ABSTRACT

Thesis Title : Searching the VTLS Virtua-Web Gateway to Online Public Access Catalog by the Students of Rajabhat Institute Sakon Nakhorn.

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Degree Sought : Master of Arts

Major : Library and Information Science

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Advisory Committee :

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The purpose of this research was to study how the students of Rajabhat Institute Sakon Nakhorn conduct information searches on the Online Public Access Catalog via VTLS Virtua-Web Gateway, in terms of search methods and results, and satisfaction with the system user interface, as well as the problems encountered when using the Online Public Access Catalog. It was hypothesized that, depending on students' major, their search methods and results, satisfaction with the system user interface, and the problems encountered would not differ.

An online questionnaire was the main data gathering medium. The questionnaire was made available on the Rajabhat Institute Sakon Nakhorn central library website (www.lib.ris.ac.th) for a period of two months, from 17 September until 17 November 2001. A total of 350, first to fourth-year students majoring in Science and Social Science responded to the survey.

The results of the research indicated that the most popular search method was word/phrase searches. Most of the students preferred titles as their access points. Their search results were highly successful in accommodating their information needs.

Students respondents indicated a high rate of overall satisfaction with the system user interface.

Problems encountered when using Online Public Access Catalog was at high level, i.e., speed of system interconnection and information access.

When the sample was broken down by major areas of study, however there were significant differences in search methods and results, but their satisfaction in using the Online Public Access Catalog, user interface, and problems encountered showed no differences.