

# Assessment of the Learning Resource Center of Saint Michael College of Caraga

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## ABSTRACT

This study is the guide in the implementation of library development plan and formulation of the budget allocation for the years to come and its serve as reminders of the administrators as to the development of the Learning Resource Center. Descriptive-survey method research, questionnaire was used as the main instrument of the gathering of data. Based on the result of the study of assessment of the learning resource center of Saint Michael College of Caraga in term of services of the library staff offered and served to the student, teaching and non- teaching personnel are all strongly agree means that the level of the library services offered is very extensively and excellently provided to the library users' needs. On the area of Library Collection offered served to the library users: for the student is *Strongly Agree* means the level of the library services offered is very extensively and excellently provided to the library users' needs, while the *faculty and non- teaching personnel* are *Agree* means that the level of library services offered is very extensively and excellently provided to the library users' needs. There is a need to fully automate the library services, especially in the circulation area, OPAC and free internet access must be provided. The library must have a newsletter and publications to disseminate what is in the library.

## KEYWORDS

Library services, facilities, collection, staff, Library development plan, and Library Utilization, descriptive design, Philippines

## INTRODUCTION

According to Barr & Tagg (1995) that the learning of the learners not only to depend the classroom settings but whenever the learners access information source the information to solve the problems and construct their meanings. An academic library plays a significant role in the context of this new learning paradigm. According to this new understanding of learning, a college or university library as a subsystem of an academic organization has not been a division only providing services for studies and research any longer. Instead, it has become an important unit of university's information infrastructure and an active participant in the learning process of the particular study program.

The academic library learning environment is an individualized learning space and it is comprised of the library, educational environment that is identified by an individual learner according to his/her experience, competence and personal learning goals. The physical and virtual library's learning environment contains the information related to learner's goal(s), the ways information is being received and perceived, the subjects (peers, librarians, etc.) and tools Juceviciene & Tautkeviciene (2002).

Therefore, every learner identifies a learning environment of the academic library in a different way. The perception of a library as a learning environment depends at least on two factors: the educational environment that is being created by the library in accordance with study programs, educational environment and student competence which enables him/her to recognize and use learning environment, created by the library.

User satisfaction of the services and resources of academic libraries has been the primary concern of the times. There is no doubt that satisfaction of library services influences the degree to which the services are used and it has been found to be an important factor that affects the use or non-use of library services in academic institutions.

The relevance of the academic library to its end users, the faculty and the students can only be revealed by the result of the library utilization reports and surveys to say, nonetheless, there had been problems regarding decreasing library visits by students and faculty members by the different colleges in the academia which could be attributed largely to the prevalence of the internet and the proliferation of electronic sources of information through the web. Undeniably, there are also academic libraries that exist out of compliance only to basic standards of regulatory and accrediting bodies and have neglected to consider the needs of their potential users.

These have caused a potential threat to the existence of the library as the heart of academic pursuits and research at a college or university. This problem prodded academic librarians to employ various modes of marketing strategies to attract more library clients to the library to increase library utilization reports. The role of the library in providing information services to its users within the four corners of the campus has also been revolutionized to suit the changing needs of today millennial students and instructors.

The academic community is not a static environment, but, rather, one filled with change and adjusted to changes. Library development plan reports vary from time to time as information needs change with the nature of the information seekers.

To become relevant, the library has to understand the needs of its clients to develop various strategies that are appropriate to achieve the desired results. On the other hand, libraries have to improve the quality of their services to survive in this volatile competitive environment. Therefore, it is crucial to evaluate the library service through a library utilization survey before a library development plan can be administered. Development plan for the library has a greater impact when administrators understand the political nature of the decentralized library system and particularly how decisions are made in their institutions and for many libraries, planning is initiated by senior administrators who require all campus units to submit plans for the overall purpose of developing an institution-wide planning cycles.

The head librarian or director of the library who understands that this system of planning is linked to the development and strategic allocation of resources is more likely to ensure that the library's mission and goals are closely aligned with those of the university. Such understanding is an acknowledgment that the rational activity of planning coexists with the politics of academia (Birdsall, 2006). A dialog, whether formal or informal, between the library users and the library administration is necessary to achieve the institutional and library mission, is necessary to reach to the different sectors of the academic organization.

These have led the researcher to conduct a study on the assessment of the Learning Resource Center of Saint Michael College of Caraga. The administration and librarians to look into the four areas of staff, collection, services, and facilities that need to be improved and provided as a basis in formulating a development plan.

## **FRAMEWORK**

In some universities, faculty members carry out much of the collection development for their individual departments, while other libraries have a full-time collections division, with specialists working in different subject areas. Faculty members can work with library staff and are sometimes consulted about suggestions for purchase. Conventionally they focus on their own interests and expect quick service from the library staff (Boulanger, 1991) they are considered heavy and frequent users of library

resource and tend to relegate their search demands onto the librarians, often being disinterested in learning how to use the reference sources or yet another new database themselves.

Pritchard (1995) the new roles for librarians can and should grow out of the things that we have always done: relating user needs to information availability; managing complex technological, financial, and bureaucratic systems; designing interconnected technical systems, organizational structures, and human interfaces; selecting and organizing information resources; teaching and consulting; articulating logical and intuitive insights about information; and interacting with the external environment through the formulation and articulation of information policy.

In a recent survey of their role, status, and working conditions by (Oberg, 1992) that paraprofessionals constitute a vital, growing force within our libraries. Few traditional or newly created tasks are off-limits, and paraprofessionals are assigned complex duties that a generation ago characterized the work of librarians. Today, paraprofessionals administer major functional areas of our libraries, are assigned reference and information desk duties, perform a variety of systems work, and catalog most of the books that are added to our collections.

In the literature of Edwards & Browne (1995) the library staff tends to emphasize empathy, tangibles, and customer/staff relationships. Academic library users tend to attach greater importance to reliability and responsiveness. Library users hold expectations for concrete indicators such as the rapid delivery of interlibrary loan materials or the consistently good working order of online equipment.

## **Collections**

According to Ramesha & Kumbar (2004) believed the quality of the library collection has a direct bearing on qualitative service and user satisfaction as collection development not only helps in catering for the needs but to build a coherent and reliable collection over a number of years, to meet the objectives of the library service. For academic libraries to provide adequate and qualitative services, there is a need for the library to have relevant and quality information resources in both print and electronic format.

According to the literature of Mutshewa (2000) assert that the traditional libraries stored different types of information resources in different formats in their buildings. Various tools and guides to locate these resources were available only when a patron physically visited the library. The situation has now changed and access to these guides has become paramount. He concludes that with the advent of computers and telecommunication technologies, libraries and information services can provide access to these resources through workstations such as PCs, and Terminals that are in patron, as well as in the library building.

In the literature of Kruse's (2011) comparing the uses of electronic and print version of the same titles demonstrated. That high usage of print resources or e-books does not

predict comparably high use of the same title in a complementary format, suggesting that readers and information seekers may have different motivations for accessing and borrowing e-books

Added by Ezeala & Yusuff (2011) the electronic resources as functional computers, photocopying machines, CD-ROM, microforms, microform readers, fax machines, internet, local area network, radio messages, telephone, lighting and computer workstations for library users, which must have to be measured periodically by librarians to ensure that the resources and services of their libraries as a way of ensuring that they are meeting the set objectives of the library. From the traditional printed material or resources and non-printed or electronic resources

### **Services**

According to Parasuraman, et al. (1988) SERVQUAL model, service quality can be measured by identifying the gaps between customers' expectations of the service to be rendered and their perceptions of the actual performance of the service. SERVQUAL is based on five dimensions of service:

1. *Tangibility*: Tangibility refers to the physical characteristics associated with the service encounter.
2. *Reliability*: The service provider's ability to provide accurate and dependable services; consistently performing the service right. The physical surroundings represented by objects (for example, interior design) and subjects (for example, the appearance of employees).
3. *Responsiveness*: A firm's willingness to assist its customers by providing fast and efficient service performances; the willingness that employees exhibit efficiently promptly and solve customer requests and problems.
4. *Assurance*: Diverse features that provide confidence to customers (such as the firm's specific service, knowledge polite and trustworthy behavior from employees).
5. *Empathy*: The service firm's readiness to provide each customer with personal service".

In addition of Parasuraman et al. (1994) developed the service quality model (SERVQUAL) based on the transaction prescription which makes a comparison between the expected and outcome perceptions of customers with regards to a specific service. It also concluded with suggestions that the library needs to improve on those issues related to the library services and facilities. It has again emphasized the importance of good library services and facilities to support user's satisfaction as there is a significant relationship between the magnitude of the value of the library facilities, resources and service and library user's satisfaction.

However, Ezeala & Yusuff (2011) says that "it is natural for human beings to evaluate things, events and other people around them. Libraries are also included in this

practice. They need to periodically measure the resources and services of, their libraries as a way of ensuring that they are meeting the set objectives of the library”.

The popularity of the user study is probably a function of the service orientation of contemporary library philosophy. Librarians have become increasingly sensitive to user requirements and user study offers a means of defining a library’s clientele, establishing levels of demands for various services and tailoring those services to meet the interest of the clients. While some user studies have restricted themselves to gathering data about patterns of library use, many of authors aim at evaluating users’ attitudes to the library, and assessing the degree of satisfaction being achieved (McMuedo, 1980).

### **Facilities**

Library desirability factors state by Maslow’s (1943) that hierarchy of needs, which reflects students’ usage of academic libraries for scholarly and social pursuits. The base of the pyramid includes “access and linkages” (networks, collections, Wi-Fi); the next layer involves “users and activities” (reading, writing, collaborating, equipment); next is “sociability” (communal/independent, quiet/noisy); and the last involves “comfort and image” (ambiance and communal scholarship). Even though students may not visit the library frequently to seek out information resources, they value the library as a desirable place where various hierarchical needs can be met. (Cunningham T.) Emphasize the library as not only a place where students can gain, Internet access, for example but also where spaces are flexible and promote group/collaborative learning. “Communal” and “social” library spaces, reiterating that both are needed to meet students’ diverse needs in today’s libraries (Gayton’s, 2008).

According to Freeman (2005) the library is the central place on the campus and discussion it’s a crucial role in the development the intellectual life of the university that the academic library has a responsibility to, not only embody the mission and goals of the parent institution, but also to provide access to and training on the myriad new technologies that affect 21st -century scholarship. The library has become an extension of the classroom, a learning-rich laboratory whose services and goals should be transparent to faculty and students. For faculty, the library has become more than a place where students search for resources; it is a place to analyze information and work collaboratively with classmates. In order for the academic library to achieve this level of centrality, it must have the support of campus-wide stakeholders and be seen as integral in student development. This involves creating spaces for teaching and learning (classrooms), collaboration (information commons), and reference and media services, all of which must be developed to accommodate change.

Hardestry (2002) pointed that the academic library building is often the largest single building on a campus, and it frequently operates the longest hours of any campus building- even 24 hours a day at some institutions. Therefore, in these days of economic stress and growing environmental awareness, it is reasonable to scrutinize the cost of sustaining the library building. Are there more economical and environmentally friendly

ways to heat, cool, light, and control the humidity of the library building?

The academic library building is also the scene of considerable activity that also merits scrutiny as we become, increasingly, aware of the limited nature of the resources of our planets.

## **OBJECTIVE THE STUDY**

The study conducted to describe the status of the library in terms of staff, collections, services and facilities and to formulate a library development plan for the improvement and development of the SMCC learning Resource Center.

## **METHODOLOGY**

### **Research design**

The researcher used the descriptive research design of survey type of research method which utilized a questionnaire as the main instrument for data gathering. The study also used qualitative research method was adopted for this study. The study population comprised 1,318 of the student population, 33 Non-Teaching Personnel and 54 full-time Teaching Personnel of Saint Michael College of Caraga. The random sampling technique was used to select a total sample size of the respondents.

### **Research Environment**

Nasipit is the large municipality of Agusan del Norte. It has two colleges, eleven secondary schools and fifteen elementary schools. SMCC caters students from the different barangays in the municipality and also from the nearby towns.

### **Research Respondents**

The respondents were the students, teaching and full-time non-teaching personnel of Saint Michael College of Caraga, Nasipit, Agusan del Norte, who were presently enrolled and employed in the SY 2017 -2018.

### **Research Instrument**

To collect relevant, applicable and reliable information needed in the study. The researcher has used a survey questionnaire to the respondents to get the accurate data on the status of staff, collection, services, and facilities. The survey questionnaires were taken from the Association of Research Library LibQual to measure library service quality and identify best practices.

### **Sample Size and Sample Procedure**

Out of 1,318 populations, including the students, the non-teaching and teaching faculty 308 has responded. The researcher has used a random sampling used the

SLOVEN formula which is 0.05 the margin of errors to come up the total number 308 which was statistically generated.

### Research Procedure and Gathering of Data

Upon the approval by the thesis panel, the researcher was sent a letter to the Office of the Vice President for Academic Affairs through the deans of the different college department to secure permission to conduct the study. A letter will also be sent to the basic education principal and the head of the Human Resource Management asking for the list of non- teaching and teaching personnel during the School Year 2017-2018. After which, the researcher was proceeding to the departments and it was given an orientation explaining the purposes and the choices of questionnaire on the study.

### Data Analysis Procedure

The data was collected from the 308 respondents of the student, teaching and non-teaching personnel of Saint Michael College of Caraga were analyzed.

### Statistical Analysis

To qualify the responses, the following formulas are used to facilitate the presentation, analysis, and interpretation of the data: frequency and percentage

## RESULTS AND DISCUSSION

Table 1. Summary of overall results of library staff services offered and served to the library users'

Staff	Students	Teaching Personnel	Non-Teaching Personnel	Overall Results	Description	Rank
1. Library staff accommodate the library users without discrimination	4.44	4.46	4.63	4.51	Strongly Agree	4
2. The staff are responsible staff in handling users service and library problems	4.39	4.77	4.75	4.64	Strongly Agree	1
3. Library staff are function based on their job descriptions and provide quality of service to the clients	4.32	4.31	4.50	4.38	Strongly Agree	9
4. Willingness to help and understands needs of its users in finding library materials	4.36	4.46	4.50	4.44	Strongly Agree	7

5. Library staff are knowledgeable to response answer of users question	4.27	4.69	4.63	4.53	Strongly Agree	2
6. Library staff are interested in customer needs and response in a timely manner	4.26	4.54	4.75	4.52	Strongly Agree	3
7. The library staff are approachable on their individual work assignments	4.21	4.31	4.75	4.42	Strongly Agree	8
8. Library staff are professional in dealing customer needs	4.26	4.38	4.50	4.48	Strongly Agree	6
9. Librarians provide help and assist in finding information needed in research	4.30	4.38	4.38	4.35	Strongly Agree	10
10. The library staff are well trained in handling customer needs and services	4.35	4.38	4.75	4.49	Strongly Agree	5
MEAN				4.46	Strongly Agree	

This table shows the overall results of the services of the library staff has the total mean of 4.46 or strongly agree. Item 2, “The staffs are responsible staff in handling user’s service and library problems” got the highest mean of 4.64 or strongly agree. And followed by item 5, “Library staffs are knowledgeable to response answer of users question with the mean of 4.53 or strongly agree.

Among the 10 Items, item 9 “Librarians provide help and assist in finding information needed in research got the lowest mean of 4.35 or strongly agree followed

Item 3 “Library staff are function based on their job descriptions and provide quality of service to the clients with the mean of 4.38 or strongly agree.

Based on the interview and discussion made by the researcher, the library personnel are function according to their job description and work assignment as well as they accommodate and assist users’ needs particularly in borrowing or loaning of books, Instructional materials, Photocopying and others.

Table 2. Summary of overall results of Library Collection offered and served to the library users'

Library Resources	Students	Teaching Personnel	Non-Teaching Personnel	Overall Results	Description	Rank
1. General Reference materials are available in the library (e.g. dictionaries, atlas, encyclopedias, yearbook, directories and others.)	4.40	4.31	4.50	4.40	Strongly Agree	1
2. Updated textbooks like Mathematics, English, Science, Filipino, Ethics and others for teachers and student use	4.22	4.31	4.13	4.22	Strongly Agree	6
3. Library materials and resources are align and appropriate for the course offered	4.29	4.15	4.38	4.27	Strongly Agree	4
4. Library resources are current and relevant that address assignment questions of the library users	4.20	4.15	3.88	4.08	Agree	9
5. Library collection meet the research needs of the users	4.11	3.92	4.38	4.14	Agree	8
6. Updated electronic resources like books, e- journals, emagazine in the e- library are available and accessible 24/7	3.98	4.00	4.50	4.16	Agree	7
7. Available and updated subscription of daily magazines and newspapers	4.03	4.08	3.75	3.95	Agree	10
8. Updated reading materials e.g. fictions, children story books, and other reading materials are available in the library	4.28	4.15	4.38	4.25	Strongly Agree	5
9. Current instructional materials e.g. CDs, DVD's, LCD projector, maps, globes and charts are available in the library	3.98	4.23	4.63	4.28	Strongly Agree	3
10. Library resources are processed and well organized	4.20	4.15	4.75	4.37	Strongly Agree	2
MEAN				4.21	Strongly Agree	

Table 2 shows the overall results of library collection from the students; teaching and non- teaching personnel with the total mean of 4.21 or strongly agree.

Among the 10 items, item 1 "General Reference materials are available in the library (e.g. dictionaries, atlas, encyclopedias, yearbook, directories and others.) Got the highest mean of 4.40 or strongly agree. Followed by item 2 "Library resources are

processed and well organized” with 4.37 or strongly agree.

Among the 10 items, item 7” Available and updated subscription of daily magazines and newspapers” got the lowest mean of 3.95 or agree. Followed item 4 “Library resources are current and relevant that address assignment questions of the library users.” with the mean of 4.08 or agree.

It relates the idea of Awana (2000), that reading materials no doubt are one of the essentials or important resources needed for effective learning of any course or subject. They will continue to be one of the main sources of information and knowledge to both students and teachers. Textbooks are needed to enhance effective learning and teaching in an institution and they should meet the challenges and the increasingly dynamic concepts of education and learning.

Ogunsola (2004), states that the libraries have to develop and maintain standard books, journals and audiovisual collections and services. To align the curriculum offering of the school, its supplement the teaching to the learners.

Table 3. Summary of overall results of Library Services offered and served to the library users’

Library Services	Students	Teaching Personnel	Non-Teaching Personnel	Overall Results	Description	Rank
1. Library services are provided in the promised time	4.22	4.23	4.25	4.23	Strongly Agree	2
2. Introduce library instruction and orientation program during first month of school year	4.39	4.38	4.13	4.30	Strongly Agree	1
3. Library staff informed library users about new services and collections	4.17	4.15	4.25	4.19	Agree	3
4. Photocopying and printing services are available in the library	4.03	4.00	4.00	4.01	Agree	7
5. The library services offered to the library users are very good	4.16	4.31	4.00	4.16	Agree	4
6. Availability of instructional materials and equipment to the users	3.95	4.00	3.75	3.90	Agree	10
7. Free access of internet connection are offered to the library users and researchers	3.53	3.54	3.63	3.57	Agree	15
8. Computerized borrowing or loaning of books for outside / home use	3.59	3.38	3.63	3.53	Agree	16
9. Provides ready reference questions to the library users	3.94	3.69	3.75	3.79	Agree	12
10. Accessibility and availability of computer units for encoding and searching	3.80	3.77	4.25	3.94	Agree	9

11. Assist and facilitate activities in the discussion room, library and audio-visual room or AVR	4.05	3.77	3.75	3.86	Agree	11
12. Library staff facilitate in disseminating library information (e.g library orientation, instructional program, display of newly purchased books and etc.)	4.28	4.38	3.50	4.05	Agree	6
13. Introduce current awareness services (e.g. disseminating of list newly purchased of books and other resources for the faculty and students)	4.13	4.31	3.50	3.98	Agree	8
14. Borrowing of resources policies and procedures are clearly stated in the library handbooks and flyers	4.13	4.08	4.00	4.07	Agree	5
15. Online services e.g. website, online catalogue, online reservation are available in the library	3.86	3.38	3.63	3.62	Agree	14
16. The library provides updated newsletters and other library publication	3.86	3.38	4.13	3.79	Agree	13
MEAN				3.94	Agree	

Table 3 shows the summary of library services offered and served to the library users have the total mean of 3.94 or agree. Item 2 “Introduce library instruction and orientation program during the first month of school year” got the highest mean of 4.30 or strongly agree Followed by item 1 “Library services are provided in the promised time” With the mean of 4.23 or strongly agree.

Among the 16 items, Item 8 “computerized borrowing or loaning of books for outside /home use got the lowest mean of 3.53 or agree. Followed item 7 “Free access of internet connection is offered to the library users and researchers” with the mean of 3.57 or agree.

Based on the interview and discussion made by the researcher, to the library user that the library offered services in providing information to the student queries in a particular topic. They also say that the accessibility and availability of the instructional materials is one of the supplementary information sources of the library users for their projects and assignments.

It relates to Nweze (2011) that library instruction aims to transmit knowledge and skills needed for proper exploitation and utilization of knowledge as well as learning resources. The academic libraries are required to ensure that its resources are maximally utilized to equate with the resources spent in acquiring them.

Library instruction also referred to as user education, library orientation or information literacy is a process of making library patrons understand how to make effective and efficient use of library resources and information through the acquisition

of skills to identify, locate, search, retrieve and exploit information in the library (Igbena, 1990).

Table 4. Summary of overall results of Library Facilities offered and served to the library users'

Library Facilities	Students	Teaching Personnel	Non-Teaching Personnel	Overall Results	Description	Rank
1. Library have a wide space for reading that can accommodate the number of users and inspire study and learning to use	4.23	4.54	4.13	4.30	Agree	3
2. The Library have an area / room for group discussion and individual study	4.25	4.31	4.63	4.40	Strongly Agree	2
3. Have an area for charging of laptops, and netbooks for users	3.73	3.46	3.50	3.56	Agree	12
4. The library are well ventilated, comfortable location and the atmosphere are conducive for learning that invites users	4.00	4.15	3.88	4.01	Agree	6
5. Modern equipment are available in the Audio Visual Room – (AVR)	3.95	4.23	4.38	4.19	Agree	4
6. Computers units in the e- library accommodate the number of users	3.66	3.62	3.75	3.68	Agree	10
7. Have an assigned guard in the exit area / electronic doors alarm for safety and security of library materials	3.70	3.38	4.00	3.69	Agree	9
8. The arrangement of furniture, equipment and other facilities is functional	4.07	4.23	4.25	4.81	Strongly Agree	1
9. Photocopier, scanner, lamination, projector, printer are available in the library	3.73	3.46	3.63	3.61	Agree	11
10. Provide library users of a free access of Wi-Fi are served	3.58	3.38	3.75	3.75	Agree	7
11. Library is automated and computerized and users can access the online public access catalog	3.72	3.15	4.38	3.75	Agree	8
12. Baggage area, student lounge, faculty lounge are available in the library	4.06	4.38	3.88	4.11	Agree	5
MEAN				3.90	Agree	

Table 4 shows the overall results of library facilities with the total mean of 3.90 or agree. Item 8 “The arrangement of furniture, equipment and other facilities is functional” got the highest mean of 4.81 or strongly agree. Followed item 2 “The Library has an area / room for group discussion and individual study “with the mean of 4.40 or strongly agree.

Among the twelve (12) items, item 3 “Have an area for charging of laptops, and netbooks for users “got the highest mean of 3.56 or agree. Followed item 9 “Photocopier, scanner, lamination, projector, printer are available in the library” with the mean of 3.61 or agree.

Based on the interviews and discussion made by the researcher, to the library user that the library user needs additional services and equipment like computer, printer in the e- library, scanner, laminating machine to respond the demand of the needs of different library users.

It emphasized the ideas of Lushington (1980) in (Nock, 1998) that “a welcoming staff, comfortable seat and place to talk, to meet people and enjoy a snack, colorful, well lighted displays that suggest what to read, look at, or listen to, control of sound, lighting that encourages behaviours suitable to a variety of activities, books that look attractive, and machines for use with other media that work, all enhance learning and even make it more enjoyable.

Table 5. Over all Summary of Four Areas of Library N=308

Areas	Library Clients			Mean	Description	Rank
	Students	Teaching Personnel	Non-Teaching Personnel			
1. Library Services of the library staff offered and served to the library users’	4.61	4.47	4.32	4.47	Strongly Agree	1
2. Library Collection offered and served to the library users’	4.33	4.15	4.17	4.22	Strongly Agree	2
3. Library Services offered and served to the library users’	3.88	3.95	4.01	3.95	Agree	3
4. Library Facilities offered and served to the library users’	4.01	3.86	3.89	3.92	Agree	4

Table 5 shows the summary of the four (4) areas of library. In item 1 “Library Services offered and served to the library users’ got the highest mean with 4.47 or strongly agree. Followed by library resources with the mean of 4.22 or strongly agree.

Among the 4 items the library facilities got the lowest mean of 3.92 or agree, followed by the library services with the total mean of 3.95 or agree.

## CONCLUSIONS

After gathering the data, the researcher found out the following:

The librarians need to inculcate the importance of having a library and be it known to the academic community the relevance of the library through proper disseminating information/library orientation to be done at the start of classes. The librarians must improve the information skills, and maintain an approachable appearance in communicating with the users. The balance collections in the library must be provide to meet the curricular, instructional, research and information needs of the academic community and it must be known to the users through proper dissemination. There is a need to fully automate the library services, especially in the circulation area, OPAC and Wi-Fi should be accessible to users so that they can use their own hardware and software. The library must have a subscription of newspaper, magazine for supplementary reading materials to the library user and publication of library newsletter to disseminate what is in the library. Provide additional computer units in e-library and other library equipment to accommodate the multiple numbers of users as well as the charging area for research gadgets that support the user's requirement in their study and research.

## RECOMMENDATIONS

Based on the findings and conclusions, the following are recommended.

1. Another study to be conducted to re-evaluate whether the four areas library staff, resources, services and facilities have been improved and to find out the effectiveness of the proposed intervention
2. The school administrations, librarians and library must be provided a copy of the findings for their awareness.
3. Annual assessment of the satisfaction level of the library users towards the library services. Library administrations should pay more attention to library automation. Services, e- Resources collection and online access to meet the demands and users satisfaction of the library users
4. The Learning Resource Center has to disseminate information about the services and should announce the available library materials to the students, faculty and to SMCC community for awareness and development of the services.

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