

Title	: The Students and Faculty Member's Satisfaction Toward the Usage of Information Resources and Services of CLREM (The Center for Library Resource and Educational Media), Suranaree University of Technology
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Abstract

The purpose of this study was to investigate the satisfaction of SUT instructors and students regarding the use of information packages and information services provided by the Center for Library Resources and Educational Media (CLREM), Suranaree University of Technology (SUT). It also examined their opinions regarding problems and suggestions pertaining to the use of information packages and information services. A 4-rating scale questionnaire developed by the researcher was used as the main instrument for the data collection. Open-ended questions in terms of problems and suggestions pertaining to the use of information packages and information services were also included in the questionnaire. The subjects in this study were 1,041 undergraduate students, 67 graduate students and 60 instructors. The data obtained through the written questionnaire were analysed through an assistance of the Statistical Package for Social Sciences (SPSS). The simple descriptive statistical methods, i.e. percentage, mean and standard deviation (S.D) were used to describe the levels of satisfaction regarding the use of information packages as well as information services.

Research Findings

The results of this study showed that students and instructors reported coming to the library to borrow books and other kinds of information packages as the main purpose. The second purpose was to read assigned books, newspapers and journals for their assignments as well as to prepare themselves for their lessons. The method reported being used by the subjects to find needed information packages most frequently was OPAC from computers provided in the library. Other methods including going

directly to the shelves; asking from friends; librarian or library members of staff were also reported being used. Using OPAC at home or dormitory was reported being used the least frequently.

Book was the information package that they reported using most frequently whereas journals, magazines and newspapers were reported being used as a second priority. Regarding the information services, the used circulation much more frequently than OPAC, reading room, and the Internet. Interlibrary loan, book-reserved, AV service, reference service were reported being used moderately.

Students and instructors were satisfied with information services, information packages, and library members of staff at a high level with the mean scores of 4, 3, and 2 respectively.

The impression that students and instructors have got from the library most was the information service while the impression they got the least was information packages. According to them, the information packages need to be improved in terms of number of books.

Based upon the results of this study, several recommendations can be made for further research. The study should be conducted to investigate the impact of information service to users, the output/outcome of library members of staff to the users' satisfaction, and expectation and satisfaction of users to information services and information packages.