

About the Authors

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Ketvalee Porkaew received her Ph.D. in Second Language Acquisition and Teacher Education from the University of Illinois at Urbana-Champaign. Currently, she is an assistant professor of the Language Institute, Thammasat University, where she also holds the position of Vice Director for Planning. Her areas of interest include second/ foreign language acquisition, EFL reading, and research in EFL teaching and learning.

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Wanwisa Phanda has been working at the Stock Exchange of Thailand (SET) since her graduation. She earned a bachelor' degree (Second Class Honors) from Thammasat University in 1995 in the Faculty of Commerce and Accountancy, majoring in Finance and Banking. At present, she is the supervisor of the Corporate Governance Center at the SET. Her job responsibilities include frequent use of the SET Library facilities and services. The textbooks, information about foreign countries, and journals are her main sources of information. In Thailand, the SET Library is expected to be the most complete source of all stock market information. From her eleven years at the SET, she knows that the SET Library is a focal point of the SET. To improve its services to best serve customers, a user satisfaction survey is needed.