Abstract

Research Title: A Evaluation of the Navasarn Automated Library System and Users Satisfaction Towards the Navasarn Online Searching of the University of the Thai Chamber of Commerce

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Year Accomplished: 2550

Keywords: Library Automation, Automated Library System, Navasarn Automated Library System, OPAC, Online Public Access Cataloging

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This research aims to assess the capacity of the library automation and UTCC Central Library users’ satisfactory towards the OPAC. The research is both qualitative and quantitative, using various forms of research tools, i.e. assessment form, questionnaire, and in-depth interview. The subjects used in this study are 32 UTCC Central Library personnel, 112 academic faculty, and 634 students. Descriptive statistics are used in analyzing the data.

The findings can be summarized as followed:

1. Overall, the capacity of the university library automation was rated as average (X = 5.21). When considering all the modules, the capacity of the circulation module was rated as the highest (X = 8.38), followed by the OPAC WebPAC (X = 6.80). The serial control module was rated the lowest (X = 3.70).

2. When comparing the academic faculty’s and the students’ satisfactory towards the OPAC, the findings show that both groups of the subjects rated their overall satisfactory as average (X = 2.97). However, the students’ satisfactory towards the OPAC was significantly different from the academic faculty at 2.99 and 2.88 respectively.
3. In terms of the users’ satisfactory towards UTCC Central Library staff’s aids in using the OPAC, the findings reveal that the two groups of subjects rated their overall satisfactory as average ($\bar{x} = 3.09$). Both groups rated the item on the staff’s willingness to assist as the highest ($\bar{x} = 3.96$). The item on their satisfactory towards the staff’s advice was rated as the lowest ($\bar{x} = 3.02$).

4. In terms of the problems in using the OPAC, the findings show that both groups of subjects rated this topic as average ($\bar{x} = 3.06$). However, the students’ rating on the problems in using the OPAC was significantly different from the academic faculty’s with the $\bar{x}$ at 3.13 and 2.63 respectively.