

Resources, Services, and Physical Set-Up and Facilities of State University Library and Resource Center: Basis for the Five-Year Development Plan

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Abstract:

This study aimed to assess the current status of the Philippine Normal University North Luzon Campus Library and Resource Center in terms of its quality of resources, services and facilities. Hence, the extent of library services as perceived by the school administrators, faculty and students was determined, in addition, comparative analysis was also conducted to identify difference in the perceptions of library services among school administrators, faculty members, and students at the Philippine Normal University North Luzon Campus Library and Resource Center. In terms of the perception of the respondents regarding the status of services offered by the institution's library and resource center, a grand mean of 3.45 and an SD of 0.42 were computed which resulted to a verbal interpretation of Agree. Further analysis shows that both library resources and library services garnered the similar mean of 3.47 signifying the adequacy of both areas as perceived by the respondents. Meanwhile, library facilities garnered a lower mean of 3.42 indicating the need to improve on this area. In terms of respondents' satisfaction levels of the services provided, a grand mean of 3.47 and an SD of 0.45 were computed which corresponded to a verbal interpretation of 'satisfied'. Moreover, both library resources and library services received a mean of 3.47 which signifies that the respondents perceive these areas to be equally satisfying in fulfilling their needs. In addition to the aforementioned, statistically significant relationship between the respondents' awareness and attitude towards the PNU-NL Library resources, services and facilities was also found. Moreover, there is no significant difference in the perceived satisfaction of the respondents with the PNU- NL library resources, services, and facilities among administrators, faculty and students. These results served as the basis for a development plan to be proposed for the enhancement of the Philippine Normal University North Luzon Campus Library and Resource Center.

Keywords — Library, library facilities, library resources, library services, development plan

I. INTRODUCTION

The library is regarded as one of the most important facilities within the educational setting as it plays a crucial role in the academic community. Throughout history, academic libraries have consistently fulfilled vital functions in facilitating research across various

fields and areas of study within their respective educational institutions.

According to International Federation of Library Associations and Institutions (IFLA) (2022), equitable information access is such a key component of library services that the made it a major focus of the Public Library Manifesto issued in partnership with the United Nations

Educational, Scientific and Cultural Organization (UNESCO) in 2022.

IFLA and UNESCO emphasized that public library services are based on the principle of equal access for everyone, regardless of age, ethnicity, gender, religion, nationality, language, social status, or other characteristics. Specialized services and resources should be available for individuals who cannot access regular offerings, such as linguistic minorities, people with disabilities, those with limited digital or literacy skills, and individuals in hospitals or prisons.

Libraries must provide materials for all age groups, ensuring that collections include a variety of media and modern technologies, alongside traditional materials. These resources should be high-quality, relevant to local needs, and reflective of the community's linguistic and cultural diversity. Library collections should also keep pace with societal changes, while preserving the memory of human progress and creativity. Materials and services must remain free from ideological, political, religious censorship, or commercial influence.

On library services and level of satisfaction, several researches focus on library resources management, enhanced services, and satisfaction level of library services. The study of Abraham and Sabu (2022) showed that the library users of the Pontifical Institute of Theology and Philosophy Alwaye (PIA) Library at Mangalapurza Campus in India accessed and availed of the services. The overall satisfaction of respondents with the library resources and services were very high. The majority of the respondents satisfied with library timings and visited the library for the purpose of referring to books and journals. The reference section of the library was the most relied on the area and the encyclopedia collection was the most relied on resources.

In the result of the study of Lasig and Collantes (2022), they found out that students read to perform better in their examinations and chose the library as a place to study where they

could focus because of the comfortable environment. According to Kim (2017), the library is a preferred place to study and spent time during non-class times. The access to information and computer resources and research support services is the essential library services offered (Besiki & Gibradze, 2017).

A study conducted in Sri Lanka found that library users were satisfied with the physical facilities in the libraries but were dissatisfied with the library collection and computer services (Kaushamalika, 2020). Another study explored the use of AI technology to improve library services and increase user satisfaction. The trial results showed that employing AI to respond to queries regarding book locations, opening times, and other pertinent information saved the librarian's time and enhanced the management of library services. The satisfaction survey findings revealed an increase of 0.45% among nursing students and instructors, which improved library service management (Subaveerapandiyan, 2023). Research shows the importance of effective school library services in improving student literacy and learning outcomes (NZ National Library, 2020).

In the developed world, libraries are expected to conduct user satisfaction surveys to improve the level and quality of services offered to users. These surveys help in evaluating the strengths and weaknesses of libraries and provide an opportunity for library managers to enhance user satisfaction. Despite the numerous advantages, deep analysis of users' perceptions and satisfaction about library services have largely been ignored by researchers and practitioners of library and information science in developing countries.

Based on a study on student satisfaction of library services, users' access to appropriate technology is crucial for gaining access to information resources according to Almeida et al. (2020). It concludes with the certainty for an academic library to provide richer information sources to meet the users' information needs in the present environment; especially as

information explosion and customer care have been found to be major challenges therein. In this context, there is a need for library management to conduct annual user studies to gain feedback from users on the library's performance in meeting information needs. The results of the survey should be conveyed to the library administrative body for the necessary step towards library development and user satisfaction.

In the study of Padohinog (2024), the perceived level of satisfaction of its users towards services provided by the Dominican Learning Resource Center of the St. Dominic College of Asia in Bacoor is anchored on both students and faculty members responses that library staff are positive in interacting with them, thus findings revealed that library staff is quite helpful and able to instill confidence in library users as they use the library for various purposes. As such, the research concludes that the availability of facilities and equipment may prove immaterial if the staff is not geared and motivated to provide quality services. It is also related with the study conducted by Kaushamalika and Weerakoon (2020) in the Open University of Sri Lanka they found out that the adequacy of the library collection Studies have shown that an adequate collection of library material: in both print and online formats, is the key to provision of information and it is closely associated with the users' perceptions of library effectiveness. Further, the authors recommended that the library should organize user orientation or awareness programs at the commencement of every educational session. This will support learners and research scholars to effective use of library resources. Likewise,

Mobofu (2024) in his study Experiences, purposes, satisfaction and missing library services as predictors of library information services provision: A case study he found out that the missing services, the study revealed that Internet/Wi-Fi, Inadequate books and Computers are the critical services that need urgent improvement and based on the study findings, the study recommends investment in the education

and training of library staff members to enhance their capacities to welcome customers, conduct training sessions, and provide first-rate customer service. The fitted ordinal logic model suggests that student rating for overall service quality of library decreases when they are less satisfied with the individual service components such as relevant materials at the library, reliability of the internet facilities, service queue, user instructions and the attitude of the supporting staff. Among these service components, current and relevant materials were found to be the most significant library service component that influences students' ratings for overall service quality. Also, course materials, computers as well as internet facilities were the three main library service segments that students requested for necessary improvement.

As to the library physical set-up and facilities, the ultimate test of library effectiveness is the satisfaction of library clientele and the maximum utilization of resources and facilities supported. This is evident in the study of Sahu and Dash (2021), that when students were unhappy with library staff, resource availability, and convenience they will not be able to maximize their potentials as libraries are vital to students since academic success requires library use. However, library resources and student contentment are often unrelated. Inadequate facilities, infrastructure, and library resource and service management may cause this disparity. It's vital to examine the gap between library resources and student pleasure. This has enabled the evolution of library practices especially in terms of employing a quality workforce Given this, the study of societal, institutional, and curriculum changes has also been found to be a necessity as it affects services to clientele with diverse needs Also, collection development is a continuous updating process. It should be noted that library acquisition has become a challenging process amidst difficulties. The bridging from traditional library materials towards digital platforms is an evitable process (Mustafa & Noorhidawati, 2020).

The study of Mustafa & Noorhidawati (2020) showed that respondents' needs include the improvement of facilities and information technologies and extended library hours. The availability and unavailability of these affect the dissatisfaction of library users. Several studies were surveyed to support the study on hand.

Vanta and Kumar (2023) for one, conducted qualitative interviews with librarians on how they measure the quality of services and staff performance. Evaluation was conducted by external bodies using surveys, reports, key performance indicators, statistics, and interviews. Concurrent to this, the study of Barfi et al (2023) reiterated that in order to provide quality service, academic libraries must assess their infrastructural facilities and information resources. Access to current learning resources, learning commons rooms and up-to-date modern facilities are some of the expectations of users. This is also supported by the by Ngulube (2020) cited insights that organizational culture, and employee training affect service delivery. Some users or clients complain about poor services given to them at the front desks or the circulation desks and some of the staff are not able to provide them with the services they needed. Additionally, library users or clients continue to have increased expectations about materials or resources available in and/through the library and how to get special services. Library users are more casual about library use and the type of services library staff offers them.

Other studies also focused on space as a factor that encourages students to go to the library. The results were consistent with previous studies which have been affirmed by this paper. According to Han and Wan (2021) in their study, "The Influence of Learning Styles on Perception and Preference of Learning Spaces in the University Campus in China University of Mining and Technology they established that many spatial elements have been proved to effect students' learning behaviors, learning outcomes, self-reported life quality and well-being, including physical conditions (lighting, airflow,

temperature, etc.), facilities or furniture, accessibility, spatial scales that users' study space satisfy learning style and study preferences, hence places that cater to these are frequented and are often used for individual and group study. In relation, the study of Onwubiko (2022) titled Knowledge Sharing Practices and Behaviors in University Libraries: A Survey, he found out that knowledge sharing among staff in organizations or institutions (like the university library) leads to increased productivity and in the case of the library will enhance effective and efficient service delivery to users and facilitates actualization of competitive advantage adding that knowledge is the basic ingredient needed by organizational employees to bring about innovations which are linked to performance and growth through improvement in efficiency, effectiveness, productivity, quality of services and products.

They can likewise use knowledge management to enhance the library's position in the management of services. When Hapha and Somprach (2019) investigated the components of Digital Leadership and Creative Leadership which affect innovation in Thai higher education, their findings revealed positive correlation between digital leadership and innovation. This signified that said variables are important all elements of higher education. Nonetheless, digital leadership remains a challenge in higher education curriculum.

Other studies have focused on library knowledge management and their significant results indicate that although practitioners display awareness of knowledge management, appreciative of the benefits gained from library performance, and also future career options, fundamental knowledge was nonetheless found to be wanting just like the study of Elrod et.al. (2021), show that computer availability in academic libraries is very important to library patrons and creating a learning space dedicated to computers can attract patron usage as well as the extended library hours and natural lighting need further attention. In addition, technological infrastructure needs to be updated.

According to Desmarchelier, et.al. (2025), the lack of interest in library innovation across both service and innovation studies is all the more paradoxical, given that a major innovation (namely the internet and all its offshoots and associated services) has led to fears of the outright disappearance of libraries. It is also strengthened by Potnis et al. (2020) and identified 4 types of innovation, each with different modalities: program (access-oriented/use-oriented), process (efficiency-driven/effectiveness-driven), partnership (internal/external), and technology (web-based technologies/assistive technologies/artificial intelligence). New societal services are often synonymous with social innovations, i.e., innovations that are social in both their end (solving a social problem) and their means (empowering users, multi-agent collaboration). Indeed, they are often developed within collaborative networks, which can be referred to as 'public service innovation networks for social innovation-PSINSIs' which emphasized the establishment of technological infrastructure. In relation to this, other studies also proved in their study that users are satisfied with resources and services offered in libraries but identified inadequate ICT facilities and non-operation of the virtual library as inhibitors to the utilization of information resources and services. Lockett (2000), posited that the provision and retrieval of materials to meet the requirements of patrons is a key aspect of library services. Additionally, Lockett highlights the competence and approachability of librarians in assisting users.

The service requirements of library users can differ based on their specific objectives and level of engagement with the available materials. The library, in its capacity as a service provider, assumes a crucial role in proactively anticipating the information and service requirements of its clientele. Therefore, acquiring knowledge regarding the scope of library services and resources is a crucial initial measure in achieving optimal personalized service. The promotion of the library's image to customers within the framework of optimal service delivery can facilitate the effective utilization of library

resources. According to Claravall (2020), the presence of modern facilities, proper ventilation, adequate lighting, minimal noise, adherence to standards for library furniture dimensions, sufficient reading space, an open-shelf system, and accessibility to all are key factors in creating an ideal library atmosphere that is conducive to study and research. In summary, there should be clear indicators of frequent, judicious and productive use of the library by the students. The following conditions must be present: (1) The library staff gives assistance in the efficient use of library facilities at hours and on days which fit students' schedules; (2) the library provides photocopying facilities; and (3) it has reciprocal arrangements with other libraries on the use of library resources that forms external linkages.

II. METHODOLOGY

This study employed a quantitative research method. A descriptive-correlational research design was used to determine the perception of the administrators, faculty and students on the status of the library services offered by Philippine Normal University North Luzon Campus and to correlate them to the level of satisfaction in terms of resources, services, and physical set-up and facilities. According to Mc Combes (2019), descriptive research aims to accurately and systematically describe a population, situation, or phenomenon. Additionally, correlational designs focus on the nature of relationships, or associations between and among variables, rather than on direct cause-effect relationships. Quantitative research was also appropriate for this study because it elicited responses to research questions about the strengths and weaknesses of the library services. Additionally, it will be used to ascertain the issues encountered by the librarian, administrators, faculty and students on the library services like resources, services, and physical set-up and facilities as well as the strategies/interventions implemented by Philippine Normal University North Luzon to improve its library development program.

Primary data was collected from administrators, faculty and students of Philippine Normal University North Luzon Campus. Out of

786 students, faculty and administrator/ office head from Term 1 to Term 3 of the Academic Year 2023-2024, 260 were considered in the study (Krejcie & Morgan, 1970). The researcher used a 95 percent confidence level and a 5% margin of error to determine the sample size.

A modified accreditation instrument for library of the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACUP) was used for data-gathering. It was content-validated by experts who have served as head librarians of various agencies for at least three years. For the reliability, the Perception on the Library Resources, Services, and Physical Set-up and Facilities of Philippine Normal University North Luzon Campus Library and Resource Center and Client Level of

Satisfaction on Library Resources, Resources, Services, and Physical Set-up and Facilities Questionnaires have Cronbach's alpha values of 0.981 and 0.993, respectively. Since the values are higher than the cut-off which is 0.7 (Tavakol & Dennick, 2011), this indicated that the questionnaires had acceptable internal reliability.

Spearman's Rank Correlation Coefficient was used to test the significant relationship between the perceived status and level of satisfaction with the PNU-NL Library resources, services, and physical set-up and facilities. Kruskal-Wallis H Test was utilized to test the significant difference in the perceived status and level of satisfaction with the PNU-NL library resources, services, and physical set-up and facilities among administrators, faculty and students.

III. RESULTS AND DISCUSSIONS

1. Perception of the administrators, faculty, and students on the status of the services offered by the Philippine Normal University North Luzon Campus Library and Resource Center

1.1. Library Resources

Table 1
Perceived Status of the Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center as to Library Resources

Library Resources	M	SD	Descriptive Interpretation
1. The library holdings are of current edition with copyright within the last 5 years.	3.45	0.51	Agree
2. The non-print, digital, and electronic resources are available like e-books, online journals, and magazines.	3.48	0.55	Agree
3. There is an integrated library system.	3.45	0.53	Agree
4. There are provisions for the preservation, general care, and upkeep of library resources.	3.55	0.50	Strongly Agree
5. The library provides sufficient research books and materials to supplement the clients' curricular needs.	3.45	0.54	Agree
6. The library maintains an extensive <i>Filipiana</i> collection (authored by Filipinos).	3.41	0.57	Agree
7. The library provides 3-5 book/journal titles for professional subjects in the major fields of specialization.	3.50	0.55	Strongly Agree
8. The library collection is organized according to Dewey Decimal Classification.	3.47	0.53	Agree
9. Regular weeding-out program is conducted to maintain a relevant and updated collection.	3.38	0.53	Agree
10. The quality and quantity of library materials and resources are favorable to the users.	3.52	0.53	Strongly Agree
11. The library core collection is adequate, updated and well-balanced.	3.53	0.53	Strongly Agree
12. The professional books, journals and electronic resources for the program are sufficient.	3.45	0.57	Agree
13. There is a Library bulletin and newsletters.	3.45	0.56	Agree
14. There are print and electronic national and international journals	3.45	0.53	Agree
15. There are books on the shelves ready to use.	3.64	0.48	Strongly Agree
16. There are available comprehensive online database resources in my subject areas.	3.47	0.57	Agree
17. There are comprehensive project, thesis, and dissertation collections.	3.52	0.55	Strongly Agree
18. Comprehensive electronic resources such as CD ROMs.	3.32	0.61	Agree

Note: $M = 3.47$ (Agree), $SD = 0.43$.

The table herein indicates that a grand mean of 3.47 and a standard deviation of 0.43 was computed signifying that the respondents 'agree' in terms of the adequacy of library resource services offered by the Philippine Normal University North Luzon Campus Library and Resource Center.

Analysis of the results further show that the indicator 'There are books on the shelves ready to use' received the highest mean of 3.64, an SD of 0.48, and a verbal interpretation of 'strongly agree' thus signifying that this is the strongest suite of the Philippine Normal University North Luzon Campus Library and Resource Center in terms of library resources. Books remain the trademark resource of libraries as such the study of Ayob (2011) also revealed that university stakeholders rated the adequacy of books as the most important indicator of library effectiveness in terms of resource provision. Likewise, the high usage rate of information resources provided by university libraries showcases their importance in enhancing educational and professional programmes (Atuase & Maluleka, 2023).

On the other hand, the indicator 'Comprehensive electronic resources such as CD ROMs' received the lowest mean of 3.32, an SD of 0.61, and a verbal interpretation of 'agree'. This implies that electronic resources are an area of the

Philippine Normal University North Luzon Campus Library and Resource Center that needs to be addressed in terms of library resources. This result is not isolated as research conducted in other universities has signified similar findings with library users' lack of access to electronic resources (Okogwu, 2019). The lack of these resources can be detrimental to the success of any library (Appiah et al., 2024; Gkinni and Sarris, 2023; Dei and Asante 2022). This situation would eventually culminate in poor research, negatively affect knowledge generation, and eventually dent the university's image in terms of its rankings. Such inadequate access has crucial implications to the effectiveness of university libraries especially since higher education institutions cater to students who rely much on electronic resources for their learning needs. As indicated in the works of Ruzegwa and Msonde (2021) and Norche and Adzkapa (2022), undergraduate and postgraduate students in HEIs utilize electronic resources to a great extent especially in fields of research related to their course requirements; hence their availability to libraries and resource centers is essential.

1.2. Library Services

Table 2

Perceived Status of the Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center as to Library Services

Library Services	M	SD	Descriptive Interpretation
1. The following services/programs are provided:			
a. functional and interactive library web page;	3.45	0.58	Agree
b. Integrated library system;	3.46	0.56	Agree
c. On-line public access (OPAC);	3.43	0.56	Agree
d. circulation on-line;	3.50	0.56	Strongly Agree
e. computerized cataloging;	3.46	0.56	Agree
f. inventory reporting;	3.45	0.57	Agree
g. serials control;	3.46	0.57	Agree
h. internet searching;	3.45	0.60	Agree
i. CD-ROM;	3.28	0.62	Agree
j. on-line database;	3.42	0.54	Agree
k. photocopying; and	3.18	0.74	Agree
l. bar coding			
2. The library opens at least 54 hours per week for the Academic Unit or 60 hours per week for the institution.	3.48	0.59	Agree
3. The library promotes and disseminates its program through a regular announcement of its new acquisitions of print materials (books, journals, magazines), resources, facilities, and services.	3.52	0.56	Strongly Agree
4. The librarian and staff are available during library hours to assist and provide library services.	3.55	0.53	Strongly Agree
5. There is a posted statistical data on the utilization of various resources and services are compiled and used to improve the library collection and operations.			
6. The library services are efficiently and effectively provided.	3.55	0.51	Strongly Agree
7. The library users are satisfied with library services.	3.53	0.55	Strongly Agree
8. The library Operate an enquiry/reference service.	3.52	0.52	Strongly Agree
9. The library has a photo copying service.	3.25	0.72	Agree
10. There is a Library orientation services.	3.42	0.59	Agree
11. There is a lending services of the library.	3.52	0.56	Strongly Agree
12. The library has a downloading and printing of Online resources services	3.37	0.65	Agree
13. The library provides full access to subscribe database resources.	3.47	0.56	Agree
14. The library has an official social media page and email for information dissemination.	3.50	0.55	Strongly Agree

Note: M = 3.47 (Agree), SD = 0.47.

Table 2 contains data exhibiting that a grand mean of 3.47 and a standard deviation of 0.47 was computed indicating that the respondents 'agree' to the adequacy of the library services in the Philippine Normal University North Luzon Campus Library and Resource Center.

Further analysis of the data reveals that the indicators 'The librarian and staff are available during library hours to assist and provide library services' and 'There is a posted statistical data on the utilization of various resources and services are compiled and used to improve the library collection and operations' received the highest mean of 3.55 and SDs of 0.53 and 0.51 respectively. These signify that said areas of library services are perceived as the most adequate as perceived by the respondents.

In relation to the aforementioned, the pivotal role of librarians and their staff is highlighted by Ekpolomo (2023) emphasizes the crucial role of librarians in enhancing learning and research by keeping the library as a central hub for academic support. Librarians can further improve services by reaching out to users, promoting learning platforms, creating specialized databases, embracing digital tools, collaborating with faculty and researchers, hosting events, gathering feedback, and offering user-friendly guides.

Meanwhile, 'photocopying' received the lowest mean of 3.18, an SD of 0.74, and a verbal interpretation of 'agree'. This indicates that although the respondents perceive this service's presence, it may not necessarily be adequate for them. As such, improving library services in this particular aspect may be considered. The availability of such service was emphasized in the work of Arfa et al. (2022) which found that the availability of a photocopying services in a university was found to be highly useful for students especially in terms of allowing them to access resource collections which are regulated and are not allowed to be taken out of libraries.

1.3. Physical Setup and Facilities

Table 3. Perceived Status of the Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center as to Physical Set-up and Facilities

Physical Setup and Facilities	M	SD	Descriptive Interpretation
1. The library is strategically located and accessible to all users.	3.55	0.57	Strongly Agree
2. The library is systematically planned to allow future expansion like the construction of buildings.	3.45	0.57	Agree
3. The size of the library is sufficient to accommodate library users every day.	3.35	0.63	Agree
4. The reading room can accommodate at least 10% of the regular library users.	3.42	0.55	Agree
5. There is a space provided for print resources as well as work stations for electronic resources.	3.37	0.62	Agree
6. There is a space provided for the librarians' office, staff room, technical room, etc.	3.49	0.53	Strongly Agree
7. There are ramps for the physically disabled users.	3.02	0.88	Agree
8. The library has furniture and equipment.	3.49	0.57	Strongly Agree
9. The following library furniture and equipment are available:			
a. adjustable/movable shelves;	3.46	0.54	Agree
b. magazine display shelves;	3.25	0.71	Agree
c. newspaper racks;	3.45	0.53	Agree
d. standard tables and chairs;	3.51	0.55	Strongly Agree
e. carrels for individual study;	3.22	0.70	Agree
f. desks and chairs for staff;	3.52	0.55	Strongly Agree
g. charging desk;	3.22	0.70	Agree
h. dictionary stand;	3.45	0.58	Agree
i. atlas stand;	3.35	0.58	Agree
j. bulletin boards and display cabinets;	3.51	0.53	Strongly Agree
k. vertical file cabinets;	3.45	0.53	Agree
l. book racks;	3.52	0.55	Strongly Agree
m. map stands/cabinets;	3.45	0.53	Agree
n. cardex/codex or any filing equipment for periodical records;	3.37	0.59	Agree
o. typewriters;	3.10	0.78	Agree
p. computers with printers; and	3.32	0.68	Agree
10. Physical Provisions for Reading			
a. The library is well-lighted.	3.37	0.54	Agree
b. The library is well-ventilated.	3.47	0.56	Agree
c. The atmosphere is conducive to learning.	3.52	0.56	Strongly Agree
11. Security/Control			
a. There are available fire extinguishers and a local fire alarm system in the library.	3.46	0.59	Agree
b. The library employs a system for security and control of library resources like installation of CCTV cameras.	3.53	0.53	Strongly Agree
12. IT software and multi-media equipment are utilized.	3.41	0.61	Agree
13. The environment is conducive to learning.	3.53	0.55	Strongly Agree
14. The library facilities are well-maintained and aesthetically designed.	3.44	0.61	Agree

Note: M = 3.42 (Agree), SD = 0.44.

Table 3 exhibits the respondents' perception of the physical setup and facilities in the Philippine Normal University North Luzon Campus Library and Resource Center. Results indicate that a grand mean of 3.42 and an SD of 0.44 was computed which indicate a verbal interpretation of 'agree'. This expresses the idea that the respondents perceive the adequacy of the physical setup and facilities in the library and resource center of PNU-NL.

Findings also revealed that the indicator 'The library is strategically located and accessible to all users' got the highest mean of 3.55 and an SD of 0.57. This indicates that the strategic location of the respondents is considered as the library and resource center's strongest suite in terms of physical setup and facilities. The space and place of the library within a school was the subject of a study by study by Wittmann & Fisher-Allison

(2020), saying that the library space is the only public space intentionally put forward as a refuge.

Moreover, analysis also shows that the indicator 'There are ramps for the physically disabled users' received the lowest mean of 3.22 and an SD of 0.80. And while this equated to a verbal interpretation of 'agree', it still signifies that there is a need to address this specific area of need. Similar problems were identified by Ayoung et al. (2020) and Rakshikar (2023) which signifies that there is indeed a need for libraries to consider integrating more features of their space that will prove more inclusive to users with disabilities.

1.4. Summary of Perceived Status of the Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center

Table 4

Summary of the Perceived Status of the Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center

Perceived Status of the Services	M	SD	Descriptive Interpretation
Library Resources	3.47	0.43	Agree
Library Services	3.47	0.47	Agree
Library Facilities	3.42	0.44	Agree

Note: M = 3.45 (Agree), SD = 0.42.

Table 4 summarizes the perception of the respondents regarding the status of services offered by the institution's library and resource center. As shown, a grand mean of 3.45 and an SD of 0.42 were computed which resulted to a verbal interpretation of Agree. Further analysis shows that both library resources and library services garnered the similar mean of 3.47 signifying the adequacy of both areas as perceived by the respondents. Meanwhile, library facilities garnered a lower mean of 3.42 indicating the need to improve on this area.

2. Level of Satisfaction of Administrators, Faculty and Students of the Philippine Normal University North Luzon Campus Library and Resource Center

2.1. Library Resources

Table 5 exhibits the satisfaction level of the respondents with regard to the library resources of the Philippine Normal University North Luzon Campus Library and Resource Center. A grand mean of 3.47 and an SD of 0.47 were computed which corresponded to a verbal interpretation of ‘satisfied’. The results parallel to the findings cited in the previous section which indicated that the respondents ‘agreed’ to the indicators; thus pointing out that they acknowledge the presence of these indicators of library resources in their institution. Coupling these results together, it can be said that the library resources are found to be sufficient and satisfactory by the respondents.

Table 5
Level of Satisfaction of Administrators, Faculty Members, and Students in terms of Library Resources

Library Resources	M	SD	Descriptive Interpretation
1. The library holdings are of current edition with copyright within the last 5 years.	3.42	0.55	Satisfied
2. The non-print, digital, and electronic resources are available like e-books, online journals, and magazines.	3.46	0.54	Satisfied
3. There is an integrated library system.	3.46	0.57	Satisfied
4. There are provisions for the preservation, general care, and upkeep of library resources.	3.48	0.55	Satisfied
5. The library provides sufficient research books and materials to supplement the clients' curricular needs.	3.48	0.55	Satisfied
6. The library maintains an extensive Filipino collection (authored by Filipinos).	3.42	0.54	Satisfied
7. The library provides 3-5 book/journal titles for professional subjects in the major fields of specialization.	3.48	0.53	Satisfied
8. The library collection is organized according to Dewey Decimal Classification.	3.44	0.53	Satisfied
9. Regular weeding-out program is conducted to maintain a relevant and updated collection.	3.42	0.55	Satisfied
10. The quality and quantity of library materials and resources are favorable to the users.	3.55	0.50	Very Satisfied
11. The library core collection is adequate, updated and well-balanced.	3.51	0.55	Very Satisfied
12. The professional books, journals and electronic resources for the program are sufficient.	3.47	0.55	Satisfied
13. There is a Library bulletin and newsletters.	3.45	0.53	Satisfied
14. There are print and electronic national and international journals	3.45	0.60	Satisfied
15. There are books on the shelves ready to use.	3.58	0.51	Very Satisfied
16. There are available comprehensive online database resources in my subject areas.	3.48	0.53	Satisfied
17. There are comprehensive project, thesis, and dissertation collections.	3.52	0.52	Very Satisfied
18. Comprehensive electronic resources such as CD ROMs.	3.38	0.58	Satisfied

Note: M = 3.47 (Satisfied), SD = 0.47.

Additionally, the results also showed that the indicator ‘There are books on the shelves ready to use’ garnered the highest mean of 3.58 which also corresponds to the perceived status of the same service as indicated in Table 1. This cements the fact that said service indicator is the strongest suite of the library resources in PNU-NL.

On the other hand, the indicator ‘Comprehensive electronic resources such as CD ROMs’ got the lowest mean of 3.38 which once again parallels to the results indicated in Table 1. This emphasizes that the respondents perceive this particular area to be in need of improvement. In connection to this, research conducted by Baskar

(2017) and Francis (2024) highlight the indispensability of e-resources in 21st Century libraries given their relevance to the research and learning needs of the academic community at present. Hence, it was suggested in both studies that libraries can serve these needs by upgrading their resources not only in printed materials but also in digital ones as well.

2.2. Library Services

Table 6

Level of Satisfaction of Administrators, Faculty Members, and Students in terms of Library Services

Library Services	M	SD	Descriptive Interpretation
1. The following services/programs are provided:			
a. functional and interactive library web page;	3.52	0.55	Very Satisfied
b. integrated library system.	3.50	0.55	Very Satisfied
c. On-line public access (OPAC);	3.47	0.55	Satisfied
d. circulation on-line;	3.45	0.54	Satisfied
e. computerized cataloging;	3.46	0.54	Satisfied
f. inventory reporting;	3.45	0.58	Satisfied
g. serials control;	3.44	0.58	Satisfied
h. internet searching;	3.45	0.66	Satisfied
i. CD-ROM;	3.28	0.70	Satisfied
j. on-line database;	3.43	0.58	Satisfied
k. photocopying; and	3.25	0.81	Satisfied
l. bar coding			
2. The library opens at least 54 hours per week for the Academic Unit or 60 hours per week for the Institution.	3.48	0.55	Satisfied
3. The library promotes and disseminates its program through a regular announcement of its new acquisitions of print materials (books, journals, magazines), resources, facilities, and services.	3.55	0.50	Very Satisfied
4. The librarian and staff are available during library hours to assist and provide library services.	3.57	0.50	Very Satisfied
5. There is a posted statistical data on the utilization of various resources and services are compiled and used to improve the library collection and operations.			
6. The library services are efficiently and effectively provided.	3.57	0.50	Very Satisfied
7. The library users are satisfied with library services.	3.56	0.50	Very Satisfied
8. The library Operate an enquiry/reference service.	3.49	0.55	Very Satisfied
9. The library has a photo copying service.	3.23	0.91	Satisfied
10. There is a Library orientation services.	3.46	0.59	Satisfied
11. There is a lending services of the library.	3.45	0.66	Satisfied
12. The library has a downloading and printing of Online resources services	3.35	0.74	Satisfied
13. The library provides full access to subscribe database resources.	3.48	0.55	Satisfied
14. The library has an official social media page and email for information dissemination.	3.50	0.59	Very Satisfied

Note: M = 3.47 (Satisfied), SD = 0.49

This table displays the respondents’ satisfaction levels with regard to library services in PNU-NL. A grand mean of 3.47 and an SD of 0.49 were computed indicating a verbal interpretation of ‘satisfied’. As such, this shows that the satisfaction level of the respondents is at an adequate level in parallel to their perception of the services offered as indicated by the results regarding the same indicator in Table 1.

Further analysis indicates that the indicators ‘The librarian and staff are available during library hours to assist and provide library services’ and ‘The library services are efficiently and effectively provided’ garnered the highest mean of 3.57. This signifies that said indicators are what the respondents are most satisfied with in terms of library services. The effectiveness of librarians contributes much to the positive impact of the library towards the growth

of their clientele as they provide much needed support for research and study. According to Soleymani et al. (2020) for an instance, librarians and library staff are able to support their clientele through their specialized competencies such as information resource retrieval and evaluation.

Meanwhile, ‘The library has a photo copying service’ received the lowest mean of 3.23. Although the verbal interpretation to this indicator remains ‘satisfied’, its rating still indicates that this is an area that needs addressing. As stipulated in the work of Arfa et al. (2022), this service is considered useful in universities especially as not all print resources in the libraries can be taken out; hence copying services would provide support in such cases.

2.3. Physical Setup and Facilities

Table 7

Level of Satisfaction of Administrators, Faculty Members, and Students in terms of Physical Setup and Facilities

Physical Setup and Facilities	M	SD	Descriptive Interpretation
1. The library is strategically located and accessible to all users.	3.54	0.54	Very Satisfied
2. The library is systematically planned to allow future expansion like the construction of buildings.	3.49	0.57	Very Satisfied
3. The size of the library is sufficient to accommodate library users every day.	3.43	0.60	Satisfied
4. The reading room can accommodate at least 10% of the regular library users.	3.50	0.55	Very Satisfied
5. There is a space provided for print resources as well as work stations for electronic resources.	3.42	0.59	Satisfied
6. There is a space provided for the librarians' office, staff room, technical room, etc.	3.54	0.53	Very Satisfied
7. There are ramps for the physically disabled users.	3.22	0.80	Satisfied
8. The library has furniture and equipment.	3.50	0.52	Very Satisfied
9. The following library furniture and equipment are available:			
a. adjustable/movable shelves;	3.50	0.52	Very Satisfied
b. magazine display shelves;	3.39	0.59	Satisfied
c. newspaper racks;	3.45	0.52	Satisfied
d. standard tables and chairs;	3.55	0.52	Very Satisfied
e. carrels for individual study;	3.35	0.63	Satisfied
f. desks and chairs for staff;	3.48	0.52	Satisfied
g. charging desk;	3.28	0.66	Satisfied
h. dictionary stand;	3.45	0.53	Satisfied
i. atlas stand;	3.44	0.57	Satisfied
j. bulletin boards and display cabinets;	3.49	0.52	Very Satisfied
k. vertical file cabinets;	3.45	0.50	Satisfied
l. book racks;	3.52	0.52	Very Satisfied
m. map stands/cabinets;	3.46	0.52	Satisfied
n. cardex/rotadex or any filing equipment for periodical records;	3.43	0.53	Satisfied
o. typewriters;	3.26	0.70	Satisfied
p. computers with printers; and	3.38	0.63	Satisfied
10. Physical Provisions for Reading			
a. The library is well-lighted.	3.45	0.52	Satisfied
b. The library is well-ventilated.	3.51	0.55	Very Satisfied
c. The atmosphere is conducive to learning.	3.53	0.55	Very Satisfied
11. Security/Control			
a. There are available fire extinguishers and a local fire alarm system in the library.	3.52	0.52	Very Satisfied
b. The library employs a system for security and control of library resources like installation of CCTV cameras.	3.42	0.58	Satisfied
12. IT software and multi-media equipment are utilized.	3.40	0.55	Satisfied
13. The environment is conducive to learning.	3.51	0.56	Very Satisfied
14. The library facilities are well-maintained and aesthetically designed.	3.48	0.56	Satisfied

Note: $M = 3.46$ (Satisfied), $SD = 0.46$.

This table depicts the respondents' satisfaction level of PNU-NL's library and resource center in terms of physical setup and facilities. A grand mean of 3.46 was computed which corresponds to an SD of 0.46 and a verbal interpretation of ‘satisfied’.

Analysis also revealed that the indicator ‘standard tables and chairs’ under ‘library furniture and equipment’ garnered the highest mean of 3.55 and an SD of 0.63 which imply that this is the element of the library and resource center's physical setup and facilities that the respondents found to be the most satisfactory. While such elements may seem trivial, several studies have been dedicated towards the anthropometrical characteristics of furniture used in learning spaces such as schools and classrooms given their effect on the mental and physical comfort of their users. According to Osquei-Zadeh et al. (2012) for an instance, grounded their study on the influence of poorly designed school and library furniture on the psycho-physiological stress experienced by its users in the academic environment. Another study also focused on the postural comfort of chairs in a university library and therein it was found that the chairs were ill-fitting hence an ergonomic redesign was conducted, resulting to an increased postural comfort of the chairs' users (Naddeo et al., 2021).

On the other hand, the indicator ‘There are ramps for the physically disabled users’ got the lowest mean of 3.22 and an SD of .80. Notably, this also garnered the lowest mean in Table 3 in which the respondents indicated their perception of the status of PNU-NL's physical set up and facilities in the library and resource center. This signifies that this indicator is something that needs to be addressed to further improve the library and resource centers' physical setup and facilities. This issue has also been discussed extensively in other studies with Gikunju et al. (2023), Shikuku (2023), and Roberson et al. (2022) recommending the restructuring and modernizing of library spaces to become more inclusive to the diversity of users including those with disabilities.

2.4. Summary of Respondents' Level of Satisfaction of Services Offered by the Philippine Normal University North Luzon Campus Library and Resource Center

Table 8

Summary of Level of Satisfaction of Administrators, Faculty Members, and Students with Regards to Services of the Philippine Normal University North Luzon Campus Library and Resource Center

Perceived Status of the Services	M	SD	Descriptive Interpretation
Library Resources	3.47	0.47	Satisfied
Library Services	3.47	0.49	Satisfied
Library Facilities	3.46	0.46	Satisfied

Note: M = 3.47 (Satisfied), SD = 0.45.

Table 8 displays the summary of the respondents' satisfaction levels of the services provided by the PNU-NL's library and resource center. As shown, a grand mean of 3.47 and an SD of 0.45 were computed which corresponded to a verbal interpretation of 'satisfied'. Moreover, both library resources and library services received a mean of 3.47 which signifies that the respondents perceive these areas to be equally satisfying in fulfilling their needs. Library facilities, meanwhile was .01 lower to the other two variables indicating a slight difference in the satisfaction levels of the respondents with regards to this area of the library and resource center.

It should also be noted that similar results are indicated in Table 4 implying a connection between the respondents' perception of the status of these indicators and their satisfaction levels for them.

3. Relationship of Perceived Status and Satisfaction Level of Respondents with the PNU-NL Library Resources, Services, and Facilities

Table 9

Correlation between Awareness and Attitude

Variable	N	M	SD	1	2	3	Overall
Library Resources	130	3.47	0.43	.819**	.730**	.784**	.808**
Library Services	130	3.47	0.47	.889**	.799**	.877**	.884**
Library Facilities	130	3.42	0.44	.769**	.702**	.863**	.826**
Overall	130	3.45	0.42	.872**	.787**	.886**	.890**

**p < .01

The findings shown in the table indicate a p-value computation of less than 0.01 which signifies a statistically significant relationship between the respondents' awareness and attitude towards the PNU-NL Library resources, services and facilities. The results therefore lead to the rejection of the null hypothesis; and thus, it can be concluded that there is significant relationship between the perceived status and level of satisfaction with the PNU- NL library resources, services, and facilities.

4. Difference in the Respondents' Perceived Status and Level of Satisfaction with the PNU-NL Library Resources, Services, and Facilities

Table 10

Significant Difference in the Perceived Status with the PNU-NL Library Resources, Services, and Facilities among Administrators, Faculty Members, and Students

Respondent	H	P
Library Resources	0.350	.840
Library Services	0.395	.821
Library Facilities	0.484	.785
Overall	0.206	.902

Table 11

Significant Difference in the Level of Satisfaction with the PNU-NL Library Resources, Services, and Facilities among Administrators, Faculty Members, and Students

Respondent	H	p
Library Resources	1.521	.467
Library Services	1.137	.566
Library Facilities	1.496	.473
Overall	1.340	.512

The variables garnered a p-value higher than 0.05, the results signify that the null hypothesis is accepted; thus, there is no significant difference in the perceived satisfaction of the respondents with the PNU- NL library resources, services, and facilities among administrators, faculty and students.

IV. CONCLUSIONS

1. The PNU-NL Library and Resource Center is generally perceived as offering adequate and satisfactory services and facilities. The library's resources and services both received a mean score of 3.47, indicating they are well-regarded and meet user needs.
2. While the library's resources and services are well-received, the facilities scored slightly lower, with a mean score of 3.42, suggesting that improvements are needed in this area.
3. Despite the lower score for facilities, the overall satisfaction with the library's offerings was high, with a grand mean of 3.47, indicating that users are satisfied with the library's services and resources.
4. A significant relationship was found between respondents' awareness and attitude toward the library's resources, services, and

facilities. This indicates that user perception and satisfaction are strongly influenced by their understanding of what the library offers, highlighting the importance of fostering awareness and positive attitudes.

5. The study revealed no significant difference in satisfaction levels among administrators, faculty, and students, suggesting that all user groups perceive the library's resources, services, and facilities similarly. This shows that the library meets the needs of its diverse clientele equally well.
6. While the library performs well in most areas, particularly in resources and services, there is room for improvement in its physical facilities. Enhancing the facilities and continuing efforts to foster awareness and positive perceptions will further improve user satisfaction and support the library's success as a vital academic resource.

V. RECOMMENDATIONS

1. The library considers renovating or expanding its physical space to meet growing demand. This could involve upgrading seating areas, adding more study carrels, and enhancing the library's aesthetics. Additionally, a feedback mechanism should be implemented to gather input from users on facility improvements. University administrators may consider the restructuring and modernizing the physical set-up and facilities and resources of the library so as to make the space more accessible and more inclusive to the diverse population it caters to.
2. Expand outreach programs, workshops, and orientation sessions that educate new and returning students, faculty, and staff about the library's resources, services, and physical set-up and facilities.
3. To ensure the library's resources and services stay relevant, regular assessments should be conducted to evaluate both print and digital collections like feedback from students, faculty, and administrators should be

gathered to ensure the library continuously meets the academic community's evolving needs.

4. The library should continue engaging with all stakeholders through surveys, focus groups, and meetings, ensuring the needs of each group are met through tailoring services and resources for specific groups may further enhance engagement and satisfaction.
5. The library unit should conduct regular satisfaction surveys to monitor user perceptions and identify areas for.
6. The library should invest in modern technology, including more electronic workstations, multimedia tools, and online resources. Expanding access to digital platforms and integrating them with other academic tools will strengthen the library's role as a key academic resource.

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