

ABSTRACT

Thesis Title : The Use of Integrated Library System in Public University
Libraries : Case Study of INNOPAC System

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The purpose of this research was to study the use of the integrated library system, INNOPAC, in fifteen public university libraries, including any problems and constraints. The population consisted of 15 directors and another 90 staff members working for those libraries. The researcher constructed seven sets of questionnaires as the research instrument, then assigned them to the sample group. A total of 135 days was used for collecting the data. In all one hundred percent of the questionnaires were returned to the researcher in order that the results could be processed and analyzed in terms of a tally and then expressed in term of a percentage.

The research findings were as follows:

- 11 libraries used the integrated library system, INNOPAC, release 12.

Furthermore, 14 libraries purchased a complete set of six modules. However, none of

those libraries used every command in the system. Only thirteen libraries operated their systems in an integrated manner. In addition, 14 libraries compiled operational reports, which were then presented to the directors. All the libraries prepared a budget for maintenance processes. While nine libraries made their own plans with regard to the use of human resources, 11 libraries contributed their own system development plans.

- The system's use of the Thai language was the major problem; moreover, a Thai manual was not provided. The system was not flexible enough; besides, the users were not able to modify the enhanced program by themselves and some commands were not applicable to the regulations governing the Thai public sector. Furthermore, using the online customer support service provided by the vendor took too much time to receive a solution. Therefore, problems were not solved immediately. Customers of the INNOPAC Group took all the problems they encountered into consideration and then made appropriate proposals for improvement to the vendor.