This research is a study of CD-ROM using , user satisfaction and the problems with CD-ROM services in academic libraries.A survey approach was used for this study and the purposes of this investigation were to examine usage,user satisfaction and survey the problems in using CD-ROM services. A questionnaire was distributed to CD-ROM users in 16 academic libraries between July-October 1990.   Four hundred seventy-seven completed forms were returned.

The results were summarized as follows: Most of CD-ROM users were graduate students who came to use CD-ROM services for research purpose. These patrons used to search CD-ROM databases more than three times. The librarians were searchers who usedthe CD-ROM system as end-users. MEDLINE, ERIC and DAO were the most heavily used databases.

This investigation found that the patrons were very strongly satisfied with CD-ROM use and search results.   They prefered to use CD-ROM rather than printed versions. They could use CD-ROM services for general purposes without any problems,but they had some problems in dealing with tracing full-text. In addition, patrons were not strongly in favor of cancelling the printed versions. It was clear that CD-ROM users would need to use both CD-ROM databases and printed versions.