	-	-	-
Library	✔	✔	-	-	-
Children Play Area	✔	✔	-	-	-
Cafe	✔	✔	-	-	-
Meeting Room	✔	-	-	-	-
Offices — Manager's Office	✔	✔	✔	✔	✔
Offices — Staff Amenities	✔	✔	✔	✔	✔
Offices — Office Equipment	✔	✔	✔	-	-
Offices — Merchandise Sales	✔	✔	✔	-	-
Offices — Booking Office	✔	✔	-	-	-

The table 5.4 will show level of TIC in Spain and the type of facilities they have and their level and the size of them. The table information has been gathered from Arch Daily website which is specialist in TIC design and information about TIC examples from around the world. As we can see in Spain they care so much about the TIC building and spreading them around the country.

Table 5.2 Developed of the Spain's Tourism Centers' study (ArchDaily, 2018)

Type of TIC / Facilities	5 Stars ★★★★★	4 Stars ★★★★	3 Stars ★★★	2 Stars ★★
Number of TIC in Spain	One center in the capital Madrid	Two center in Barcelona and Granada	Two center in Girona and Castello	Three center in Alicante, Barcelona and Ciudad Real
Parking Lot	✔	✔	✔	✔
Size of enter Lobby	Big	Medium	Medium	Small
Information Desk	✔ 3	✔ 3	✔ 2	✔ 1
Entertainment Center	✔	✔	-	-
Exhibition / Museum	✔	-	-	-
Hotel	✔	-	-	-
Theater	✔	-	-	-
Library	✔	✔	✔	-
Children Play Area	✔	-	-	-
Cafe	✔	✔	✔	-
Meeting Room	✔	-	-	-
Offices — Manager's Office	✔	✔	✔	-
Offices — Staff Amenities	✔	✔	✔	-
Offices — Office Equipment	✔	✔	-	-
Offices — Merchandise Sales	✔	✔	✔	-
Offices — Booking Office	✔	✔	✔	-

The table 5.4 will show level of TIC in France and the type of facilities they have and their level and the size of them. The table information has been gathered from Arch Daily website which is specialist in TIC design and information about TIC examples from around the world. As we can see in France they don't care about the

number of TIC building in the cities but they specially care about the modern design of the building.

Table 5.3 Developed of the France's Tourism Centers' study (ArchDaily, 2018)

Type of TIC / Facilities	5 Stars ★★★★★	4 Stars ★★★★	2 Stars ★★
Number of TIC in France	One center in Tardets-Sorholus	Two center in Meursault and Milly-la-Forêt	One center in Fontainebleau
Parking Lot	✔	✔	-
Size of enter Lobby	Big	Medium	Small
Information Desk	✔ 3	✔ 3	✔ 1
Entertainment Center	✔	✔	-
Exhibition / Museum	✔	-	-
Hotel	✔	-	-
Theater	✔	-	-
Library	✔	✔	-
Children Play Area	✔	-	-
Cafe	✔	✔	-
Meeting Room	✔	-	-
Offices / **Manager's Office**	✔	✔	✔
Staff Amenities	✔	✔	✔
Office Equipment	✔	-	-
Merchandise Sales	✔	-	-
Booking Office	✔	-	✔

From the information and maps that been gathered in sec. 2.4, we can conclude the table 5.6 to show the type of TIC for the important cities in Libya.

Table 5.4 TIC locations and the level and size of each TIC

The Libyan cities	Types of Tourism	The Level and Size of TIC
Tripolitania		
Tripoli	**Heritage, Leisure and Business Tourism**	**5 Stars ★★★★★**
Misrata	**Business, Family, Health and Cultural Tourism**	**3 Stars ★★★**
Sabratha	**Heritage Cultural Tourism**	**3 Stars ★★★**
Lebda	**Heritage Cultural Tourism**	**2 Stars ★★**
Gharyan	**Heritage Cultural Tourism**	**2 Stars ★★**
Sirte	**Business, Family and Natural Tourism**	**2 Stars ★★**
Tajura	**Business, Family, Health and Cultural Tourism**	**1 Star ★**
Cyrenaica		
Benghazi	**Heritage, Leisure and Business Tourism**	**4 Stars ★★★★**
Derna	**Natural, Heritage Cultural Tourism**	**3 Stars ★★★**
Tobruk	**Business, Built Cultural Tourism**	**2 Stars ★★**
Shahat	**Heritage Cultural, Natural and Family**	**2 Stars ★★**
Sousa	**Heritage Cultural Tourism**	**2 Stars ★★**
Fezzan		
Ghadames	**Heritage and Leisure Tourism**	**4 Stars ★★★★**
Ubari	**Heritage Cultural and Natural Tourism**	**1 Star ★**

5.2.1. Public Toilets

At the moment there are only three open toilets all located in the old Khomez near the mosque. There is a charge of USD 2 (US $ 0.15) for support and administration expenses. However, these are not really unambiguous and only a pair of signs are available. Therefore, guests must either go to nearby restaurants or return to comfort when needed for a restroom.

At the time the guests were asked to assess the importance of having an open toilet on the site and also their level of compliance, the standard rate was 3.6 out of 5 on the Likert scale for its importance and 2, 8 for compliance. It is said the truth, think about carrying out important research, people in public toilets is one of the components that engineers and managers must focus round. The existing bathrooms must be more visible and some more must be within range. However, remember that toilets, being a kind of development, can harm the inclusion of the area, so the impact assessment is important for selecting the best identifiable area.

5.2.2. Direction Signs

Headlines are used to help visitors guide themselves and help them find the way to places of interest. In Les, head marks are located in a pair of areas to provide guidance only to actual features. In addition, most of them are created only in Arabic dialect, making it difficult to be understood by global travelers. In addition, they only give data about the teacher's area and do not give any information about the separation. It is really helpful for visitors to know to what extent a teacher is a special sign. Therefore, it is exceptionally described to include equal data separation up to miles or kilometers, but also in terms of time expected to reach fascinated fascination (e.g. 5 minutes by bike and 15 minutes by foot).

In addition, it must be said that the materials used and the appearance of good taste are critically evaluated by the creator in line with the environment.

Local residents also made their own references to travelers at the mosque, but were certainly not understood and understood. This happens when local people live near the mosque and offer some gifts there. Therefore, it can be cleared as a promotional tool used by locals to get more customers.

5.2.3. Code of conduct Signs

These marks are immediate (difficult) measures between guest management systems and used to manage the behavior of holidaymakers. In Ls it was established in the passage of monuments and part of the time equally within. The most famous principles mark gives you data on clothing level. It is located in many places of interest, but not in every one of them. On the other hand, it happens that in some

mosque there is no control that runs the range, leading holidaymakers do not consider the level of clothing. As it is, as shown by individual perceptions, the standard clothes are not seen when there are local people within the parameters as a large part of the conditions that do not complain against distant guests. This was made clear by a few interviewees saying that because of a close culture do not be rude to non-citizens, in these lines to close the eye when these conditions occur. At a time when the signal is absent, other small and old marks can be seen, however, these are not very obvious and are covered by some hedges. With regard to the signs of refusal to take photographs, they exist only in a few reference points where the frescoes are still in large condition. As it may, according to the creator's perceptions there are some small stops that also have wall paintings in great conditions where the confinement samples are still placed from the image. In these cases, the local population supports the travelers in taking the pictures, because the signals are not assigned, without controlling the perceived damage that this can cause to represent the high estimate.

Overall it can be said that a revision of the rule of conducts signs is needed. In particular, there is a need to:

- Analyze and thus decide which monuments are to be available to tourists and accordingly set up the right signage for them;

- Uniform these signs so that a single type of sign is set up in each monument;

- Position them in strategic areas so to make them visible to tourists.

5.2.4. Means of transportation

Roads available for transportation in Khomez are cars, bicycles, electronic bicycles and vans. Bikes and electronic bikes are the most common among FIT. It is also easily accessible in hotels and towns (Northern Khomez and New Khomez). On the other hand, this was accurately evaluated by the creator because of the environmental disposal mark. However, the absence of lights in the middle of the night makes the place unsafe and the risk of greater setbacks, especially when travelers return home after dark. In addition, people do not need to bother with any prerequisites for driving electronic bikes, thus, inexperienced tourists are also allowed to rent, which is unsafe for visitors and everyone around them.

As such, the street foundation must be strengthened by putting some night lights on. In addition, bicycle tenants must first check the level of understanding of travelers before giving them a chance to rent a bike.

5.2.5. Tourist Police

There are three police fighters in the Los area: Old Khomez, New Khomez and the North. This type of police was established in 2013 under the Minister of the Interior's scenario following misconduct of a Khomez remote passenger. Its part is to provide security for remote travelers and transport to the doctor facility in the event of errors. It also helps to charge electric bicycle or puncture tire.

In the hallway of their workplaces there is an "I can help you" special sign that affects the specialist to assume that the police speak the most used English dialect. However, after the members' perceptions, the level of English was found to be basically low, making correspondence very problematic. In this way, it can be said that teaching classes in English are described to give superior management to travelers, and later, to ensure easy procedure if a crisis occurs.

5.3. Interviews

The methodology of this thesis requires scientific evidence of the proposed findings. As the grounded theory suggests interviews with people such as official Libyan stakeholders and five official Turkish tourism companies are interviewed and findings and summary of the interviews are below.

The following people are interviewed from the Government offices who has an administrative power on Tourism in Libya. The questions we asked in the interviews were as follow:

i.   Do you think Libya will have more foreign visitors in next five years?
ii. Do you think domestic tourism is likely to develop more in next five years?
iii. Do you think tourism information center is important?
iv. What would you like to find in tourism information center?
v.   What is the most important cultural sites of Libya?
vi. What is the most important heritage sites of Libya?

a. In an interview with Engineer Adel Farina, Director of Public Relations at the Ministry of Tourism, He said that there is an urgent need for a comprehensive national plan to raise tourism awareness and disseminate tourist information because tourism is a source of national income. Since the establishment of the General Authority for Tourism and National Heritage, this sector has achieved remarkable qualitative leapfrogging in many directions, the most important of which is organization and establishment, in addition to awareness and community education regarding tourism and archeology. This requires a great partnership between all relevant sectors working in the community, The Libyan citizen as the element that makes and develops tourism. All the above, this research is keen to answer some questions related to tourism and national heritage in the Libya, while highlighting some of the responsibilities and roles of the General Authority for Tourism and National Heritage in this system, which takes on the responsibility of developing this promising economic sector, The tourism and archeology sector as well as the Libyan citizen, in general, in this research an adequate answer to all the questions that come to mind about tourism and national heritage in Libya as well as the efforts of the Commission in this regard. The ministry has contributed to the adoption of pioneering ideas and the establishment of tourism projects in addition to the development and improvement of archaeological sites and places frequented by vacationers and rehabilitate the center of the cities and the work of tourist routes and the development of a number of villages that have tourism components and beautiful nature also gave the ministry focus on the establishment of pilot projects and infrastructure development For tourist facilities in order to develop internal and external tourism.

b. The Chairman of TOYOH Travel and Tourism Company Louay Ibrahim Abu Hrous Said that Libya will witness a significant increase in the number of tourists in the case of political consensus and restore security and safe envıroment, and according to previous experience, it is likely to develop domestic and foreign tourism in the next five years. He stressed the importance of tourist centers and the use of the experience of young Libyan in this area. In his opinion, one of the most important cultural areas in Libya are Acacos, Grand Lebda, Sabratha, Shehata, Sousse, Tukra and Tolmeita. And the most

important heritage sites are old Tripoli, all its mosques, hotel and the western mountain areas (such as Al Haj Palace, Nalut, the Pottery Industries in Gharyan and Valley of Ajal). He added that the company is coordinating and networking with tourism information centers because of its importance in highlighting the true picture of the activities of any organization, which contributes to promoting the importance of the work that it carries out, considering that the media has a great role in the development of tourism work and an important strategic partner. He added that instructions were put in place to activate the tourist sites management system. The aim of these instructions is to raise the level of support services for the tourist facilities provided to the local and foreign tourists, noting that these instructions will allow the establishment of activities and cultural activities to stimulate domestic and foreign tourism. He pointed out that the government has developed a system of management of tourist sites in partnership with the private sector to upgrade the level of tourism services and facilities, and organize activities and events within archaeological sites. Louay pointed out that the cultural heritage is a cornerstone of tourism sector in Libya, which is one of the most important pillars of the national economy, adding that Libya has the advantages and elements that made it a tourist base with many types of tourism.

c. Assistant Director General of Development and Modernization in the Ministry of Tourism, Mr. Mohamed Faraj Fallos considered the tourism currently is in very bad conditions, and that because of the situation of Libya in the next five years, security concerns is the basic problem of the citizen inside, so what about the tourist who will come from overseas. He added that there aren't any growth indications of domestic tourism, because the local tourist or from abroad looking for stable places, this can be seen in Tunisia, Egypt, and Syria, where the tourism index is very low, not to mention Libya, which needs more infrastructure and elements, which unfortunately we still miss. The information center is one of the components of this industry at the present time with the development of the concept of tourism, and it is supposed that each center contains all the information about the types of tourism available, cultural, recreational and data on archeological sites, cultural and environmental, hotels and their levels, museums, Tourist festivals and their

timing, as well as containing explanatory maps and tourist photos. And in his opinion, the most important archaeological sites are Shehata, Labda, Sabratha Ghadames and Acacos, which are classified as part of the World Heritage. There are also Sousse, Tolmeita, Tukra, Sileen Qarza in the old city of Tripoli and storage palaces in the Western Mountain, in addition to Jerma Mountain. Among the most important heritage areas are the old markets such as Al-Mashir market, Al-Qazdara market, the lap market in Tripoli, the traditional factories in Ghadames, Ghat and pottery in Gharyan, in addition to drilling houses and many others such as traditional silver and ceramic industries in most Libyan cities.

d. In an interview with Mr. Khidr Bashir Malik, Director of the Tourism Authority, He said that activating the role and activating the private sector is to encourage investors to establish public shareholding companies working on the development of the Libyan tourism product or that the private sector has the competence of management and experience in the investment fields to enable it to provide tourism services at prices Competitive. Malik confirmed on the importance of tourism as it is considered a leading industry in the size of local and international economic activity. Many countries have achieved a great income for their national economy because of tourism. Hence, tourism has been interested in promoting plans and programs aimed at attracting tourists from home and abroad. Malik confirmed on the importance of intensifying the awareness programs through the guidance pamphlets on internal tourism awareness, as well as the preparation of information programs aimed at the internal tourist attractions and highlighting them attractively to the public and the internal and external, especially as we in Libya possess the necessary ingredients along with many archaeological sites and religious and therapeutic and natural And others.

e. Spokesman of the Office of Antiquities Management and Tourism developing Zakaria Abu Zeid talked about the most important projects of the Ministry of Tourism to develop tourist sites, said Zakaria, it should be announced here that UNESCO agreed to include Libyan sites in the list of world heritage, and this is a very important step, and we will work in the future to include additional sites, but it requires special arrangements and requirements from UNESCO, we

will work to implement them, we will start the completion of the current tourism project. Zakaria pointed out that joining the list gives a picture to the world that Libya is a country that preserves its heritage and its effects, a country that considers itself a guardian of these monuments, while helping to give a picture to tourists and visitors about the areas that are of great importance. On the other projects, he said that the ministry is now focusing on the implementation of the third tourism project, which aims mainly to develop and rehabilitate the middle of 5 historical cities in Libya, to become within the areas of tourist attractions for the economic benefit of its inhabitants. The project includes a package of procedures and works. He pointed out that these measures include the development of infrastructure in the middle of the cities to serve the tourism movement and the population at the same time, and the establishment of tourist and urban facilities that include activities that help increase the attractiveness of the central cities of economic activity, and rehabilitation of some models of heritage buildings for reuse and employment for tourism activities, Economic development, providing opportunities for investors and their efforts to develop new facilities to serve the tourism movement, as well as encouraging partnerships with local communities to establish activities that develop local capacities and contribute to launching more profitable projects, and to work on building the technical capacities of the relevant municipalities so that they have special units with technical capacity to manage the facilities that are being developed in the middle of the cities through the project.

f. The Office of Tourism Activity in the Ministry of Tourism in Libya Professor Ekhlas Ahmed confirmed that Libya has been able to stop the rapid and significant decline in tourism activity and income, and start the recovery phase with the beginning of the year 2018 which will be the only option and growth cannot stop. In response to a question on the latest measures of the Ministry of Tourism on the subject of legislative reform of tourism, which had begun to talk about months ago, the Minister of Tourism acknowledged that the ministry was late in ending this issue, and we have addressed the private sector and tourism associations to study its laws and submit proposals to the Ministry, Which we provided was not at the level we wanted, and so we did a new study

of a number of systems. In a brief explanation of the amendments to these legislation, he pointed out that the focus will be on the handicraft system, which is supervised by the Ministry of Tourism and the Ministry of Industry and Culture, focusing on the fact that most of what is sold in handicrafts shops is a Libyan industry. A clear strategy is to ensure the implementation of this issue, and we will ask the support of relevant parties to make this idea a success, so that we encourage traders to sell Libyan products, and establish centers for the manufacture of handicrafts to accommodate local workers.

g. In the interview with Tariq al-Senussi, in the Public Relations and Media Office, his opinion on the number of visitors in the next five years was that, according to the current data of the security situation, the infrastructure of the tourism sector in Libya and poor services, the indicators indicate that the next five years will see an improvement in the flow of incoming tourists. He confirmed that the internal tourism will show a great improvement, especially with the construction of a number of tourist cities and hotels in a number of Libyan cities, and he expects growth in shopping and entertainment tourism, and medical tourism in the cities like Tripoli, Misrata, and Benghazi. According to the World Travel and Tourism Board report, domestic travelers 'expenses contributed 94.3 percent directly to GDP, compared with international visitors' expenses of 5.7 percent in 2016. Local travel expenses are expected to reach 127.5 million Libyan dinars (4.5 percent). Expenditure on domestic leisure travel reached 1,303.6 million Libyan dinars and 55.6 percent of the gross domestic product for travel and tourism in 2016. Domestic spending on travel is expected to grow by 8.1 percent in 2017 to reach 1409 million Libyan dinars this year, while it will rise to 2346 million dinars, by 5.2 percent in 2027. Domestic travel expenses accounted for 94.3 percent of direct spending in the travel and tourism sector compared to the international travel expenses of 5.7 percent. Domestic passenger spending is expected to grow by 2.3 percent in 2017, with expenses estimated at 2262 million Libyan dinars. The report estimates that international passenger expenses will fall to 127 million dinars and 4 per cent in 2027. As for the importance of tourism information centers in Libya, he said that the establishment of more tourist information and documentation centers in the current year is expected to

contribute to the revitalization of the tourism movement, especially the local ones. And it is very important that every center must have the Atlas tourism project, and provide an interactive map. The main cultural sites in his opinion are cities like Lebda, Shehata, Saratha, and sites of rock art scattered, and there are many archaeological sites, especially in Benghazi, and East of Oweinat, as well as the ancient city of Ujlah. One of the most important heritage sites in Libya are Ghadames, the ancient city of Tripoli, the historic castles and forts that can be employed and exploited, the ancient city of Gharyan, the city of Houn in Ghadames, and Ujlah. In general, the cultural heritage of the desert is an attraction especially the cultural heritage and their gatherings in Ghadames and Aubari.

h. In a meeting with Mr. Ramadan Hammad al-Shaibani, head of the technical affairs department for monitoring the archaeology in Tripoli, he expressed his opinion on the number of visitors in the next five years, he said that it is about the stability of Libya, in light of this fragmentation and institutional fragmentation and fragile security situation, things will take a long time for rebuild the institutions that are heavily affected by the chaos in the country. He believes that for domestic and foreign tourism also need a longer time and the main reason is the security situation and tourism infrastructure as well as superstructure places of conflict are always undesirable and not listed in the tourism programs simply because of the control of armed militias on the joints of the state and the proliferation of weapons. The most important point for the return of tourism is security stability. As for his opinion on the importance of tourist information centers, he said that it is certainly important, and the Ministry of Tourism has in the past two years appointed 4000 employees in the ministry distributed to the tourism offices in the municipalities. The Ministry should also carry out rehabilitation programs for these young people and train them at least in this period of recession. They should be part of the system of tourist information centers with new blood open to the world. He added that tourist information centers are important and are the gateway to the country. It should include everything related to the tourist activity of infrastructure such as hotels, restaurants, cultural and heritage elements, traditional industries, historical and archaeological sites and cities, and scenic sites of the sea, desert,

mountains, forests and others. He stressed the existence of many important cultural sites in Libya spread throughout the homeland and were the result of interaction and harmony among the peoples of the region and the natural environment. There are a lot of historical cities and cultural sites, including the historical cities of Mount Nafusa and Ghadames and the old city of Tripoli, as well as these communities spread in the oases of the Libyan Desert, including Ghat, Merzak, Zuwaila, Tron, Sokana and Ujlah and many others. Libya is one of the most important and enriching heritage regions in the region. It was the center of all the civilizations of the Mediterranean, Greek, Roman, Byzantine, Ottoman, and Italian colonization. Through these peoples and communities, in combination with the local population, settlements and great cities were established on this land, such as Tajura, Tolmeita, and many others.

i. In our meeting with Dr. Mustafa Al-Hawat, head of the Department of Classical Archeology and Head of the Faculty of Archaeological at Labda site at Al-Muraqqab University in Libya and a member of the national team for the protection of the cultural heritage, he wished to have more tourist centers and that each center contains comprehensive information about archeological, historical and tourist sites in several languages, and also includes information about hotels, tourist villages and motels, as well as a map of each city in addition to festival dates. Also each center must offer many benefits for both domestic and foreign tourists. He confirmed that one of the most important archaeological sites in Libya are Mount Acacos, Shehata, Sabratha, and Ghadames. As well as the relics in the areas of Bani Walid, as well as the local architecture in the mountains of Nafusa, the historic castles in Gatt and Merzak, the archaeological cities of Tokara, Tolmeita and Apollonia. In addition to many seasonal tourist festivals in Hon Sokna, Ghadames and Gatt.

j. In an interview with Hatem Mohammed Khalifa, head of coordination at the International Authority for the Protection of Antiquities, he said that political and security stability in Libya plays an important role in sustainable economic development, which in turn provides more opportunities for the development of tourism sector in Libya. And the basic elements of this development are a comprehensive vision and an effective strategy for the development of tourism,

the existence of an appropriate strategy and apply "the right person in the right position" rule.

In the table 5.7 below we asked the official Libyan and public people to arrange these five places if they are very important, important, less important or not important. We chose these five places to put them in the questionnaire because we believe they are the most important tourist destination.

Table 5.5 Evaluation of the answers of the questionnaire about the most important Heritage Sites in Libya (in percentage)

What is the most important Heritage Sites in Libya				
	Very Important	Important	Less Important	Not Important
Sabratha	47	23	22	8
Leptis Magna	38	41	18	3
Germa	41	32	20	7
Gharyan	45	28	19	8
Susah	29	36	24	11
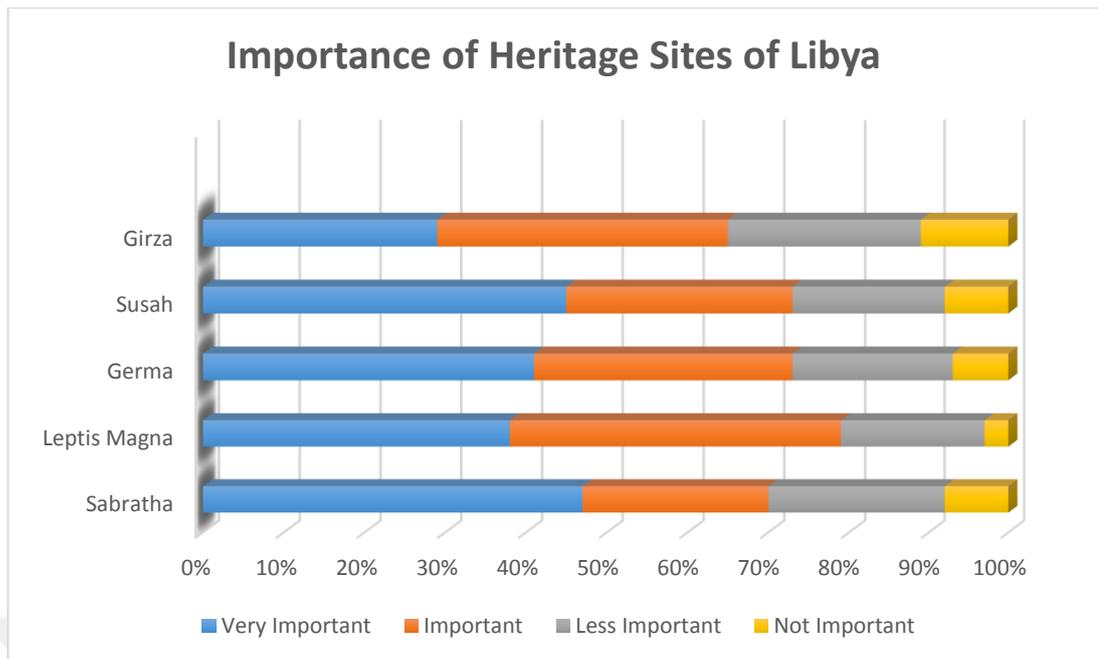
Figure 5.2 Importance of Heritage Sites of Libya (answers gathered from interviews and questionnaire)

In the table 5.8 below we asked the official Libyan and public people what is the most important Cultural Sites in Libya. We chose these three places to put them in the questionnaire because we believe they are the most important cultural tourist destination.

Table5.6 the answers of the questionnaire about the most important Cultural Sites in Libya (in percentage)

What is the most important Cultural Sites in Libya				
	Very Important	**Important**	**Less Important**	**Not Important**
Tenth-Century Islamic Tombs at Zuwila	31	25	36	8
Old Town of Ghadames	48	42	8	2
Ancient Greek city of Cyrene	42	38	18	2

93
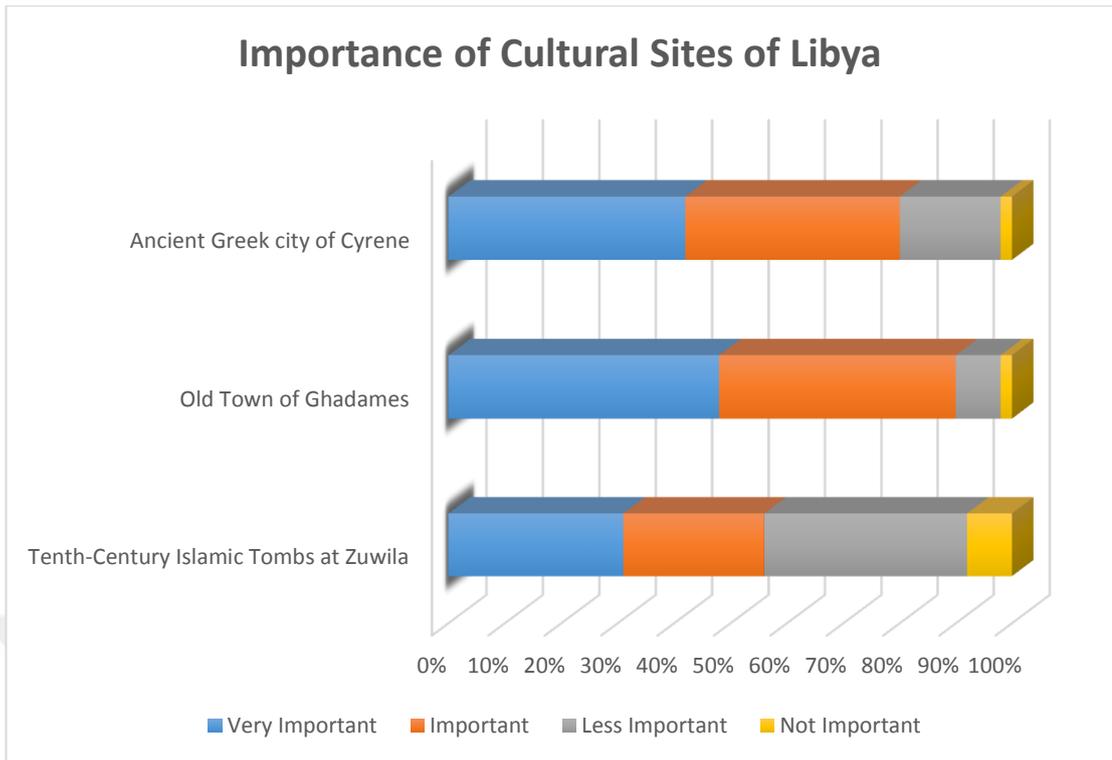
Figure5.2 Importance of Cultural Sites of Libya (answers gathered from interviews and questionnaire)

In the table 5.9 below we asked the official Libyan and public people what are the most important facilities that people want find in the TIC . And according to the people answers the table were made.

Table5.7 the answers of the questionnaire about the most important facilities that people want find in the TIC (in percentage)

	The most important facilities that people want find in the TIC
Theater	18%
Library	36%
Cinema	16%
Meeting room	19%
Exhibition	9%
Other	2%

94

Figure5.3 Places people want to find in TIC (answers gathered from interviews and questionnaire)

In an exclusive interviews with some Turkish travel and tourism companies (Joytur, Tempotur, ETStur, Çoktatil and OvamTur) and after they were acquainted with some of the archeological sites and regions with pictures, we asked them some questions about Libya and questions were as follows:

 i. In the next few years, do you think Turkey will put Libya in the Tourist list?
 ii. Do you think Turkish people will think about Libya as Tourism destination?
iii. What should be available in the design of Tourism information centers?

For Joytur travel and tourism company they were asked about the status of Libya as a tourist destination, they said for present time there is no request or demand for traveling to Libya but maybe in the future there will be if security and stability are available, and for that maybe Turkey will put Libya in tourist destination list, when they were asked about what should be located within tourist information centers, they said they should put drawings and pictures of the places in Libya, as well as designs and sculptures representing the monuments in the country, also the TIC should provide translators for all languages. In the interview with TempoTur travel and tourism company, and when they were asked about the status of Libya as a tourist destination, they didn't think that Libya will be, because of the current situation it is difficult to put Libya on the list, but it remains an option in the next five years, and

for now the tourist destinations that are on demand are only (Morocco, Egypt and Tunisia) and at this time the most requested is Morocco, and when they were asked about the most important elements of tourism information centers, they said the most important thing is that staff, they should be helpful and fluent in several international languages, also the TIC should provide Publications, brochures, multilingual maps and lists of good restaurants and hotels. In the interview with ETStur travel and tourism company, and when they were asked about the status of Libya as a tourist destination, they said that according to the demands they don't think Libya will be as destination for Turkish tourists, because most Turkish tourists tend to travel and visit Europe, but they confirmed that Libya contains large tourism elements, and that if security and stability are available, Libya will be one of the most important tourist destinations for Turkish tourists in the future, because it contains areas that attract the Turkish tourist, and when they were asked about the most important elements of tourism information centers, they said the most important thing is to provide staff in the center speak several languages and provide all maps in several languages also, and provide an electronic database that can be accessed at any time in order to obtain information necessary for the tourist. And with the interview with Çoktatil travel and tourism company, they said that given Libya's current situation, we do not think we will send anyone to Libya, and when Libya will be safe and secure, we will be the first to coordinate tourist visits to Libya, they added that the idea of TIC is very important because the media has a big role and an important impact on the ideas of the Turkish tourists, Although if these images were presented to the Turks, it is certain that Libya will become an important destination for them. And with the interview with OvamTur travel and tourism company, they said that given Libya's current situation, they also do not think that they will send anyone to Libya, and when Libya will be safe and secure, they will be the first to coordinate tourist visits to Libya, they confirmed that the most of the Turkish tourists who want to go to Libya, are educated and academic class but the general public tend to go to the European countries.

The next table 5.10 demonstrates a brief about interviews with Turkish tourism companies and the questions they had been asked and their suggestions for the important things that should be provided in the TIC

Table 5.8 A brief about interviews with Turkish tourism companies

Companies / Questions	Joytur	Tempotur	ETStur	Çoktatil	OvamTur
In the next few years, do you think Turkey will put Libya in the Tourist list?	✔	x	x	✔	✔
Do you think Turkish people will think about Libya as Tourism destination?	✔	x	✔	✔	✔
What should be available in the design of Tourism information centers?	put drawings, pictures, designs and sculptures representing monuments	provide Publications, brochures, multilingual maps and lists of good restaurants and hotels	provide an electronic database that can be accessed at any time	provide all maps in several languages	provide all maps in several languages
Other suggestions	provide translators for all languages	the staff should be helpful and fluent in several languages	provide staff in the center speak several languages	-	-

Table5.9 the answers of the questionnaire about the most important facilities that Turkish tourism companies want find in the TIC (in percentage)

The most important facilities that people want find in the TIC					
	Cinema	Meeting room	Exhibition	Library	Security office
Joytur	✔	-	✔	✔	✔
Tempotur	-	-	✔	✔	✔
ETStur	-	✔	✔	-	✔
Çoktatil	✔	-	✔	-	✔
OvamTur	–	✔	✔	✔	✔

4.5.Summary of the Findings

Table5.10 the type of tourism for the Libyan cities

	Heritage Tourism					Leisure Tourism					Alternative forms of Tourism	Educational	Business	Analysis
	Natural	Cultural	Built	Intangible Cultural heritage	Tangible Cultural Heritage	Cultural	Religious	Family	Health	Sports				
Tripoli	✔	✔	✔	✔	✔	✔		✔	✔		✔	✔	✔	Tripoli is the capital so it has many kind of tourism
Benghazi	✔	✔	✔	✔	✔			✔	✔		✔	✔	✔	Benghazi is the second city in Libya so it has many kind of tourism
Lebda			✔	✔	✔	✔					✔			The city has only cultural heritage areas
Ghadames	✔	✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas
Gharyan	✔	✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas
Sabratha		✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas
Derna	✔			✔	✔	✔					✔			The city has only cultural heritage areas
Misrata	✔		✔	✔							✔		✔	The city has cultural and business tourism
Tobruk			✔										✔	The city has cultural and business tourism
Sirte	✔	✔	✔	✔									✔	The city has only business and family tourism
Tajura			✔	✔							✔		✔	The city has only business tourism
Tolmeita	✔	✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas
Shehata		✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas
Sousse	✔			✔	✔	✔					✔			The city has only cultural heritage areas
Tukra	✔			✔	✔	✔					✔			The city has only cultural heritage areas
Ujlah		✔	✔	✔	✔	✔					✔			The city has only cultural heritage areas

5.4. Conclusion of the chapter

In the chapter five we collected information about number of tourist arrivals recorded in the Libyan tourism sector, and according to the numbers we decided the level and the size of TIC for the important Libyan cities. Also according to information that have been gathered through questionnaire and interviews I developed the table about the types of TIC and what kind of facilities they should have and the size of them, and made two tables as examples of the TIC in Spain and France. Study with interviewers prove the suggestions of TIC levels and locations in Libyan heritage and Tourism sites, therefore study's validity is tested and proved.

CHAPTER 6

CONCLUSION

The aim of this master thesis was to understand the tourism current management status at the Libya Heritage Site together with the negative impacts caused by tourism so to give recommendations on how to minimize such impacts and ensure visitors a positive experience. Libya, was representing one of the most popular destinations, is in fact facing a sharp decrease in tourist arrivals since the civil war started in 2011.

Due to the fast changing environment and the recent political events, such figures are expected to rise even more enormously. This represents a challenge for the sustainable tourism development of the site. Magnitude in developments in fact leads to some stress factors which Libya is seen to be already facing. Factors which harm both the conservation of the site and the experience of visitors.

Such factors have been analyzed by the researcher together with the status quo of the tourism management in the area so as to give recommendations which can be easily implemented by the government and development agencies already involved in the tourism development.

Although the current study has important yielding findings which the researcher hopes will be implemented by the stakeholders involved, it does not cover all the aspects involved in the TIC. This study can be considered preliminary and thus opens the doors for future research. In addition, the interviews prove the acceptance of the TICs and their size and locations.

It is in fact important to analyses the type of tourists coming and visiting Libya and in particular it would be interesting and helpful for the destination managers to investigate on the motivations pulling tourists to visit Libya. Although an attempt to investigate more on the domestic market has been made by the researcher, this has unfortunately not been achieved.

Therefore, future research should give a focus on this yet mysterious market. Furthermore, it has to be said that not only the number of tourists are growing at the Libya but so are those of the local population.

Immigration, which is likely derived from the increasing job opportunities available in there from tourism, is in fact becoming a phenomenon which could be of the same magnitude as the one of tourist arrivals. No monitoring system is yet in place and the actual number of the Libya population is unclear. Therefore, researchers could study this phenomenon as possibly threatening the conservation of the ancient site.

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QUESTIONNAIRE

This study is based on tourism information centers, Libya. The questionnaire research method was used for this study. A web based questionnaire survey was conducted and analyzed. Potential respondents were searched by using social media like Facebook and Trip Adviser. A total of one hundred and two respondents participated in this study and the survey questionnaires were distributed from May 2017 to August 2017.

Name:
Age:
Education:
Profession:

Questions part one:

- Do you think Libya will have more foreign visitors in next five years?

- Do you think domestic tourism is likely to develop more in next five years?

- Do you think tourism information center is important?

Table A.1 Questions Part one

Question	Strongly Disagree	Disagree	Undecided	Agree	Strongly agree
Libya will have more foreign visitors in next five years	o	o	o	o	o
Domestic tourism is likely to develop more in next five years	o	o	o	o	o
Tourism information center is important	o	o	o	o	o

Table A.2 Questions Part one

Questions part two:

- Can you classify heritage sites of Libya? State their names in order of more important to less. (1. Very Important, 4. Not Important)

    1. Sabratha

    2. Leptis Magna

3. Germa

4. Susah

5. Girza

- Can you classify cultural sites of Libya? State their names in order of more important to less. (1. Very Important, 4. Not Important)

    1. Ancient Greek city of Cyrene

    2. Old Town of Ghadames

    3. Tenth-Century Islamic Tombs at Zuwila

- What would you like to find in TIC?

    o Theater

    o Library

    o Cinema

    o Meeting room

    o Exhibition

    o Other

APPENDIX B

DESIGN RECOMMENDATIONS

(Schodek, D. L. (2005). *Smart Materials and Technologies in Architecture*. Taylor & Francis.)

The information counter's design suggestions are:

As part of the bench, a glass tray can be used to place maps and other standards under glass. Expensive souvenirs such as jewelry should be included in a safe part of the counter.

The correct positioning of the information counter is important for several reasons:

Staff should be provided with easy access to service from the back of the meter and to mixing with the traffic. Visitors should not see the counter as a physical obstacle when looking for information. It should allow efficient use of existing staff and staff time. The staff should be seen with the visitor entering TIC, because it offers security and a quick "Meeting & Greet".
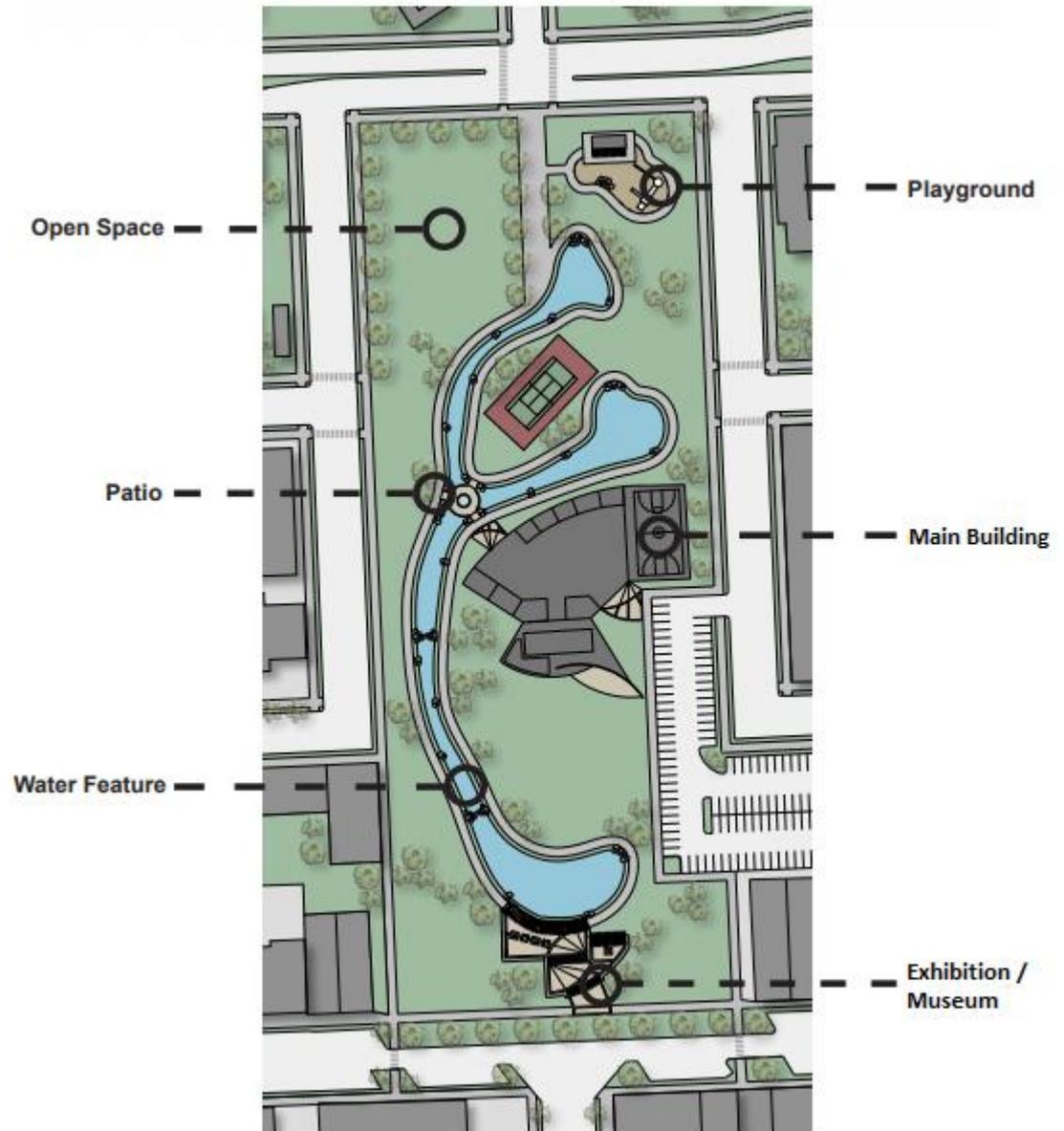
Figure6.1 Area Design (Schodek, 2005)

1) Brochures & Displays

Displays should include the following:

- self-service, wall-mounted brochure shelves separated, then classified as accommodation, attraction, tour, adventure activities, support, cultural facilities and services, other; (Note: in popular target areas with a wide range of products, effectiveness and service, the above categories should be separated and expanded into subcategories such as hotel, motel, ger camp, hostel, guest house, etc.).

- Notification board with current events and discounts.

- Map and photo wall.

- Interpretive displays for geography, culture, history, etc.

a) **Safety, Fire Protection and Accessibility**

The flammable development framework was considered the fully sprayed building, which consisted of a single story. It was not required that the structure of the wood put wood large as a result to some extent the way the building was sprayed everywhere, but additionally based on that the set of the building was extreme undersize allows 2,400 square meters.

There were two cases where two hours of shooting fires were needed. One is to unplug the non-removable electrical chamber from any rest of the building; the other was for a marked section of the habit in the area of the stacking dock. There was a need to split smoke around the guard room, however, no degree of transmittance was required to shoot to meet. There was no pre-condition for some other fires in the building. A group of lanes and falls from the information center was meant to meet the preconditions of fire to hit the street.

The purpose of the spraying frame for the building was to meet the basic requirements of the National Fire Protection Association standard for the establishment of machine gun tires. The deep shadows of the building had suggestions about this frame. It must have been sprayed inside the building, however, flammable external rings are needed. These outdoor applications require a non-heated dry spray structure. The selection has been made to work with spray-dry all-frame, atypical for this type of structure.

The design of the baffling ceiling panels made their own test. To maintain the strategic distance of the need for sprays inside the hidden space of these clusters, the separation of the highest point of the tributaries of the roof and the base of the roof tributaries cannot be deeper than 150 mm. Fire prevention was not necessary because none of the clothing spaces was more than 300m2 of gorgeous, and had no more gorgeous measurement than 20 meters to any track.

b) 3D Modeling

Given the bent roof structure of the two-dimensional building works was unusually uncomfortable. Demonstrating 3D programming using different programs and not only important to visualize the last element that was crucial in the scheme to bear fruit. Core roof engineering has been produced using Renault 3D and Autodesk® Revit® 3D demonstrating programming. Kwick + Ip, auxiliary specialists, uses engineering to touch base in the basic contour. By that time, StructureCraft, responsible for manufacturing and roofing, took a model and worked with Grasshopper®, a programming system including Rhino, to build the final geometry and carefully panelize the arrangement of petals cover surface. Room area and Okulos.

The geometry of each of the 70 or more plate slabs (plates) that make up the special roof structure and each represented complex was doubled. 3D visualization has been used to play with the flow and flow of laminated trees (located on the edges of the board) to increase the number and thickness of the paint and reduce the expenditure. Using a larger radius of curves, covers can be used existences. The demonstration was also used to distinguish the adjustment of low focus areas in each of the plate to a good placement of downstream channels to exhaust the structure of the sprayer and the layout of the ceiling channels, and also to ensure the visual progress of the roof.

After the completion of the upgrade, assistant professionals, contract coating agent and steel sector manufacturers and engineers can use the three-dimensional shape that has been developed to develop their own rare plans and present their artwork shop. The ceiling manufacturer at this point worked with artists and designers to distinguish the stacking methods to the surface and finish the edge of detail to hang out the capouli. A range of sectors and associations have been promoted in order to benefit from coveted materials and engineering expression. The ideal shape and depth of each control panel portion has been resolved at a hidden depth to keep it less than 150 mm and improve transportation options to the site. Now, the model has been changed to Autodesk Inventor 3D and the manufacturer has created working illustrations for generating, assembling and assembling roof panels.

Figure6.2 Example of 3D modeling (think parametric, 2010)

Information Center in Tripoli, the result of enormous cooperation and development "on the go" is far from being normal. It seems that it's green and corrugated roof floats above the royal building, making kindness and feud that give a false representation of the importance of the institutions that bind it. This expert effect favored facades coated with the bottom of the ceiling. In fact, even strong breaks are hit by the clerestory of meters, regardless of whether inside or outside. The roof itself includes a green roof, rainwater accumulation framework and a large range of sun tubes.

Okulos coated from a height of 13.5 meters, in a meeting purpose of different petals on the surface, operable windows that provide airflow. At the point where hot air rises and leaves open windows, cold air is pulled from the base, making convection currents. To improve this effect, especially in the hottest summer months, the Perforated Aluminum Drill is hanging in the glasses to help make the expected temperature difference to support convection currents. Excellence in Okolos and its mission value is superbly intertwined.

The wavy wooden ceiling is clear throughout. Most of the ventilation work is entered into the building in Soblar, along with water based on the shiny floor heating, so there are no air installations to remove the wooden roof. Treatment of a unique solid ground that moves sand grains to the surface, giving a smooth surface a final appearance.

An attempt was made to consider making a joint joined as part of the wooden furniture and the barrier ends of the building. 1/4 inch plywood pieces are used as cladding to reproduce the detailed ceiling on the outer wood dividers, inside the sliding inlets and the front part of the front counter. At a height of 30 meters, for

some time now, a folded wooden bench made of treated processed wood appears in the lobby, its shape mimicking the folded type of interlaced roof rails. This frame is also folded anti-wood front and garden tent racks. The wood from the treadmill was used all over, and the reclaimed wood was processed to make the most wooden entrances inside and the bathroom diagrams on the task.

There are two broken ground breaks on the east side of the building that end up with clear basic components, all around. Distinguishing the pigmentation of the earth tone in the joints makes a twisted joint that mimics the folding roof line. Fluid flow in the building can be studied in all parts of its material, its use and spatial correlations that take place inside and outside.

c) **Entrances**

Each hall building must have nothing but hard to find and can be clearly distinguished from the rest of the building. The traffic position can be displayed with structural elements, for example, shadow or entry of the first half. An alteration to the surface of the asphalt or patio can represent a passage area, especially for people with visual challenges.

Figure6.3 Entrances (Schodek, 2005)

Sound signals, for example, small water power plants or agitation, olfactory elements, for example, aromatic plants can also help. Lighting manufacturer can include step to building and make it more clearly about evening time for all. In the building, all doors must be made everywhere. It is not satisfactory that individuals with different abilities, for example, individuals of different ages, disability or size should be required to use an assistant input or option. In the properties of the list, the restrictions on the site or building may prevent access to the main portal

described. All development alternatives must be considered under these conditions, both within and remotely. Changes to the interior design of the building can give the opportunity to another passage in a more open and usable area. From a distance, arrange steps and slopes can be appropriate, or create an elevator stage if there is no space for the ramp. In any case, if the planned access after the overall cannot be achieved, it may be important to option to enter into what area is available.

Any step of choice even without reservation must be accessible and clearly identified as an important step and should be accessible so that anyone can use it. It is never appropriate that access to management is the sole purpose of access for persons with disabilities. A separation of this kind would be inappropriate for any meeting.

Satisfactory space should be given from all forms of a step to enable individuals to navigate, understand, access and use any radio section or frame. When you leave the building, people usually stop outside for a ticket to open an umbrella or take a coat. To do this, there must be enough space without interfering with others entering or leaving. Where are the doors, it is necessary that sufficient space accommodate wheelchairs for customers. Parents with strollers. Individuals with visual problems. Puppies customers directly. The walking sufferer will help to move and transform safely.

Clear area is scheduled for arrival space or fast conversion off 2400 mm x 2400 mm pass. Passenger entries open to the outside must be comfortable or secure to maintain strategic distance from the risk of impact. A person who slips or rolls out of the media or ramp while opening the entrance should be placed to lift the riskier from the center, as long as the openings opening outward are near the stairs or ramp.

i) Entrance lobbies

The pass-through campaign, i.e. entry into and exit entry, is a normal practice in many establishments and is required on a regular basis for safety or ecological reasons. In any case, it should not be seen as essential in every circumstance to make a living room if exterior entrances and building form can

work without it. In fact, even the most open entrances make possible blockage and reduced accessible space. In this way, if the input is not completely basic, it is unlikely that the segment is without superior order.

Where required, corridors should be as important as they can be allowed, with sufficient space for all to move between internal and external entrances. The total size will depend on several components, including the type of construction; the expected amount of personnel using a hall no matter what time of day, irrespective of whether the corridor is used simultaneously as an outlet and whether a high level of security is required for internal or external entrances,.

The hallway from the hall to the small office building on the ground floor will obviously be smaller than the room of the shopping center, but now it must be available, usable and meet the measures proposed in Figure 9. The corridor for example, must be a mall or chain Retailing is large enough to allow a large number of individuals to pass through the bearings. This will likely require providing entrances close to each other, with enough depth of the pathway for individuals to move from one entrance before another opening. If the level of motion and frequency of use is guaranteed, there must be programmed slot input.
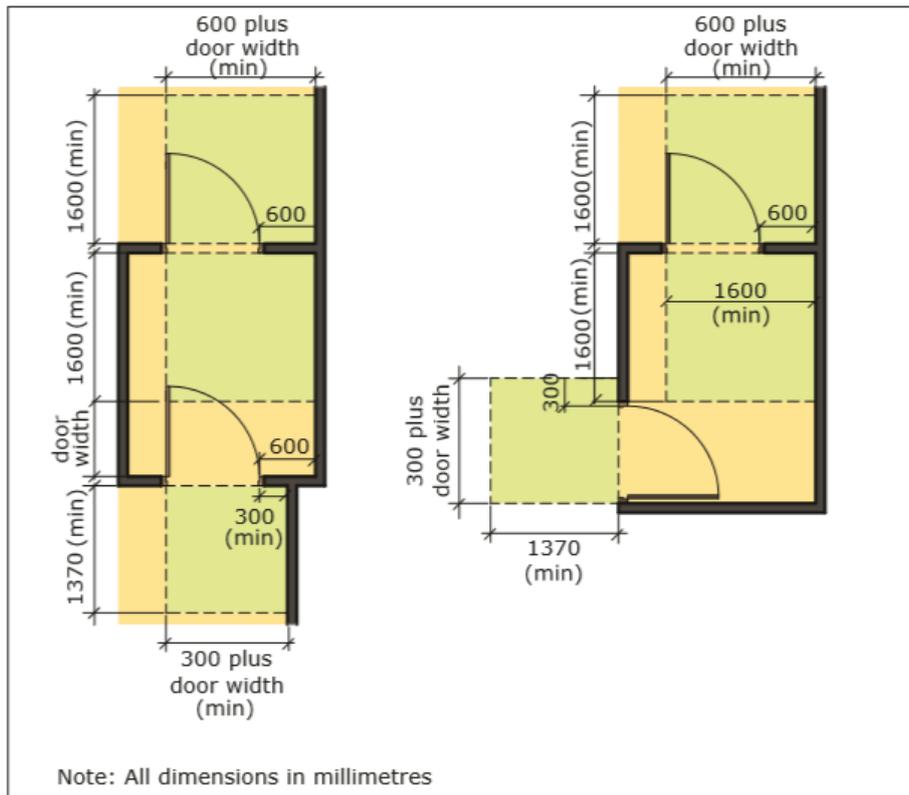
Figure 6.4 Clear space requirements for lobbies (Schodek, 2005)

The proposed measurements for the input wings are shown in Figure 5.4. The main measurement is 1600 mm between the input oscillations. As mentioned above, there will be many circumstances in which extended measurements are sufficient or essential, for example, in larger structures; large quantities of personnel are normal at any time; or where security controls are established.

Figure6.5 Swing door into lobby (Schodek, 2005)

ii) Reception and waiting areas

Provide a collection and self-referrals of all the composites welcome people at the building. They also allow data collection about buildings and departments, security precautions, or permits for work, asking for help when necessary, and sitting quietly in the waiting room. They can provide access to various offices, such as telephones or meeting rooms.

The meeting area or reception area may include an open design center at the focal point of a busy, busy building, and flow courses at the ground level and from and from different plants. On the other hand, it can involve a part, an embedded area that gives security and data capability to the back office. Regardless of whether it is the loud point of convergence, the place of informal meeting or peaceful security inspection, it should be coherent design, very clear and available to all likely to use the building. All radio programs must be clear and unobstructed, and should specify an open path of departure and passage.

The front counter must be prominently displayed so that the target is clear to everyone where it is located. The road to it must be immediate and unhindered. The work area should be usable from both sides at 950 to 1100 mm for permanent personnel and 760 mm for people who take a seat or use a wheelchair. The movable and controlled work area can be considered in some applications.

The front meters should incorporate a frame for the recruitment service for individuals using loudspeakers, and the proximity to the gear should be clearly marked. Admissions circuits should also be used when ambient levels of turbulence or near the security screen make correspondence annoying. It may also be appropriate to provide a framework for improving speech.
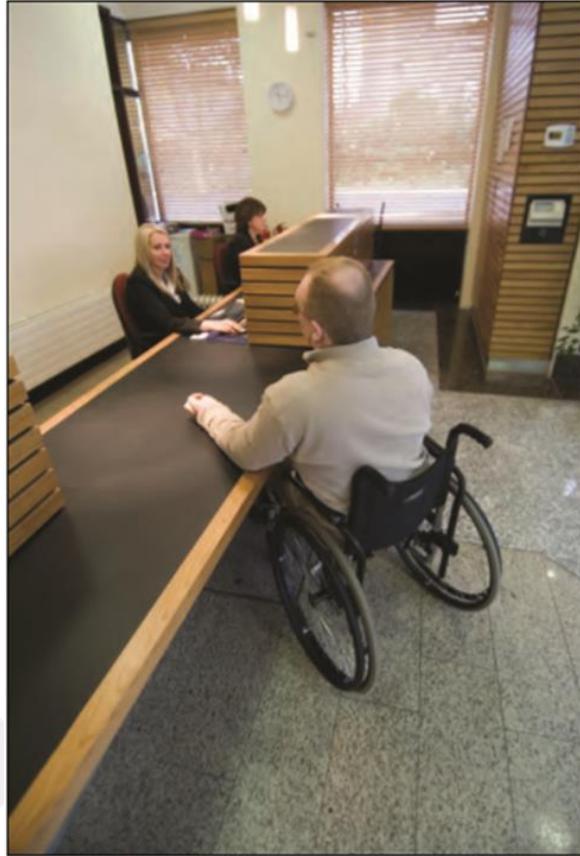
Figure6.6 Reception desk example with two levels (Schodek, 2005)

In all places with inductive circuit frames care must be taken to maintain a strategic distance from the use of electro-mechanical devices that can cause electromagnetic resistance.

Lighting, regardless of whether regular or imaginary, should be controlled within a group and hold a set, taking into account the ultimate goal to give adequate levels of light in a consistent manner. The lights and windows must be found to keep away from the glare and give even spread of light. Planning must be taken into curtains, dimmer keys and computer controlled lighting frames.

Floor finishes must be fixed, even non-slip. Shading discrimination can be used to describe publishing cycles, for example, the path between the aisle entrance and the front end. When the water is likely to be transferred to the shoe soles and to the collection on the wheels, the entire floor must be carefully selected to maintain slip resistance when wet. For this reason, any area may require an auxiliary shattering in the driving lane, especially if the entire floor has a non-permeable surface.

Seats must be of shading that stands out from the surrounding area. Seats must be in the range of 450 mm to 475 mm high and width of 500 mm with strongly wet seats, and standardization of the modified front edges. The steel seat and armrests are easier for some people to get in and out of the seat. The seats must be extended without armrests that need more space. Seats must be moved in sufficient seat size to suit wheelchair customers. Parents with strollers. Individuals with visual problems. Customer control dogs. And those who have walking help. With regard to maintaining open support ranges and the possibility of not being available when using lightweight and easy-to-use seats, a problem arises if the seats are spread: it calls for caution to maintain a reasonably open area of exploitation.

Figure 0.7 Seating area (Schodek, 2005)

The latrines available to all construction customers who do not have a minimum age, capacity or disability should be given to the assembly area and must be marked with clear marks.

Signs should be given within the functions of the main offices, such as elevators, stairs, bathrooms, telephones and major building capacities. Planning simple clear banners for everyone to understand the benefits of all the customers of the building extends autonomy. Some people who face correspondence challenges may be heading towards not having to ask for newspaper headlines or assistance, so the order of persuasive banners is key.

In the case of giving phones in the territory set to open use, they must be available and simple and join the variable volume control and inductive couplers for the benefit of sound-impaired people. It is proposed to provide a unified unit enabling people to phone, send instant messages or by email.

Figure6.8 Example of signage with braille

Phones must be accessible, easy to understand and contain variable volume controls and inductive couplers for the hearing impaired if provided for public use in a reception area. It is recommended to provide people with a connection unit that allows them to send text messages via e-mail, by phone.

Figure6.9 Example of pay-phones at two different levels (Schodek, 2005)

d) Corridors

The halls in the structures obtained by the community members should generally have a clear width of 2000MM to enable individuals to move on two bearings and pass easily one. In structures that are not received by individuals in the community as a whole, the base width of the 1500-mm corridor is proposed. In open structures. Deaf Space assessed the 2000 mm area for 2440 mm wide corridors and additional rooms, allowing the circulating people to open up and communicate clearly with movement. Where the passageway is dominant under 1800mm wide, success points must be given. The crossing points must be at least 2,000 mm wide and 1,800 mm wide, located within another point of view, or within a maximum of 20 meters, whichever is earlier. The crossing points are also filled as turning areas, useful at crossroads, at the highest point of the slopes and at the end of the tracks. They train wheelchair customers and walkers to rotate and lower the entrance and improve overall access for all construction customers.

public buildings 2000
other corridors min 1500

door width

B

A

600

C

2000

D

E

min 1200

F

1800

Key

A.   Outward opening doors such as doors to accessible toiltets to be recessed.
     The door recess to equal to the width of the door
B.   Corridors in public buildings to be 2000mm wide. Other corridors to be
     minimum 1500mm wide with passing places
C.   Radiators and other wall mounted items to be recessed
D.   Duct or store; doors that are normally locked may open outwards, but
     should be clearly signed and protected when in use
E.   Projections such as column or pipe ducts should be permanently guarded
F.   Passing places to be provided to corridors less than 1800mm wide and to be
     minimum 2000mm long and 1800mm wide

Note: All dimensions in millimetres

Figure6.10 Clear space requirements for corridors (Schodek, 2005)

e) Queuing areas and temporary barriers

In the viewer where individuals are asked to line up for input and data or departments, for example, in the attractions of guests, a game plan lining must allow everyone to move along a useful, safe and easily as can carry line.

When lining areas are identified, one must consider the possible quantities of individuals lining up under the highest conditions and the speed at which they will travel across the line. Many people have the ability to adapt to being in close prison with other people for a short time if the line moves quickly. However, if the line is likely to be stationary or in moderate motion, the course of action must ensure less obstruction, regardless of whether it is seen or something else.

Where the boundaries are given to characterize the paint lines, they must be placed immobile on the ground or on the ground and give a definite clear width between the obstacles 1100 mm. It should be placed in parallel and coherent lines. The inflexible rail boundary should be restricted to fill them as handrails while individuals are detained or moving along the line. Borders and railings should be removed from submerged surfaces.

In scenes where participation is usually more pronounced in certain circumstances, non-permanent obstacles can be raised. It is ideal if these can be stable anyway. The use of floor extensions or guide plates designed to achieve removable supports or barriers is a value line. Inserting or leveling boards with the surface of the surface with inserts should be included with complete cover and cover or cover necessary to hide any openings or sections that somehow may pose a risk of stumbling.

Figure6.11 Example of stanchions with retractable belt to form queuing line (Schodek, 2005)

f) Revolving doors

Rotary inputs should be kept away wherever possible, because they are far away for many people and dangerous to others. In fact, even the larger, slower motion, the rotary entrance door of the bur operated will probably not fill up as comprehensive ways to reach, and in new structures, the option of programmed sliding corridors or controlled axial inputs should be captured.

In cases where a large entry is entered, moderate control and control, a sliding or pivot entry door must be entered for people who are not willing to use pole input or tend not to do so. The entrance door must be specific and viewable, for example, so that the results at the entrance are slowed or stopped if any weight is applied during use.

Figure5612 Example of revolving door (Schodek, 2005)

g) Parking Lot

Detention is the reference point of convenience for the focus of data on a business focal area. Excessive neglect of the advertisement, the guest cannot discover the parking space he needs. The guest needs an area that can be detected effectively, with at least problems to move through the stop zone, and one located near the store or store where the purchase will accumulate. Guilt is part-time with designers who thought a little bit of the need to park or noticed a very important ground probably given to stop. Sometimes there are plenty of parking spaces in essence based on the fact that there are a large number of people with cars looking for them.

The discontinuation of the focus on the data is viewed by the guest as a step forward:

- Move the car around the piece to the point where it finds space.
- Get the car into space.
- Walk from space to shops.

Leaving the inside, you should experience more or less similar steps back, including self-discovery which sometimes seems more problematic than it was to discover space at first.

1. Find space. Regardless of whether the customer finds space at all depends on the measurement of the parking space at first. The amount of space below is expressed. Another thing is the alignment and expansion of the tracks between the car lines, which are located near the main factors of moving the car around the car park, especially attractive shops, supermarket, office stores and pharmacy (s). The width of roads, for the most part, must depend on whether they are bidirectional or not. A study conducted by the Ino Foundation showed that the display of eight garages with unidirectional lanes reached to mid-14 feet and ran from 7.5 to 21 feet. It is surprising if the low 7.5 figure is thought to be the larger car of 1947, more than 6 feet, 10 inches wide. For two-way roads, a show came from twenty parking lots in the middle of 23.7 feet and ran 16 feet at 37 feet. For customers who stop their own cars, such as in almost all data centers, the tracks should not be too tight to create a transfer problem at this stage, thus limiting the activity of the car for a short period of time. In unidirectional corridors the width should not be less than 10 feet. About 20 feet for two roads.

2Take the car away: Basically, we hope that most of the parking lots are set up in a similar way. For example, blanks and paths can be set along these lines.

The amount of parking space is measured in two ways. The most stable strategy is to compare the total area reserved for stopping with the net retail space of the storesOn this line, we can say that the 50,000 square foot floor area promised to retail and the 150,000 square foot area to stop the foot area is 3: 1. The user procedure is then to calculate the number of parking spaces per 1000 square meters of storage space. The possibility of accepting the total area (counting, finishing, etc.) of a garage area of 300 square meters each. At this point, it is equivalent to say 10 spaces for a 1,000 foot retail floor space.

h) Exhibition / Museum Building

The total area is approximately 200 square meters, consisting of a product experience area and three thematic exhibition .The exhibition area uses the open road as a means of space mobility, and the exhibition content uses panels and multimedia equipment. The 2D scanning method can help visitors get a more detailed understanding of exposure functions, scene use and content usage.

The area is the favorite spot of the whole exhibition area.The experiment is integrated into the visualization process, so that visitors can be aware of assistance to the elderly with special needs, to achieve effective communication, to disseminate knowledge of the means of rehabilitation.

Each exhibition space is a complex system consisting of a number of factors, such as format, distribution of exhibition space, content, etc. From the service point of view, the designer must draw the contact point from the user-related services in the complex system and have different degrees of influence on the user experience of each contact point in the exhibition area. On this basis, it is necessary to find the most effective key points to search to improve the user experience. The main contact point is the most important reference to evaluate the satisfaction of users in the entire exposure system. The main contact point design effect can be tested by testing whether user satisfaction is higher than anticipated user satisfaction. The main focal point is the highlight of the entire design of the exhibition space that needs to be designed and managed with more attention. The main contact point in exhibition design is usually a range of interactive experiences that emphasize the purpose of the exhibition and theme. This area should design a valuable interactive user experience to meet the entire user spectrum and understand multiple angles of exposure.

When planning the design of the exhibition hall, this should not be confined to space planning and exhibition facilities, and the presentation diversity of the exhibition content should be reviewed. Screen design should pay attention to physiological feelings such as visual, touch, auditory, taste, smell, psychological activities such as though and passion. For this reason, increasing the user's sensory arousal can increase the effect of the user experience and increase service satisfaction. The multimedia device can meet the interest of different age groups and different cultures, and reduce the speed of navigation, so that each one can find the right way to get information and understand the content of the screen in-depth. Multimedia technology is very popular in modern screen design; just display the information of the exhibit, audio, video, 3D animation and other traditional multimedia features, modern technology fled, R will combine content and computer networking, making the content of the show richer and more novel. As virtual reality technology in the design of modern exhibitions, people can

perceive different activity states through interaction between the computer and the computer, go from negative to active and actively participate in the exhibition process.

i) **Theater**

For large-scale information and communication technology with exceptional status and major transportation meetings, consideration of theater or theater should be considered. This office should be described as a room in accordance with the rules accompanying it for various reasons:

- Minimum seating for 50 people (one transport stack).
- Floor level to enable space to be extended for meetings, preparation and unusual exhibits.
- Adaptability to allow the use of large video display and overhead monitors.
- Adequate lighting can be adapted to allow for multiple use reasons.
- The seats should be stacked and the support seats should be lower.
- Access must be through the community area in general and, ideally, through the marketing area. This game plan activates extended retail companies by buying motivation.

j) Meeting Rooms

Room Types:

- Medium Meeting Room: Max. 8 people.
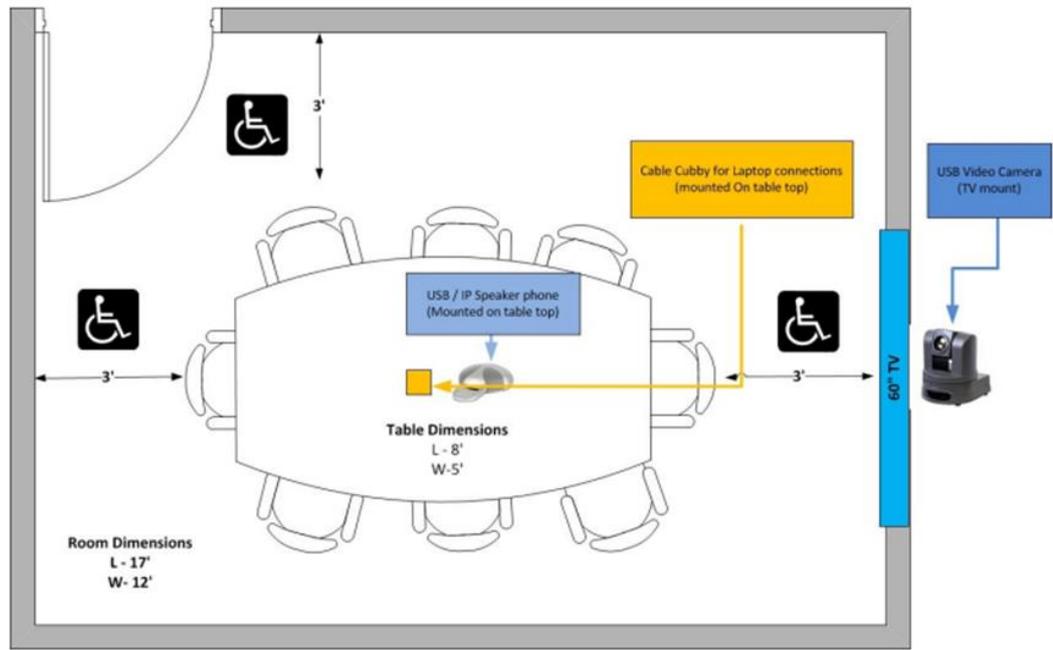
Figure6.13 Medium Meeting Room: Max. 8 people (Schodek, 2005)

- X-Large Meeting Room: 14+ people.
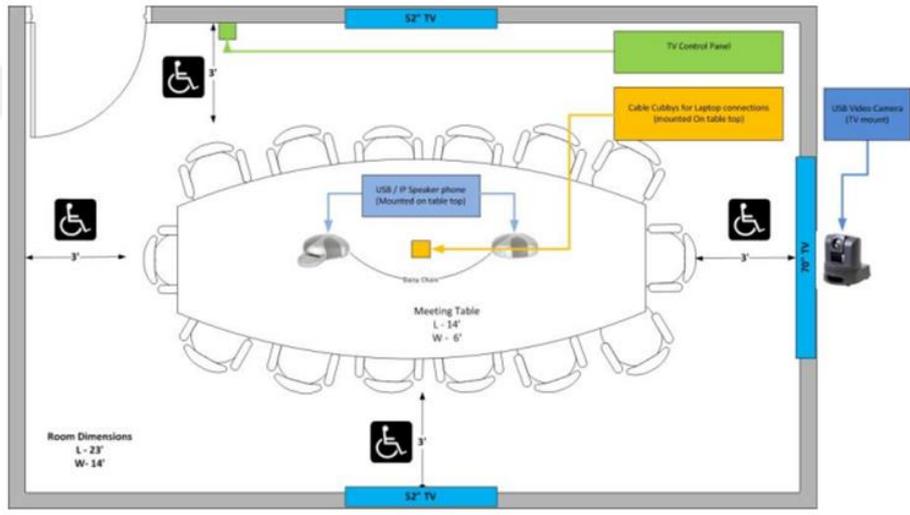
Figure6.14 X-Large Meeting Room: 14+ people (Schodek, 2005)

Design Considerations:

- TV should be appreciated and found where all members cannot see little content, for example, spreadsheets.
- There must be a satisfactory space to meet people with disabilities.
- Exterior windows facing windows can be provided with 100% broken curtains.

- Effective video conferencing, a common online effort and distance coordination require a room without echo. Surfaces, for example, expansive windows, hardwood floors, solid ceilings and large white panels can generate a riverrean environment.

- The room must have a writing surface of at least one roof mounted on a barrier.

- Consider optional table formats. For example, boats, V, gems and coordinated streams of effort (rest room) for efficient use of space and improved joint voltage.

Technology:

- The basic edge of all TVs should be 48-inch.

- TV speakers will be used for sound.

- Dual-mode speakers will be inserted into desktop computers:
  - Put the USB speaker for PC-based video and shared effort on the Internet.
  - Teleconversion Mode: Dial Pad and Phone Line Association allow this phone to replace the series of mobile phone

- The cameras connected to USB will be installed on the TV sets.

- These are for PC-based video and shared web effort.

- The board has a link container running on HDMI, VGA (+ audio) and USB connections to connect laptops, camcorders and speakers.

- A HDMI key will be entered for automatic sensing under the table. The sensor will determine the dynamic input of VGA or HDMI from laptops and produce the HDMI indicator for the TV.

- Control cards allow customers to turn the TV on or off and adjust the TV set of remote controls. Control panels will be inserted into the table or divider.

- For data on the organization of electrical assemblies and outlets, please refer to the "Output Types" area of the Sheridan Tawjihi Infrastructure Guide.

- Cables must be between TVs and offices.

- Separate paths are required for electrical wires and wire / correspondence control (HDMI, VGA + Audio, RS-232, USB, etc.).

- Paths must be wide enough to force component types such as DVI, HDMI and RS-232.

- Methods of determining the type of link must be imposed to maintain a strategic distance from the degradation of the flag.

k) **Library**

The main customers of the library are travelers who are busy with historic centers and history. Similarly may be for external scientists and researchers, alternatives and experts concentrate, for example, merchants of craft, are customer dependency.

Expert help, trainers, experienced managers, artisan reviewers is the basic library assets that most customers appreciate and require. The advances between libraries, electronic databases, books, magazines, reference books, vertical documents, sales inventories and rare books were considered essential for their exploration.

Various equipment used by customers in business libraries include computers (for both index and e-mail access), printers (black, white and black), scanners, microfilm / microfiche and video / fax machines

Along with materials, devices and departments, craft libraries provide space for study, consideration and fulfillment. Specific core components with respect to these uses include drums, work areas, desks, electrical outlets for laptops and the quiet location of phones and interference.

Figure6.15 The design of Library (Schodek, 2005)

The total floor area is 1200 m2, there is a lobby, a changing room, a children's reading room, a bookstore, a café-newspaper reading room, a library acquisition department, a changing room, a winter garden and cultural places.
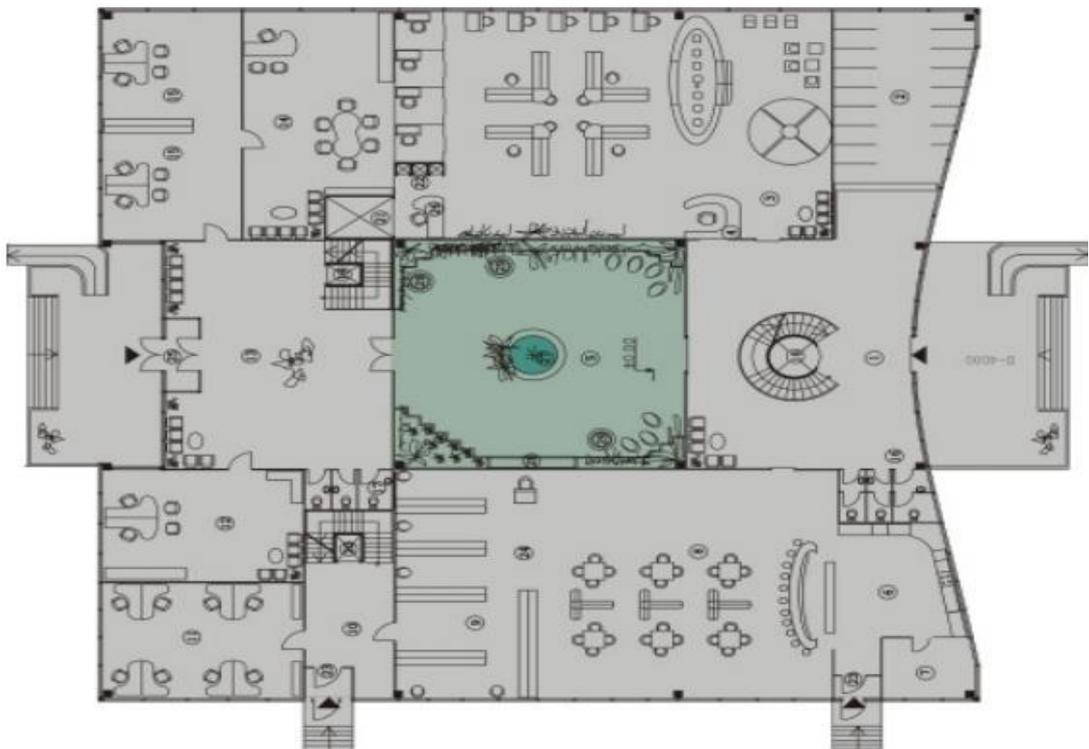

Figure 6.16 The Library Plan (Schodek, 2005)

l) Cafe

Bistros became a major part of updating the current guest meeting of the library and the duration of stay.

m) Administrative Area

i) Manager's Office

This office must be fully closed and a salary in the staff work area still available to the general population. The workplace must have proper computers (BISI, printer, scanner), as well as a work area, work desk and file organizers are adequate.

ii) Staff Amenities

In many counties, the law and the location of staff compliments are represented by law. Room staff must be immediately available to the area of the general population and should include: a kitchenette with water cooler and microwave. Table and chairs; refrigerator. And emergency treatment package.

iii) Office Equipment

While the gear gauge depends on the internal extension, for this arrangement we focus on the temporary tec. The accompanying office equipment is suggested:

- 4 pieces. 2 for open areas, 1 for manager, and 1 for staff of query counter.
- One printer, organized
- Copier, fax, scanner, and voicemail
- Internet access for all computers

iv) Merchandise Sales

Stock offers take many structures depending on Tec's aspirations. Initially, in many cases stock market stocks cause more brain aches and loss of salary and

added time to income. Temporary TIC should focus on the basic luxuries, data books and gifts that appear and are sold behind the counter. If the application space and authorization, the retail space can be produced next to the information office, giving the possibility that the research staff to check and record land. A final idea about stock offers. There are a few countries that lease retail land to an organization specializing in retail or other non-profit organizations. They earn a monthly rent or receive a level of retail offers.

v) Refreshment Sales

With the possibility that space and assets allow, the soda / skim out can give extra income. This office can be like a special utility drink and biting distributors, or pub / cafe, either rented or worked by TIC staff. Although income may be restricted by a few nutritional benefits, it gives other management to guests.

vi) Self-Service Touch Screen Information Systems

A number of emerging TICs use data frames for touch screens to provide satellite and satellite data. Given that sufficient security can be maintained, these frameworks can augur well for Ulaanbaatar travelers, for example, the aircraft station, the preparation station and other major objectives of the tourism association. In addition, the data on these computer frames can without much extension become the many dialects of the guests of Libya. The feasibility of these frameworks is based on the following:

- Ease of use.
- Easy way through data sequence.
- The range of data accessible.
- Fast response.
- Ability of the framework provider to quickly review and correct any issues.
- Frequency of refreshments.
- TIC costs.

In many cases, the costs of these frameworks can be reduced through corporate sponsorship and disclosure. Some frames are ready to print coupons.

vii)   Booking Services

Standby administrations may not be suitable for small TIC or TIC as soon as operations begin. As such, the Department's work as a necessary part of the interior has three main points of contact:

- Giving other vital management to guests.
- Encourages support for visit managers.
- Give another source of income.

TIC reserves are mostly focused on: accommodation tickets, tours, and multiple trips. A few outbreaks give departmental district reservations packages, unusual occasions and meetings and visits of unusual plots, traditions / meetings, business preparation programs and theater. The booking manager must cook for the challenge, mail, telephone, email and fax questions. As the increasing number of travelers use the internet for data and appointments, the booking office and Web site are inevitable correspondence tools and will prove to be more important later on.

To properly operate booking management there are three critical prerequisites:

- TIC staff should be fully prepared.
- There should be cooperation between tourism managers and other suppliers of materials.
- An appropriate budget management framework is needed to encourage incitement to provide commissions and records for each financial exchange. The travel system is used extensively as part of Australia.

Regular commission rates for appointments range from 10 to 15 per cent.

n) Recruitment, Management & Training

Most TICs around the world need volunteer work to support operations. Some loud lamps have more than 100 volunteers. Volunteers can be photographed as a person:

- It contributes to its opportunity to give management that benefits the group,
- From your unrestricted choice,
- No delivery.

Typically, most volunteers are retired or more experienced age groups. As far as possible, with the exception of Russian-speaking tourists, Libya's model can be exemplified by using more than 2,000 college-level alternatives that view tourism. For these young people, fill as a volunteer has the favorable conditions that accompany:

- Help them build relational skills and tone.
- Build self-confidence.
- Provides participation in opening a work drain connection.
- Get school credit and additional learning through the entry level program.
- Communicate with the tourist business and potential work after graduation.

For some young people who are considering entering the tourism sector as a career, the TIC's work provides a better understanding of trade and professional preferences.

i) Principles of Volunteering

- Volunteering is a matter of decision and should not be linked to the retirement or withdrawal of benefits.Volunteering for the group and the volunteer.
- Volunteering is no substitute for paid work.
- Volunteerism should not be used as a pre-employment situation.
- Volunteering is a movement in the nonprofit sector.
- Volunteering is a way of honesty and compassion for citizens to deal with group exercises.
- Volunteering does not affect the wishes and privileges of others.
- Do not deprive others or create a risk for the safety and professionalism of paid employees.

ii) Organization Responsibilities to the Volunteer

To..

- Planning the volunteer program before registering volunteers.
- Recruit, identify and choose the right volunteer for the right career.
- Provide groups of expectations and systems for voluntary occupations.
- Provide guidance to volunteers giving information about motivation for the organization, structure, projects, strategies and methodology.
- Provide preliminary preparation and progress through preparation where it is important.
- Involve volunteers in basic leadership as choices influence charitable efforts.
- Keep records of volunteer goals, prepare and hold critical sessions.
- Communicate clear requests, provide appropriate help and supervision to the volunteers.
- The volunteers' efforts in the association are formally and incidentally considered.
- Conduct a continuous evaluation of productivity and volunteers in the association.

iii) Training

Volunteer preparation should cover three basic angles and it must be necessary to work within volunteers who pass and pass the preparation programs:

1. Information Center

- An introduction
- Daily operating methods
- Data sources
- Understanding the tourism business

2. Product Knowledge

- Packages
- Introduction by the operator

3. Customer Service

- Customer benefits issues

- Telephone strategies

- What to do when the appropriate answer is not known

- Dealing with anomalies

While each of the three preparation programs is critical, IT managers have proven that the basic provision of volunteers is customer management and telephony. This is where volunteers or sophisticated employees can represent a significant moment in the image of the TIC, and thus the image of the region, so it is necessary to constantly raise the meaning of customer benefit. General preparation of soft drinks is essential, and the year that prepares the project should be prepared towards the beginning of each year. This program informs all staff and volunteers that they have the opportunity to direct the courses and design their responsibilities and time to ensure anticipation.