

**Thesis title:** Outsourcing Library Services: A Study of Listed Companies in the Stock Exchange of Thailand

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#### ABSTRACT

The purpose of this study was to 1) examine the operation of corporate libraries of listed companies in the Stock Exchange of Thailand, 2) study the demand of those companies for outsourcing library services, and 3) survey the opinions of listed companies in the Stock Exchange of Thailand toward outsourcing library services.

Of 387 listed companies in the Stock Exchange of Thailand, 178 returned the survey questionnaires. The statistics used for research data analysis were percentage, mean, and standard deviation.

The research findings were: most corporate libraries were under the Department of Human Resources Development (58.92%); the libraries occupied one room in the building (90.32%); library budgets came from within the corporation (93.55%); the majority of the chief librarians graduated from fields other than library and information science (59.68%); most resources in the libraries were books (95.16%); many libraries used their own classification systems (51.61%) and provided online catalogs of their own resources (38.71%); most corporate libraries offered circulation services (88.71%) and promoted their libraries on the web (32.26%); the operating problem of corporate libraries was inappropriate location (48.39%). Additionally, it was found that the desired services for outsourcing were the development of automation or digital library systems (50%), library acquisition (40.48%), and classification and cataloging (38.1%). The desired vendors should be competent in incorporating technology, tools and equipment (62.12%), performance-based charges (36.92%) and annual contracts (84.73%); and the perceived benefits of outsourcing were timely resources, a greater variety of services and current technology. However, one of its highest perceived disadvantages was increased budget.

**Keywords:** Outsourcing Library Services, Corporate Libraries