

# **Library Services Status of Cluster A Schools of the Diocese of Butuan**

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## **ABSTRACT**

Libraries play an important role in the learning process. It is an area composed of a set of resources which include customer service. The purpose of the study was to assess the library services status of the Cluster A schools of the Diocese of Butuan. The researcher used the descriptive-survey type of research method which utilized a questionnaire as the main instrument for data gathering. The study also used qualitative research method specifically the focus group discussion, content analysis, and documentary analysis of data. The statistical techniques were used: frequency, mean, Scoring and Quantification of Data. The study showed that all of the Basic Education Libraries of the Cluster A Schools of the Diocese of Butuan are Practicing the Minimum Standard in all areas of the library services while the Higher Education Library of the Cluster A School of the Diocese of Butuan is Exceeding the Minimum Standard on the five (5) areas while Practicing the Minimum the Standard on one (1) area. Based on the findings of the study, the researcher and experts' recommended the following: to send Librarians and Para librarians on various trainings, seminars, and Benchmarking for enhancement. To acquire photocopier, scanner, CD burner, and printer as part of library services and establish interlibrary linkages.

## **KEYWORDS**

Library services status, linkages, qualitative research design, Philippines

## INTRODUCTION

Education is essential to the development of an individual in this modern world. It is a complex learning process that involves several elements to acquire knowledge. Most feel that education is important, they tend to use it as a tool for achieving a target (Hofstein, Eilks, & Bybee, 2011).

Education and library are inseparable—indivisible concepts, both being fundamentally and synchronically related to and co-existent with each other. Education cannot exist alone in the absence of the library, and a library has no meaning if it cannot impart education. (Shukla, Singh, & Mishra, 2013).

Libraries play an important role in the learning process. It is an area composed of a set of resources which include customer service. The physical area which include space, equipment, and media resources; intellectual area such as collections that determine the materials included and organizational set-up that determine how the collection is accessed; and people who manage the physical and the intellectual areas (Tyner, (2014).

Libraries play important roles and they are considered the “heart” of academic institutions. With the important services the library provides, it becomes an indispensable unit in the academe. Libraries are focused on service provision; it addresses quality service which encompasses the interactive relationship between the library and the people whom it is supposed to serve. It is therefore, the responsibility of the institutions to provide good academic environment, facilities, and services that help in developing the cognitive and general skills of students (Oloteo & Mabesa, 2013)

The library is fundamental to the vision and mission, teaching, and learning objectives of the school. It provides a wide range of facilities and services, assists the teacher, and assures each student has fair access to resources. It needs strong support and systematic processes, to increase its effectiveness in resourcing the curriculum and supporting the learning environment within the school. Research shows that well-resourced, properly staffed school libraries have a positive impact on student achievement (Ntui & Udah, 2015).

Library services and resources management needs to be evaluated periodically. Evaluation of a library collection usually falls into two categories: (1) the evaluation of the collection itself, usually in terms of numbers, quality, currency, or similar measures, and (2) how well the collection serves the needs of the users. The collection in only one aspect of the internal analysis of a library. Other considerations are personnel, facilities, and users perception their level of satisfaction and frustration either through formal or informal statements (Doll & Barron, 2011).

According to Obille (2007), assessment and standards always go hand in hand since standards serve as the yardstick for the process. Academic libraries, being part of the academic institutions, are always evaluated internally by the librarians, users, or university administration and externally by government agencies such as the

Commission on Higher Education (CHED) and various accrediting agencies.

The researcher as Vice President for Academic Affairs of Saint Michael College of Caraga and as part of the Cluster A schools recognized the importance of the library in the learning process of the students and the educational development felt the importance to evaluate the library services status of Cluster A schools of the Diocese of Butuan.

He also observed problems in the different libraries of the Cluster A Schools of the Diocese of Butuan like the dilapidated building, unlicensed librarian of the two schools, few library collections, no electronic subscriptions, low library fee, and most of all allocating only certain amount for library operations and collections out from the amount of library fee collected thus, making the library as one of the less priority areas in the school management.

This study will be part of the baseline data in the Strategic Planning of each school and will serve as a guide in the formulation of budget allocation in the years to come. Above all, it will serve as wake-up call among Administrators as to the library services status of Cluster A schools of the Diocese of Butuan.

## **THEORETICAL BACKGROUND**

The main goal of the academic library is to answer the basic academic needs of the institution for which it is created to serve. Academic libraries are composed of school libraries, college libraries, and university libraries. The purpose of a university library differs, in varying degree, from that of a school or college library in that the former follows extensive and particular emphasis to research projects apart from the curricular needs of the institution. Besides helping in the studies of students and assisting the teachers in their teaching and research, a school library is primarily concerned to procreate an encourage for reading amongst the students who want to have a first-hand-knowledge to use the library services most effectively in their future endeavor (Shukla, Singh, & Mishra, 2013).

Every school is mandated to establish a professionally manned library, which responds to the needs of students in the various courses it offers. It should also provide research facilities for different disciplines and acquire supplementary materials, in addition to sufficient copies of books and teacher's manuals. Because the library's reservoir of books should be in a constant state of replenishment, it is imperative that the library is sufficiently funded.

On the published article of Kathleen Lourdes B. Obille (2007), entitled "An Evaluation of Standards for Academic Libraries in the Philippines" through the Journal of Philippine Librarianship, she said that adhering to standards is an assurance of good quality. Standards are known to be models derived from best practices. Therefore, when standards are followed, practices and procedures are said to be outstanding. However, when standards are not attuned to the times, conforming to these would be defeating the purpose of improvement.

When an institution decides to follow a set of standards, it should also decide to take all the necessary actions to fulfill the requirements. Following the requirements entails that the organization should set aside a sufficient budget for this. Library standards, for example, require a number of journal subscriptions for a particular number of enrollees or in another case, that particular services or equipment be present. This may be one of the reasons why HEIs are contented with complying with the minimum requirements rather than submit themselves to accreditation.

In the Philippines, the CHED and accrediting agencies have specific standards for libraries. Library associations like the Philippine Association of Academic and Research Librarians (PAARL) Standards for Academic Libraries for 2010 stated that, standards are designed to assist these academic libraries and their parent institutions in determining priorities and assessing the library performance in terms of the mission and goals of the academic institutions they serve. The Board for Librarians (BFL) of the Professional Regulation Commission (PRC) has formulated a set of standards for academic, public, special and school libraries.

The Department of Education released DepEd Order No. 56, S. 2011 “Standards for Philippine Libraries” to be adopted by all Basic Education Libraries nationwide. The Manual of Regulations for Private Higher Education (2008) by the Commission on Higher Education pointed out on Article VI, Section 27 the Library Standards among Higher Education Institutions (HEI’s) in the Philippines.

The library standards for PAASCU are stated in their accreditation instrument where the first part is the thorough explanation of the requirements and the second part is the evaluation tool. The two accrediting bodies have similar requirements as to the qualification of librarians and staff, collection for books and subscription to journals, physical set-up, and furniture requirements and the like.

Setting quantitative and qualitative standards is sought to improve the access, usage, administration, management and collections of libraries. It is the objective of these standards to serve as a reference tool or guidelines towards attaining quality service and functional libraries in the Philippines (Hernon & Altman, (2010).

The word library comes from *liber*, the Latin word for book. A library is an area of collection of sources, resources, and services, and the structure in which it is housed; it is organized for use and maintained by a public body, an institution, or a private individual (Ocholla, (2008).

Library is not just a place or area of collection of books but it is also an area equipped with treasures of knowledge maintained, organized, and managed by trained and licensed personnel to educate the students and learners, men and women continuously and assist in their self-improvement through an effective and prompt dissemination of information embodied in the resources. Librarian, as an information officer or a scientific officer possesses, of necessity, definite subject background and knows best the subject area to be covered by an investigator in his narrow field of the problem in hand that he wants to attack (Shukla, Singh, & Mishra, 2013). A professionally trained

efficient librarian plays a most significant role in the achievement of modern scientific discoveries (Ntui & Udah, 2015).

Based on the Standards for Philippine School Libraries (2011), the school must have enough funds for staffing and adequate funds to purchase resources and supplies in support of the school library. To maintain the library's growth and development, a library and Audio-Visual fee must be collected, reviewed periodically and updated whenever necessary.

### **Higher Education**

The Manual of Regulations for Private Higher Education (2008) by the Commission on Higher Education pointed out on Article VI, Section 27 the Library Standards among Higher Education Institutions (HEI's) in the Philippines.

All Higher Education Institutions must have a library for each degree programs with sufficient collections and materials in accordance with the policies and standards prescribed by the Commission. The library collection shall include basic collection of well-selected books and non-print materials to support the basic needs of the general education curricula. Additional collections like special collections, periodicals, non-print or electronic materials, on-line databases, internet access and other multi-media resources, not violative of the Intellectual Property Code, as may be necessary to meet the requirements of the various programs of study offered by each institution; and in view of the new technologies, higher education institutions may acquire and provide for an e-library. The existence and availability of this equipment may be considered as a evidence in terms of compliance in lieu of books and other required printed materials. Provided, however, that the required minimum collection of professional books in particular degree program shall still be maintained. Sarmiento (2006), stipulated that for higher educational institutions, the CHED has a policy that requires private schools, colleges, and universities to have a library, which varies in terms of the extent and kind of programs offered as well as the size of the enrollment.

Transformative education is the conscious response by progressive educators to mold the active, committed, democratic, nationalist citizenry they want and as a conscious response to problems of society and the kind of society they want to build. Several elements come into play in implementing transformative education. The most important elements are the administration which represents the school as an institution, the teachers which are the direct implementing agents, and the curriculum which is the strategy for transforming our students (Tujan, 2004).

Education, training, and development of the human resource play a great deal of attention and focused. This is so since the level of efficiency in an organization is circumscribed by effective selection and development of its members, the latter being dependent upon the prior education, training, experience and working environment of the individual (Ortiz, Flanagan, & Dynda, (2002). According to McShane, Von Glinow, Von Glinow, & Mcshane (2005) training is designed to assist the personnel to

be oriented to the working environment, maintain high standards of service, and assist him prepare for career advancement.

Organization Development (OD) is a process that is value-laden involving the entire system effort of planned change which aims to improve the organization's state of health and increase its effectiveness through its interventions that utilize behavioral sciences and technology. The values that it stands for are multi-faceted like human potential, excellence, individual freedom, harmony and integrity. OD primarily is all about human and social aspects of organizations (French, 2000). The target areas for OD includes goals, structure, content, technology, and people (Martires & Galileo, 2000). OD include a series of change processes directed toward individuals, groups or the entire organization. These are geared toward revitalizing the organization and avoiding obsolescence and rigidity (Tindugan, (2013).

According to French (2000), interventions are the approaches and techniques that are implemented to enhance total organization functioning through improved individual, group and organization effectiveness. This includes Person-Oriented Approaches, Content-Oriented Approaches, Process-Oriented Approaches, and combination of various approaches (Maier, (2005). These are aimed at changing beliefs, norms, attitudes, and values to allow the organization to have better access to new technologies and new challenges (Tindugan, 2013).

Assessment of libraries is a process conducted by libraries to know more about the needs of users and to evaluate how well they support these needs, to elevate and improve library facilities, services and resources (Hiller, Kyrillidou, & Self, (2008).

According to the study made by Gakibayo, Ikoja-Odongo, & Okello-Obura, (2013) as library services began to develop in collaboration with emerging Information Science (IS) technologies, researchers in the field of Library and Information Science (LIS), as well as librarians, observed that irregular service statistics are insufficient for assessing library operations. To have valid results, library users must be part of the assessment process. A more systematic approach in data collection and new methodologies emerged. Data collection in various forms has now been applied in LIS. Institutionally created surveys, focus group interviews, and complaint analysis are just some examples of data collection methods that have been employed. In recent years, questionnaires with different purposes has been formulated and used as an instrument. These questionnaires has been distributed to students, faculty, and other library users.

Now, it is recognized in LIS, as in other service industries, that user perceptions of service quality, user expectations, and user satisfaction are essential elements of any service assessment activity.

In recent years, the library has experienced an evolution of service assessment in its daily operations, driven by the advancement of technology in managing library systems, as well as conceptual change of higher education standards.

In studying library services status, **Disconfirmation Theory** by Shi & Levy (2005), the most popular and widely used model for studying customer satisfaction

and dissatisfaction (CS/D), disconfirmation of expectations, is derived from the field of marketing. The disconfirmation of expectation paradigm conceptualizes CS/D as the following process: disconfirmation is the customer's assessment of a product's performance in relation to his/her expectations. When performance is greater than expected, resulting in positive disconfirmation, customers are satisfied. When performance falls short of expectations, resulting in negative disconfirmation, customers are dissatisfied. Confirmation occurs when performance and expectations correspond, resulting in moderate satisfaction or indifference.

The uniqueness of library service assessment is that any tools measuring only either product or service cannot completely assess the overall quality of services provided. Library services quality is a combination of the quality of information provided by the library (e.g., comprehensiveness, appropriateness, and format) and the services offered by the library (e.g., physical facilities, helpfulness, and attitude of library staff).

In this 21<sup>st</sup> century, service providers aimed to provide qualitative services to satisfy the needs of the customers. That is why service quality (ServQUAL) has become increasingly significant in developing countries. For many centuries the role of service quality as a key factor of customer satisfaction and organizational performance is widely recognized in developed countries (Asogwa & Brendan, 2014).

The research team lead by Manjunatha & Shivalingaiah, (2004) used ServQUAL to track perceptions of library service quality from samples of its library users. The evaluation team observed that the instrument could be modified and applied in libraries, after removing certain areas that were not related and useful for assessing service quality in libraries. Since the Existence of ServQUAL model Broady-Preston & Lobo, (2011) identified it as one of the basic framework for assessing the quality of library performances.

ServQUAL instrument 22 items. Originally ServQUAL in industries has ten dimensions or criteria that customers used while judging service quality namely, tangibles, reliability, responsiveness, competence, courtesy, credibility, security, access, communication and understanding of customers. The proponents of this model popularly referred to as PZB. These original were identified by Bea, Asogwa, Ezema, & Ugwuanyi, (2014). From ten to five dimensions namely: tangibility, reliability, responsiveness, assurance, and empathy - due to their tendency to repetition.

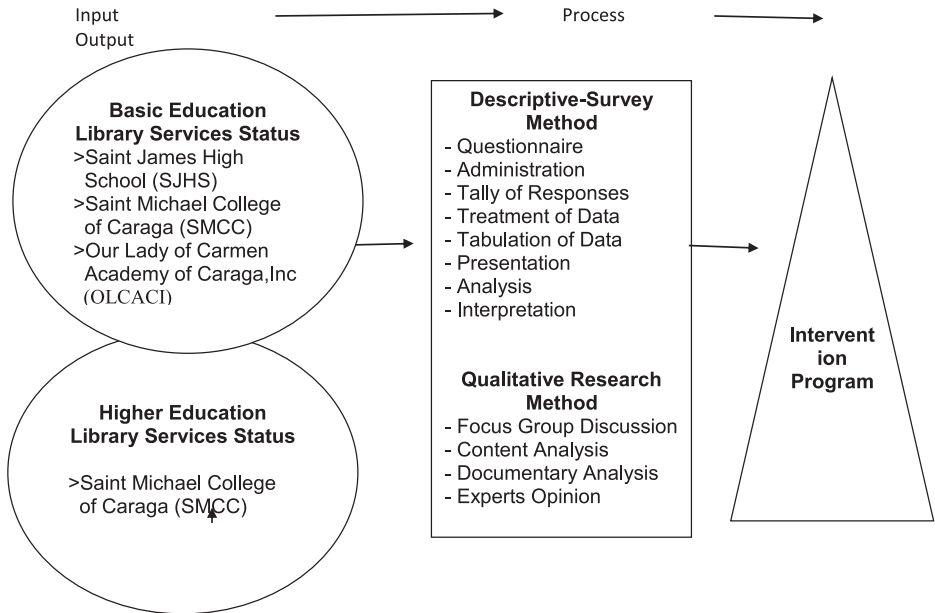


Figure 2. Research Flow Chart

## OBJECTIVE OF THE STUDY

The purpose of the study was to assess the library services status of the Cluster A schools of the Diocese of Butuan.

### Research Design

The researcher used the descriptive-survey type of research method which utilized a questionnaire as the main instrument for data gathering. The study also used qualitative research method specifically the focus group discussion, content analysis, and documentary analysis of data.

### Research Environment

The study was conducted in the Cluster A schools of the Diocese of Butuan. Cluster A schools has three (3) schools, namely: Saint James High School (SJHS), Saint Michael College of Caraga (SMCC), and Our Lady of Carmen Academy of Caraga, Inc. (OLCACI). All three schools are non-stock, non-profit managed by one School Director and owned by the Diocese of Butuan duly represented by the Bishop.

The Diocese of Butuan was created on March 20, 1967 with Saint Joseph designated as Patron Saint. Msgr. Carmelo D.F. Morelos was appointed as the first Bishop. His successor was Msgr. Juan de Dios Pueblos, DD until at present. It has a total of twenty-

six (26) schools divided into four (4) clusters. Cluster A-Buenavista, Nasipit, Carmen, Cluster B-Kitcharao, Ampayon, Cabadbaran, Magallanes, Cluster C-Agusan del Sur Schools, Cluster D- Father Saturnino Urios University.

**Respondents of the Study**

The respondents of the study limits only to the three (3) administrators of the Basic Education composed of: the Principal, and one (1) administrator of the Higher Education who is the Director for Instruction. Respondents also included the one (1) licensed librarian of the Basic Education and another one (1) of the Higher Education. On the absence of a licensed librarian, the Para librarians of the two schools were the respondents of the study. The teachers of the Basic Education and Higher Education were part of the respondents. Graduating students of the Basic Education and Higher Education Degree students were the respondents representing the student sector since they were more familiar with the library services due to their years of stay in the school.

The administrators and librarians/paralibrarians answered on the areas of administration, library collections, personnel, financial support, and physical facilities of the library services and resources of management. The teachers and students answered on the area of services and use.

The tables below show the population of the respondents of the Cluster A schools of the Diocese of Butuan for the School Year 2013-2014.

Table 1. Respondents of the Study Basic Education Library Services Status

Sector	St. James SMCC Basic Ed.	OLCA SMCC Higher Ed	Total
Administrators	1 1	11 4	
Librarians	0 1	01 2	
Para librarians	1 0	1 0 2	
Teachers	30 16	11 8 65	
Students	132 98	68 83 381	
Total	162 116	81 93 452	

**Research Instrument**

The instrument was formulated by the researcher patterned from the different survey instruments of the following: 1.) Fund for Assistance to Private Education (FAPE) guidelines for the recertification assessment instrument for the Educational Service Contracting (ESC) published through their website, 2.) PAASCU library survey instrument, 3.) DepEd Order No. 56, s. 2011 standards prescribed by the Philippine Library Standards, and 4.) Higher Education Standards for Philippine Libraries per Section 27 of the Manual of Regulations for Private Higher Education of 2008. The instrument was checked by the adviser and by the members of the research panel.

The instrument was pre-tested for validation. It was tested in one of the private schools in Caraga Region which is the Northern Mindanao Colleges, Incorporated (NORMI) located at Cabadbaran City, Agusan del Norte where the researcher is the School Consultant. The school is offering complete levels of education from Preschool to Graduate School.

It has two (2) sets of questionnaire: first set was for the administrators and librarians/para librarians which included the areas of administration, collections, personnel, financial support, and physical facilities of the library services status while second set was for the teachers and students who answered on the area of services and use.

Each set has two (2) blocks. Block I for the respondents profile and block II for the assessment on the level of services in the library services status of the Cluster A schools of the Diocese of Butuan.

The questionnaire was answerable in a scale of 1 to 5 wherein 1 has missing the required minimum standards and 5 approaching excellence in practicing the standards.

Additional survey questionnaire was given to the Administrators regarding the library fee, audio-video fee, annual library budget, and the FAPE ESC recertification result.

### **Data Collection Techniques**

Preliminary preparation started with a letter of request to conduct the study to the School President/School Director. After the approval, the questionnaires were distributed to the respondents for assessment. After the distribution, the questionnaires were gathered for quantification. Focus Group Discussion was conducted among the sectors of the teachers, librarians/para-librarians, and students. Content analysis and data analysis were made to gather baseline data for the intervention program.

The result of the survey was given to the Diocese of Butuan Catholic Schools Superintendent and the Director for Libraries of Liceo de Cagayan University, Cagayan de Oro City and Father Saturnino Urios University, Butuan City for content analysis.

### **Statistical Analysis**

The following statistical techniques were used pursuant to the needs of the problems in this study: frequency mean.

### **Scoring and Quantification of Data**

The rating was based on verifiable facts and evidences, interviews with stakeholders, and a rater's observations, assessment and evaluation. Each statement scored in a scale of 1 to 5 with "5" being the most desirable condition and "1" indicates that the minimum standard is not complied with at all.

Rating	Description	Extent of Compliance with Minimum Standards
5	Approaching Excellence in Practicing the Standard	Provision or condition is very extensive and functioning excellently
4	Exceeding the Minimum Standard	Provision or condition is extensive and functioning very satisfactorily
3	Practicing the Minimum Standard	Provision or condition is satisfactorily met and functioning satisfactorily
2	Approaching the Minimum Standard	Provision or condition is limited and fairly functioning
1	Missing the Required Minimum Standard	Provision or condition is missing but necessary

### RESULTS AND DISCUSSION

Table 1. Summary on the Level of Basic Education Library Services Status of the Cluster A Schools of the Diocese of Butuan  
**N= 162**

Area 1. Administration	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. The organizational set-up of the library is based on the school's structure and is formulated.	3.5	4	3	3.5	Exceeding the Minimum Standard	5
2. The Librarian or Para Librarian has an annual appointment and contract.	3	5	4	4	Exceeding the Minimum Standard	2
3. The Librarian or Para Librarian directs and supervises the total operations of the library and is responsible for the efficient and effective administration of its services and resources.	4	5	3.5	4.2	Exceeding the Minimum Standard	1
.The Librarian or Para Librarian is part of the Academic Heads meeting and decision-making of the school.	2.5	4	5	3.8	Exceeding the Minimum Standard	3
5. There is a Library Committee that serves as an advisory group for the continued development and improvement of library collection and services.	1.5	2	3	2.2	Approaching the Minimum Standard	11
6. The library has a departmental operational and procedural manual.	2.5	2.5	2.5	2.5	Approaching the Minimum Standard	10
7. The responsibility to prepare, defend and utilize the library budget is delegated to the Librarian or Para Librarian.	2	4	3.5	3.2	Practicing the Minimum Standard	6.5

8. There is an annual report showing accomplishments based on the action plan for the year that is likewise based on the long term strategic plan supported by statistics and interpreted data showing trends and impact of the library services and operations.	3	4	2.5	3.2	Practicing the Minimum Standard	6.5
9. There is a Three to Five Year Library Strategic Development Plan indicating the vision, the gaps and the strategies to bridge the gaps duly prepared by the Librarian or Para Librarian in consultation with the library staff, administration and the users.	3	2.5	2.5	2.7	Practicing the Minimum Standard	9
10. The library is a member of inter-school consortia or networking and linkages.	2.5	3.5	2.5	2.8	Practicing the Minimum Standard	8
11. The library recognizes the importance of ICT in enhancing the operations and services of the library.	3.5	3.5	4	3.7	Exceeding the Minimum Standard	4
Section Mean	2.82	3.64	3.3	3.2	Practicing the Minimum Standard	

### On the Area of Administration

The area of administration has an average mean of 3.2 or practicing the minimum standard. Among the 11 items, the item “The Librarian or Para Librarian directs and supervises the total operations of the library and is responsible for the efficient and effective administration of its services and resources” has the highest mean with 4.2 or exceeding the minimum standard.

Five (5) out of 11 items have verbal description of exceeding the minimum standard while four (4) items with a verbal description practicing the minimum standard and two (2) items with a verbal description of approaching minimum standard.

The item “there is a Library Committee that serves as an advisory group for the continued development and improvement of library collection and services” has the lowest rating among the 11 items on the area of administration with the mean of 2.2 or approaching the minimum standard.

Table 2. Library Collections

Area 2. Library Collections	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. The content and quantity of library holdings and materials are related to the curriculum and in proportion to enrollment size and needs of students and teachers.	3	4.5	3.5	3.7	Exceeding the Minimum Standard	2

2. The school library program provides a balanced collection of at least 5,000 books, software, and electronic resources.	2.5	4	2.5	3	Practicing the Minimum Standard	6.5
3. Library holdings include professional books of recent edition.	2.5	4	2.5	3	Practicing the Minimum Standard	6.5
4. Twenty percent (20%) of the total collection shall be published within the last ten (10) years.	2.5	3.5	2.5	2.8	Practicing the Minimum Standard	8
5. Adequate reference materials including sets of encyclopedia, dictionaries, atlas, almanacs, fiction (30%), non-fiction (70%), books of general interest, biography books, yearbook, manuals, handbooks, book of knowledge, thesaurus, book of facts, literary classics, book of etiquette, and world record.	3	3	3.5	3.2	Practicing the Minimum Standard	4.5
6. The general collection, include at least five (5)reference books in the different subject areas.	3	4	3.5	3.5	Exceeding the Minimum Standard	3
7. Filipino-authored books and other curricular materials are adequately represented and designated as Filipiniana section.	4.5	4	4.5	4.3	Exceeding the Minimum Standard	1
8. A basic subscription to 15 titles of general interest magazines and 10 titles of professional journals.	3	2.5	2	2.5	Approaching the Minimum Standard	9.5
9. A basic subscription to 3 titles of newspapers onnational coverage and 1 title with local news coverage.	3	2.5	1.5	2.3	Approaching the Minimum Standard	11
10. An updated collection of pamphlets, clippings, government documents, vocational information and other materials appropriate to the curriculum and interest of students are provided.	3	3	1.5	2.5	Approaching the Minimum Standard	9.5
11. A variety of audiovisual equipment available inamounts adequate to serve the instructional program of the school.	2.5	4.5	2.5	3.2	Practicing the Minimum Standard	4.5
Section Mean	2.96	3.59	2.7	3.1	Practicing the Minimum Standard	

### On the Area of Library Collections

The area of library collections has an average mean of 3.1 or practicing the minimum standard. The item “Filipino-authored books and other curricular materials are adequately represented and designated as Filipiniana section” has the highest rating with 4.3 or exceeding the minimum standard.

The item “a basic subscription to 3 titles of newspapers onnational coverage and 1 title with local news coverage” has the lowest mean with 2.3 rating or approaching the minimum standard. Followed by the items “a basic subscription to 15 titles of general interest magazines and 10 titles of professional journal” and “an updated collection of pamphlets, clippings, government documents, vocational information and other materials appropriate to the curriculum and interest of students are provided” with a mean of 2.5 or approaching the minimum standard.

Table 3. Library Personnel

Area 3. Personnel	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. The library has an adequate number of personnel: For an enrollment of 500 or less – 1 full time librarian plus 1 support staff For an enrollment of 1,000 - 1 full time head librarian,1 full time librarian plus 2 support staff For an enrollment of 2,000 - 1 full time head librarian,2 full time librarian plus 4 support staff	2	4	2	2.7	Practicing the Minimum Standard	7
2. There are student assistants on duty. (optional)	3.5	4.5	2	3.3	Practicing the Minimum Standard	4
3. Librarians and staff participate in school activities.	4	5	4	4.3	Exceeding the Minimum Standard	1
4. The Librarian or Para Librarian is a member of the policy-making body of the school.	4	3.5	3	3.5	Exceeding the Minimum Standard	3
5. The Librarian or Para Librarian participates in the recruitment and selection of library personnel.	2.5	3.5	3	3.0	Practicing the Minimum Standard	6
6. Salaries and benefits of librarians are consistent with their educational qualification, experience and responsibilities and are comparable to those of faculty.	3.5	5	3	3.8	Exceeding the Minimum Standard	2
7. Opportunities are provided for the professional growth of the library staff like trainings, seminars, masteral or doctoral studies.	3	4.5	2	3.2	Practicing the Minimum Standard	5
Section Mean	3.21	4.29	2.7	3.4	Practicing the Minimum Standard	

**On the Area of Personnel**

The area of personnel has an average mean of 3.4 or practicing the minimum standard. Out of the 7 items, the item “Librarians and staff participate in school activities” has the highest mean with 4.3 or exceeding the minimum standard.

Item 1 about the adequate number of library personnel was rated the lowest with 2.7 or practicing the minimum standard. Two schools have a mean of 2.0 or approaching the minimum standard and one school has 4.0 or exceeding the minimum standard. Followed by the item “the Librarian or Para Librarian participates in the recruitment and selection of library personnel” with 3.0 or practicing the minimum standard.

Table 4. Financial Support

Area 4. Financial Support	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. All library fees are used solely for library operations.	2.5	4	2.5	3.0	Practicing the Minimum Standard	2
2. The school provides adequate funds for salaries of library personnel and for the acquisition of furniture, fixtures, supplies, books, periodicals, and library programs.	2	4	2.5	2.8	Practicing the Minimum Standard	3.5
3. Funds is managed by the librarians and apportioned according to the needs of the school curriculum.	1.5	5	2	2.8	Practicing the Minimum Standard	3.5
4. To sustain the library’s growth and development, a library/Audio-Visual Fee is collected, reviewed periodically and updated whenever necessary.	2.5	4.5	2.5	3.2	Practicing the Minimum Standard	1
Section Mean	2.12	4.4	2.4	2.9	Practicing the Minimum Standard	

The area of financial support has an average mean of 2.9 or practicing the minimum standard. Item 4 has the highest mean with 3.2. All items have verbal description of practicing the minimum standard.

Table 5. Services and Use

Area 5. Services and Use	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. Library orientation is conducted at the start of the school year.	4.3	4.7	3.1	4	Exceeding the Minimum Standard	2.5
2. The school has responsive reading program including National Book Week or Book Month.	3.9	3.9	2.3	3.4	Practicing the Minimum Standard	8
3. Books are available to students and teachers.	4.4	4.4	4.6	4.4	Exceeding the Minimum Standard	1
4. The open shelf system library is accessible for research activities, browsing, reading, and basic listening and viewing by individuals and classroom groups.	4.1	4.2	3.9	4	Exceeding the Minimum Standard	2.5
5. The library allows the parents and the alumni to use.	3.2	3.5	3.7	3.5	Exceeding the Minimum Standard	7
6. Statistics on the use of the library by students, teachers, and other users are periodically prepared by the library staff and posted in the bulletin board.	3.7	4.2	3	3.6	Exceeding the Minimum Standard	5.5
7. The library is open Monday to Friday whole day and Saturday Half Day.	3.6	4.7	3.3	3.9	Exceeding the Minimum Standard	4
8. Services are extended for the use of audio-visual equipment (LCD) and materials (CD,etc.).	2.7	3.8	2.8	3.1	Practicing the Minimum Standard	9
9. Photocopying services are available.	2.6	2.2	3.6	2.8	Practicing the Minimum Standard	10.5
10. Library handbooks or mimeographed rules and regulations of the library are provided.	3.6	3.6	3.6	3.6	Exceeding the Minimum Standard	5.5
11. Other services needed by the teachers and Students are provided like scanning, CD burning, printing.	2.1	2.2	2.5	2.3	Approaching the Minimum Standard	12
12. There are discussion rooms and silent study rooms.	3	2.8	2.7	2.8	Practicing the Minimum Standard	10.5
Section Mean	3.42	3.68	3.2	3.4	Practicing the Minimum Standard	

### On the Area of Services and Use

The area on services and use has an average mean of 3.4 or practicing the minimum standard. Among the twelve (12) items, the item “books are available to students and teachers” with rating of 4.4 or exceeding the minimum standard has the highest mean while the item of “other services needed by the teachers and students are provided like scanning, CD burning, printing” got the lowest rating with 2.3 or approaching to minimum standard. Followed by the items of “photocopying services are available” and

“there are discussion rooms and silent study rooms” with 2.8 or practicing the minimum standard.

Table 6. Physical Facilities

Area 6. Physical Facilities	SJHS Mean	SMCC Mean	OLCACI Mean	Average Mean	Verbal Description	Rank
1. The library area can accommodate at least 12% of the total enrollment.	2	4	3.5	3.2	Practicing the Minimum Standard	6.5
2. The library is centrally and securely located within the school campus, away from noisy areas such as the gymnasium, band room, or playground.	3.5	4	4	3.8	Exceeding the Minimum Standard	1.5
3. There is adequate space for material circulation, catalog access, displays and exhibits. Shape—preferably rectangular, 2/3 of the area for library users and 1/3 for library collection.	3	3.5	3	3.2	Practicing the Minimum Standard	6.5
4. A layout is designed for easy supervision of the current collection and its anticipated growth.	3.5	4	2.5	3.3	Practicing the Minimum Standard	4.5
5. There are equipment and supplies for writing reports, creating presentations, photocopying, designing graphics, creating multimedia, and recording, duplicating and editing audio-visual materials.	2.5	3.5	2	2.7	Practicing the Minimum Standard	8
6. A separate area is provided for library staff that is task to do planning, ordering, scheduling, processing, and repairing. The work area is adequate in size, well lighted and properly ventilated.	2.5	3	2	2.5	Approaching the Minimum Standard	9.5
7. There are provisions for student and faculty lounges.	3	3	1.5	2.5	Approaching the Minimum Standard	9.5
8. The Librarian is provided with an office located in an area where he/she can effectively monitor library activities.	3.5	3.5	3.5	3.5	Exceeding the Minimum Standard	3
9. Reading areas are sufficiently large and the number of seats provided is suited to present faculty and student needs.	3	4	3	3.3	Practicing the Minimum Standard	4.5
10. Library handbooks or mimeographed rules and regulations of the library are provided.	4	4	3.5	3.8	Exceeding the Minimum Standard	1.5
Section Mean	3.05	3.65	2.8	3.2	Practicing the Minimum Standard	

### On the Area of Physical Facilities

The area of physical facilities has an average mean of 3.2 or practicing the minimum standard. The items “the library is centrally and securely located within the school campus, away from noisy areas such as the gymnasium, band room, or playground” and “library handbooks or mimeographed rules and regulations of the library are provided” has the highest mean with 3.8 or exceeding the minimum standard.

The items “a separate area is provided for library staff that is task to do planning, ordering, scheduling, processing, and repairing. The work area is adequate in size, well lighted and properly ventilated” and “there are provisions or student and faculty lounges” has the lowest mean with 2.5 or approaching the minimum standard.

Table 7 below presents the level of library services status on the areas of administration, library collections, personnel, financial support, services and use, and physical facilities of the Higher Education Library of Saint Michael College of Caraga.

Table 7. Level of Library Services Status on the Areas of Administration, Library Collections, Personnel, Financial Support, Services and Use, and Physical Facilities of the Higher Education Library of Saint Michael College of Caraga

Area 1. Administration	Mean	Verbal Description	Rank
1. The organizational set-up of the library is based on the school's structure and is clearly formulated.	4.5	Exceeding the Minimum Standard	3
2. The Librarian or Para Librarian has an annual appointment and contract.	5	Approaching Excellence in Practicing the Standard	1.5
3. The Librarian or Para Librarian directs and supervises the total operations of the library and is responsible for the efficient and effective administration of its services And resources.	5	Approaching Excellence in Practicing the Standard	1.5
4. The Librarian or Para Librarian is part of the Academic Heads meeting and decision-making of the school.	2.5	Approaching the Minimum Standard	10.5
5. There is a Library Committee that serves as an advisory group for the continued development and Improvement of library collection and services.	2.5	Approaching the Minimum Standard	10.5
6. The library has a departmental operational and procedural manual.	4	Exceeding the Minimum Standard	5.5
7. The responsibility to prepare, defend and utilize the library budget is delegated to the Librarian or Para Librarian.	3.5	Exceeding the Minimum Standard	8.5
8. There is an annual report showing accomplishments based on the action plan for the year that is likewise based on the long term strategic plan supported by statistics and interpreted data showing trends and impact of the library services and operations.	4	Exceeding the Minimum Standard	5.5

9. There is a Three to Five Year Library Strategic Development Plan indicating the vision, the gaps and the strategies to bridge the gaps duly prepared by the Librarian or Para Librarian in consultation with the library staff, administration and the users.	3.5	Exceeding the Minimum Standard	8.5
10. The library is a member of inter-school consortia or networking and linkages.	4	Exceeding the Minimum Standard	5.5
11. The library recognizes the importance of ICT in enhancing the operations and services of the library.	4	Exceeding the Minimum Standard	5.5
Section Mean	3.9	Exceeding the Minimum Standard	

**On the Area of Administration**

The area of administration has an average mean of 3.9 or exceeding the minimum standard. The items “the Librarian or Para Librarian has an annual appointment and contract” and “the Librarian or Para Librarian directs and supervises the total operations of the library and is responsible for the efficient and effective administration of its services and resources” has a rating of 5.0 or approaching excellence in practicing the standard.

The items “the Librarian or Para Librarian is part of the Academic Heads meeting and decision-making of the school” and “there is a Library Committee that serves as an advisory group for the continued development and improvement of library collection and services” has the lowest rating with 2.5 or approaching the minimum standard.

Based on the documentary analysis and discussion made with the Librarian and Library Staff, the library has a three year development plan and annual action plan. The management also required them to submit an annual accomplishment report.

Part of the library developmental plans includes the construction of a bigger library that can accommodate the growing population of the school, acquisition of additional collections, acquisition of electronic books and journal, acquiring photocopier, scanner, and printer, and the construction of a discussion and technical rooms. The automation of the library system was part of the priority acquisitions of the school.

The library was a member of various associations like the Caraga Librarians and Libraries Association, Inc. (CLLAI), the Academic Libraries and Information Network in Mindanao, Inc. (ALINET), a Mindanao wide association of libraries and networking, the Academic Libraries Book Acquisition Systems Association, Inc. (ALBASA) based in Cebu City, and the Philippine Librarians Association, Inc. (PLAI).

The Librarian prepared the annual budget of the library for approval with the Budget Committee and Board of Trustees of the school.

Table 8. Library Collections

Area 2. Library Collections	Mean	Verbal Description	Rank
1. The content and quantity of library holdings and materials are related to the curriculum and in proportion to enrollment size and needs of students and teachers.	3	Practicing the Minimum Standard	6.5
2. The school library program provides a balanced collection of at least 5,000 books, software, and electronic resources.	2.5	Approaching the Minimum Standard	10
3. Library holdings include professional books of recent Edition.	3.5	Exceeding the Minimum Standard	3.5
4. Twenty percent (20%) of the total collection shall be published within the last ten (10) years.	3	Practicing the Minimum Standard	6.5
5. Adequate reference materials including sets of encyclopedia, dictionaries, atlas, almanacs, fiction (30%), non-fiction (70%), books of general interest, biography books, yearbook, manuals, handbooks, book of knowledge, thesaurus, book of facts, literary classics, book of etiquette, and world record.	4	Exceeding the Minimum Standard	2
6. The general collection, include at least five (5) reference books in the different subject areas.	3.5	Exceeding the Minimum Standard	3.5
7. Filipino-authored books and other curricular materials are adequately represented and designated as Filipiniana section.	4.5	Exceeding the Minimum Standard	1
8. A basic subscription to 15 titles of general interest magazines and 10 titles of professional journals.	3	Practicing the Minimum Standard	6.5
9. A basic subscription to 3 titles of newspapers on national coverage and 1 title with local news coverage.	2.5	Approaching the Minimum Standard	10
10. An updated collection of pamphlets, clippings, government documents, vocational information and other materials appropriate to the curriculum and interest of students are provided.	2.5	Approaching the Minimum Standard	10
11. A variety of audiovisual equipment available in amounts adequate to serve the instructional program of the school.	3	Practicing the Minimum Standard	6.5
Section Mean	3.2	Practicing the Minimum Standard	

### On the Area of Library Collections

The area of library collections has an average mean of 3.2 or practicing the minimum standard. The item “Filipino-authored books and other curricular materials are adequately represented and designated as Filipiniana section” got the highest mean with 4.5 or exceeding the minimum standard. Followed by the item 5 pertaining to the adequate reference materials.

The area’s lowest rated items included items 2, 9, and 10 with a mean of 2.5 or approaching the minimum standard. Item 2 pertains to the number of collections, software, and electronic resources.

Per focus group discussion, document analysis, and actual visit of the area, the library has a total collections of 4,322 books but no electronic books and resources available. Item 9 pertaining to the subscriptions of at least three (3) newspapers and

item 10 pertaining to clippings and pamphlets, the school library has only one (1) newspaper subscription and no local newspaper subscription since the area has no local publications.

According to the Standards for Philippine Libraries: School Library and Media Centers, Board of Librarians (2007), the recommended size of the various collections for an enrollment of less than 1000 students are 5,000 titles for the secondary level. Twenty percent (20%) of the total collection shall be published within the last ten (10) years. A basic subscription to 15 titles of general interest magazines and 10 titles of professional journals. A basic subscription to 3 titles of newspapers on national coverage and 1 title with local news coverage.

Table 9. Library Personnel

Area 3. Personnel	Mean	Verbal Description	Rank
1. The library has an adequate number of personnel: For an enrollment of 500 or less – 1 full time librarian plus 1 support staff For an enrollment of 1,000 - 1 full time head librarian, 1 full time librarian plus 2 support staff For an enrollment of 2,000 - 1 full time head librarian, 2 full time librarian plus 4 support staff	3.5	Exceeding the Minimum Standard	6
2. There are student assistants on duty. (optional)	5	Approaching Excellence in Practicing the Standard	2
3. Librarians and staff participate in school activities.	5	Approaching Excellence in Practicing the Standard	2
4. The Librarian or Para Librarian is a member Of the policy-making body of the school.	4	Exceeding the Minimum Standard	4.5
5. The Librarian or Para Librarian participates in the recruitment and selection of library personnel.	3	Practicing the Minimum Standard	7
6. Salaries and benefits of librarians are consistent with their educational qualification, experience and responsibilities and are comparable to those of faculty.	5	Approaching Excellence in Practicing the Standard	2
7. Opportunities are provided for the professional growth of the library staff like trainings, seminars, masteral or doctoral studies.	4	Exceeding the Minimum Standard	4.5
Section Mean	4.2	Exceeding the Minimum Standard	

**On the Area of Personnel**

The area of personnel has an average mean of 4.2 or exceeding the minimum standard. Out of the seven (7) items there were three (3) items namely: “there are student assistants on duty”, “Librarians and staff participate in school activities”, and “salaries

and benefits of librarians are consistent with their educational qualification, experience and responsibilities and are comparable to those of faculty” has the highest rating with the mean of 5.0 or approaching excellence in practicing the standard.

Among the items of the area personnel, the item 5 “the Librarian or Para Librarian participates in the recruitment and selection of library personnel” has the lowest mean with 3.0 or practicing the minimum standard.

Based on the document analysis and discussions conducted, the library staff in particular the licensed librarian has a salary rate comparable to the public schools and even higher than the schools in the nearby city. The school provided the library with one (1) Student Assistant and one (1) Full-time Staff. The librarian is now enrolled in a Masters Program in Library Science funded by the school including the transportation. Furthermore, the librarian attended seminars and trainings related to professional enhancement and advancement funded by the school. However, the Librarian is not part of the recruitment and selection committee in hiring or assigning library staff.

Table 10. Financial Support

Area 4. Financial Support	Mean	Verbal Description	Rank
1. All library fees are used solely for library operations.	4	Exceeding the Minimum Standard	1.5
2. The school provides adequate funds for salaries of library personnel and for the acquisition of furniture, fixtures, supplies, books, periodicals, and library programs.	4	Exceeding the Minimum Standard	1.5
3. Funds is managed by the librarians and apportioned according to the needs of the school curriculum.	3	Practicing the Minimum Standard	4
4. To sustain the library’s growth and development, a library/Audio-Visual Fee is collected, reviewed periodically and updated whenever necessary.	3.5	Exceeding the Minimum Standard	3
Section Mean	3.6	Exceeding the Minimum Standard	

### On the Area of Financial Support

The area of financial support was rated 3.6 or exceeding the minimum standard. The item “funds is managed by the librarians and apportioned according to the needs of the school curriculum” has the lowest rating among the four (4) items with the mean of 3.0 or approaching the minimum standard. Followed by the item “to sustain the library’s growth and development, a library/Audio-Visual Fee is collected, reviewed periodically and updated whenever necessary” with rating of 3.5 or exceeding the minimum standard. The remaining two (2) items were rated 4.0 or exceeding the minimum standard.

Based on documentary analysis and discussion made by the researcher, the librarian was part of the budget making of the school. The amount of P500.00 per student per

semester was collected as library fee summing up to P900, 000.00 for the School Year 2013-2014. The Audio-Visual Fee collected was P150.00 per student summing-up to P 135,000.00 for that same year. The whole amount was allocated for library utilization and acquisition of audio-video facilities and materials. Together, the Librarian and the Administrator acquired books in various publishing companies and book stores.

Table 11. Services and Use

Area 5. Services and Use	Mean	Verbal Description	Rank
1. Library orientation is conducted at the start of the school year.	4.5	Exceeding the Minimum Standard	1.5
2. The school has responsive reading program including National Book Week or Book Month.	4	Exceeding the Minimum Standard	5
3. Books are available to students and teachers.	4.4	Exceeding the Minimum Standard	3
4. The open shelf system library is accessible for research activities, browsing, reading, and basic listening and viewing by individuals and classroom groups.	4.2	Exceeding the Minimum Standard	4
5. The library allows the parents and the alumni to use.	3.1	Practicing the Minimum Standard	8
6. Statistics on the use of the library by students, teachers, and other users are periodically prepared by the library staff and posted in the bulletin board.	3.6	Exceeding the Minimum Standard	7
7. The library is open Monday to Friday whole day and Saturday Half Day.	4.5	Exceeding the Minimum Standard	1.5
8. Services are extended for the use of audio-visual equipment (LCD) and materials (CD,etc.).	3.7	Exceeding the Minimum Standard	6
9. Photocopying services are available.	2.3	Approaching the Minimum Standard	12
10. Library handbooks or mimeographed rules and regulations of the library are provided.	3	Practicing the Minimum Standard	9.5
11. Other services needed by the teachers and students are provided like scanning, CD burning, printing.	2.4	Approaching the Minimum Standard	11
12. There are discussion rooms and silent study rooms.	3	Practicing the Minimum Standard	9.5
Section Mean	3.6	Exceeding the Minimum Standard	

**On the Area of Services and Use**

The area of services and use has an average mean of 3.6 or exceeding the minimum standard. The items 1 and 7 pertaining to the library orientation and schedule of library hours were rated highest 4.5 or exceeding the minimum standard. Item 3 related to books availability to students and teachers followed the rank with 4.4 rate or exceeding the minimum standard.

Among the twelve (12) items, the item “photocopying services are available” has the lowest rating with 2.3 or approaching the minimum standard. Followed by the

item “other services needed by the teachers and students are provided like scanning, CD burning, printing “with 2.4 or approaching the minimum standard.

Based on the document analysis and discussion made, the library has no discussion room, photocopier, scanning, CD burning, and printing. No library handbook but the library services policy were integrated in the student handbook. Though the library was opened Monday to Friday 8:00 AM to 5:00 PM and Saturday 8:00 AM to 12:00 Noon, the teachers and students were requested to open the library whole day on Saturdays. The parents, alumni, and community were allowed to use the library.

Table 12. Physical Facilities

Area 6. Physical Facilities	Mean	Verbal Description	Rank
1. The library area can accommodate at least 12% of the total enrollment.	4	Exceeding the Minimum Standard	6.5
2. The library is centrally and securely located within the school campus, away from noisy areas such as the gymnasium, band room, or playground.	3.5	Exceeding the Minimum Standard	9.5
3. There is adequate space for material circulation, catalog access, displays and exhibits. Shape—preferably rectangular, 2/3 of the area for library users and 1/3 for library collection.	4	Exceeding the Minimum Standard	6.5
4. A layout is designed for easy supervision of the current collection and its anticipated growth.	4.5	Exceeding the Minimum Standard	3
5. There are equipment and supplies for writing reports, creating presentations, photocopying, designing graphics, creating multimedia, and recording, duplicating and editing audio-visual materials.	3.5	Exceeding the Minimum Standard	9.5
6. A separate area is provided for library staff that is task to do planning, ordering, scheduling, processing, and repairing. The work area is adequate in size, well lighted and properly ventilated.	4.5	Exceeding the Minimum Standard	3
7. There are provisions for student and faculty lounges.	4	Exceeding the Minimum Standard	6.5
8. The Librarian is provided with an office located in an area where he/she can effectively monitor library activities.	4.5	Exceeding the Minimum Standard	3
9. Reading areas are sufficiently large and the number of seats provided is suited to present faculty and student needs.	4	Exceeding the Minimum Standard	6.5
10. The arrangement of furniture, equipment and other facilities is functional.	5	Approaching Excellence in Practicing the Standard	1
Section Mean	4.2	Exceeding the Minimum Standard	

### On the Area of Physical Facilities

The area of physical facilities has an average mean of 4.2 or exceeding the minimum standard. Among the ten (10) items, the item 10 “the arrangement of furniture, equipment and other facilities is functional” rated highest with 5.0 or approaching excellence in

practicing the standard. Followed with items 4, 6, and 8 with a mean of 4.5 exceeding the minimum standard.

Item 2 “the library is centrally and securely located within the school campus, away from noisy areas such as the gymnasium, band room, or playground” and item 5 “there are equipment and supplies for writing reports, creating presentations, photocopying, designing graphics, creating multimedia, and recording, duplicating and editing audio-visual materials” rated lowest with 3.5 or exceeding the minimum standard.

The library based on document analysis, discussion, and actual visit is fully air-conditioned. It has six (6) units of computers with internet connection. The space is equivalent to five (5) classrooms with 7x9 sq. m per classroom which can accommodate at least 30-40 students per room with a total of 150 to 200 students who can accommodate the library. With the number of population, the space required at least 108 students to accommodate wherein the library sufficiently complied the basic requirement.

## **CONCLUSION**

The study showed that all of the Basic Education Libraries of the Cluster A Schools of the Diocese of Butuan are Practicing the Minimum Standard in all areas of the library services while the Higher Education Library of the Cluster A School of the Diocese of Butuan is Exceeding the Minimum Standard on the five (5) areas while Practicing the Minimum the Standard on one (1) area.

## **RECOMMENDATIONS**

Based on the findings of the study, the researcher and experts’ recommended the following:

1. To send Librarians and Para librarians on various trainings, seminars, and Benchmarking for enhancement.
2. To acquire photocopier, scanner, CD burner, and printer as part of library services.
3. To creation of Faculty-Library Committee.
4. To establish interlibrary linkages.

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