

THE STATUS OF SOUTHERN CITY COLLEGES LIBRARY'S SERVICES: BASIS FOR DEVELOPMENT PLAN

BENHUR A. ASID

(Author)

Western Mindanao State University, Zamboanga City, Philippines

asid.ben10@gmail.com

ABSTRACT

This study was undertaken to determine and evaluate the status of Southern City Colleges (SCC) Library's services as perceived by School Administrators, Faculty, and Students. Four (4) research questions were posited to assess the extent of library services offered which will be the basis for designing a Library Development Plan. The study was premised on one null hypothesis which was tested at 0.05 level of significance. The quantitative-qualitative descriptive survey method of research was used utilizing a Five-Point Likert Scale, Questionnaire Checklist consisting of two major parts, as the major instrument to gather the necessary data. The data were organized, tabulated, analyzed, and interpreted using the SPSS. The study revealed that the status of the SCC Library's services as well as its extent of services offered as perceived by the school administrators, faculty and student are "adequate and functioning well". The null hypothesis is rejected since significant differences do exist among the variables tested in the study. Based on these findings, to improve the status and extent of the SCC library services, it is therefore considered to: create a development plan program to enhance the personal and professional growth of the librarian, and staff; create a faculty library committee to strengthen the relationship among librarians and faculty; establish formalized and appropriate budget system for collection development to be more effective and efficient in the delivery of quality of services; design an effective and innovative library marketing program for current awareness and dissemination of information; and provide rooms for storage and stack to upkeep valuable library resources and care the archival records.

Keywords: Library Development Plan, Library Services, Library Quality Services, Library Services and Utilization

A. INTRODUCTION

One of the most important agencies in the school is the library. In academic community library plays a vital role. Academic libraries have for centuries played critically important roles in supporting research in all subjects and disciplines within their host universities and colleges.

A library is an organization within an organization. Different people have different views of what library is. In the global perspective setting, the library profession and the larger educational

community are focusing their attention on service quality, with the increase in number of information resources and the students that it has to serve, the library is forced to make changes in providing services to clients, in order to respond to the challenges of the fast-changing technologies and will ultimately meet the needs of the clients (Escalona, 2007).

To provide access to information in many forms and formats and to provide assistance in locating specific pieces of information sought to the needs of the library users (Katz, 1992). These services make library as one of the most important elements required to support the teaching and learning process in the elementary, secondary, and tertiary levels of the Philippine education in terms of adequacy of library resources and facilities. In other words, it must have resources and services which are necessary in the deliberation of classroom lessons, assignments, and research work.

In Zamboanga City, libraries continually seek to improve their services and ensure that they remain customer-oriented and meet customer's needs. There is a need for the librarian to update and enhance the role of the librarian towards library or information center in an organization is the same of any other part of the organization to help the management achieve its aim to meet the demands of the clients and extend quality service to students, faculty members, employees, and including the administrators of the school.

To properly maintain its vital role, Southern City Colleges (SCC) Library provides access to, and instruction in the use of information resources and services that support the academic programs and the community. Professionally trained librarians and qualified support staff assist the information needs of the clientele. Its Mission is to provide community access to educational, cultural, and recreational resources in a variety of formats and technologies. At the heart of the library are a growing collection of informative materials and a staff dedicated to assisting library patrons with relevant collections in support of the curricular, research, teaching, academic and intellectual needs of the institution.

SCC Library has its own goals and objectives in offering its services. One of these goals is to provide community access to educational, cultural, and recreational resources in a variety of formats and technologies. The SCC Library is just newly built right after it was burned five years ago. It looks like a hotel, having the relaxing and unique designs ideal for studying and doing research. This new library is a combination of education-oriented designs and facilities while bearing elegance and beauty. The transition of updating and upgrading the quality of the library was not that easy to materialize. However, at this point, the administrator is very much supportive to revive the quality of its library. As a matter of fact, numerous improvements were done such as the new acquisition of CD-ROM with reasonable numbers of computer units, LCDs, and other emergent technologies that are necessary in the library and it offers hi-tech facilities that will cater to the students' needs; with aid of the flat screen computers, WI-FI Service connection and other computer related facilities which best describes as conducive, dynamic and interactive

library of our times.. Likewise, there were also newly purchased of library furniture, new and updated books were acquired and foremost they hired a new qualified librarian.

Along this line, there were four (4) research problems were posited: 1.) What is the status of the services offered by the Southern City Colleges Library; 2.) What is the extent of library services as perceived by: a. School Administrators, Faculty, and Students; 3.) Is there a significant difference on the perceptions of the school administrators, faculty, and students in the delivery of library services; 4.) On the basis of the findings, what Library Development Plan can be designed?

More so, providing quality library service means understanding client needs, providing the right service to meet these needs, implementing a satisfactory delivery system to ensure the service is appropriate and timely, balancing the resources, and ensuring a constant commitment to the organizational goals.

In this scenario, the researcher would like to seek empirical evidence as to the extent of its library services in terms of resources, facilities and services. Thus, this research is conducted. The result of this study will serve as basis for designing a Library Development Plan.

B. LITERATURE REVIEW AND THEORY

Several surveys regarding library capabilities have been conducted and it reveals the deplorable conditions of insufficiency of library facilities, resources and the lack of qualified library personnel to supervise library services. The availability of adequate library resources and facilities, with enough budget allocation for the development of the library, and qualified library personnel to facilitate quality service are considered as significant factors to achieve quality education.

Universities and Colleges must provide a very extensive library facilities and resources or shall maintain a library with adequate library resources to support the needs of the students and faculty members.

In this sense, different theories are presented and are arranged according to the variables and problems being investigated in the study. This study is specifically anchored on *System theory*, which is the most useful concepts in understanding School Operations. This theory adheres the idea that a school as an organization is a system, a set of interrelated elements that function as a unit for a specific purpose, taking into considerations the relationship among the parts and its relationship with the external environment. The basic systems theory in organization where Lunenberge and Ornstein (1992) encourage school managers to observe, the five parts: inputs, a transformation process, outputs, feedbacks, and environment. Inputs are the human material, financial or information resources used to produce a product or service. In library, the interaction between students and faculty is part of the transformation or learning process. Its environmental provides it with personnel, financing and theory knowledge. The library, being one of the important arms in bringing out the optimum quality in spreading necessary knowledge,

skills and information to its clientele, it has to interrelates its roles and functions and adheres the mission and vision of the school where it belongs.

Moreover, this study is supported by other relevant sub-theories which were advocated by various writers and researchers about library services. These are categorically arranged according to the different variables used in this study.

In terms of **Library Resources**, Badiru (2003) says that libraries are open and inclusive, the democracy of space signaling freedom of public access. Being a living and dynamic system, libraries need to change and grow. Library resources should, therefore, be able to effectively serve its customers and suitably organized for effective use.

In terms of **Library Services**, Lockett (2000) as cited by Tarranza (2006), pointed out that the library are willing to provide and locate materials for the needs of the customers or clients and the librarians are competent and users-friendly. The service needs of users in a library may vary in relation to the purpose and interest in using the resources, as a service provider, the library plays a significant role in anticipating the information and service needs of the clients. Thus, knowing the extent of the library services and resources it would be an important step towards the most effective customized service. Effective use of the library can be achieved by promoting its image to customers in the context of the best service delivery.

In terms of **Library Facilities**, Claravall (2005) indicates that an ideal library atmosphere is pleasant or conducive to study and research if the library is equipped with modern facilities, well-ventilated, well-lighted, free from noise, and most of all the different standards regarding dimensions of library furniture are being followed, has adequate reading space, with an open-shelf system, and the library location is accessible to all.

In summary, there should be clear indicators of frequent, judicious and productive use of the library by the students. The following conditions must be present: (1) The library staff gives assistance in the efficient use of library facilities at hours and on days which fit students' schedules; (2) the library provides photocopying facilities; and (3) it has reciprocal arrangements with other libraries on the use of library resources.

Conceptual Framework

This study aimed to assessed and evaluate the status of the Southern City Colleges Library's services and to determine the extent of its as basis for library development plan.

Figure 1 shows the conceptual paradigm of the study.

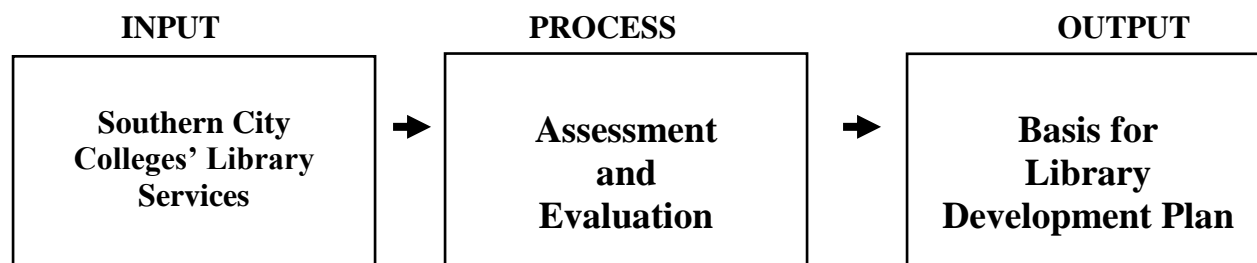


Figure 1. Conceptual Paradigm of the Study

Showing the Relationship of the Independent and Dependent Variables

The school administrators, faculty, and students at the Southern City Colleges are involved in the study. The responses from the different respondents were solicited to take a look at the effectiveness and extent of the different services offered by SCC library.

The first stage is the *Input*, which includes the Library Services of SCC. The second stage is the *Thru-put* or the process for assessment and evaluation on the status of the SCC Library's Services. And the last stage is the *Output* or the expected result for designing the Library Development Plan.

c. METHODOLOGY

This study was structured and carried out using quantitative-qualitative research design employing descriptive survey method, attempted to assess and evaluate qualitatively the status of the SCC Library's services through documentary analysis. A survey study was conducted to solicit information from the respondents to determine the extent of the services being catered by the Southern City Colleges Library.

Respondents and Locale

This study was focused on Southern City Colleges Library where a total of 364 respondents are involved coming from the administrators, faculty members, and students from secondary and tertiary level.

Southern City Colleges is a non-sectarian school which is located at Pilar St., Zamboanga City. The school was established since 1946 by Mr. Francisco M. Caliolio, a man with keen vision who graduated at the University of Santo Tomas with the course of Bachelor of Science in Commerce in 1936.

Southern Academy was then the first name of the school offering vocational courses like typewriting, stenography and Bookkeeping at a building shack on the old Bailen Street, now La Purisima St.,

Today, Southern City Colleges caters (8) eight colleges/departments and high school with the total population of 1, 430 with interactive and dynamic library facilities and computer units which helps facilitates students learning

Research Instruments and Validation

The development of the most appropriate research instrument for collecting the needed data were considered as the major phase of the study,

The research instrument is a survey-questionnaire checklist designed and patterned after the PACUCOA survey instruments.

The questionnaire was consists of two parts, the first part covers the type of respondents, and the second part covers the checklist base on the library services which was adopted from a standardized instrument.

A 5–Point Likert Scale type of questionnaire was employed with the numerical ratings with the corresponding verbal description utilized in the interpretation of the study.

The scales used in determining the status of the Southern City Colleges Library’s services are the following:

**Table 1. Scales Used in Determining
the status of the Southern City Colleges Library’s Services**

Adjectival Rating	Interpretation
Very Adequate	Provision is very much extensive and functioning excellently
More Adequate	Provision is moderately extensive and functioning very well
Adequate	Provision is adequate and functioning well
Less Adequate	Provision is very limited and functioning poorly
Not Adequate	Provision is missing but necessary

The scales used in determining the extent of the library services as perceived by the School Administrators, Faculty, and Students are the following:

**Table 2. Scales Used in Determining
the extent of the library services as perceived by the
School Administrators, Faculty, and Students**

Numerical Rating	Adjectival Rating	Interpretation
4.20 - 5.00	Very High	Provision is very much extensive and functioning excellently

3.40 - 4.19	High	Provision is moderately extensive and functioning very well
2.60 - 3.39	Moderate	Provision is adequate and functioning well
1.80 - 2.59	Low	Provision is very limited and functioning poorly
1.00 - 1.79	Very Low	Provision is missing but necessary

Population and Sampling Procedure

Total enumeration was employed for school administrators and faculty since the total population of the school administrators and faculty are very small, all of them are included as respondents. According to Thompson (2002)), since the survey usually measures several attributes for each population member, it is impossible to find an allocation that is simultaneously optimal for each of those variables. If the population of interest falls naturally into several subdivisions, or strata, total enumeration sampling is found to be substantially more efficient.

Twenty percent (20%) was used to obtain the sample size of this study for students, with a total of 267 student respondents Gay (1976) suggest that for descriptive research, 20% sample size may be required.

Table 3 shows the population and sampling distribution.

Table 3.
Population and Sampling Distribution

Respondents' Group	Total Population (N)	Total Enumeration Sample size (n)
School Administrators	25	25
Faculty	72	72
Students	1,333	267
Grand Total	1,430	364

Simple random sampling through lottery or fishbowl method was used to identify the student respondents for the purpose of administering the questionnaires. The official list of names of the students who are currently enrolled was being asked from the Registrar's Office. All the names were drawn until the desired sample had been attained.

Data Gathering Procedure and Delimitations

Permission was asked from the President of Southern City Colleges. The questionnaire-checklist was being administered personally in SCC by the researcher to the target respondents in their

respective classrooms and offices. Retrieval of the questionnaires was automatically done right after the conduct. Then, the responses of the respondents were tabulated, analyzed and interpreted.

Its scope is limited in SCCs' community where prospective users and considered respondents in this study: School Administrators, Faculty, and Students from secondary and tertiary level covering the academic year 2009-2010.

Treatment of Data

The data were obtained from the responses was treated with high degree of confidentiality and were organized and analyzed using the following sophisticated statistical tools.

Frequency Count, Percentage, and Arithmetic Weighted Mean was used for problem no. 1 and 2, to determine the status of the SCC Library and to identify the extent of library services as perceived by the Administrators, Faculty, and Students.

Analysis of Variance or One-Way ANOVA was utilized for problem no. 3 to determine the significant difference on the perceptions of the administrators, faculty, and students in the delivery of library services.

D. RESULTS, DISCUSSIONS AND ANALYSIS

The quantitative and qualitative data obtained from the 364 responses of SCC Library in Zamboanga City are covers and discuss herein. The discussion is presented according to the sequence of the problems raised in this study.

In this discussion, the first problem that this study presented to answer was, "**What is the status of the services offered by the Southern City Colleges Library?**" The services offered by SCC Library were analyzed through its present condition and utilization from clients.

The library services are available not only while classes are in progress but also outside the regular class schedule to allow the academic community to maximize the use of the library. An open shelf system is given to students and faculty members' greater access to the library collections. However, announcements of new acquisitions and other promotional activities are not conducted periodically due to lack of resources, but the faculty and administration receive direct feedback on utilization of library holdings. Resource sharing and inter-library loans are not clearly explored but referrals are observed to enable faculty members and students to have access to a richer and a wider range of material. The faculty corner is provided as an added feature of the library to facilitate and maximum access and availability of collections to graduate researchers. There are enough audio-visual materials, but AV equipment are not sufficiently available to facilitate clients. Thus, continuous library instruction in the effectiveness of the library and its resources is maintained.

Table 4
Recent Statistical Data of Library Services

Services	Monthly Utilization (A.Y. 2009-2010)									
	June	July	Aug.	Sept.	Oct.	Nov.	Dec	Jan	Feb	Total
Book Loans	1,480	350	360	201	153	230	103	257	235	3, 266
Periodicals	43	56	62	38	26	51	29	47	42	394
Virtual Room (Internet/C D-ROM)	959	938	982	1387	980	987	132	987	998	8, 350
Audio-Visual Materials & equipment	20	23	19	15	3	5	8	2	4	99
Referrals	53	31	26	21	17	15	78	20	45	306
Daily Attendance (Walk-in users)	1,114	976	763	534	324	459	271	174	93	4, 708
Theater	5	5	10	7	6	48	40	47	48	216
Total	3674	2079	2222	2203	1709	1795	661	1534	1465	17, 339

Table 4 shows that the total utilization (number of times borrowed/utilized by the clients) is 17, 000 from June to February A.Y 2009-2010. Among the services, the Virtual Room (Internet/CD-ROM) got the highest utilization of 8, 350 and Audio-visual materials and equipment utilization got the lowest utilization of 99. This also shows that the month of June got the highest services rendered with the total utilization of 3, 674 and the month of December got the lowest with the total utilization of 661.

From the statement and data presented above, the status of SCC Library's services is described as "adequate and functioning well". This indicates that the library provides relevant

and quality service although there are services which should be provided to satisfy clients for maximum and extensive use of the library.

According to Lankes et.al., 2003, in order to facilitate the interoperability of these heterogeneous services, several predetermined functionalities, or standards, need to be in place. The first is way to identify potential partnership organizations. This identification would exchange such information as question scale (the number of questions that can be handled) and question scope (the content of questions to be answered). Other information might include a means of getting and giving questions (through e-mail, the Web, or some other means) and/or restrictions placed on incoming or outgoing (a price for answering questions, a deadline for generating an answer, etc.). The information about an organization needed to identify a service and create partnership would be a service profile.

The second problem that this study sought to answer was, “**What is the extent of the library services as perceived by 2.1 School Administrators, 2.2 Faculty, and 2.3 Students?**”:

There are ten (10) statements that are used to gauge the extent of library services of the SCC by School Administrators, Faculty and Students. The results are shown in the Summary Table 5 on Perceptions of the Respondents on the Extent of Library Services.

Table 5
Perceptions of the Respondents on the Extent of Library Services

Indicators	School Administrators		Faculty		Students	
	Mean	Verbal Desc.	Mean	Verbal Desc.	Mean	Verbal Desc.
1. A wide range of services is offered to the clientele.	3.16	Moderate	3.29	Moderate	3.42	Moderate
2. There is evidence of maximum productive use of library materials by students.	3.16	Moderate	3.25	Moderate	3.39	Moderate
3. There is evidence of productive use of library materials by faculty.	3.28	Moderate	3.28	Moderate	3.36	Moderate
4. The library maintains regular and adequate hours of service on class days and non-class days.	3.68	High	3.22	Moderate	3.48	Moderate
5. Audio-visual materials are effectively used by the faculty.	3.36	Moderate	3.22	Moderate	3.38	Moderate

6. The library has special features /provisions to facilitate work and ensure maximum access and availability of collections, such as: 6.1 areas where students can research undisturbed for hours;	3.24	Moderate	3.01	Moderate	3.29	Moderate
6.2 Measures to make library resources available to students.	3.24	Moderate	3.07	Moderate	3.32	Moderate
7. Regular announcements are made about new acquisitions, library guides, publications, and other promotional activities.	3.48	Moderate	3.31	Moderate	3.43	Moderate
8. Inter-library loan arrangements are provided through consortium agreements and other resource-sharing arrangements.	3.44	Moderate	3.22	Moderate	3.26	Moderate
9. The system of records management and data retrieval are efficient.	3.44	Moderate	3.25	Moderate	3.37	Moderate
10. The faculty and administration receive direct feedback on the utilization of library holdings.	3.44	Moderate	3.19	Moderate	3.28	Moderate
General Mean	3.34	Moderate	3.22	Moderate	3.36	Moderate

Table 5 shows that the group of students got the highest mean rating of 3.36 and the group of faculty got the lowest rating of 3.22 having the same description as “Moderate”, meaning the provision is “adequate and functioning well”. As an over-all evaluation on the extent of library service, it is rated with the mean rating of 3.31, described as “Moderate”, meaning it is “adequate and functioning well”.

These results indicate that SCC Library is concerned with the client’s needs, who are the faculty, employees, school administrators, and students. Providing quality service like a maximum number of hours being rendered by the library for the target users and the system of records and data retrieval are appropriately and efficiently managed.

This shows that SCC Library is providing quality library service since the Librarian and the staff are concerned with and understand on what the clients need like audio-visual materials that were effectively used by the faculty, records management and data retrieval which were done efficiently. There were evidence of maximum productive use of library materials by students and faculty.

This is what Taala (2008) contended that the library is considered as the most important intellectual resources of the academic community; the library should gear its services to implement the general program and specific educational objectives of the institution. According to him, library services, library services should be made available not only while classes are in progress but also outside regular library. He further reiterates that the services of the librarians should be available during library hours.

Library services show clear indicators of frequent, judicious and productive use of the library by the students. According to Claravall (2005), in providing quality library service, the librarian must be concerned with and understanding on clients' needs, providing the right service to meet these needs, implementing a satisfactory delivery system to ensure appropriate and timely service, balance resources and constant commitment to the organizational goals.

To offer distinctive services requires more than desire. A clear target and technique are essential as motivation. One of the target direct users of the library are the students. Therefore, the purpose of the library is to ensure that students have access to and can use successfully the library collections, obtain needed access to off-site information and enjoy facilities conducive to achieving their purposes in coming to the library (Claravall, 2005).

The third problem that this study sought to answer was, **“Is there a significant difference on the perceptions of the school administrators, faculty and students in the delivery of library services?”**

To respond to this question, One Way Analysis of Variance (ANOVA) is used where the variables are the perceptions of the school administrators, the faculty and the students. The results are shown in Table 6.

Table 6

**ANOVA on the Significant Difference of the Perception Among
The School Administrators, Faculty and Students
Regarding Library Delivery Services**

Groups	Mean	F	Sig.	Decision
School Administrator				

	3.34	4.336	.022	Reject Ho
Faculty	3.21			
Students	3.36			

*Significant at 0.05 level of significance

Table 6 disclose that at alpha equals .05 there is a significant difference on the perceptions of the three groups namely; school administrators, with an overall mean rating of 3.34; faculty, with the overall mean rating of 3.21, and students, with the overall mean rating of 3.36 regarding the delivery of library services in Southern City Colleges, since the resulting F- Ratio is 4.336 with a significant level equal to .022 which is less than the assumed alpha of .05.

Therefore, the posited null hypothesis is rejected that the significant differences do exist among the variables tested in the study. This result was further verified by Post Hoc Test using Scheffe Test as shown in Table 7.

Table 7

**Multiple Comparisons
(Scheffe)**

Dependent Variable: Perception

(I) Grouping	(J) Grouping	Mean Difference (I-J)	Sig. Level
School Administrator	Faculty	.12273	.081
	Students	-.02000	.930
Faculty	School Administrators	-.12273	.081
	Students	-.14273 *	.037
Students	School Administrators	-.02000	.930
	Faculty	.14273 *	.037

*The Mean Difference is significant at the .05 level.

Table 7 shows the Multiple Comparison test where two variables are compared at a time and their difference is shown in column 3 labeled as Mean difference. There is no significant difference

between School Administrators and Faculty, and between School Administrators and Students, but between Faculty and Students, there is a significant difference of $\pm .14273$ with a significant level of .037, since .037 is less than .05 the assumed alpha. This implies that the perception of the faculty and the perception of the students differ significantly with regards to the delivery of library services in SCC.

The fourth problem that this study sought to answer was, **“On the basis of the findings, what Library Development Plan can be designed?”**

To respond to this question, a Five (5) – Year Development Plan below is designed which can be used for the improvement of the Southern City Colleges Library based on the results.

This intervention design was formulated based on the findings of the study.

4.1. Program Title

“Five (5) – Year Library Development Plan Academic Year 2010- 2015”

4.2. Program Description and Rationale

The Southern City Colleges Library Development Plan was designed in matrix form using the six (6) areas of concern of the library such as: Administration and Staffing, Financial Support, Collections or Holdings, Services, Organization and Maintenance of Library Materials and Records of Physical Fitness. It also comprises its own specific activities and objectives for the six (6) areas. The Time Frame is also presented to determine the target time of accomplishment of the activities as well as the Persons Involved in every activity undertaken by the Library in coordination with the academic community. Lastly, the Success Indicators are clearly drawn as what is being expected in every activity that will be conducted or done.

With the influence of the information age and the major shifts to information technologies for learning and for living our daily lives, the pressure has mounted to develop young people who are competent users of information as well as learners for life. As our educational programs adjust to these major changes, the school library program has been on the forefront of many new initiatives that will help the clientele prepare better for life and work in the new century. This change has meant that information literacy and technological competence have become very important while our traditional goals of developing an appreciation for one’s culture and community have been heightened as we work together to teach students how to learn and to develop the attitudes and skills of lifelong learners.

This five-year development plan of the institution focuses on such direction which envisions its academic community to be globally competitive in terms of the different services it renders to the clientele.

E. CONCLUSIONS

The findings of the study concluded that the Southern City Colleges Library’s services as well as its extent of services offered as perceived by the school administrators, faculty and student are “adequate and functioning well”. Moreover, the perception of the faculty and the perception of the students differ significantly with regards to delivery of library services in Southern City

Colleges; where, it simply implies that the students are the primary users or benefactors of the library. Further, there is significant difference on the perceptions of the school administrators, faculty, and students regarding delivery of library services in SCC Library, showing that the respondents have their own services needed which can satisfy more for the maximum use of the library.

To improve the status and extent of the SCC library services, it is therefore considered to: create a development plan program to enhance the personal and professional growth of the librarian, and staff; create a faculty library committee to strengthen the relationship among librarians and faculty; establish formalized and appropriate budget system for collection development to be more effective and efficient in the delivery of quality of services; design an effective and innovative library marketing program for current awareness and dissemination of information; and provide rooms for storage and stack to upkeep valuable library resources and care the archival records.

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