

# User Perception and Satisfaction with Library Services at Central Philippines State University Sipalay Campus

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**Abstract:** *Libraries play a vital role in higher education by providing knowledge, research support, and lifelong learning opportunities. This study assessed the utilization and satisfaction of students with the Central Philippines State University (CPSU) Sipalay Campus Library, focusing on usage patterns, satisfaction levels, and challenges encountered. Using a descriptive research design, data were collected from 230 purposively selected students through a validated survey questionnaire. Descriptive statistics summarized utilization and satisfaction, while Pearson correlation tested the relationship between frequency of use and satisfaction. Findings revealed that most respondents were young, female, and enrolled in the BS Agribusiness program. Nearly half reported frequent library visits, mainly for research and assignments. Reference materials, Filipiniana, and Theses were the most used collections, while serials were least accessed. Respondents expressed highest satisfaction with library personnel, particularly their attitude and knowledge, but rated services, collections, and facilities as only moderately satisfactory. A significant positive correlation was found between frequency of library use and satisfaction, indicating that improved resources and services promote greater engagement. However, challenges such as limited copies of books, outdated collections, insufficient journals, and inadequate computer terminals were identified. The study concludes that while the CPSU Sipalay Campus Library adequately supports students' academic needs, enhancing resources and facilities is essential to increase satisfaction and sustain its role in higher education.*

**Keywords:** Library utilization, User satisfaction, Academic libraries, Higher education, Library services, Central Philippines State University

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## 1. Introduction

### Background of the Study

Libraries play a crucial role in promoting quality education by serving as central academic resources that provide access to knowledge, foster research, enhance literacy, create a conducive learning environment, and promote lifelong learning among students and educators. Within higher education institutions, libraries function not only as repositories of information but also as enablers of learning and hubs of intellectual development. Through vast collections, including books, journals, databases, and digital resources, libraries support the core functions of teaching, learning, and scholarly research (Role of Libraries in Ensuring Quality Education at Higher Education Institutions, n.d.).

In recent years, the transition from traditional to modern library systems driven by digital innovations has significantly reshaped the way academic libraries operate. Today, libraries are expected to provide not only access to information but also personalized services, adaptive infrastructure, and digital resources that align with user needs. As emphasized in the “Role of Libraries in Ensuring Quality Education (n.d.),” user satisfaction becomes a key indicator of the overall effectiveness and quality of library services.

At Central Philippines State University (CPSU) Sipalay Campus, the library serves as a vital support unit that underpins the institution’s educational goals. To evaluate its effectiveness, it is necessary to examine users’ demographic profiles, frequency and purpose of library visits, types of collections accessed, and satisfaction levels with services, personnel, and facilities. These dimensions provide insights into the library’s performance and its alignment with user needs. Moreover, understanding the relationship between frequency of library use and user satisfaction can guide administrators in resource allocation, service delivery, and infrastructure improvement. As Padohinog and Ariate (2024) note, user satisfaction not only determines the frequency of utilization but also reflects the overall quality of service delivery. Onwuegbuzie (1997) further emphasized that students who feel supported and comfortable in library environments are more likely to use library services consistently, contributing positively to academic achievement.

In light of these considerations, this study aims to assess the overall effectiveness of the CPSU Sipalay Campus Library in supporting its academic community by analysing usage patterns, satisfaction levels, and common challenges encountered by students.

### **1.1 Research Questions**

This study aims to assess the respondents' library utilization and their level of satisfaction with the services provided by the CPSU Sipalay Campus Library. Specifically, it seeks to answer the following questions:

1. What is the profile of the respondents as to age, sex, course and year level?
2. What is the frequency of library utilization of the respondents?
3. What is the purpose of library utilization of the respondents?
4. What collections are utilized by the respondents?
5. What is the level of satisfaction of the respondents with regard to library services, collections. Personnel and physical facilities.
6. What is the relationship between respondents’ frequency of library utilization and their level of satisfaction with library services, collections. Personnel and physical facilities.
7. What are the challenges encountered by the respondents in using the CPSU Sipalay Campus Library?

### **1.2 Theoretical and Conceptual Framework**

This study is anchored on three interrelated theoretical foundations that collectively aim to evaluate and improve the effectiveness of the Central Philippines State University Sipalay Campus Library. At the core is the User-Centric Library Services Theory, which emphasizes placing the needs, behaviors, and preferences of users at the forefront of library service design and delivery. This approach involves systematically collecting data through various research methods to ensure that services, resources, and facilities are precisely aligned with users’ actual demands (The Essence of User-Centric Library System in Modern Era, n.d.). Applying this framework at CPSU Sipalay Campus Library means continually engaging with patrons to understand their expectations and preferences, from creating inclusive and welcoming physical spaces to offering personalized resource recommendations and robust digital access.

Understanding users' profiles, including demographic characteristics and library usage patterns, becomes essential in tailoring services and sustaining a user-driven library environment.

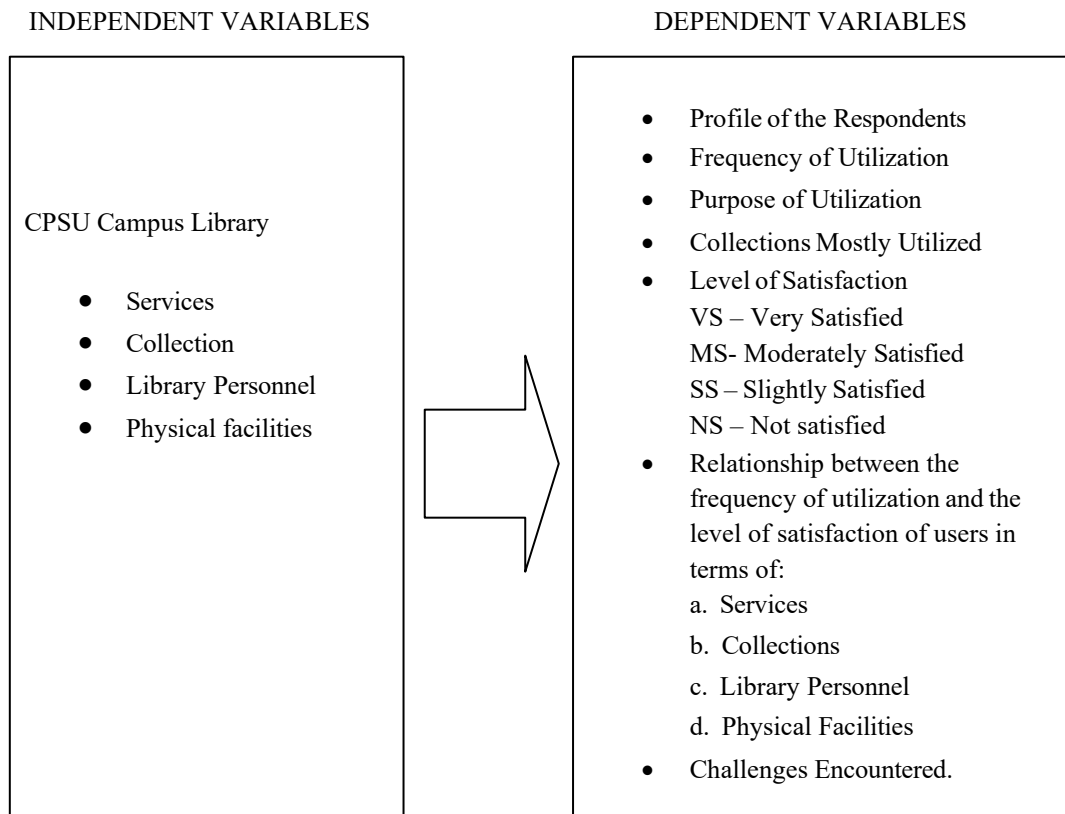
Complementing this theory is Information Seeking Behavior, particularly Wilson's (1999) model, which provides insight into how and why individuals seek out and interact with information. By analyzing the purpose of library visits and the types of collections utilized, the study aims to uncover patterns in students' academic needs and resource preferences knowledge that will inform more targeted and relevant service enhancements.

Supporting both these perspectives is the Service Quality and Satisfaction framework, notably the SERVQUAL model developed by Parasuraman, Zeithaml, and Berry. This model measures perceived service quality across five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. While the study may not fully adopt the SERVQUAL instrument, its dimensions directly correspond to key elements being evaluated, such as satisfaction with services, library collections, personnel, and physical facilities (Masud, A. A., 2023). It is anticipated that consistently meeting or exceeding user expectations in these areas will result in higher satisfaction and increased library usage. Furthermore, examining the relationship between the frequency of library use and satisfaction levels, as well as identifying problems encountered, will allow the institution to address deficiencies strategically and enhance the overall library experience. By integrating these theories, the study is positioned to offer a holistic understanding of library effectiveness, grounded in user experience, information behavior, and service quality assessment.

### **Conceptual Framework**

This study explores the relationship between how library users interact with the Central Philippines State University Sipalay Campus Library and their overall satisfaction with the services provided. The independent variables of the study include the profile of the respondents, frequency of library utilization, the purpose of library visits, and the types of collections mostly utilized. These variables describe user behavior and usage patterns, providing insight into how often and why students access the library, as well as which resources, they most frequently use, such as printed materials, electronic databases, or multimedia resources.

The dependent variables, on the other hand, focus on the level of satisfaction among users regarding four key areas of library services: services offered, available collections, the performance of library personnel, and the condition of physical facilities. Satisfaction is measured using a four-point scale ranging from Very Satisfied (VS) to Not Satisfied (NS), capturing the depth of user experience across different aspects of library operations. Central to this framework is the analysis of the relationship between how frequently students utilize the library and how satisfied they are with these various service dimensions. This relationship is crucial in understanding whether frequent usage leads to higher satisfaction or vice versa. Additionally, the framework incorporates an examination of the common challenges encountered by users during their library visits. Identifying these issues is essential in recognizing areas that require immediate improvement, whether in terms of resources, staff assistance, or physical infrastructure. Altogether, this conceptual framework supports a comprehensive evaluation of library effectiveness by linking user behaviors with satisfaction levels and highlighting barriers that may hinder optimal library use. The insights gained from this study aim to guide future enhancements that are responsive to the evolving needs of the academic community.



**Figure 1: Conceptual Framework**

### Significance of the Study

This study is important because it provides useful insights into how students use the library at Central Philippines State University Sibalay Campus and how satisfied they are with its services, collections, staff, and facilities. By identifying the strengths and weaknesses of the library, the findings can help library administrators and school officials make informed decisions to improve library services and better meet the needs of students.

The results will also be helpful in guiding future developments, such as improving the library layout, adding more resources, training library staff, or upgrading physical facilities like lighting and ventilation. This can lead to a more comfortable and productive learning environment, which supports students' academic performance.

Moreover, this study will serve as a useful reference for future researchers, especially those who are interested in library science, educational facilities or student satisfaction studies.

### 2. Literature Review

Libraries play a vital role in supporting the academic goals of students and educational institutions. As centers of knowledge, they provide access to information, promote independent learning, and contribute to the development of critical thinking and research skills. In higher education, the effectiveness of a library is often reflected in how well it meets the needs of its users in terms of resources, services, and physical environment.

Understanding how students utilize the library and how satisfied they are with its offerings is essential for improving library operations and enhancing student learning experiences. Several

studies have explored the relationship between library usage and academic performance, as well as the importance of user-friendly services, updated collections, responsive staff, and comfortable facilities. These elements are all considered when evaluating library effectiveness and user satisfaction.

This review of related literature presents previous research and relevant studies that support the current investigation. It focuses on key areas such as the library services, library collections, library users/patrons, library personnel, and physical facilities in academic libraries. These studies provide a foundation for understanding the current situation of the CPSU Sipalay Campus Library and identifying areas for improve

## **2.1 Library Services**

Libraries play a vital role in education and society, evolving from traditional repositories of books to dynamic centers that support learning, research, and community engagement. As Ashikuzzaman (2025) describes, libraries are institutions that collect, preserve, and share knowledge and cultural resources. In today's context, they extend beyond physical collections to include digital materials, serving as hubs for intellectual exploration, collaboration, and lifelong learning.

Within higher education, academic libraries function as specialized units whose primary mission is to advance teaching, learning, and research. By providing faculty members with research collections, data literacy training, technical support, and research data management services, they strengthen institutional goals and scholarly productivity. In this way, academic libraries are not only repositories of information but also essential partners in educational advancement.

A central objective of academic libraries is to equip students with the knowledge and skills needed for success. They support the teaching–learning process, directly influencing academic achievement and performance (Impact of Academic Library Services on Students' Success and Performance, n.d.). Beyond this, they enrich classroom instruction by providing specialized resources for faculty, fostering independent study among students, cultivating lifelong reading habits, and extending educational support to alumni, extension, and correspondence learners. Collaboration with other institutions further enhances regional resources, broadening access to knowledge. To meet these goals, libraries rely on well-trained professional and support staff whose expertise ensures high-quality services. The scope of library work extends beyond traditional librarianship, encompassing competencies in technology, communication, and data management (Library and Information Studies and Human Resource Utilization Policy Statement, ALA, n.d.). Equal recognition of both professional and support staff is vital, as their combined contributions enable libraries to fulfil their dual functions of storing information and facilitating its efficient retrieval (Libraries Perform Dual Functions of Storage and Retrieval, n.d.). However, these roles can only be maximized if libraries actively communicate with their users, ensuring that services are well understood and fully utilized.

Ultimately, libraries are more than just information centers. They are inclusive spaces that nurture both intellectual and personal growth through educational workshops, literacy programs, cultural events, and career support initiatives. As Coatney (2010) emphasized, libraries must demonstrate that they exist to serve their users by offering relevant and engaging resources while valuing user input in shaping collections and programs

## **2.2 Library Collection**

Academic libraries have long been recognized for their collections, which form the core of their identity and function. However, with the advent of the digital age, the nature of these collections has changed dramatically. Libraries are now shifting their focus toward curating specialized collections while also striving to provide broad access to diverse resources. In this evolving context, a library's collection includes all materials that support the local curriculum and research priorities, and access is often determined by cost- effectiveness.

Traditionally, library collections have been defined as the total accumulation of books and other materials owned by a library organized, catalogued, and made available for use. These collections grow through purchases, donations, or legal deposits over time and are central to supporting the educational and informational needs of the academic community. As commonly stated, library collections exist to support the goals of their community be it students, faculty, or researchers.

This dynamic view of collections aligns with Ranganathan's Fifth Law of Library Science, which states that libraries are "living organisms." This law emphasizes that libraries are constantly growing and evolving to adapt to changes in knowledge, technology, and user needs. Such development is seen in multiple areas that includes Collection growth via continuous acquisition of relevant materials. As highlighted by

Popoola (2008, as cited by Amistad, 2013), libraries must continuously build and maintain a robust collection to meet the increasing demands of their users. This includes a wide range of resources such as textbooks, journals, indexes, abstracts, theses, dissertations, newspapers, magazines, research and technical reports, and encyclopedias. These materials are essential for knowledge retrieval and academic excellence not just for the scholarly community but for the public as well.

In the Philippine context, CMO 21, series of 2022 emphasize the importance of selecting learning resources based on user needs. The guidelines state that collection development must be a top priority, coming immediately after investment in physical infrastructure such as buildings, furniture, and equipment. Importantly, sufficient budget allocation is required to maintain and expand the library's collections. A well-funded and well-maintained collection not only supports student success but also contributes to the overall development of the institution and its surrounding community (CMO No. 22 S. 2021, n.d.).

## **2.3 Library Patrons/Users**

Brophy (2007) identified various terms used to describe individuals who interact with libraries, including customers, clients, patrons, readers, and members. Each term reflects a different perspective on the relationship between the user and the library. For example, customers are seen as individuals who engage with the library to access a service, with the freedom to seek similar services elsewhere. This term highlights the service- oriented nature of libraries and aligns with principles of customer care and quality management. The term clients suggest a more professional relationship, where the library staff act as advisers with certain responsibilities or duties toward the users. Patrons, a term more common in American library systems, is rarely used by library users themselves in the United Kingdom. Readers emphasize the library's role in providing reading materials and a suitable space for reading. Finally, members imply a sense of belonging or ownership, though this term may be less suitable in contexts where access is more restricted or regulated.

Similarly, Pundsack (2015) explored how terminology shapes perceptions of library service. She noted that how one defines library users whether as patrons, users, students, or members—can significantly influence the quality and delivery of customer service. She defined a patron as someone who either purchases goods or uses the services of a library or business. This term is specific to the library setting while still encompassing a wide range of service interactions.

According to Anyira (2011), library users are the most critical component of a library in the 21st century. He emphasized that any effort to establish and operate a library is futile if it is not centered on the needs and use of the intended audience. Similarly, *Users and Information Use in Academic Libraries* (n.d.) reiterates that users, alongside library documents and staff, form a core element of the library and information system.

From these perspectives, it becomes clear that users are the central focus of all library and information services. Libraries exist primarily to serve their users by providing access to the resources and information they need. Without satisfied users, a library cannot be considered productive or effective. Therefore, the ultimate measure of a library's success lies in its ability to meet the needs and expectations of its users.

## **2.4 Library Personnel**

Libraries, as integral units within educational institutions and other organizations, must be supervised and managed by qualified professionals to ensure effective, efficient, and productive operations. According to Republic Act 9246, also known as the Philippine Librarianship Act of 2003, only individuals with the appropriate knowledge, skills, education, experience, and credentials are legally authorized to perform professional library functions. This legislation emphasizes the need for licensed librarians to oversee library services and uphold professional standards.

Supporting this, the Commission on Higher Education's CMO No. 21, series of 2022, mandates that academic libraries must employ sufficient and qualified personnel to deliver high-quality library and information services, both in-person and online. Librarians are required to hold valid licenses and be active members of accredited professional organizations. In contrast, support staff are not required to be licensed but may hold a baccalaureate degree, an associate degree, or a K-12 certificate. Institutions are also encouraged to implement continuous staff development programs to foster career advancement and specialization. Additionally, the number of personnel required depends on the size and population of the institution.

Brophy (2007) highlights that library staff are the most vital resource of the library, as they are directly responsible for delivering services to users. Without competent personnel, a library cannot function effectively. Ennis (2000) supports this view by emphasizing the crucial role of learning resource staff in facilitating access to learning and information resources. These staff members are engaged in a wide array of functions, including resource management, designing study environments, maintaining library systems, and organizing programs and promotional events that enhance user engagement. Further expanding on the librarian's role, Coatney (2010) notes that librarians perform a broad spectrum of duties. These include not only the collection, organization, and dissemination of information but also the preservation and protection of knowledge. Beyond technical tasks, librarians are also focused on meeting users' information needs, which remains the core mission of any library.

## 2.5 Physical Facilities

Enem (2011) emphasized the importance of physical facilities in learning centers, particularly library buildings and infrastructures, which serve as the backbone of library collections and services. These facilities provide the foundation and location for different areas, sections, and offices for library personnel and staff. Additionally, CHED Memorandum Order 22, Series of 2021 mandates that libraries should be strategically located with sufficient space and facilities to accommodate students, faculty, staff, and others, with at least five percent of the total on-site users. The library should also have a dedicated learning space for discussion, creation, and innovation, as well as enough space for staff work areas, storage of inactive collections and supplies, and a conservation area. Furthermore, the furniture provided should be accessible to persons with disabilities and be fully compliant with the building code of the Philippines.

## 3. Research Methodology

This study was conducted during the academic year 2024-2025. This study employed a descriptive research design using a structured survey questionnaire to assess the utilization and satisfaction of students with the Central Philippines State University Sipalay Campus Library. The respondents consisted of 230 purposively selected students from three programs: Bachelor of Secondary Education major in science (77), Bachelor of Science in Hospitality Management (60), and Bachelor of Science in Agribusiness (93). The questionnaire, composed of six parts, gathered data on demographic profile, frequency and purpose of library use, collections utilized, satisfaction with services, personnel, and facilities, and problems encountered. It was presented to three licensed librarians for validation and obtained a mean score of 4.48, interpreted as Very Highly Valid. After securing approval from the campus administrator, the researcher personally administered and retrieved the questionnaires. The data were processed using SPSS, with frequency counts and percentages applied to profile and utilization patterns, weighted mean to measure satisfaction levels, and Pearson correlation coefficient to determine the relationship between frequency of utilization and satisfaction. The satisfaction ratings were interpreted using the following scale: 3.25–4.00 (Very Satisfied), 2.51–3.25 (Moderately Satisfied), 1.76–2.50 (Slightly Satisfied), and 1.00–1.75 (Not Satisfied).

## 4. Results and Discussion

### 4.1 Profile of the Respondents

Table 1 below presents the respondents' profiles by age, sex, year level, and course. By age, the majority are 20–22 years old (149 or 64.7%), followed by 17–19 years old (51 or 22.2%), 23–25 years old (26 or 11.3%), and 26 years old and above (4 or 1.7%). By sex, most respondents are female (164 or 71.3%), while 66 (28.7%) are male. In terms of academic program, 93 respondents (40.4%) are enrolled in the Bachelor of Science in Agribusiness (BSAB), 77 (33.5%) in the Bachelor of Secondary Education major in Science, and 60 (26.1%) in the Bachelor of Science in Hotel Management. As for year level, 52 respondents (22.6%) are first-year students, 105 (45.7%) are second-year, 65 (28.3%) are third-year, and 8 (3.5%) are fourth-year students.

**Table 1: Profile of the Respondents**

Profile	F (N=30)	%
Age		
17-19	51	22.2
20-22	149	64.7
23-25	26	11.3

26 up	4	1.7
Sex		
Male	66	28.7
Female	164	71.3
Course		
BSAB	93	40.4
BSED	77	33.5
BSHM	60	26.1
Year Level		
1	52	22.6
2	105	45.7
3	65	28.3
4	8	3.5

The findings reveal that most of the respondents are between 20 and 22 years old, with the majority in their second and third years of study. Most of them are enrolled in the Bachelor of Science in Agribusiness (BSAB) program, and the respondent group is predominantly female.

A survey conducted by Gov.UK in 2020 supports the higher number of female respondents using the library, revealing that 37% of women had visited a library compared to only 26% of men. (What Works to Engage Library Non-Users - GOV.UK, n.d.). These results are also consistent with the findings of Unwalla (2020), which indicated that females tend to have better study habits compared to males. Furthermore, the results on the respondents' profiles indicate that all three academic programs on campus are represented across all year levels, from first year to fourth year.

#### 4.2 Frequency of Utilization

Table 2 below presents the respondents frequency of utilization of the library. The distribution is categorized into four responses: Always, Often, Sometimes and rarely. Based on the data presented in the table above, the majority of respondents indicated that they often utilize the library and its resources, with a frequency of 111 (48.3%). Additionally, 59 respondents (25.7%) reported that they always use the library and its resources. Meanwhile, 52 respondents (22.6%) stated they sometimes use the library, and a small portion 8 respondents (3.5%) reported that they rarely utilize it.

The data in the table above further suggest that respondents consistently utilize and engage with the various services offered by the library. This pattern of regular utilization highlights the perceived relevance, accessibility, and usability of the services provided by the campus library. These findings are consistent with the study conducted by Fagyan et al. (2023), which revealed that a high percentage of their respondents also reported frequent library use. According to their interpretation, this trend underscores the continued importance of physical library resources in the academic environment, even amidst the rise of digital tools and online learning. Frequent visits may reflect students' efficient use of resources, indicating that libraries remain valuable not just for academic work, but also as spaces for studying, socializing, and participating in educational programs. As such, the library continues to serve a multifaceted role that supports both academic success and community engagement.

The finding further reveals that the respondents utilize the library often, which shows that they see the library as their place to be when it comes to doing their class assignments and activities

as Ashikuzzaman (2020) who noted that people visit libraries because they perceive them as havens.

**Table 2: Frequency of Utilization**

Frequency of Utilization	Frequency	Percent
Always	59	25.7
Often	111	48.3
Sometimes	52	22.6
Rarely	8	3.5
Total	230	100.0

### 4.3 Purpose of Library Utilization

Table 3 below reveals the various purposes for which respondents utilize the library. Based on the data gathered, the most common purpose is conducting research, cited by 105 respondents (45.2%). This is followed by doing assignments, with 77 respondents (33.5%). Recreational reading was reported by 22 respondents (9.6%), studying by 14 respondents (5.2%), borrowing materials by 14 respondents (6.1%), and returning books by only 1 respondent (0.4%).

Based on the results, it can be gleaned from the table that the top three purposes for library utilization among respondents are research, completing assignments, and recreational reading. In contrast, the least cited purpose is returning borrowed books. As reflected in the data, research appeared as the primary reason for using the library. This indicates that respondents perceive the library as a conducive environment for academic work, where they can access a variety of information sources to meet their research and learning needs. As noted by Staff Writer (2025), the library is not just a repository of books and resources. It is a dynamic space that provides students with access to a wealth of knowledge, information, and support services. Additionally, the high percentage of respondents citing research as their primary purpose suggests that they rely heavily on the materials and resources available in the campus library to meet their information needs.

Following research, doing assignments (77 or 33.5%) is next top purpose of the respondents in their library utilization this may affected by the availability of reference materials, computers, and collaborative spaces that the respondents can use or utilize in doing their assignments in the library. Recreational reading ranks as the third most common purpose for library utilization, with a small but notable percentage of respondents (22 or 9.6%) visiting the library for this reason. This finding aligns with Mueller et al. (2014), who observed that a significant number of respondents did not view the library primarily as a source for recreational reading materials. However, Horrigan (2015) noted a slight increase in library users who value the library as a place to sit, read, study, or access various media.

Meanwhile, the least purpose of the respondents in their library utilization is to returned borrowed books (1 or 0.4%), indicating that most patrons likely combine returns with other library activities. Additionally, the low number may be due to the library's limited loaning services, which are restricted because of a small collection and measures to protect books from theft or damage. The result further implies that the campus library continues to play a central role in the respondent's academic life, with the majority of them utilizing it for research, assignment completion and recreational reading. The lower numbers for borrowing and returning of books may reflect broader technological and behavioral shifts in student information seeking activities. These findings also highlight the importance of maintaining

strong academic collections, research support services, and quiet, resource-rich environments to meet the needs of today’s library clients.

**Table 3: Purpose of Library Utilization**

Purpose of Library Utilization	Frequency	Percent
Borrow library materials	14	6.1
Do Assignments	77	33.5
Recreational reading	22	9.6
Research	104	45.2
Returned borrowed books	1	.4
Study	12	5.2
Total	230	100.0

#### 4.4 Collections used by the Respondents

Table 4 below shows the library collections most frequently used by the respondents. Based on the data, the top three collections utilized are reference materials (67 or 29.1%), Filipiniana (51 or 22.2%), and theses (50 or 21.8%), while serials are the least utilized collection, with a response of 30 or 13.0%.

Based on the data presented, it can be perceived that the most commonly utilized collection by the respondents is reference materials. This indicates a strong reliance on quick-access factual resources such as encyclopedias, handbooks, and dictionaries for academic work. Closely following reference materials in usage are Filipiniana materials (51 or 22.2%) and theses (50 or 21.8%), demonstrating students’ engagement with localized and institutionally relevant content. The frequent use of Filipiniana materials highlights the importance of culturally specific literature in Philippine academic settings.

As Rosales (2024) found in his study on electronic resource utilization in Philippine universities, students prioritize access to local content when engaging in coursework that required contextually grounded information. Similarly, the high usage of theses underlines the significance of student-authored research as a reference point for current academic work, reinforcing the role of the library in facilitating peer learning and continuity of scholarly discourse (Alcober, 2020).

On the other hand, serials (30 or 13.0%) were among the least utilized materials. The low usage of serials may also be attributed to limited awareness or preference for digital sources, as noted by Ferrer (2024), who reported that students tend to overlook periodicals in favor of online databases when conducting academic research.

The overall results in the collections utilized by the respondents implies a clear academic orientation in the utilization of library materials. The utilization of reference, Filipiniana, and theses suggests that students approach the library as a purpose-driven space for academic efficiency, prioritizing sources that are concise, contextually relevant, and closely aligned with institutional standards. These findings reinforce the continuing relevance of libraries as key support systems for research and academic performance, particularly in contexts where localized content and academic continuity are vital.

**Table 4: Collections Used by the Respondents**

Collections Utilized	Frequency	Percent
Filipiniana Materials	51	22.2
General Circulation	32	13.9
Reference Materials	67	29.1
Serials	30	13.0
Thesis	50	21.8
Total	230	100.0

#### 4.5 Respondents Level of Satisfaction along Library Services, Collections, Personnel and Physical Facilities

##### Level of Satisfaction along Library Services

Table 5 below presents the respondents' level of satisfaction with various library services. As gleaned from the table, four (4) services of the library attained a very satisfactory rate this includes reference, user education, information dissemination and readers assistance on the other hand, three (3) of the library services got a moderately rating this includes lending, text or call the librarian and access services.

As reflected in the table, the top three library services with the highest mean scores are information dissemination (3.47), and both reference and user education (3.33 each), all with a descriptive rating of very satisfied. Lending received the lowest mean score of 2.94, corresponding to a moderately satisfied rating. With an average weighted mean of 3.21, the respondents are moderately satisfied with the library services

Based on the data presented in the table, information dissemination emerged as the highest-rated service, suggesting that patrons particularly value the library's efforts in orientation programs, bulletin board updates, and social media outreach. The library effectively combines traditional and modern methods to inform clients about new collections, services, and programs. Similarly, respondents expressed high satisfaction with reference services and user education. These findings support Open Mind Camps' (2024) conclusion that libraries are indispensable allies in students' educational journeys, providing access to a wealth of resources, promoting literacy and a love for reading, supporting academic achievement, fostering critical thinking and information literacy, offering a safe and supportive learning environment, encouraging a sense of community and belonging, and helping bridge the digital divide. On the other hand, lending received the lowest mean score of 2.94, corresponding to a moderately satisfied rating. The library does not allow students to borrow materials for home use, books are available for in-room use only. This restriction may explain why respondents expressed moderate satisfaction with the lending service.

**Table 5: Level of satisfaction along Library Services**

Services	M	DE
1. Lending (loaning in and loaning out of library materials)	2.94	MS
2. Reference (Utilization of reference materials such as dictionaries, handbooks, encyclopedias for study)	3.33	VS
3. User Education (user instruction to promote lifelong learning)	3.33	VS
4. Information Dissemination (Library Orientation, use of bulletin boards by posting the recent acquisitions, use of social media to promote library services and resources)	3.47	VS
5. Readers Assistance (Librarian or library personnel assist and guides library users in accessing materials and services in the library)	3.30	VS
6. Text or call the librarian beyond office hours	2.97	MS
7. Access Services (OPAC)	3.12	MS
<b>Average Weighted Mean</b>	<b>3.21</b>	<b>MS</b>

**Legend:**

3.25 – 4.0	Very Satisfied	(VS)
2.51 – 3.25	Moderately Satisfied	(MS)
1.76 – 2.50	Slightly Satisfied	(SS)
1.00 – 1.75	Not Satisfied	(NS)

**Level of Satisfaction along Library Collections**

Table 6 on the next page presents the respondents’ level of satisfaction with the library collections. As reflected in the table, among the evaluated collection indicators, accessibility received the highest mean score of 3.57, with a descriptive rating of very satisfied, suggesting that the respondents find the organization and arrangement of library materials effective and conducive to efficient information retrieval. This aligns with Paul and Chauhan’s (2024) study, which emphasizes that well- structured access systems, including the use of AI technologies and digital catalogs, enhance library usability and promote user satisfaction. This was followed by currency, which scored a mean of 3.15 and a descriptive rating of moderately satisfied, reflected that the library is keeping pace with current academic trends and informational needs as the library tries it best to provide update its collection in order to provide up to date and reliable information sources to its library clients and also in pursuant to CHED Memorandum order (CMO) no. 22, series of 2021. As Shukla and Mishra (2025) highlight, maintaining up-to- date materials is vital in ensuring academic libraries remain relevant, especially in the face of rapidly evolving disciplines and digital learning environments. Availability of materials has a mean of 3.07 and also has a descriptive equivalent of moderately satisfied indicates that users generally find the resources they seek, though there may be occasional instances of non-acquisition or unavailability. This mirrors the findings of Valencia (2024), who noted that consistent availability of core academic resources plays a pivotal role in student satisfaction and academic performance. On the other hand, adequacy received the lowest mean score of 2.99, though still rated as moderately satisfied. This refers to the sufficiency of copies and the comprehensiveness of the collection.

The rating suggests that while the library meets basic expectations, users may be encountering limitations due to a lack of multiple copies or gaps in subject coverage. Tella and Tella (2021) underscore this concern, stating that inadequate collections especially in institutions with growing enrollment can hinder equitable access to information and learning outcomes. The results further implies that there is a need for targeted improvements in collection adequacy by acquiring more copies of high-demand titles and strengthening collection development policies. At the same time, sustaining the strengths observed in accessibility, availability, and currency will require continued investments in both physical and digital infrastructure. Furthermore, libraries. may benefit from conducting regular user feedback surveys and aligning acquisitions with curricular requirements to better serve the academic community. With an average weighted mean of 3.20, the respondents are moderately satisfied with the library collections.

**Table 6: Level of satisfaction along Library Collections**

Collection	M	DE
1. Adequacy ( <i>Acquired borrowed, not enough copies</i> )	2.99	MS
2. Currency ( <i>up to date</i> )	3.15	MS
3. Availability ( <i>not acquired, not present in the collection</i> )	3.07	MS
4. Accessibility ( <i>arrangement of the collections</i> )	3.57	VS
Average Weighted Mean	3.20	MS

**Legend:**

3.25 – 4.0	Very Satisfied	(VS)
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2.51 – 3.25	Moderately Satisfied	(MS)
1.76 – 2.50	Slightly Satisfied	(SS)
1.00 – 1.75	Not Satisfied	(NS)

### Level of Satisfaction along Library Personnel

Table 7 below presents the respondents' level of satisfaction with library personnel. As shown in the table, all the indicators for library personnel have a descriptive equivalent of very satisfied. Among these indicators, attitude has the highest mean score of 3.62. This result aligns with the study of Shukla and Mishra (2025), who emphasized that the interpersonal behavior of library staff significantly influences overall user satisfaction and enhances the library's reputation within the academic community. Similarly, Ekeng (2021) found that users reported high levels of satisfaction with staff attitudes, reinforcing the idea that staff demeanor plays a critical role in shaping positive library experiences. This is followed by knowledgeable, with a mean of 3.57, reflecting respondents' confidence in the competence of library personnel to answer queries, guide research, and navigate library tools and databases. Tella and Tella (2021) highlight that staff expertise directly contributes to effective information literacy and student academic success, particularly in institutions where digital and hybrid resources are integrated.

Meanwhile, availability and assistance both have a mean of 3.48, suggesting that library clients find personnel to be readily accessible and responsive when help is needed. This aligns with the findings of Valencia (2024), who emphasized that the presence and readiness of staff to provide support are key determinants in clients' continued use of library services, especially for those unfamiliar with library systems or experiencing difficulties in resource retrieval.

**Table 7: Level of Satisfaction along Library Personnel.**

Library Personnel	M	DE
1. Attitude (Approachable, friendly, helpful, fair)	3.62	VS
2. Availability	3.48	VS
3. Assistance	3.48	VS
4. Knowledgeable	3.57	VS
Average Weighted Mean	3.54	VS

*Legend:*

3.25 – 4.0	Very Satisfied	(VS)
2.51 – 3.25	Moderately Satisfied	(MS)
1.76 – 2.50	Slightly Satisfied	(SS)
1.00 – 1.75	Not Satisfied	(NS)

With an average weighted mean of 3.54, the respondents are very satisfied with the library personnel as approachable, friendly, helpful, and fair. Such positive interpersonal behavior is a vital component of library service quality, as it fosters a welcoming and supportive environment that encourages greater user engagement and satisfaction. This further implies that the library personnel are performing at a high level across all assessed areas. However, maintaining this level of service excellence requires ongoing professional development, particularly in the areas of digital literacy, customer service, and emerging technologies.

### Level of Satisfaction along Library Physical Facilities

Table 8 below reveals the respondents level of satisfaction along the physical facilities of the library. The library's physical facilities have three indicators which includes space, furniture and ventilation and lighting. All the three given indicators have a descriptive equivalent of moderately satisfied with a mean of 3.17, 3.15 and 3.12 respectively.

Space has the highest mean score of 3.17. This indicates that users find the current layout and spatial arrangement marginally satisfactory for activities such as reading, studying, and group collaboration. However, this rating also suggests potential limitations, including overcrowding during peak hours and a lack of clearly designated zones for different learning activities. Supporting this observation, Scoulas and Groote (2022) found that library space is positively associated with students’ academic performance, as measured by their GPA their study revealed that quiet and well-structured library environments not only foster focus and reduce distractions but also help motivate students either through the peaceful atmosphere or by seeing others engaged in study which in turn contributes to increased productivity and confidence. These findings emphasize that the quality of library space plays a critical role in enhancing student learning outcomes and overall satisfaction.

Furniture followed next, with a mean score of 3.15. This suggests that respondents are moderately satisfied with the comfort, availability, and suitability of seating and workspaces. Ventilation and lighting received the lowest mean rating of 3.12. This suggests that while users find these aspects acceptable to some extent, there remains room for improvement.

**Table 8: Level of Satisfaction along Physical Facilities**

Level of satisfaction along physical facilities	M	DE
1. Space	3.17	MS
2. Furniture’s	3.15	MS
3. Ventilation and lighting	3.12	MS
Average Weighted Mean	3.15	MS

This finding aligns with the study “Assessment of Physical Facilities and Users’ Satisfaction” (n.d.), which revealed that although the majority of respondents expressed satisfaction with the library’s natural ventilation, there were still indications of limitations in overall environmental comfort. The current result points to possible inadequacies in air circulation and lighting systems, which can adversely affect users’ physical comfort, concentration, and reading efficiency. As supported by various studies, adequate ventilation and proper lighting are essential components of a conducive learning environment, directly influencing user productivity and satisfaction. These findings imply that the library must enhance its ventilation and lighting systems to create a more comfortable and supportive space, thereby fully meeting the expectations and needs of its users.

The overall mean of 3.15 suggest that the respondents are moderately satisfied to the physical facilities of the library specifically to its space, furniture, ventilation and lighting This score suggests that while users recognize some adequacy in the library’s physical environment, there remains considerable room for improvement The overall results in the physical facilities further imply a pressing need for continuous improvement of the library’s physical infrastructure. Redesigning library spaces to reduce congestion, increase seating options, and incorporate flexible layouts can significantly enhance the overall user experience. In addition, investing in ergonomic and modern furniture is essential to support comfort and usability especially in an era where users spend extended hours working on digital devices. Upgrading lighting systems and ventilation, including maximizing the use of natural light, can also contribute to a healthier and more conducive learning environment.

Enhancing the physical environment of the library is not merely an aesthetic concern, it is directly linked to academic performance and learning outcomes. As emphasized by Valencia (2024), libraries that prioritize both functionality and comfort are more likely to attract users

and foster a positive academic culture. This is further supported by Pagalilauan et al. (2023), whose study revealed that the library environment significantly influences students' study habits and academic performance. Their findings highlighted those key environmental factors such as cleanliness, resource availability, comfortable lighting, and the responsiveness of staff have a considerable impact on students' academic success.

#### 4.6 Relationship between the Respondents Frequency of Utilization and Level of Satisfaction along Library Services, Collections, Library Personnel and Physical Facilities

##### Relationship between the Respondents Frequency of Utilization and Level of Satisfaction along Library Services

Table 9 on the next page presents the relationship between the frequency of library utilization and satisfaction with library services, the relationship was tested using the Pearson Product-Moment Correlation Coefficient (PPMCC) at the 0.05 level of significance. The results in the table reveals a statistically significant relationship between the frequency of library use and satisfaction with library collections. The Pearson correlation analysis produced an r-value of 0.248, which is greater than the critical value of 0.087 at the 0.05 level of significance. This shows a positive correlation between the two variables, suggesting that higher satisfaction with library collections is associated with more frequent library visits.

This finding supports Aisa (2010), who reported a significant link between the extent of library utilization and user satisfaction. Likewise, Johnson and Patel (2023), as cited by Fagyan et al. (2023), highlighted a potential connection between satisfaction and frequent library use, noting its possible impact on academic performance. The present study reinforces these insights, implying that students who visit the library more often tend to express greater satisfaction with its resources, services, and facilities. Such a relationship underscores the crucial role of library services in enhancing student learning and academic success.

**Table 9: Relationship between Frequency of Utilization and Level of Satisfaction along Library Services**

Areas (Services)	Computed r	t-value	Decision	Interpretation
Frequency of Utilization				
Level of Satisfaction along Library Services	.248	.087	Reject Ho	Significant

*Conclusion: There is a significant relationship between the respondent's frequency of utilization and level of satisfaction in terms of library services.*

##### Relationship between Frequency of Utilization and Level of Satisfaction in terms of Library Collections

Table 10 on the next page presents the relationship between the frequency of library utilization and the level of satisfaction with library collections. To determine this relationship, the Pearson Product-Moment Correlation Coefficient (PPMCC) was employed, using a 0.05 level of significance.

The data presented in the table indicates a statistically significant relationship between the respondents' frequency of library use and their satisfaction with the library collections. This finding is supported by the Pearson correlation analysis, which shows a computed r-value of 0.155 greater than the critical table value of 0.087 at the 0.05 level of significance. This positive correlation suggests that as students' satisfaction with the library collections increases, their frequency of library visits also tends to rise. In other words, more satisfied users are more likely to return and utilize the library's resources regularly.

This finding is supported by Fagyan et al. (2023) findings that suggest that frequent library use correlates with higher satisfaction levels. Additionally, the study entitled “Perceived Use, Satisfaction Level and Benefits among Student Library Users of a Higher Education Institution in Isabela Province, Philippines” (n.d.) revealed that students who use the library more frequently perceived that they get more library benefits.

Moreover, the study of Dodo Mansir (2024) entitled “Effects of Furniture Ergonomics on Student’s Satisfaction in a Library Facility” (n.d.) underscores that ready access to up-to-date information resources is a key motivational driver of library use. Students who use the library achieve higher achievement than those who do not but the findings of Gevero (2010) says otherwise wherein her study found out that there no significant correlation between the respondent’s academic performance and extent of library utilization.

**Table 10: Relationship between the Respondents Frequency of Library Utilization and Level of Satisfaction in terms of Library Collections**

Areas (Services)	Computed r	t-value	Decision	Interpretation
Frequency of Utilization				
Level of Satisfaction along Library Services	.248	.087	Reject Ho	Significant

*Conclusion: There is a significant relationship between the respondent’s frequency of utilization and level of satisfaction in terms of library services.*

**Relationship between the Respondents Frequency of Utilization and Level of Satisfaction along Library Personnel**

Table 11 below presents the relationship between the frequency of library utilization and the level of with library personnel. To determine this relationship, the Pearson Product-Moment Correlation Coefficient (PPMCC) was employed, using a 0.05 level of significance.

The data presented in the table indicates a statistically significant relationship between the respondents’ frequency of library use and their satisfaction with the library personnel. This finding is supported by the Pearson correlation analysis, which shows a computed r-value of 0.193 greater than the critical table value of 0.087 at the 0.05 level of significance. This positive correlation suggests that as students' satisfaction with the library personnel increases, their frequency of library visits also tends to rise.

This implies that the more satisfied the respondents are with the library personnel particularly in terms of their friendliness, availability to assist, and knowledge of library resources the more frequently they utilize the library. In other words, more satisfied users are more likely to return and utilize the library’s resources regularly. This finding aligns with the study “Effects of Furniture Ergonomics on Student’s Satisfaction in a Library Facility” (n.d.), which emphasized that staff attitudes play a crucial role in motivating users to access library services

**Table 11: Relationship between Frequency of Utilization and Level of Satisfaction in terms of Library Personnel**

Areas (Library Personnel)	Computed r	t-value	Decision	Interpretation
Frequency of Utilization	.193	.087	Reject Ho	Significant
Level of Satisfaction along Library Personnel				

*Conclusion: There is a significant relationship between the respondent’s frequency of utilization and level of satisfaction in terms of library services.*

## Relationship between the Respondents Frequency of Utilization and Level of Satisfaction along Library Physical Facilities

Table 12 presents the relationship between the frequency of library utilization and the level of satisfaction with library physical facilities. To determine this relationship, the Pearson Product-Moment Correlation Coefficient (PPMCC) was employed, using a 0.05 level of significance.

The results presented in the table reveal a statistically significant relationship between how frequently respondents use the library and their level of satisfaction with its physical facilities. This is evidenced by the Pearson correlation analysis, which produced a computed r-value of 0.171, exceeding the critical value of 0.087 at the 0.05 level of significance. The positive correlation indicates that students who are more satisfied with the library’s physical environment specifically aspects such as space, furniture, ventilation, and lighting tend to visit the library more frequently. This suggests that a well-maintained and comfortable physical setup encourages increased library usage. In essence, higher satisfaction with the library’s physical features contributes to more consistent and regular use of its resources by students.

This implies that the more satisfied respondents are with the library’s physical facilities, the more frequently they return to or visit the library. This finding corroborates the study by Fagyan et al. (2023), which reported that a sizeable percentage of students frequently visited the library and were extremely pleased with its resources, services, and facilities. The high weighted mean satisfaction rating for facilities in their study underscores a direct connection between frequent use and overall satisfaction, particularly in terms of physical infrastructure. Similarly, the study by Bucu, Pagalilauan, and Daquioag (2023) revealed that the library environment significantly influences students’ study habits and academic performance.

Additionally, Dagdag and Galiza (2020) study revealed that students who use the library more frequently perceived that they get more library benefits. Students who use the library achieve higher achievement than those who do not but the findings of Gevero (2010) says otherwise wherein her study found out that there no significant correlation between the respondent’s academic performance and extent of library utilization.

The significant results on the respondent’s frequency of utilization and level of satisfaction along library services, collections, library personnel, and physical facilities suggest that there is a strong positive correlation between users’ satisfaction and their frequency of library utilization. This implies that higher satisfaction with these key aspects of the library encourages more frequent visits and greater utilization of library resources. Therefore, improving the quality and accessibility of library services, collections, staff interactions, and physical facilities is essential for fostering user engagement and maximizing the library’s role in supporting academic success.

**Table 12: Relationship between the Frequency of Utilization and Level of Satisfaction along Library Physical Facilities**

Areas (Physical facilities)	Computed r	t-value	Decision	Interpretation
Frequency of Utilization	.171	.087	Reject Ho	Significant
Level of Satisfaction along Library Services				

### 4.7 Challenges Encountered

Academic libraries serve as vital hubs for student learning, research, and academic success. However, various limitations in infrastructure and resources can significantly hinder their effectiveness. The table below presents the challenges encountered by respondents in their

utilization of the campus library. The top four challenges are as follows: limited copies of books, reported by 80 respondents (34.8%); lack of computer terminals, cited by 40 respondents (17.4%); and both outdated collections and limited copies of journals, each reported by 30 respondents (13.0%). The two least frequently reported problems are library service hours, with 20 respondents (8.7%) and a limited number of chairs, with 3 respondents (1.3%).

Limited number of books (80 or 34.8%) is the top challenge encountered by the respondents indicating that there is a high demand of books but there are insufficient number of books in the library this situation may affect the information seeking behavior of the library clients in utilizing the library as their source of information. According to Aryeeh and Tetteh (2024) limited library resources (such as recommended textbooks) frustrate library users and eventually birth antisocial behaviors such as stealing, hiding, and eroding books or pages. Lack of computer terminals (40 or 17.4%) comes next as one of the top challenges encountered by the respondents. In an increasingly digitized academic environment, computers serve as access points to e-resources, databases, online journals, and learning management systems and their shortage limits student engagement with academic technologies and hinders research efficiency, another challenge encountered is collection is not up to date (30 or 13.0%) since most of the library collections are old and do not belong to the five year recency mandated by the commission on higher education (CHED) as stated in its CMO 22 series of 2021 it is perceived that this library materials is out dated and this issue affects not only students' ability to access current information but also undermines academic programs that require up-to-date knowledge, especially in fields like technology, health sciences, and law. Another top challenges encountered by the respondents is the limited copies of journals (30 or 13.0%). Just like books, journals are critical sources of reliable, recent and peer-reviewed information. The lack of access to journals limits students' exposure to current debates, methodologies, and empirical data, which are essential for research-based assignments and thesis work. On the other hand, library service hours (20 or 8.7%) are one of least challenges encountered by the respondents. This implies that a small number of respondents see the library hours as a problem in their library utilization although the library opens only in weekdays from 8:00 am to 5 pm with no noon break unlike to other libraries that open during weekdays and weekends and as early as 7 am to 6 pm. With many students balancing academic work, internships, and jobs, limited library hours can restrict their ability to use its services effectively. as Mariano and Janio (2018) found that most library clients prefer to do their research work at night; perceived efficiency and conduciveness of night-time atmosphere are common among respondents. Another least challenges encountered is limited number of chairs available (3 or 1.3%). Although this problem is mentioned by a small percentage of the respondents the lack of chairs in the library still reflects a mismatch between user demand and available infrastructure. Even if less frequently cited, it symbolizes larger issues of spatial planning and resource allocation.

**Table 13: Challenges Encountered**

Challenges Encountered	Frequency	Percent
1. Limited Copies of Books	80	34.8
2. Lack of Computer Terminals	40	17.4
3. Collections are not up to date	30	13.0
4. Limited copies of Journals	30	13.0
5. Library service hours	20	8.7
6. Ventilation/Hot	27	11.7
7. Limited number of chairs avail	3	1.3
Total	230	100.0

The findings further imply that the campus library must prioritize its collection development in acquiring more copies of books and journals to ensure the recumbency of up to datedness of the library materials to effectively address the information needs of its library clients this is also in compliance to the CHED Memorandum Order No. 22 (2021) which urges libraries in higher education institutions to ensure access to academic and professional journals, both print and electronic, to support accreditation and quality assurance initiatives. Furthermore, there is a need of a flexible operating hours to cater to the student diverse schedules, particularly for working students and those involved in extracurricular activities.

## 5. Conclusions

The research observed that the majority of respondents from the CPSU Sipalay Campus Library are aged 20-22 years old, mostly female, and predominantly enrolled in the Bachelor of Science in Agribusiness program, with many in their second year of study. Most respondents reported frequently utilizing the library and its resources, with almost half indicating they use it often. A smaller proportion stated they always or sometimes visit the library, while very few reported rarely using its services. This suggests a generally high level of library engagement among the student body.

The findings further revealed that the main purpose of library use is for conducting research, followed by completing assignments, highlighting the library's role as an academic support center. Recreational reading, studying, and borrowing materials were less common reasons, while returning books was the least cited, confirming that library usage is largely driven by academic needs. In terms of collections, reference materials, Filipiniana, and theses were the most frequently utilized, reflecting a strong preference for academic and locally relevant resources, whereas serials were the least used, indicating lower demand or accessibility.

Respondents expressed a high level of satisfaction with library personnel, noting positive interactions and support. However, satisfaction with library services, collections, and physical facilities was only rated as moderate, suggesting that these areas require improvement to better meet students' needs and expectations. Moreover, the study showed that the frequency of library use directly affects the level of satisfaction with services, collections, personnel, and facilities, highlighting the connection between usage and overall experience.

Lastly, the research identified common challenges faced by respondents, including limited copies of books, insufficient computer terminals, and outdated collections. These issues point to constraints in resource availability and technological support. By contrast, library service hours were the least reported concern, suggesting general satisfaction with the library's operating schedule.

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## Conflict of Interest Statement

The authors declare that there is no conflict of interest regarding the publication of this study.

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