ABSTRACT

Thesis Title : Interlibrary Loan Services of the Academic Libraries via Electronic Delivery System

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This research proposed to identify the state of interlibrary loan services among university libraries via electronic delivery systems, and to examine the librarians 'needs and the problems of interlibrary loan services via electronic delivery systems.

The methodology involved the study of 50 librarians who were responsible for the interlibrary loan services in 25 academic libraries. 50 of questionnaires were distributed by mail and 50 of questionnaires were returned. The analysis of data and results of the study were manipulated in forms of percentages, means and standard deviation.

The results of the study showed that :

1. The majority of academic libraries offered interlibrary loan services via electronic delivery system, especially among provincial academic libraries. Most of the services were photocopying, and then mailing. Subject of science was highly lended. Information sources were retrieved and identified through OPAC and

internet. The majority of users were instructors and graduate students borrowing academic foreign journals and general journals.

2. Librarians who were responsible for the loan services still need knowledge, understanding and skills in using electronic equipments. Appropriate software among academic libraries should be developed. Budget should be allocated for acquiring more user licenses as for more effective in using interlibrary loan services. Regulations and standards of expenses of the interlibrary loan should be improved and performed equivalently.

3. Librarians' major problems in interlibrary loan services via electronic delivery system among academic libraries were the inadequacy of knowledge understanding, skills, and know-how in employing electronic equipments. Most of academic libraries still manipulated conventional interlibrary loan services which were more familiarly with than electronic delivery system.