

## ABSTRACT

Thesis Title : Information Services of Scientific and Technological Libraries  
and Information Centers in Bangkok Metropolitan Area

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The purposes of this research were to study the objectivity of information services, their methodology in setting up policy, and operations, also study their current status, problems, and obstacles in providing information services of scientific and technological libraries and information centers in Bangkok metropolitan areas. This research will provide guidelines for information services and co-operation in resource sharing. The questionnaire was sent to 86 libraries and information centers and a total of 72 libraries and information centers responded to this questionnaire (83.72%).

From the objectivity, policy set-up, and operation aspects, this research reveals that most of the libraries and information centers establish themselves as a supporting unit to the personnel of their organizations. Most of the policies were similar and the information services were generally opened for both their personnel and general public without any fees; however, the benefits are varied accordingly. Majority of the users

are college students with an average of 378 visitors per day. Circulation service was utilized the most. Services were taken on both the usual manually-oriented and employing technology for assistance. Besides the internal service, interlibrary loan was the most frequent use among libraries. Library guide manual was found to be a common way to publicize the library. Furthermore, most of the libraries and information centers are the members of the Thai Library Association (TLA).

For the library service problem aspect, most of them face problems of the rising cost of information resources, insufficient information resources, and limited budget. When the problem is analyzed in the organizational level aspect, it was found that governmental subsidiary organization libraries suffer the most while the international organization libraries face the least problem. As for the important prospect for information services and co-operation in resource sharing, libraries and information centers should have co-operation in acquisition, cataloging, and service of information resources. Publicizing the libraries and information centers is strongly encouraged. Personnel in charge of library service should have specialized knowledge in science and technology, information sources as well as information services and information resources.