Abstract

This study looks at the individual characteristics of the users of the Bangkok Metropolitan Public Library in Klongsarn District, how the users perceive library services and usage, and studies the uses and the problems in using the information sources of the library.

This research collected data using questionnaires, a total of 591 responses were used. All data was collected by this studies author. The obtained data was analyzed using SPSS PC (Statistical Package for Social Science for Personal Computer), including frequency, percentage, mean, standard deviation and Chi – Square (χ^2) tests.

The results indicate that;

1. Most of the users of the library are younger, relatively well educated, but earn a lower then average salary. 2. The users primarily use the library to borrow books to read, they neither use, nor are aware of, other services in the library. 3. Few library users ever visit the local museum of the Bangkok Metropolitan in Klongsarn District. Most of the library users use the non-fiction section the most, with general knowledge being the largest single category of use. 4. Users were generally satisfied with the physical environment of the library, hours of operation, location, convenience, etc. 5. Few users participate in library activities, primarily due to a lack of time. Library users did show interest in some activities, however, with suggestions about types of activities, times, etc.

While the above results are accurate generalizations, the research results found numerous relations between the individual characteristics of users, such as age, education level, occupation and income, and the purpose which they used the library for, such as use, frequency of visits, duration of visits, information use, tools for searching and services use.