CHAPTER V

CONCLUSION AND RECOMMENDATION

5.1 Conclusion

This project aimed to investigate the needs for library development. Internal and external stake holders, i.e., clients and service providers, EQA, Mahidol University and academic library standards, were considered in the procedure. In Phase-1 the project focused on the directions. There were vision, mission and objectives for library development. Key Performance Indicators for library development were also listed as a measurement for library development evaluation and became the scope for the assessment in Phase-2.

In Phase-2, the project focused on needs assessment, starting with a Rapid Assessment to identify possible needs which were categorized into 5 groups: (1) Information resources,(2) Facilities,(3) Physical environment, (4) Service and (5) Staff, on which the development of a questionnaire was based to prioritize the needs.

Information resources:

Information resources contained 2 aspects: (1) information sources and (2) contents.

(1) Information sources

For information sources, it was surprising to find that most of the clients wanted the library to increase the recreational books for printed materials. The main objective of this demand was for relaxation and entertainment. For non-printed materials, the need to increase modern media, such as, VCD and CD, especially in English, Japanese and Chinese. Students also perceived the need for all non-printed material to be checked out for out-of-the-library use.

For information resources' condition, the result suggested that the condition of books should be improved and all of them should be in hard cover for book protection.

(2) Contents

The finding suggested that the need for increasing materials in Thai language was the first priority. These contents were first priority: Communicable and non-communicable diseases, Public health law Pharmacognosy, Health promotion, Computer science, Anatomy and physiology, General psychology, English linguistics, Dental medicine, Drug dispensing and Infections Infectious diseases.

Facilities:

The results suggested that the condition of instruments for non-printed materials and computers for Internet searching should be improved. The clients also requested for an increase of computers for Internet searching in the library but the LDC considered that there were enough computers in the College Computer Center to solve this need.

Physical environment:

The results suggested that the temperature is too high especially in Summer, therefore the library should have an air-conditioned reading space. Users perceived noise disturbances in the library from cell phones and the copying machine, and suggested stricter enforcement of the library rules and moving out the copying machine. It was perceived that the decoration should be more pleasant looking. Suggestions included a globe model, maps, pictures or good quotations, green plants and colorful flowers. To reduce brightness in the afternoon, it was suggested that blinds be used. In addition, students preferred the library to have one corner for relaxation, suggesting Japanese-style tables style and a small cupboard with recreational books.

Service:

The results suggested that searching options for information resources with a card system and computer should be improved. The main cause of this need was the lack of a systematic circulation system.

Staff:

For library staff's condition, the result showed that everything was satisfactory. However there was a suggestion to have one more staff because the librarian will be allowed for self development. If one more librarian is added, they will not be over-occupied which helps to improve enthusiastic and proactive services. The Academic Library Standard also requires two more librarian assistants in SCPH-C library.

5.2 Recommendations

The recommendations can be divided into 2 aspects: (1) assessment improvement and (2) library development.

- **The assessment improvement**

Although Phase-1 provided information inputs to develop Phase-2 (the needs assessment for the library development) and the results of the needs assessment provided useful input into the strategic planning for library development (Phase-3), the exercises could be further improved. Based on the findings from this project, recommendations for improvement can be made as follows:

A) A rating scale should be used in the questionnaire to arrive at a more accurate prioritization.

B) Reassessments on an annual basis among users should be conducted to support ongoing quality improvement.

C) Qualitative data were important to improve a better insight and understanding of meaning and, therefore, should be increased in the library needs assessment.

- **The library development**

The results of needs assessment will become the inputs for a SWOT analysis of strategic planning. These are the sets of strengths and weaknesses formulated based on (1)the needs assessment and (2)the library regulations consisting of academic library standards, EQA and Mahidol university requirements.

Even though the library standards specify the total number of books in terms of number of books per one user or a total number of books for each academic level, there is no suggestion for the number of books per one taught subject. So the content increase was based on perceived needs from the need assessment. The library standards focus more on infra-structure and service hours of the library, however, the physical environment, facilities and staffs are based on the library standards and needs assessment.

Mahidol university requires a certain number of English textbooks and journals, consequently the information sources consideration is based on Mahidol university requirement and need assessment.

EQA requires a budget-student ratio, therefore the budget consideration is based on EQA requirements.

In addition, qualitative aspects of each composition of the library, i.e., information resource, facilities, physical environment, service system and staff, are considered based on needs assessment.

The results of the needs assessment about strengths and weaknesses of the SCPH-C library are shown in Table 23.

Table 23: Strengths and Weaknesses of the Library

Strengths	Weaknesses
Staff - library development committee as management **Physical environment** - enough area **Using time of library users** - extend working hours on Saturday and Sunday	**Information resources** - out-of-date information resources - inadequate information sources both printed and non-printed materials - inadequate books in terms of content area, and number of copies and can not meet the library standards **Facilities** - not enough and low efficiency computers for internet search - audio-visual instruments for non-printed materials are not in good condition **Physical environment** - high temperature - noise disturbance **Service system** - complexity of library work because of low efficiency of soft wares and computers using for the library management leading to the problem of information sources through computer search **Others** - no creativity for library use motivation