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RESEARCH ARTICLE

IMPACT ASSESSMENT OF LIBRARY USERS' UTILIZATION: ENHANCEMENT OF LIBRARY SERVICES

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ABSTRACT

Libraries are essential to civilization as they serve as entryways to knowledge and culture. They provide resources and services that foster learning opportunities, encourage literacy, and education. The study was conducted at Surigao del Norte State University using the standardized library users satisfaction survey questionnaire from Surigao Del Norte State University librarians. The questionnaire consisted of five parts: library facilities, library services, library collections, library staff, and additional comments/ suggestions. The participants are 375 undergraduate students of Surigao del Norte State University. Based on the findings, the library facilities and staff have a Very good rating, while the library services and collections have a Good rating. The conclusion was drawn that the users' satisfaction with library facilities, collection/resources, and services was moderately satisfied. The results can be a helpful tool for improving all library operations. Lastly, recommendations are offered that Surigao del Norte State University library should make provision of adequate funds for the acquisition and improvement of library facilities and more research to understand what makes a library service "high quality,

INTRODUCTION

One of the critical responsibilities of the university is to preserve current information. By making sure the relevant information sources are collected, the university library helps in this area. A management tool that should be used to assess how well and effectively a university library is meeting the requirements and expectations of its users is the assessment of library services. To suggest strategies for maintaining and enhancing the caliber of service delivery in an institution, it is also necessary to recognize the services' strengths and weaknesses. The extent to which library services are evaluated for quality relies on the accessibility of information resources (both printed and electronic), the services provided, and how often university library users use the facilities. The ability and cooperation of the library staff to use the facilities available in bringing these information resources and services to the attention of the users, the currency and relevancy of the information resources arranged adequately on shelves, the usefulness of its catalogs and finding tools in providing access to its collection, the attitude of the staff in rendering services, are some of the requirements necessary for measuring service quality. Along with making information resources available and accessible, facilitation, technical, acquisition, serial, reference, reserve, reprographics, e-library, management, etc., are used to supply services, which speeds up service delivery.

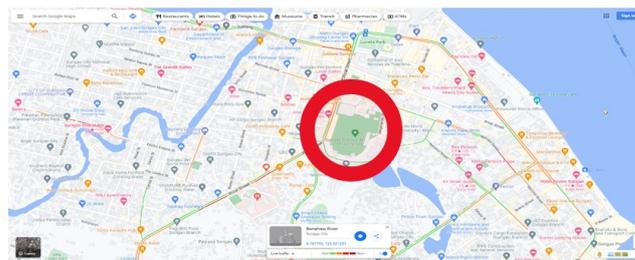
Moreover, Gama (2013) stated that university library users are generally scholars and students whose use of the library facilities assists them in writing papers, forming class lectures, writing assignments, enhancing staff productivity and efficiency in discharging their duties and responsibilities, etc. The extent to which the library is used reflects the degree of user satisfaction which can be measured through questionnaires or interviews, etc. (Kulkarni & Deshpande, 2016). The library institution's primary goal is to meet users' needs. New students enroll at the university yearly with a range of expectations and demands. In addition, the library has become more complex and challenging for librarians and users due to new technology, databases, and creative information access methods. Users also encounter issues due to the unpleasant behavior of library workers toward them, the abundance of resources offered, and the challenge of finding these resources. The difficulty of accessing information sources, the inadequacy of some library facilities, the inability to quickly identify the precise use of a library's services due to new technology, and other factors can all contribute to user discontent among university library users. The user is the essential element of the twenty-first-century library. If a library is not intended for use, every effort to develop one in the twenty-first century is worthless.

Without a doubt, the most important person in any library setting is the patron. The library user is the center of attention for library and information services in the twenty-first century, as the library's principal purpose is to serve patron needs. This reflects the commitment of the other library components to providing excellent services to patrons. As a result, a library is considered productive when its patrons are pleased. In addition, the most significant stakeholders in every educational institution are the students. The degree of student happiness is one of the key markers of a college's development, along with student progression and placements. The university library offers information sources in various formats to assist the university's academic programs. The institution has a variety of populations, including undergraduate, graduate (master's), and doctoral students. The undergraduate students were the focus of this research. Further, the assessment of library services should be viewed as a management tool to ascertain how well and efficiently the library is meeting its patrons' needs, pinpoint service gaps and shortcomings, and make improvements. Evaluation is easier for some library services than for others. Usually, the more detailed or specific the user requirement is, the simpler it is to measure user satisfaction in absolute numbers, as satisfying users' needs in the library services have the main objective of libraries and librarians. As a result, academic libraries might have to apply a more proactive guideline in which the development and distribution of service satisfaction levels for their users play a significant role. One element of high-quality service is "the incorporation of users' personal needs and expectations into the development of programs and service (Millson-Martula and Menon, 1995 as cited by Momodu, 2015).

However, only some users are easily satisfied; instances will always obstruct the user's contentment. The purpose of the survey is to determine how to improve the library services to meet the satisfaction needed by the user as it is necessary for continuous review and improvement of the overall functions of the library and information center. Kulkarni & Tikekar (2009) as cited by Aithal (2015) stated that in the application of theory to real-life situations, procedures that, when properly applied, consistently yield superior results and are therefore used as reference points in the evaluation of the effectiveness of alternative methods of accomplishing the same task. Peris & Otike (2016) asserted that university libraries today are faced with the challenges of infrequent or non-use of resources mainly because of inadequate awareness, perceived lack of relevance, lack of time, distance, lack of skills in the use of electronic resources, having personal books and borrowing books from friends, access to the internet from home, slow internet, noisy and inappropriate study areas; inadequate collection; poorly managed information resources; unhelpful disinterested staff, and unfriendly users conveniences couple with other competitive sources of information that seem to be threatening the role of university libraries. Since university libraries exist specifically to serve users, it has become vital for them to take a more strategic strategy in addition to the previously utilized ones to understand their customers' perceptions. Therefore, university libraries need to comprehend and meet the needs of their users. In this study, users (undergraduate students) evaluated the service, facilities, collection, and staff of university libraries by taking into account several crucial quality factors, including the accessibility and availability of information resources, the behavior of library staff, and the physical location of the library. The university library should enhance the qualities with lower satisfaction levels while maintaining positive ones.

Research Locale: Surigao del Norte State University is located in Surigao City and was just inaugurated being a university last October 18, 2022, with the first University President, Dr. Gregorio Z. Gamboa Jr. There are four campuses the SNSU: the main campus offers 33 undergraduate programs; ten programs for master and one program for doctoral, while the Malimono campus offered five programs, Del Carmen Campus offered ten programs, and Mainit Campus offered three programs.

Conceptual Framework: This study assesses users' utilization of library facilities, library services, library collection, and staff.



Map of Surigao Del Norte State University

Based on the survey conducted, a total of 375 questionnaires were randomly distributed to all students who entered the library. Student satisfaction is the opinion that emerges from an assessment of students' educational experiences, services, and facilities provided by the school. Student satisfaction surveys are crucial as they enable HEIs to improve and make necessary adjustments to their performance in the higher education environment since students are the organization's most essential internal judges of its performance. It also gives the organization satisfaction that it is providing high-quality education. This will serve as the basis for enhancing our library facilities, library services, library collection, and the attitude of library staff.

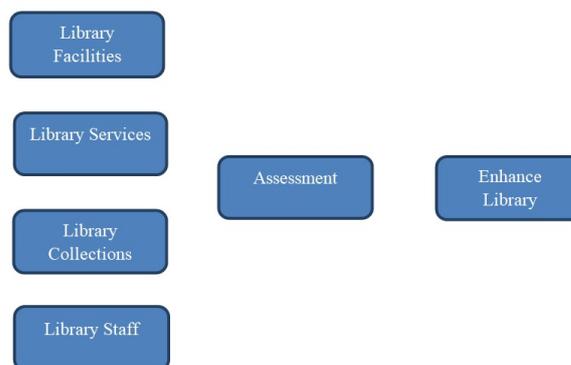


Figure 1. Framework of the Study

The conceptual framework used in the study was the Input-Process-Output model, as shown in the picture. The framework demonstrates the actions taken to improve library services. In the IPO Model, input and output were connected to the process. Enhancing the services was based on the information gathered through a survey questionnaire distributed randomly. Haris and Taylor (1997) stated that flow charts and process diagram soften represent the process. The aforementioned IPO Model gave the study an overall framework and direction. What goes in is the input; what causes the changes in the process; what comes out is the output (Armstrong, 2001).

Statement of the Problem

- What is the impact assessment of library utilization in terms of:
- Library Facilities
- Library Services
- Library Collection
- Library Staff

What enhancements can be proposed based on the study findings to the library services?

Significance of the Study: This study aimed to provide the best library services, facilities, collection, and staff performance.

The Researchers: The entrances to knowledge and culture are libraries. This study could aid in determining which aspect of the library must be improved to satisfy users.

Library Users: It is important to note that each user's level of satisfaction varies. This research will provide them with all the necessary information to improve the library's services, facilities, collection, and staff to fulfill their various levels of satisfaction.

REVIEW OF RELATED LITERATURE AND STUDIES

This chapter presents a review of related literature and studies that have a significant bearing on the study. The studies and research herein showed give amore comprehensive background about the impact assessment of library users' utilization and enrich the concepts used in this study. The literature also helps in the analysis and interpretation of the collected data.

Literature and Studies in the Foreign Setting: The literature on impact assessment of library users' utilization covers the range of indicators. One of these indicators is library facilities. The libraries require appropriate facilities to accomplish their missions. ACRL Standards for Libraries in Higher Education (2013) approved guidelines mentioned that separate undergraduate libraries should have facilities that foster the collaborative nature of the study, research, and learning and promote practical and interactive access and use of information resources. Safe, comfortable, well-lighted, clean space with adequate and appropriate study, research, and collaboration space will ensure effective use of the library's resources, including electronic resources. Odeh (2013) stated that school library facilities and information resources are all inputs utilized to provide a good learning environment for students and teachers to achieve educational goals. Another study by Adejimos (2021) found that the extent of utilization of the available library facilities at the University of Agriculture Makurdi Demonstration Secondary School could be much higher.

The results are the basis for coping strategies to improve their libraries, such as building new school libraries and equipping them with all necessary library facilities and information resources. Assessment of library services is a practical tool to improve the library performance in the eyes of the users. Guidelines approved by ACRL Standards for Libraries in Higher Education (2013) stated that effective, high-quality undergraduate library services successfully support the institution's undergraduate programs. To facilitate academic success, library services to undergraduates must provide access to a broad range of information resources. Reference and referral services, orientation activities, and instruction sessions that teach students the critical thinking skills necessary for using library resources are essential services provided by undergraduate library personnel. Moreover, Hugar (2019) studied the use of Library Resources by the Faculty and Students of Medical and Allied Colleges in Goa. The findings stated that most respondents visit the library frequently and are satisfied with its working hours. Also, Chaubey, A. K. & Manglik, D.K. (2018) examined users' utilization, purpose, difficulties, and satisfaction level with Internet-based e-resource services provided by the library. Identified the low-speed internet access, erratic power supply, and lack of required full-text journals are problems concerning internet-based e-resources. The library staff is also an essential element in assessing library utilization. Guidelines of ACRL Standards for Libraries in Higher Education (2013) in terms of library staff stated that Library staff serving undergraduate students have the knowledge and abilities to ensure effective management and use of the services and resources. In general, undergraduate services require librarians, support, and part-time staff, depending on the size of the undergraduate population at the institution. The ability to interact on a one-to-one basis with a diverse clientele in a friendly and instructive manner is essential. The personnel serving undergraduate students require diverse backgrounds to meet users' teaching and learning needs. Abilities needed include teaching and knowledge of instructional methods and learning styles, excellent communication skills, understanding, and information-seeking skills. Flexibility and willingness to take risks and develop innovative programs are essential.

The assistance offered by librarians and library staff gives users many advantages to satisfy their needs and demands. The willingness of the

student to return to the same librarian with another question has shown the effectiveness of reference service in fulfilling their user need. To keep users using reference services, the librarian must be aware of the latest environment where technology has made more people comfortable using services online rather than traditionally. Digital reference services are one way to keep interacting with users, and an attractive website can attract users to use the services. Ekeng (2021) examined the users' satisfaction with library facilities, and the attitude of staff in the national library was significantly high. The study found that the staff in the library should be friendly to users in delivering their library services and provide a regular power supply to enable library users to access the internet while in the library.

Literature and Studies in the Local Setting: Several studies in the Philippines focus on library resources management, enhanced services, and satisfaction level of library services. The study by Corpuz (2020) showed that the library users of Nueva Vizcaya State University accessed and availed of the services and satisfied the services afforded to them. According to Kim(2017), the library is a preferred place to study and spent time during non-class times access to information and computer resources and research support services the essential library services offered (Santos, 2019). Further, the ultimate test of library effectiveness is the satisfaction of library clientele and the maximum utilization of resources and facilities (Gako & Laspinas, 2015). Dupa, L.B. et.al (2018), in their quantitative-descriptive study of the satisfaction level of the users on library services at the University of Immaculate Conception-Bonifacio Campus, resulted in the users' satisfaction with the library holdings. However, some parts of the collection needed to be improved, like the audiovisual materials. The respondents were satisfied with the amenities in the library, such as lighting and the use of an automation system; however, they were least satisfied with the sufficiency of the number of tables. Also, they had manifested satisfaction with the availability of the destiny library manager, and automation system, but were least satisfied with the speed of the internet connection and lacked knowledge on the use of the online public access catalog (OPAC). Further, respondents were satisfied with the user education service; however, they were dissatisfied with the rules and regulations on the use of the website.

Hence, improvement was needed. Padilla, E., et. al., (2016) conducted a survey on user satisfaction and service quality of the university library in Ateneo de Manila. The university library's user satisfaction and awareness of quality depends on the level to which user expectations were coordinated by information resources and services provided by the university library. This study found that the quality of library services provided by the university libraries was moderately good. The study examined the majority of the library users were satisfied with various features of service quality excluding responsiveness and were moderately satisfied with the physical facilities, resources, and services.

RESEARCH METHODS

This chapter presents the methods used in this study. The discussion in this chapter is structured around the research design.

Research Design: A descriptive method approach was employed to determine the impact assessment of library users' utilization that enhance library services. This study involved quantitative measures since it contained satisfaction with the library facilities, library services, library collection, and staff at Surigao del Norte State University.

Data Gathering Procedures: The questionnaire was used to collect data from the participants. The researchers adapted a standardized library users satisfaction survey questionnaire from Surigao Del Norte State University librarians. The questionnaire consisted of five parts: library facilities, library services, library collections, library staff, and additional comments/ suggestions.

Unit of Analysis: The study was done at Surigao Del Norte State University, one of the State Universities in Surigao City that established an excellent library. The research participants are first- to fourth-year college students who visited the library. All these students utilized the library between November 1-30, 2022.

Convenience sampling was used to identify the participants. Convenience sampling is a non-probability sampling technique where units are chosen for the sample based on their accessibility to the researcher. This may be because of proximity geographically, availability at a specific moment, or willingness to participate in the study (Nikolopoulou, 2022). A survey questionnaire was administered to the students who utilized the college library within the period indicated above. Three hundred seventy-five college students completed the questionnaire successfully, and their responses were used for this study.

Data Analysis: The researchers retrieved the questionnaires, and immediately, the data were subjected to statistical treatment. The mean was used to determine the level of satisfaction with the library facilities, library services, library collection, and staff at Surigao Del Norte State University. The rating scale measured undergrad students at Surigao Norte State University library services.

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter presents the results, analysis, and interpretation of data drawn from tabulated responses of SNSU undergrad students. The presentation of the data is organized according to the sequence of the problem statements in Chapter 1.

Problem 1. What is the impact assessment of library utilization in terms of

- Library Facilities
- Library Services
- Library Collection
- Library Staff

A structured questionnaire was used as the instrument of this research. Undergrad students from Surigao del Norte State University were the respondents for this study through random sampling. Table 1 shows that cleanliness has the highest rating in the library facilities, which is 4.62 with a Very Good description.

Table 1. Mean distribution on the impact assessment of library utilization in terms of: library facilities

Library Facilities	Mean	Description
1.Location & Accessibility	4.47	Good
2.Furniture & Equipment	4.31	Good
3.Lighting & Ventilation	4.37	Good
4.Cleanliness	4.62	Very Good
5.Section arrangement	4.47	Good
6.Conduciveness for reading/study	4.54	Good
Overall Mean	4.46	Good

Legend: 4.50-5.00 Excellent; 3.50-4.49 Good; 2.50-3.49 Average; 1.50-2.49 Poor; 1.00-1.49 Very poor

This affirms some participants' comments that *"The library is very clean, and you can also charge here."* *"Overall, the facilities, staff, and services are perfect, organized, and well-prepared."* Furthermore, participants observed cleanliness and orderliness inside the library. However, the other five indicators to wit, furniture and accessibility, furniture and equipment, lighting and ventilation, section arrangement, and conducive for reading/ study with a Good description. A Good description mainly indicates the overall rating of the library facilities. As mentioned by Oluwunmi, A. O.; Durodola, O. D.; Ajayi, C. A. (2016), an educational institution needs to emphasize the quality of its services and facilities to improve its library function.

Table 2. mean distribution on the impact assessment of library utilization in terms of: library services

Library Services	Mean	Description
1.Hours of Operation	4.28	Good
2.Borrowing & Returning of Books	4.37	Good
3.Online Public Access Catalog (OPAC)	4.33	Good
4.Wifi/Internet Connections	3.97	Good
5.Clearance Signing	4.42	Good
6.Information Literacy	4.45	Good
7.Online Dissemination	4.29	Good
7.1 LViRA/ Webpage		
7.2 Facebook Page	4.31	Good
Overall Mean	4.28	Good

Legend: 4.50-5.00 Excellent; 3.50-4.49 Good; 2.50-3.49 Average; 1.50-2.49 Poor; 1.00-1.49 Very poor

Table 2 presents responses to the eight indicators under the library services. The borrowing of books has a mean of 4.37 with a Good description as one of the participants commented that *"Must have other books as a source of all students, especially books about science."* while the WIFI/ Internet connections have the lowest rating with a 3.97. This supports the participant's comment, *"A faster internet connection is needed and more outlet so more students can stay more in the library and study or do their research."* *Improve the WIFI so we can rapidly look up information related to our study."* In addition, the overall mean is 4.34, indicating a Good description of library utilization. Library services must work with the user's needs regarding reading materials which are the reference source in answering assignments and writing scientific papers (Mathar, Jijrana, et al., 2021).

Table 3. Mean Distribution On The Impact Assessment of Library Utilization In Terms of: Library Collection

Library Collection	Mean	Description
1.General References	4.38	Good
2.Circulation/ Reserved Books	4.35	Good
3.Special Collections	4.33	Good
4. Print Periodicals	4.28	Good
5.Unpublished Materials (Undergraduate Theses, Special Projects, Master's Theses and 6.Dissertations)	4.36	Good
7.Electronic Resources	4.43	Good
7.1 Offline Accessed		
7.2 Online Databases	4.29	Good
Overall Mean	4.34	Good

Legend: 4.50-5.00 Excellent; 3.50-4.49 Good; 2.50-3.49 Average; 1.50-2.49 Poor; 1.00-1.49 Very poor

Table 3 indicates that all of the indicators under the library collections have a Good rating. The electronic resources with the sub-indicator of offline accessed have a 4.43 mean, while the print periodicals have the lowest rating with 4.28. Here are some of the participants' comments based on their observations *"I think we should put more books especially related to mathematics such as journals and others."* *"I just want to add some concerns, particularly with online access and ventilation of the library. Aside from that, we need additional unpublished materials, which are important for the graduating students."* An additional collection of books is needed for the students to improve their learning and studying skills by providing them with the learning materials. Moreover, the word collection has its meaning: to satisfy the user's demand for its personalized services. Kumar, P. (2017) states that a successful library collection is also essential for the University's development. Table 4 shows the library staff's exemplary performance with a Very Good rating under all its indicators. This rating affirms the participants' comment that *"The staffs are accommodating and careful. The management system is responsible who facilitate the student needs."* *"All I can say is that the services of the staff were excellent because they provide a good service."*

Table 4. Mean distribution on the impact assessment of library utilization in terms of: library staff

Library Staff	Mean	Description
1.Communication Skills	4.56	Very Good
2.Service Delivery	4.58	Very Good
3.Professional/ Technical Competency	4.53	Very Good
4.Transaction Ability	4.55	Very Good
5.Helpfulness	4.64	Very Good
6.Courteousness	4.65	Very Good
7.Responsiveness to User's Query	4.63	Very Good
8.Understanding of User's Needs	4.62	Very Good
Overall Mean	4.60	Very Good

Legend: 4.50-5.00 Excellent; 3.50-4.49 Good; 2.50-3.49 Average; 1.50-2.49 Poor; 1.00-1.49 Very poor

"The staff performance is very helpful in taking good care of the request of the students as this is one way of extending a hand to those students who wants to finish their study with full of learning. In addition, library staff is viewed to have relevant skills and knowledge acquired by those who work in the library to exploit information retrieval, search, and delivery using different formats Oyewumi, Akanbi, and Laaro, 2018).

Problem 2. What enhancements can be proposed based on the study findings to the library services?

This part presents the summary of comments from the users as a basis for enhancing Surigao del Norte State University library services.

- The Surigao del Norte State University library and LRC should have a separate Comfort Room for students/users.
- There should be functional air conditioning for the library to be conducive to learning.
- Strengthen interment connection inside the library and LRC.
- Extend the hours of operation.
- Purchase additional books and journals
- Conduct Information Literacy for the users to familiarize the facilities, policies, and procedures of the library and LRC.
- Additional outlet for laptop
- Additional tables and chairs
- Additional library staff to assist users.

One factor that increases users' satisfaction with the library is responding to complaints and handling them properly. The following complaints will be the basis for the library personnel to further improve their services to the users.

SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

This section consolidates the findings and conclusions and provides recommendations for the study for those who wish to explore the same research context. The impact assessments of users' utilization are a personal knowledge of the participants who learned direct involvement in the library.

Findings

The study was based on library facilities, services, collections, and staff performance. The data yielded the following findings:

- In terms of library facilities, the findings revealed that out of the six (6) indicators, only "Cleanliness" was rated "Very Good" by the respondents. The remaining five (5) indicators, such as location and accessibility, lighting and ventilation, section arrangement, conducive for reading/study, and furniture and equipment, were rated as "Good."

- The eight (8) indicators of the library services to wit hours of operation, borrowing and returning of books, online public access catalog (OPAC), WIFI/ Internet connection, clearance signing, information literacy, LVIRA/ Webpage, and Facebook page are rated as "Good."
- It is evident that the library collection/resources indicators were rated as "Good." The library collection, such as general reference, circulation/reserved books, special collections, print periodicals, unpublished materials, and electronic resources, is essential to the library's operations.
- Communication skills, service delivery, professional/ technical competency, helpfulness, responsiveness to the user's query, and understanding user's needs are rated as "Very Good" by the respondents.

CONCLUSION

This study provided data on the impact assessment of undergrad users in Surigao del Norte State University library toward library facilities, collection/resources, services, and librarians and staff job performance and skills. The purpose of this study is to enable the Surigao del Norte State University library to improve and enhance the services provided to the university community in supporting the library's tripartite function of teaching, learning, and research activities. Based on the study's findings, it is concluded that the undergrad users of Surigao del Norte State University library were highly satisfied with the performance of the librarians and library staff. Users' satisfaction with library facilities, collection/resources, and services were moderately satisfied. The results can be a helpful tool for improving all library operations.

Recommendations

Based on the findings and conclusions of the study, the following recommendations are offered:

- The Surigao del Norte State University library should make provision of adequate funds for the acquisition and improvement of library facilities such as accessibility, lighting and ventilation, section arrangement conducive for reading/study, and furniture and equipment.
- There is a need for more research to understand what makes a library service "high quality."
- Surigao del Norte State University library should provide relevant and current resources to support the users' teaching, learning, and research activities.
- Librarians and library staff should maintain excellent performance and have more customer service skills.

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