

KEY WORD : USER SATISFACTION/USER NEEDS/LIBRARY SERVICES

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WITH AND NEEDS FOR LIBRARY SERVICES IN THE FACULTY OF EDUCATION,
LIBRARY, CHULALONGKORN UNIVERSITY. THESIS ADVISOR : BOONREUNG
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The purpose of this research is to study library uses and problems, user satisfaction and the needs for library services of faculty members and students of The Faculty of Education, Chulalongkorn University.

The results of the research are summarized as follows : faculty members visit the library once a week for a circulation services , and know how to use the library from their studies at the bachelor degree level. Students visit more than once a week to use a thesis, when they want to do researchs and during their luisure time, and they know how to use the library by themselves. On utilization of library resources, they use the catalogue cards to search for sources. Faculty members normally use English books for teaching, while students use Thai ones for learning.

The most common problems that users of the library faced are that text books and reference books are old, in disrepair and out of date, current periodicals are prepared slowly, there are not enough Computers to search for sources and a librarian for reference services is lacking.

Regarding user satisfaction and needs, users of the library mainly express high satisfaction with circulation services and the staff of library. Regarding library services, they expresse a high need for database service, a clipping service, a list of thesis, and extending the library's office hours.