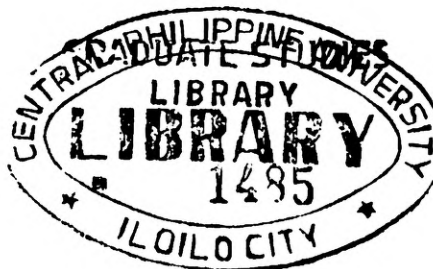


**ACCESS, UTILIZATION, SATISFACTION WITH SERVICES
AND RESOURCES OF LISU THEOLOGICAL SEMINARY
OF MYANMAR LIBRARY AMONG THE STUDENTS
AND FACULTY MEMBERS**

A Special Paper

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OF LISU THEOLOGICAL SEMINARY OF MYANMAR AMONG
THE FACULTY MEMBERS AND STUDENTS

By

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ABSTRACT

This study was conducted to determine the access, utilization, satisfaction with Services and Resources of Lisu Theological Seminary of Myanmar Library among the faculty members and students. The study determined the variations in the students and faculty access to services and resources, utilization with services and resources, level of satisfaction with services and resources when grouped according to age, gender, and educational attainment.

The respondents of the study were the 125 students and faculty members of the Lisu Theological Seminary. A structured survey-designed questionnaire was administered to the respondents. Frequency, percentage and Cross Tabulation were used in this study.

Access to services and resources, the majority of the respondents have highly accessed to the Special Collection followed by the Librarian's services and general collection. The majority of library services were highly utilized by the students and faculty respondents. Among them, the most they have been able to utilize the library

services were Circulation Loan Services, Discussion Room, Reference Section, and Reader Service Section.

The respondents almost fully obtained that library provided its information service at the right time in the right form, librarians are knowledgeable to answer users' question, and they have willingness to help library users.

In the general resources, the most utilized resources were Books, Subject Area Reference Various Section, Dictionaries, Magazines, Maps and Encyclopedia. On the other hand, Reserve Section was poorly utilized and Computer Room and internet access were fairly utilized. In special collections, Pastoral Theology, New Testament, Old Testament, Christian Mission and Christian Ethics were highly utilized. Therefore all resources in the Special Collection of LITSOM were highly utilized.

The respondents were satisfied with the majority of the services offered them; likewise, they were dissatisfied of Reserve Section, Computer Room, and Internet Access. The respondents were satisfied with the majority of librarian's services. On the level of satisfaction with librarian services, they pointed out that the library provides its information services at the right time and in the right form.

Most of the users are now using technology to find information. This allows them to get information they want more quickly and in an updated form. Therefore, the computer, internet and electronic resources must be easily accessed in the library. The library staff should be trained in maintaining high level of user satisfaction. Library users' satisfaction is based on the degree of perceived quality that meets users' expectations. The library management therefore should periodically evaluate the

services they provide to their users. User's needs and expectation as far as the services and resources of a library are concerned.