THESIS TITLE   :   INTERNET SERVICES AT THE PROVINCIAL

　　　　　　　　　UNIVERSITY LIBRARIES

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ABSTRACT

This thesis aimed to investigate the status of Internet services; opinions of library administrators, and librarians/officials involved in Internet services; and problems of Internet services in the provincial university libraries. The research method used was a survey research. The population in this thesis included library administrators and librarians/officials involved in Internet services of PULINET members libraries. Questionnaire was used for collecting data. Eighty-five questionnaires were sent to the population, of which 65 copies were returned (76.47%). The data were analyzed by using the Statistical Package for Social Science/Personal Computer SPSS/PC for finding the statistical values which included percentage, mean ($\overline{X}$), and standard deviation (SD).

The results of the study were as follows :

1. The status of Internet services in the provincial university libraries revealed that the Center for Library Resounces and Education Media, Suranaree University of Technology was the first library began Internet services in 1994, then the other three libraries began the services in 1995 and four libraries began in 1997. Most libraries used its university computer centers/networks and some used private company's services as their host servers; and linked to the host servers through fiber optic cables or telephone cables with the speed of less than 64 K. All libraries provided Internet services during the regular opened-hours of the libraries. Most libraries allowed the users to used the Internet by themselves, with the assistance of librarians. Internet services available at every library was WWW. Most libraries

provided access to Telnet/Hytelnet, e-mail, Gopher, FTP and Usenet News. However, there were no libraries providing access to Archie and Hypertext Lynx.

2. The opinions of administrators and libraries /officials toward Internet services in the libraries revealed that both of them agreed with importance and needs for provision of Internet services in the libraries at the highest level. They viewed that Internet enabled the library users to search for information in both inside the country and abroad, and provided great benefit for study and teaching in universities at the highest level. The library administrators and librarians/officials viewed that provision of Internet services in libraries had impacts upon the library personnel at a high level in the following items: Internet helped increase language skills, enabled them to catch up with the technological developments all the time; Internet helped in personnel developments in term of they had more opportunities to educate themselves and provided them more opportunities to interact with other professionals, especially computer professionals. Regarding the services, all administrators and librarians/officials viewed that libraries should allow their users to search by themselves with the assistances of librarians, and Internet services should be separated from other services at high level; and libraries should provide access to WWW at the highest level .

3. Problems in providing Internet services in libraries according to the opinions of the administrators and librarians/officials were found similar as follows: inadequate budgets for purchasing and maintenancing materials at the highest level; library personnel lacked of skills in using the systems and lacked of language skills, users lacked of skills in using the system and they did not understand the Internet system ; computer for Internet services were inadequate; and the library spaces so limitted and crowded that there was no specific area for Internet services.

Suggestions for next researches are as follows: 1) an evaluation study of Internet services at provincial university libraries that have been operated for a period of time so that the study results will be used as guide-lines for development of more appropriate Internet services; 2) a study on the impacts of Internet services in libraries upon librarians in both mental and work performance issues; and 3) a study of users needs, opinions, and problems in using Internet services in libraries.