

This study had three main objectives: (1) to study the satisfaction of foreign users of library materials and services at Payap University Library; (2) to study their utilization of library materials and services; and (3) to study their problems of using library materials and services at Payap University Library.

Research material was a questionnaire. Samples were 47 foreign faculty members and students at Payap University during second semester of 2001 academic year.

The findings were as follow :

1. The findings indicated that foreign users were highly satisfied with serials, and photocopy service. In addition, it was found that they could not use certain library materials and services because they did not know whether there were available.

2. The purpose of using the library of foreign users were to search and read books for their study and teaching. Frequency of their using the library were 2-3 times per week and more than one hour at each times. Most of them searched library materials by using Online Public Access Catalog ( OPAC ).

3. The main problems in using the library materials and services were the needed books were not available, books were out of date, number of foreign newspapers and serials titles were

insufficient for their needs. When they encountered problems in using library, they most preferred asking librarians or library staffs.

The findings suggested that foreign users recommended that librarians and library staffs should improve their English speaking skills and the library should have more modern facilities to serve users such as internet and cable T.V., etc.