

Thesis Title            AN ANALYSIS OF LIBRARY HANDBOOKS OF UNIVERSITY  
LIBRARIES

Name                    Miss Amporn Tararatnasakul

Thesis Advisor        M.L. Joy Nandhivajarin, D.L. S.

Department            Library Science

Academic Year        1986

### ABSTRACT

The objectives of this research were as follows:

1. To survey and study the library handbooks used in university libraries during the year 2528 B.E. concerning the process of production, the types and the distribution practice of library handbooks.
2. To analyze the contents and format of such library handbooks.

Research procedures :

The researcher gathered basic information concerning library handbooks from documents and through interviews with relating personnel. Two sets of questionnaires were prepared. The first one investigated production procedures, distribution practice and improvement of library handbooks including the problem stemmed from each working process. These questionnaires were sent to one librarian each of 28 state university libraries. The second one deemed for

proper format and contents which should be included in the library handbooks. The latter was sent to 22 librarians whose institutions produced library handbooks. (Some librarians in this group also answered the first questionnaires.) In addition, the second set of questionnaires were also sent to the instructors teaching the use of library course in 9 state universities, one for each. Therefore, the number of second questionnaires sent out were 31 copies. The answer from the second questionnaires were summarized to use as criteria to analyze format and content. The total 59 questionnaires sent out were returned (100 %). The data were analyzed by percentage.

#### Research Results :

The results of the research could be concluded as follows:

1. The majority (22 out of 28 university libraries) produced their own library handbooks.
2. Most university libraries (54.54 %) did the whole process alone from preparation through production. The rest worked with other organization, but they still prepared the whole content themselves. About half (52.17 %) assigned the User Service Section to be responsible for the production and mainly (59.09 %), it was a one librarian job.
3. Library handbooks were mostly distributed by the User Service Section (60.86 %). The distribution were practiced in several ways. The mostly used one (36.84 %) was as presentation on library visits and orientation program.

4. The major problems in producing library handbooks was that responsible staff member had full hands. Consequently, time was not sufficient to produce expected best possible library handbooks. Furthermore, there was a small working group in each library causing the prolonged production time. Another problem was that these was not enough library handbooks to distribute because of budget limitation. Some libraries place their handbooks for users to pick up and several were taken by many users at any one time.

Improvement of the handbooks caused another problem of the need to change information in a small part but the revision had to be done as a whole, wasting both money and time. It was more so when the changes frequently took place.

5. Answer from the second set of questionnaires, asking for opinions on content and format, could be concluded that library handbooks should be produced in pamphlet form, and with cartoons and line drawings illustrations. No preferred standard size was indicated. Normal size letters were mostly approved and the written form should be formal.

6. Contents which should be included in library handbooks were as follows :

Pamphlet form should include a brief history of library, floor plan, classification system, library hours, eligibility of members in using and borrowing, membership applications, borrowing policy concerning period of time and number of materials in each loan, telephone number of significant sections, resources, charging and returning procedures, fine rates, various types of catalog cards with

examples and explanation library services, regulations concerning lost materials or damaged materials, index cards with samples and explanation, location, organization chart, books and materials reserve process, invitation to ask for staff help and advice, reserving procedures, regulations regarding the use of library, referral suggestion to more useful sources, list and reviews of important reference materials, list of service staff with telephone numbers, shelving and material searching. There are altogether 28 topics.

Leaflet or sheet form should include 20 topics which were the same ones indicated above leaving out topics on brief history of library, resources, library services, regulations concerning lost materials or damaged materials, organization chart, samples of index cards with explanation and list and reviews of important reference materials.

Folder form should encompass 19 topics excluding topics on brief history of library, examples of catalog cards with explanation, index cards with samples and explanations, reserving procedures, referral suggestion to more useful sources, list and reviews of important reference materials.

Book mark form should include telephone numbers of significant sections, library hours, library services, invitation to ask for staff help, and classification system.

7. From analysis on the types of library handbooks, it was found that all were single handbooks and quite a quantity were produced in pamphlet form (40.91 %), half in folder form (50 %) and

very few in sheet form (9.09 %). The major type of illustrations was line drawings (40 %). Almost all (95.40 %) used normal size letter print. All library handbooks were written in formal language. Of all 22 handbooks used for analysis, it was found that none covered the whole indicated criteria on contents and format present in no.5. According to the research, the best library handbook included four items out of five. The missing point of some library handbooks fall on types, forms, and illustration.

8. From analysis on the contents of library handbooks, it was found that the library handbook in pamphlet form included the maximum of 22 topics. The library handbook in sheet form included 9 topics in maximum. The library handbooks in folder form included 14 topics at the most. It was obvious that these actually produced handbooks were still lacking in many topics on content coverage.

#### Recommendations :

1. Libraries which have never produced their own library handbooks should begin the production.
2. The contents which keep changing should be put together in order to be easily pulled out to improve only that part.
3. The distributing practice of allowing users to pick up library handbooks by themselves should change by relocating the place to be near the watchful eyes of library staff in order that the users will not dare to take many handbooks each time.

4. More public relations are needed to inform users of the production and distribution of library handbooks. Improve the production to arouse interest and draw more users who previously do not care for library handbooks.