

SAMINEE CHAIVASEE : THE USE OF AUDIO-VISUAL SERVICES IN THE OFFICE OF DOCUMENTATION AND INFORMATION, SUKHOThai THAMMATHIRAT OPEN UNIVERSITY. THESIS ADVISOR : ASSO. PROF.CHUTIMA SACCHANAND. 184 pp. ISBN 974-577-276-3

The objective of this study is to investigate the usage, problems, opinions and recommendations concerning the audio-visual services in the Office of Documentation and Information, SukhoThai Thammathirat Open University.

This study found that most of the users use these services for enjoyment. And when they use the service ask for recommendations from the staff of the library. However they either use the audio-visual services rarely or not at all. When they do use the audio-visual services, they use the circulation service more than any other service in the audio-visual section. the audio visual materials most often used are video tapes. And the content of the video tapes is most often documentary and general knowledge material.

The problems faced by the users are either few or no problems at all. However, the problems most often mentioned are as follows: inadequate service, insufficient library staff, insufficient audio-visual materials as well as a lack of an inadequate materials indexes and the inconvenient location of the audio visual department.

The results of this research indicates that, on the average, the users are satisfied with the services of the audio-visual section its staff, audio visual materials, equipment, facilities and the material index at a moderate level. Most of the users accept that the services are suitable except that the lending period is too short.