

ABSTRACT

The main purpose of this research is to evaluate the satisfaction of employees of the Bank of Thailand (BOT) as well as assessing problems with services of the BOT Library, in terms of 4 different dimensions: (1) resource sufficiency, (2) accessibility, (3) staff, and (4) environment. Furthermore, this study aims to look at the users' characteristics when using the library, and to explore the degree of need for some additional services.

The samples of this study were 242 of the BOT's employees working at the Head Office in January 2008, who were randomly selected from each department to answer a self-administered questionnaire.

It was found that the first-ranked purpose in using the library was to find information needed for work. Meanwhile the library service most frequently used was the circulation service. Most respondents admitted that they had never used the library's webpage and e-resources provided by the library.

As for the satisfaction with the library services, the overall assessment of the services was regarded as satisfactory. The respondents were most satisfied with the environment dimension, followed by the staff, the accessibility, and the resource sufficiency, respectively. Although the first 3 dimensions were scored at different mean values, all of them were still rated at the same level as 'satisfied', whereas the resource sufficiency, ranked at the last place, was classified as 'moderate'.

Regarding problems found in the library use, the data showed that the most problematic dimension was the resource sufficiency, rated as 'moderate' degree, followed by the accessibility and the environment respectively, which both were rated as 'low'. Meanwhile, the least problematic aspect was the staff, assessed as 'very low'.

For additional services, the majority of respondents said that they required the provision of more books in other areas not related to the library's core subjects: economics, finance, and banking, as well as the extension of service hours on weekdays. Meanwhile 'training course of how to use the library', 'addition of service hours on Saturdays', and 'providing more periodical subjects' are evaluated as 'not needed'.