

## ABSTRACT

Thesis Title : Transaction Log Analysis of Online Public Access  
Catalog at the Library and Information Center, National  
Institute of Development Administration

Student's Name : Miss Saipin Kotchawat

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Advisory Committee :

1. Assoc. Prof. Dr. Saangsri Phomsuwan
2. Mr. Pimmasak Angchun
3. Miss Siriporn Suwanna

This study is on the analysis of the transaction log of an online public access catalog at the Library and Information Center, National Institute of Development Administration, Bangkok, Thailand. The objectives of the study were (1) to determine the success and failure of the searches conducted by users, and (2) to investigate the usage patterns, such as searching behavior, causes of search failure, option selections and patron problems when using the OPAC. A total of 32,528 transactions recorded in the INNOPAC system were the samples used. Analysis tables were constructed for the research tool, consisting of known items (author title) and subject items (subject and word). The statistics used in the study are frequency and distribution percentage.

The findings of the study may be summarized as follows:

1. The majority of the users were satisfied with the search results. The search failure rate was 32.72 percent.
2. The title searches were the most used option by the majority of the users. The failure rate for the title search was 47.76 percent.
3. The majority of the users, 93.82 percent, entered some data from the title. The search terms used by the majority of the users were compound words (59.09 percent) and two-word terms (41.22 percent)
4. The majority of the users preferred searching by known items rather than subject items. Words in natural language were the most used in searching by subject items.
5. Misspelling and errors in choosing search options were the most common problems.