

Guidelines for Developing Library Services, College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus

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Abstract

The project seeks to formulate guidelines for the enhancement of library services at Logistics College and the supply chain, situated at Suan Sunandha Rajabhat University, Nakhon Pathom Campus. The study seeks to ascertain the requirements and amenities necessary for students, teachers, researchers, and staff at the College of Logistics and Supply Chain to utilize library services. The study also aims to suggest strategies for improving the library services at the College of Logistics and Supply Chain at Suan Sunandha Rajabhat University, Nakhon Pathom Campus. This research concentrated on a particular demographic group. Four hundred students utilized the Liberty information resource search system database in the College of Logistics and Supply Chain library, employing questionnaires as a research instrument. The researcher employed descriptive statistics, including frequency, percentage, mean, and standard deviation, alongside inferential statistics. The results showed that the College of Logistics and Supply Chain library was used by students, teachers, and staff at Suan Sunandha Rajabhat University Nakhon Pathom Campus two to three times a week on average, with 263 people (74.3%) using it at least once. A majority utilized it between 1:10 and 4:30 p.m., with 151 individuals, representing 42.7 percent, engaging during that period. On average, 147 individuals, constituting 41.5 percent, utilized it for two to three hours per session. The primary motivation for utilizing library services is to read books. In the library, there were 220 individuals, representing 62.1 percent, followed by 207 individuals, constituting 58.5 percent, for recreation, and 183 individuals, comprising 51.7 percent, for information research for report preparation. The library usage pattern of teachers indicated that 12 individuals, representing 70.6 percent, utilized library services 1–2 times each week, predominantly between 8:30 a.m. and 12:00 p.m. During the time interval from 12:01 to 1:00 p.m., six individuals represented 35.5 percent of the total, with an average service usage duration of 2 to 3 hours. Eleven individuals, constituting 64.7 percent, utilized the library primarily for information research, academic study, and scholarly work.

Keywords: Development approach, library service, guideline

1. Introduction

Enhancing individuals through information is crucial, particularly via education. It underscores the notion of self-knowledge exploration and the principle of lifelong learning, fostering ongoing and varied education in alignment with the National Education Act of 1999 (Royal Gazette, 1999). The principles for structuring education that prioritize lifelong learning encompass public libraries, museums, art galleries, zoos, public parks, botanical gardens,

science and technology parks, and sports and recreation facilities. The primary resources for knowledge creation are those that correspond with these principles. Libraries, as repositories of resources including books, textbooks, journals, periodicals, audiovisual media, and electronic materials, play a crucial role in advancing the concept of human development via knowledge, particularly within educational institutions. This is deemed highly significant. At the tertiary education level, students must not only attend lectures delivered by instructors but also actively seek supplementary knowledge, as they require the capacity for continuous learning (Phuangok, A. (2020). Consequently, libraries are essential repositories of knowledge and study. The library has a responsibility to offer diverse services that address the requirements of learning, teaching, and research, thereby facilitating the attainment of the university library's goals. Consequently, the library functions as the primary nucleus of university education. The library directly impacts the quality of education at the institution (Keiltlearthum, S. (2019).

The library of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus, seeks to maximize the advantages for its service users. The librarian is conducting a study on the evolution of library services at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus, along with the challenges faced in utilizing these services across multiple dimensions. This study will address the requirements of service recipients, providing optimal benefit and satisfaction.

Students must consequently engage in the study and research of material from several sources to assist them throughout the curriculum, including report preparation, project work, internships, and supplementary knowledge acquisition. This is due to the fact that information is contingent upon the context and conditions of each application, which vary across many disciplines and influence its utilization.

The researcher posits that a study should be undertaken on the advancement of library services at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus. This research will assist libraries as information service providers and those engaged in information service management. It will also benefit information service users by offering principles for planning and enhancing service development. It will also make it easier to create a wide range of informational resources that meet the needs of users. This will make sure that they can be used for research and improve the usefulness of good information. Users must possess fundamental knowledge and comprehension of how to locate information resources inside the library's database. The objective of this project is to assist the College of Logistics and Supply Chain at Suan Sunandha Rajabhat University, Nakhon Pathom Campus, in enhancing its library services to facilitate easier access to materials for users.

1.1 Research Objective

This study aims to assess the requirements and resources needed by students, lecturers, researchers, and staff at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus, for library utilization. The second objective is to recommend guidelines for the enhancement of the library service at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus.

1.2 Literature Review

An Examination of satisfaction with library services at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus. The researcher performed an analysis of many educational materials, including textbooks, studies, and literature. The utilization of information is crucial as it improves several essential facets of life, especially in education. In contemporary education, students are not only expected to acquire knowledge from teachers but also to independently seek information from other sources. Consequently, information is vital for instruction and learning throughout all educational tiers. The utilization of information commences when individuals recognize their need for it, prompting them to seek knowledge through various methods or sources.

Upon collecting the information, it is synthesized and utilized, potentially resulting in alterations to the individual's perceptions or requirements for additional information, so initiating a new cycle of information seeking and usage. Information-seeking behavior is a process whereby individuals actively pursue information to alter their knowledge state. These individuals are required to engage with information systems, including libraries, newspapers, OPAC systems, various databases, and the World Wide Web. They integrate their existing knowledge with newly acquired information, perhaps resulting in novel insights or perspectives. Alongside the information obtained during the search process, individuals may alter their search trajectory unexpectedly. In addition to refining search words to enhance outcomes, consumers also persistently alter their inquiries, either partially or entirely. This search method is referred to as a sequential search (Uthaiwan Muensombat (2005)). Information resources denote diverse forms of recorded and stored information across multiple media, including text, photos, audio, and motion pictures, from which individuals can obtain information. Information sources denote entities that generate and/or serve as hubs for information resources in diverse formats to assist information seekers. These sources are categorized into four separate groups: (4.1) Personal information sources denote data obtained from individuals with information literacy, encompassing area experts, academic authorities, diverse professionals, and lay philosophers. Prasit Hongnian. (2005) Their work comprises material in diverse formats derived from the processing of individual thoughts, expertise, and experiences. Accessing personal information sources may necessitate reaching out to persons for knowledge or assistance to acquire the desired information directly. (4.2) Institutional information sources denote entities that produce and distribute information, encompassing government agencies, state enterprises, private corporations, associations, and international organizations. Libraries, archives, and information centers exemplify institutions that collect and provide services. (4.3) Mass media information sources are platforms designed to distribute information, news, and events to a broad audience, prioritizing contemporary relevance. Utilize information dissemination by broadcasting, imagery, and written communication through diverse media, including television, radio, and print publications. (4.4) Internet information sources are repositories of data that are aggregated, disseminated, and made accessible online, generated by individuals, agencies, or organizations, including websites of educational institutions, business enterprises, government entities, international organizations, and professional associations. Digital information sources enable consumers to efficiently and swiftly retrieve data.

Uthaiwan Muensombat (2005) studied the operating conditions, operational development and service provision of Ban Phai Yang School Library, with a framework for operational development in 6 areas: service, technical, service, teaching support, library activities and

library instruction using the PDCA process. examined the utilization of information in research conducted by students at Rajamangala University of Technology. This research is a survey study employing questionnaires with the aim to examine 1) the information-seeking behaviors of students for their learning activities, 2) the utilization of books/media within the campus library by students, and 3) the challenges encountered in accessing the campus library. The sample group comprised 584 undergraduate students enrolled in the two-year continuous program at Rajamangala University of Technology, specifically from the Nonthaburi, Bophit Phimuk, Mahamek, and Pathum Thani campuses during the second semester of the 2003 academic year, selected using stratified random sampling. The analytical statistics employed included percentage, mean, standard deviation, t-test, and analysis of variance. Students predominantly utilized the university library to acquire material for academic tasks, including report and thesis preparation, project completion, and other research endeavors. Students predominantly utilized the manual during the practice. During the internship, students predominantly employed the organization's methodology. In subsequent research and employment hunts, students predominantly utilized public relations news. During exam preparation, students predominantly utilized personal information. Moreover, the area of study was a more significant predictor in differentiating information-seeking behaviors across all six learning activities than cumulative grade point average and gender. Students utilize various forms of media in the university library at a reasonable frequency. The predominant printed media utilized were newspapers and scholarly publications. The primary issues students had in utilizing their campus library were the inadequate quantity of books/media, the obsolescence of materials, and the deficiency in public relations inside the library.

Kanung Butkong. (2003) examined the utilization of information for research purposes by undergraduate students in the Faculty of Industrial Education at King Mongkut's University of Technology North Bangkok. This research sought to examine (1) the utilization of information for research by students and (2) the challenges faced by undergraduate students in the Faculty of Industrial Education at King Mongkut's University of Technology North Bangkok in using information for research purposes. The methodology employed was survey research. The sample group consisted of students from the Faculty of Industrial Education at King Mongkut's University of Technology North Bangkok. In the first semester of the 2011-2012 academic year, 480 students were selected using stratified random sampling according to the proportion of students in each program. They are enrolled in the Industrial Education Program, which offers 4-year, 5-year, and 2–3-year continuing options (both full-time and part-time). The analytical statistics employed were percentage, mean, and standard deviation. The research findings indicated that the elements influencing students' research were the four examined programs: Electrical Engineering, Civil Engineering, Mechanical Engineering, and Computer Technology. The utilization of information from diverse sources by students, categorized by each program, had particular features that were generally consistent. Upon examination of each item, it was determined that students in Mechanical Engineering and Computer Technology utilized information obtained from consulting teachers and experts at a higher average than their counterparts in Electrical Engineering and Civil Engineering, who predominantly relied on resources from the Central Library of King Mongkut's University of Technology North Bangkok. Students extensively utilized printed media, specifically teaching materials and textbooks, moderately employed audiovisual media, and minimally engaged with electronic media. Students at King Mongkut's University of Technology North Bangkok encounter difficulties due to inadequate information resources at the Central Library. The

Central Library of King Mongkut's University of Technology North Bangkok lacks current knowledge, and the materials available do not fulfill the requirements of the students. The library is deficient in public relations, informational resources, and services.

Angkana Waesoh (2011) examined the utilization of information for research endeavors among students in the Faculty of Liberal Arts at Rajamangala University of Technology Phra Nakhon. This study sought to examine the utilization of information for research by students in the Faculty of Liberal Arts at Rajamangala University of Technology Phra Nakhon, as well as to investigate the challenges encountered in this process. This constitutes survey research. The sample group comprises undergraduate students from the Faculty of Liberal Arts of Rajamangala University of Technology, enrolled in the academic year 2010. We employed simple random sampling to pick 230 undergraduate students according to their majors. A questionnaire was employed to gather data regarding the utilization of information for research activities. Here is a refined iteration of your work with rectified grammar and enhanced clarity.

2. Methods

Demographics and subsets: The study population consists of students from the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom campus, who have utilized the college's library services. A total of 400 students participated in this study. Students expressed satisfaction with the knowledge they utilized for their scholarly research. Students will be sent a questionnaire to find out how they use information for school projects, including what kinds of information they use and why they do their research. This will provide a foundation for the development of the requisite library services at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom campus.

Verification of data integrity and accuracy: Upon gathering data via the questionnaire, the researcher will assess the completeness and precision of the evaluation forms. Subsequently, the researcher will examine the data using statistical software (SPSS, Statistical Package for the Social Sciences). Analysis of Issues for Library Advancement The identified issues will be analyzed to ensure that the College of Logistics and Supply Chain at Suan Sunandha Rajabhat University's Nakhon Pathom campus receives the desired library services.

The development of a guidebook for information retrieval A booklet or sign will be developed to instruct users on how to locate information resources, specifically designed to address the requirements of students conducting academic research. **Facilitating information retrieval support:** Library personnel will offer information retrieval support to users at their convenience.

3. Results and Discussion

The study of how library services have changed over time at the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom campus, shows that staff and students use information resources for research and education in a variety of ways. The majority of students utilize these tools for report preparation, assignment completion, graduation project development, and research activities. Nevertheless, they possess little understanding of how to locate books, journals, and CDs inside the database, frequently

resulting in their inability to identify the exact things required. Consequently, they do not properly capitalize on the existing information resources.

In response to this issue, the library has created a supplementary guide to assist users in locating information resources. The library presents this advice as a concise brochure that explains the process of independent searching. The design seeks to aid users in identifying the exact resources they need and employing them effectively. The handbook is succinct, lucid, easily comprehensible, and advantageous for both professional and educational purposes. It is appropriate for the organization and its users; it is engaging and current. It encompasses examples and identifies the originating department, as well as the date of implementation.

The guide's creation commenced with an analysis of existing documentation and an examination of actual work practices. Two staff groups those engaged and those who had not reviewed the guide evaluated a straightforward workflow. We conducted a legal assessment to ensure compliance with laws and regulations. Should the department head identify any issues, they revised and sanctioned them before distribution. Training sessions were held to elucidate the guide's usage, succeeded by an assessment of users' comprehension and the gathering of comments to enhance the guide's efficacy.

The demographic cohort for the research sample comprised 100 individuals, including workers and students from the College of Logistics and Supply Chain. The majority of the students were regular attendees who had been enrolled at the college for one to three years, classified as new and returning students. Advantages of the Research Application We recognized multiple benefits that the organization and its members would derive from the implementation of work standards. Work Efficiency: Work standards enable employees to execute activities accurately and assess their performance against anticipated results, offering a definitive framework for enhancement.

Motivation: Work standards inspire employees to pursue excellence, providing a challenge for competent individuals and fostering perseverance among those dedicated to achievement. Work Improvement: Standards make it clear how-to do-good work, so detailed instructions aren't needed as much. This helps employees get better at what they do. Work Control: Work standards function as a mechanism for supervisors to assign assignments and optimize operational management. Performance Evaluation: Work standards facilitate the assessment of employee performance by establishing explicit benchmarks for evaluation. The effect of alterations in work methodologies the implementation of work standards guarantees operational consistency and mitigates subjective assessment. Explicit criteria improve work performance and facilitate staff acceptance of evaluation outcomes. The capacity for students to efficiently locate information resources will fulfill their academic requirements and enhance their learning results. Personnel at the College of Logistics and Supply Chain will acquire enhanced skills in resource retrieval and cultivate a deeper passion for reading. The effectiveness of the library will increase, resulting in better utilization of resources and enhanced quality assurance. Obstacles in executing the guide Challenges identified include inadequate comprehension of the work process by document creators; issues in choosing a suitable structure for the manual; and a deficiency in resources or training for successful manual utilization. The manual's underutilization and obsolete revisions stemmed from insufficient communication or follow-up post-creation.

Insights Gained The essential lessons acquired encompass prioritizing problem-solving and user needs, perpetually enhancing work procedures and systems, empowering staff,

collaborating effectively, and upholding professional standards. The preliminary attempt to produce a basic pamphlet elucidating the information search procedure was a commendable beginning; nevertheless, additional refinement would improve the guide's quality and maintain its efficacy.

4. Conclusion

This research has examined and evaluated the management of college library operations, logistics, and supply chains based on their performance in the preceding semester. The university, organizational leaders, and collaborators have provided support for the ongoing efforts in this domain. The primary objective is to transform ordinary tasks into Research to Research (R2R) in a systematic and continuous manner. They allocated cash to academic support personnel for critical thinking and analysis to formulate effective management processes for the college library, guaranteeing that the enhanced management processes are more efficient and precise. The research findings can inform budget planning, project development, and staffing for the library team to enhance the college's academic services and address student requirements. The practical use of developmental outcomes has attained efficiency and fulfilled operational objectives. There is explicit communication regarding the correlation between performance outcomes and employee compensation.

All tasks must motivate people in the unit to improve the quality and productivity of work in line with established policies. They must also establish trust in the performance review process to facilitate the identification of high-performing employees. Unit management can achieve this by implementing excellent governance principles. Remove impediments that adversely affect staff support, including superfluous or duplicative activities. We must select the appropriate individual for each work, taking into account their credentials and competencies. The department leader rotates positions to improve outcomes. Leaders possessing requisite skills and management approaches must oversee and enhance the work environment to inspire people. We should promote non-monetary incentives such as career advancement chances, developmental areas, and employee acknowledgement.

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