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The Effectiveness and Efficiency of the Library Services of a Catholic University in the Philippines

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ABSTRACT

The study aimed to determine the efficiency and effectiveness of the services of Saint Mary's University Learning Resource Center. Specifically, it aimed to answer the following questions: 1. What is the extent of effectiveness and efficiency of the services offered in the different sections of the University Learning Resource Center?; 2. What is the extent of effectiveness and efficiency of the University Learning Resource Center in the following library services: a) bibliographic services, b) circulation services, c) current awareness services, d) e-library services, e) information retrieval services, f) reference services, and g) instruction services?; and 3) What recommendations can be proposed to improve the ULRC services? This study utilized a descriptive method of research using a researcher-made survey questionnaire based on the readings relevant to the study. The questionnaire underwent face and content validation through a library, information science, and research experts. Data were gathered from 94 faculty and students using the library onsite and enrolled during the SY 2022-2023 at Saint Mary's University, Bayombong, Nueva Vizcaya, Philippines. The study found that the effectiveness and efficiency of the different sections of the ULRC were moderately effective and moderately efficient. Some sections' ineffectiveness and inefficiency were attributed to location issues, lack of publicities, and the intended audience or readers of collections in each section. On the other hand, the services of Saint Mary's University Learning Resource Center, such as bibliographic, circulation, current awareness, e-library, information retrieval, reference, and instruction services, were effective and efficient. The findings imply that the library provides the necessary services to realize the University's vision, mission, goals, and objectives.

Keywords: Bibliographic services, Circulation services, Current awareness services, E-library services, Information retrieval services, Instruction services, Reference services

1. Introduction

"Education is a human right and a force for sustainable development and peace" (Unesco, 2021). The Universal Declaration of Human Rights adopted by the United Nations (UN) captured the education concept as a human right. Also, the UN Sustainable Development Goal (SDG) 4 aimed to "ensure inclusive and equitable quality education and promote lifelong learning opportunities for all" (United Nations, 2021). The roadmap to achieve this goal also depends on the existing and future

agenda of the school to ensure quality education for all learners. Relative to these, the library is one of the support mechanisms to attain such goals of the educational institution.

The library is the best place for study, research, and learning because it offers varied services. These services are the end-products of providing human, physical, information, and financial resources. According to Anmol, Khan, and Muhammad (2021), users usually visit the library to borrow learning resources and read library materials. Meanwhile, Cabfilan's study revealed that users' purposes for visiting the library were: 1) to review or study; 2) to read newspapers, magazines, and journals; 3) to search the internet; 4) to meet friends or group mates, 5) to ask help or assistance from the librarian or student assistant; 6) to encode or print research outputs; 7) to use online databases; and 8) to photocopy. The library is one of the service-oriented units of the parent educational institution. There is a need to collaborate and coordinate with other institution units through agreements on enhancing the role of the library in providing services to users (Abutayeh & García-Orosa, 2021).

1.1. Research Locale. Saint Mary's University is a premier Congregatio Immaculati Cordis Mariae (CICM) Catholic educational institution in Region 02, Philippines, drawn into communion by the Wisdom of God dedicated to forming persons exemplifying excellence, innovation, and passion for Christ's mission. It was established in 1928 and has steadily grown over the years. It was elevated to "university status" in 1994. It became one of the prestigious institutions in the Philippines, particularly in Cagayan Valley Region. The University is one of the pioneering schools in Northern Luzon, Philippines, offering various courses in different fields for degrees accredited by the Philippine Accrediting Association of Schools, Colleges, and Universities (PAASCU), ranging from Level I to Level III. The provisions of effective and efficient library services to the academic community will create a difference in the attainment of quality education in the University. The University Learning Resource Center (ULRC), previously known as the "University Library," fully supports students' learning needs and the faculty's instruction needs. It comprises three branch libraries: 1. the Grade School Library, 2. the Junior High School Library, and 3. the Law Library. The college campus comprises three buildings: 1) Main Library, 2) Jubilee Library, and 3) Law Library with its corresponding sections as shown in Table 1. It offers the following services to its primary users, namely: 1) Bibliographic services provide listings of learning resources for faculty and students to help them in their study, teaching and research needs; 2) Circulation services is primarily concerned with the dissemination of information through borrowing of learning resources; 3) Current awareness services is focused on providing students with the newly acquired library resources including new facilities and services in print or non-print format; 4) E-library services pertain to the electronic services offered by the ULRC; 5) Information Retrieval Services focused on the access of leaning resources within the ULRC; 6) Reference services is primarily concerned with answering reference queries, informal instruction on the use of reference books, locating information, and documenting the source of information; and 7) Instruction services provide instruction in developing the skill of students in locating, using, and documenting information through lecture, training or workshop.

Table 1. Collections and Sections in the Three College Library Buildings

College Library Buildings	Floor per Building	Sections
Main Library	First Floor	CD Resources Section
		eLibrary
	Mezzanine	Filipiniana Section
		General Collection
		Multimedia Collection
		Reference Section
		Reserved Book Section
		Fiction Section
	Second Floor	Professional Education Section
		Science/Math Section
Graduate Studies Section		
Health Sciences Section		
Theology/Philosophy Section		
University Archives		
University Museum		
Jubilee Library	First Floor	Theses/Dissertations Section
	Mezzanine	Periodicals Section
		Saint Dominic Collection
	Second Floor	Accountancy Section
		Business Section
		BSP KRN Collection
	Third Floor	Engineering/Architecture Section
		Information Technology Section
		ADB Depository Library
		UN Depository Library
WB Depository Library		
Law Library	Second Floor	Law Library
		Public and Governance Section

1.2. *Statement of the Problem.* The study aimed to determine the efficiency and effectiveness of the services of Saint Mary's University Learning Resource Center. Specifically, it aimed to answer the following questions: 1. What is the extent of efficiency and effectiveness of the services offered in the different sections of the ULRC?; 2. What is the extent of efficiency and effectiveness of the ULRC in the following domains: a) bibliographic services, b) circulation services, c) current awareness services, d) e-library services, e) information retrieval services, f) reference services, g) instruction services; and 3) What recommendations can be proposed to improve the ULRC services?

1.3. *Limitations of the Study.* The study was limited to one private Catholic university in the Philippines primarily to determine the effectiveness and efficiency of sections and services of the library. This was conducted during the first semester of SY 2022-2023 and focused on the 94 frequent library participants.

2. Literature Review

Bibliographical services pertain to access to library collections, whether print or online, that may be provided online through Web 2.0 tools and web-based services offered by

libraries (Dhamdhere et al., 2017). According to the De La Salle University Library (2022), bibliographic services include making pathfinders, which is a guide to the literature and resources in a particular subject area designed to encourage researchers to a self-directed use of the library, and webliography, which is a service which provides electronic bibliographies of web sites, web pages, and web documents to supplement the resources available in the library on a particular topic.

In Anmol, Khan, and Muhammad's (2021) study, users were dissatisfied with all library services except circulation. Therefore, to obtain users' satisfaction with the services provided, they suggested that librarians should: 1) strive to compensate for users' dissatisfaction; 2) attend seminars, workshops, and conferences in their area; and 3) show their efforts for acquisitions of modern skills and knowledge about information technology. On the contrary, Macabeo (2013) found in her study that the presence of the library hubs in Mountain Province (Philippines) and its collections was current, appropriate, and organized. However, the collections need to be enriched due to limited subjects. As to newspapers as one of the core issues, Anyim (2021) revealed that online newspapers will continue to gain more readership but will certainly not replace their print versions because some readers still prefer print newspapers. Still, Abutayeh & García-Orosa (2021) raised this challenge faced by libraries, that is, the lack of accessible information resources either in analog or digital formats. Developing innovative library services such as the circulation service will facilitate access to collections and learning podcasts as a form of information repackaging to support the learning process. (Igiriza, Fadhli, Adamy, Ibrahim, & Diana, 2021).

One of the major functions of the library is to examine the newly acquired information resources, select the right information based on the profile of the right library users, and bring them to their attention at the right time. This service is called current awareness service that embraces the selective dissemination of information, publication of current contents, and publication of the list of new arrivals, information retrieval, and online services to provide faculty, students, and researchers with recent information to arouse the interest of the library users in the services rendered by the library (Kpakiko et al., 2018). It alerts researchers to recently published news, information, literature, or studies (Johnson et al., 2009). In the study of Corpuz (2020), the library effectively provides current awareness services (CAS) in bulletin boards and hard copies to keep the students aware of available resources.

Each school library finds its challenge to optimize its dedicated services to support the learning process, and these challenges depend on various factors such as human resources, physical facilities, library services, collections, and financial resources. During the pandemic, libraries face the following challenges, namely: 1) the unpreparedness of the librarians for change, wherein they do not know how to adapt quickly to e-library services; 2) the facilities and collection of the library, wherein the librarians need to be oriented on digital services; and 3) the lack of innovation in library services wherein librarian need to do benchmarking with other libraries or consulting with experts (Igiriza et al., 2021). According to Chapichap (2014), the faculty and students were aware of the different types of e-resources in the library. They had

advanced competency in computer access in utilizing the e-resources. However, they also encountered problems such as download delays and slow internet connectivity, which affected the faculty's utilization of e-resources but not the students. The place of access to a networked computer is independent of the faculty's utilization of e-resources. However, it affects the student's utilization of the same.

Reyes (2013) claimed that the online resources and e-book collections of the library of the maritime academy are minimal and need to meet the CHED standards, while the e-journals met the criteria. Meanwhile, Anmol, Khan, and Muhammad (2021) revealed that only 12.5% of the respondents were satisfied with the internet facility in the library, while 16.7% were satisfied with the computer facility. Singh and Kadyan (2021) found that users are shifting from printed library information sources to e-resources due to the rapid advancement of ICT-based library resources and services. Internet service has become an inseparable part of today's educational life. The study also suggested that the users' orientation program must be conducted frequently by the library for optimum utilization of available information sources and services as per changing ICT-based library environment and that the library should develop a communication platform through e-mail or suggestions box for the users' valuable suggestion and library authority should build-up plan for the development of library and shapes the library services as per latest trends of ICT and users' demands. Mohammed Tukur and Yunusa's (2021) study recommends that the library develop the collection by allocating more funds for infrastructure services, e-journals and e-databases, e-granaries, and unique IDs and passwords to all users. However, the study of Uyboco (2014) revealed problems, such as the absence of proper ventilation, the lack of computers and internet connectivity, and inadequate collection.

The primary purpose of an academic library is to bridge the gap between the user and the vast universe of information and serve as a mediator between them to ensure that whatever information they need is made accessible as and when necessary. According to Abutayeh and García-Orosa (2021), it is essential to enable or activate new technologies that will support the education process, such as integrated library systems (ILS), library services platforms (LSP), customer discovery services (CDS), and e-book lending technologies.

Library users are generally satisfied with the circulation, reference, online, and instruction services (Cabfilan, 2012). The respondents' perceptions of the effectiveness of library services were very effective on having informative, helpful, and easy-to-use web pages and useful sources for e-reference services and effective access to adequate electronic reference sources for research and information (Corpuz, 2020). Moreover, the university libraries in Benue State provide services to a great extent to meet users' information needs (Precious, Achi & Agena, 2021). However, Akagha's (2021) study revealed the need to enhance the skills of librarians, particularly in research for better library services in the 21st century, such as search services, online public access, and the like. One of the most essential services in the library is giving informal instruction on the use of the library, including its collections and services, either individually or by group. As to open educational resources (OER) that are useful for

teaching, learning, and assessing, as well as for research purposes, Bachalapur and Hugar (2021) found that the respondents used the OER available on different websites and that library professionals have to make activities like promoting and training.

Effectiveness and efficiency are two different concepts. "Efficiency is defined as the ability to accomplish something with the least amount of wasted time, money, and effort or competency in performance" (Gager, 2018). In this study, efficiency is the ability to realize the goals and objectives of the library with the least amount of wasted financial resources, time and efforts of human resources, and use of physical resources, including information technology facilities, reflecting how well the service is done to users. Thus, efficiency in library services is performing the services in the best, fastest, and least expensive ways. On the other hand, "effectiveness is defined as the degree to which something is successful in producing a desired result" (Gager, 2018). Effectiveness in this study is the ability to perform the different library services correctly, reflecting their usefulness to the users, thus achieving the desired performance service results.

3. Methodology

This study utilized a descriptive method of research. It used a researcher-made survey questionnaire based on the readings relevant to the study. The survey questionnaire is composed of two (2) parts, namely, 1) the efficiency and effectiveness of the different sections of the University Learning Resource Center, and 2) the efficiency and effectiveness of the ULRC library services on the following: a) bibliographic services, b) circulation services, c) current awareness services, d) e-library services, e) information retrieval services, f) reference services, and g) instruction services. It underwent face and content validation through a panel of Library and information science and research experts. Data were gathered from 34 faculty and 60 students who frequent the SY 2022-2023 at Saint Mary's University, Bayombong, Nueva Vizcaya, Philippines. The target respondents were faculty and students who were using the Library onsite. The distribution of the respondents is shown in Table 2. Descriptive statistics such as frequency, mean, and standard deviation were used.

Table 2. Distribution of Respondents

Respondents	Frequency	Percent
Faculty	34	36.2
Student	60	63.8
Total	94	100.0
College Departments		
School of Accountancy and Business	25	26.6
School of Engineering, Architecture and Information Technology	23	24.5
School of Health and Natural Sciences	13	13.8
School of Teacher Education and Humanities	17	18.1
School of Graduate Studies	10	10.6
College of Law	6	6.4
Total	94	100.0

Cronbach's Alpha test was employed to check the reliability of the instrument. Table 3 shows the Cronbach alpha coefficient for the efficiency and effectiveness of the ULRC exceeded the conventional or acceptable mark of 0.70.

Table 3. Reliability Rest Result for the Efficiency and Effectiveness of the ULRC

Effectiveness of ULRC Services	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
ULRC Sections	0.97	0.97	28
Bibliographic Services	0.93	0.93	5
Circulation Services	0.92	0.93	10
Current Awareness Services	0.91	0.91	6
eLibrary Services	0.94	0.95	5
Information Retrieval Services	0.93	0.93	5
Reference Services	0.94	0.95	8
Instructional Services	0.96	0.96	10
Efficiency of ULRC Services			
ULRC Sections	0.95	0.95	29
Bibliographic Services	0.92	0.92	5
Circulation Services	0.91	0.92	10
Current Awareness Services	0.92	0.92	6
e-library Services	0.91	0.91	4
Information Retrieval Services	0.92	0.93	5
Reference Services	0.87	0.89	8
Instructional Services	0.97	0.97	10

To determine the effectiveness and efficiency of the ULRC services, the following scale was used:

Table 4. Numerical and Qualitative Description

Rating	Mean Scale	Evaluation
4	3.5 - 4	Very Effective/Very Efficient
3	2.5 – 3.49	Effective/Efficient
2	1.5 – 2.49	Moderately Effective / Moderately Efficient
1	0.5 – 1.49	Ineffective/Inefficient

Ethical Consideration. The researcher and other participants in this study did not and will not have any personal gain in any form or way that may affect the integrity of this study's results. Therefore, there was no conflict of interest in the study. It was rest assured that the privacy of the people involved in this study was respected, and all answers gathered were treated with the utmost confidentiality. Identities were not disclosed, for the researcher identified the respondents using numbers. Except for the researcher, no one was able to identify the participant as a respondent in this study. The respondents and the other people involved were not exploited or forced to participate. All participants in this study gave consent and permission to participate and share their insights. There was no known risk in the respondents' participation in the research and no direct benefit to them either. However, they contributed to the success of this study. The results of this study would benefit the ULRC, the academe, and even other academic libraries in formulating their innovative library services. The researcher asked the respondents to answer the Informed Consent Form stating all necessary

information, from confidentiality to terms of reference. Only the researcher who administered the form and the study respondent were involved. The respondents did not receive any payment for their participation or any reimbursements. Even if they have chosen to participate voluntarily, they still have the right to refuse to continue, and any information they have already provided will not be used in the study. The researcher and nobody else solely owned the intellectual property of the study results.

4. Results and Discussion

4.1. The Effectiveness and Efficiency of the ULRC Sections

Libraries use these sections to make it easier for patrons to locate specific types of materials and to maintain a logical and organized arrangement of resources. The ULRC comprises 27 sections for functional convenience. This study's collection classification consists of curriculum support, general curriculum support, special collections, and depository libraries. The curriculum support sections support specific degree programs, particularly the major, technical, and elective courses. Meanwhile, the general curriculum support sections support the general education courses in all the curricula offered by the university. On the other hand, special collections are those considered rare collections by the ULRC with institutional memory, archival, or research value. The depository libraries are those collections from organizations, institutions, or groups of individuals deposited for long terms at the ULRC with a memorandum of understanding or agreement.

Table 5. The Effectiveness and Efficiency of the ULRC Sections

ULRC Sections	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
A. Curriculum Support						
Accountancy Section supports all courses in accountancy	2.31	1.80	Moderately Effective	2.10	1.81	Moderately Efficient
Business Section supports all business, tourism, hotel and restaurant management, and office management courses.	2.20	1.81	Moderately Effective	2.22	1.87	Moderately Efficient
Engineering / Architecture Section supports all program in architecture, engineering, and other allied courses.	2.04	1.87	Moderately Effective	1.31	1.75	Inefficient
Information Technology Section supports all computer sciences and information technology courses.	1.90	1.88	Moderately Effective	1.27	1.73	Inefficient
Law Library supports the Juris Doctor program.	2.11	1.84	Moderately Effective	1.75	1.83	Moderately Efficient
Graduate Studies Section supports all the courses in Master's and doctorate degrees.	2.02	1.86	Moderately Effective	1.92	1.90	Moderately Efficient
Health Sciences Section supports the nursing, pharmacy, biology, and medical technology courses.	1.79	1.88	Moderately Effective	1.20	1.73	Inefficient
Professional Education Section supports all courses relating to education.	1.88	1.88	Moderately Effective	1.51	1.85	Moderately Efficient
Public Administration and Governance Section supports the criminology, political science, and public administration courses.	1.54	1.84	Moderately Effective	0.90	1.58	Inefficient

ULRC Sections	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
Science and Math Section supports all courses relating to science and mathematics.	2.03	1.83	Moderately Effective	1.78	1.80	Moderately Efficient
Theology/Philosophy supports all courses relating to religious education, values education, and philosophy.	1.62	1.85	Moderately Effective	0.98	1.63	Inefficient
B. General Curriculum Support						
CD Resources Collection contains collections in CD format.	1.71	1.85	Moderately Effective	1.76	1.82	Moderately Efficient
E-Library consists of online databases such as e-books, e-journals, and others.	2.97	1.55	Effective	2.45	1.76	Moderately Efficient
Fiction contains short stories for leisure reading.	2.06	1.86	Moderately Effective	1.71	1.86	Moderately Efficient
Filipiniana contains a collection about the Philippines	2.17	1.85	Moderately Effective	2.04	1.87	Moderately Efficient
General Collection contains a collection supporting the general education courses	2.69	1.69	Effective	2.45	1.77	Moderately Efficient
Multimedia Collection contains audiovisual collections	2.42	1.81	Moderately Effective	1.92	1.83	Moderately Efficient
Periodicals Section contains journals, magazines, and newspapers.	2.39	1.83	Moderately Effective	2.27	1.85	Moderately Efficient
Reference contains collections such as encyclopedias, dictionaries, and the like.	2.56	1.71	Effective	2.61	1.71	Efficient
Reserved Books contains books used as textbooks in the classroom	1.85	1.87	Moderately Effective	1.55	1.76	Moderately Efficient
Theses and Dissertations contains theses and dissertations	2.42	1.77	Moderately Effective	2.25	1.86	Moderately Efficient
C. Special Collections						
University Archives contains materials about the university	1.70	1.84	Moderately Effective	1.25	1.74	Inefficient
University Museum contains materials on Filipino cultural heritage	1.84	1.83	Moderately Effective	1.53	1.77	Moderately Efficient
D. Depository Libraries						
ADB Depository Library contains collection published for or by the Asian Development Bank.	1.43	1.78	Ineffective	1.12	1.63	Inefficient
BSP KRN Collection contains collection published for or by the Bangko Sentral ng Pilipinas	1.29	1.75	Ineffective	0.69	1.33	Inefficient
Saint Dominic Collection contains collections	1.52	1.81	Moderately Effective	0.88	1.55	Inefficient
UN Depository Library contains collection published for or by the United Nations.	1.25	1.71	Ineffective	0.80	1.40	Inefficient
World Bank Depository Library contains collection published for or by the World Bank.	1.26	1.72	Ineffective	0.92	1.53	Inefficient
Overall	1.96	1.35	Moderately Effective	1.61	1.15	Moderately Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

Effectiveness and Efficiency of the Curriculum-Support Sections.

Curriculum-Support Sections refer to the sections that directly support the institution's curricular offerings. Table 5 shows that all the sections under curriculum support were found to be moderately effective. However, the Engineering and Architecture Section, Information Technology, Health Sciences Section, Public and Governance Section, and Theology Section were found to need to be more efficient. Interestingly, the Engineering and Architecture Section was rated moderately effective but inefficient. The inefficiency of these sections can be attributed to the location because they are placed on the

second or third floors of library buildings. Most school or college departments in the university use textbooks in their subjects, which contributes to less usage of collection in the Health Sciences Section, Public Administration and Governance Section, and Theology/Philosophy Section. In the School of Engineering, Architecture, and Information Technology, students preferred using online resources, which eventually affected the utilization of printed collections. The ineffective and inefficiency of these collections might result from a lack of publicity of the acquired resources, be it printed or online.

Effectiveness and Efficiency of the General Curriculum-Support Sections.

In the general curriculum-support sections, the eLibrary, General Collection, and Reference Section were rated as effective, while the other sections were moderately effective. There were more users of sections with learning resources in support of general education courses. Notably, only the Reference Section was found to be efficient, and the rest were moderately efficient, which means this section provides better service than any other sections.

Effectiveness and Efficiency of the Special Collection Sections.

Only the University Archives and the University Museum were considered special collections in this study. As to the unique collection sections, the University Archives were found to be moderately effective but inefficient. On the other hand, the University Museum was found to be moderately effective and moderately efficient. The inefficiency of the University Archives, apart from being located on the second floor, can be attributed to its closed-shelf system, which is open upon request. Moreover, it needs more personnel to organize and manage.

Effectiveness and Efficiency of the Depository Libraries.

Depository Libraries refer to the section or library with an organization or group person providing the collections for the benefit of any library user. All depository libraries were ineffective except the Saint Dominic Collection and were inefficient. Seemingly, the ineffective and inefficiency of these libraries have something to do with accessibility because the Saint Dominic Collection is located on the Mezzanine, and the BSP KRN Collection is located on the second floor. In contrast, the Asian Development Bank, United Nations, and World Bank depository libraries were housed on the third floor of the same library building. The BSP KRN (Bangko Sentral ng Pilipinas Knowledge Resource Network) Collection has a minimal number with less than 100 volumes because this section is the latest addition of the ULRC. The ineffectiveness and inefficiency of the World Bank and ADB Depository Libraries could also be attributed to their withdrawal of sustaining support. One reason for these depository libraries' ineffectiveness and efficiency could be the academic community's lack of awareness of these learning resources. Thus, the librarian in charge must find innovative ways to market and promote the use of these to its intended audience.

Overall, the effectiveness and efficiency of the different sections of the ULRC were found to be moderately effective and moderately efficient, which implies that the ULRC

should continuously improve its services in the different sections to provide relevant and better services.

4.2. The Effectiveness and Efficiency of the Different Library Services

A library's services' efficiency results from how successfully and smoothly it operates in providing the different identified services to support its patrons. A library's efficiency can impact user satisfaction, information resource utilization, and community needs and demands.

4.2.1. The Effectiveness and Efficiency of ULRC's Bibliographic Services

Bibliographic services are one of the basic library services that include managing and organizing bibliographic information to provide effective and efficient access to information in various formats. The main goal is to ensure users can find, access, and use relevant information for research, learning, leisure, or continuing professional development.

Table 6. The Effectiveness and Efficiency of ULRC's Bibliographic Services

Bibliographic Services	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The ULRC provides subject bibliographies for study, teaching and research needs.	3.04	1.35	Effective	3.07	1.37	Efficient
The ULRC provides list of newly acquired books through the ULRC newsletter.	2.70	1.57	Effective	2.64	1.54	Efficient
The ULRC provides list of newly acquired books through the ULRC website.	2.76	1.56	Effective	2.78	1.55	Efficient
The ULRC provides list of newly acquired books through the ULRC bulletin board.	2.92	1.43	Effective	2.84	1.46	Efficient
The ULRC provides curricular reference per course program.	3.04	1.36	Effective	3.01	1.40	Efficient
Overall	2.89	1.27	Effective	2.87	1.29	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

The effectiveness and efficiency of the ULRC's bibliographic services' overall rating was effective and efficient, which means the library provides the necessary bibliographic services, such as the list of books per program, subject bibliographies, and the like.

4.2.2. The Effectiveness and Efficiency of ULRC's Circulation Services

Circulation service is a function of the library, specifically on lending information resources to users such as checking out, renewing, reserving, and checking in learning resources. It also includes validating the library card, receiving payment of fines and other charges, reading the shelves, and re-shelving library materials.

Table 7. The Effectiveness and Efficiency of ULRC's Circulation Services

Circulation Services	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The students are allowed to borrow:						
a) Books for overnight use	3.27	1.21	Effective	3.27	1.26	Efficient
b) Books for home use	3.19	1.26	Effective	3.35	1.22	Efficient
c) Books for photocopying	2.88	1.49	Effective	2.74	1.57	Efficient
d) Books for room use	3.21	1.26	Effective	3.20	1.34	Efficient
e) Current and back issues of periodicals	2.93	1.43	Effective	2.86	1.51	Efficient

for room use							
The book borrowing and returning service is fast and accurate.	3.41	0.97	Effective	3.42	0.87	Efficient	
The ULRC provides browsing area for newly acquired books.	3.31	1.11	Effective	3.14	1.30	Efficient	
The students are provided with sufficient learning resources.	3.34	0.94	Effective	3.40	0.79	Efficient	
The ULRC is open for 12 hours during Mondays – Fridays and 10 hours on Saturdays.	3.19	1.23	Effective	3.35	1.09	Efficient	
The ULRC collection is accessed through an open shelf system.	3.27	1.17	Effective	3.45	0.98	Efficient	
Overall	3.20	0.98	Effective	3.22	0.93	Efficient	

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

Overall, the ULRC's circulation services' effectiveness and efficiency were rated as effective and efficient. The users prefer printed materials, and the librarians provide the necessary learning materials as the faculty recommends. Notably, the highest mean among the items was the *book borrowing and returning service, which is fast and accurate*, and *The ULRC collection is accessed through an open shelf system*. Seemingly, the library satisfied the needed learning materials for circulation to users. This finding agreed with Anmol, Khan, and Muhammad's (2021) study that the circulation service obtained a user satisfaction rating. However, Macabeo's (2013) study suggested that the library hubs in Mountain Province (Philippines) must enrich their collections to improve circulation services.

4.2.3. The Effectiveness and Efficiency of ULRC's Current Awareness Services

Current awareness service provides up-to-date information to its legitimate users primarily to inform them about new resources, services, and acquisitions. The service may be a traditional or online platform to help library users keep up-to-date on the latest developments, news, and other relevant information, especially in this fast-paced information landscape. Its effectiveness and efficiency are witnessed through the announcement mechanism through bulletin board display, FB page, periodical's current content, and updated handbooks and manuals.

Table 8. The Effectiveness and Efficiency of ULRC's Current Awareness Services

Current Awareness Services	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The ULRC provides current information on the: a) Bulletin board	3.07	1.28	Effective	3.07	1.14	Efficient
b) ULRC website	2.75	1.50	Effective	2.88	1.35	Efficient
c) FB page or site	2.96	1.35	Effective	2.93	1.27	Efficient
The ULRC provides current information on newly subscribed periodicals.	2.95	1.34	Effective	2.85	1.37	Efficient
The ULRC provides circulars posted on conspicuous places within the campus.	3.00	1.37	Effective	2.94	1.26	Efficient
The ULRC provides updated handbooks and manuals.	2.98	1.32	Effective	2.93	1.27	Efficient
Overall	2.95	1.17	Effective	2.93	1.11	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

The overall rating was effective and efficient regarding the effectiveness and efficiency of the ULRC's Current Awareness Services. It implies that the ULRC disseminates pertinent

information on time to its primary users through bulletin, website, and FB page. Kpakiko et al. (2018) emphasized that current awareness service includes services to provide faculty, students, and researchers with recent information. Johnson et al. (2009) stipulate that CAS alerts library users to recently published news, information, literature, or studies. The study's findings agree with the analysis of Corpuz (2020) that the library effectively provides current awareness services (CAS) through bulletin boards and hard copies to keep the students aware of available resources.

4.2.4. The Effectiveness and Efficiency of ULRC's E-Library Services

An eLibrary service is a digital platform that provides access to free access, open access, and subscribed electronic resources and digital materials such as ebooks, e-journals, and other digital information. It offers users the convenience of accessing information anytime and anywhere.

Table 9. The Effectiveness and Efficiency of ULRC's E-Library Services

E-library Services.	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The Internet connection is fast.	2.85	1.28	Effective	2.39	1.30	Efficient
The faculty and students are given enough time to use the e-library/Internet.	2.71	1.28	Effective	2.69	1.51	Efficient
The e-library provides the following services:	3.01	1.33	Effective	2.62	1.50	Efficient
a) Remote access to online databases						
b) Printing	2.96	1.41	Effective	2.75	1.54	Efficient
Overall	2.95	1.44	Effective	2.61	1.30	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

The effectiveness and efficiency of ULRC's E-Library Services were found to be effective and efficient, which implies that the services offered at the e-library, such as access to databases, printing services, and use of computers, were given special attention because it is the trend among millennial users. The finding agreed with Anmol et al. (2021) study that the respondents were satisfied with internet and computer facilities. Chapichap's (2014) study also supports the findings of this study that the faculty and students were aware of the different types of e-resources in the University of the Cordilleras libraries and that they have an advanced level of competency in computer access in utilizing the e-resources. However, they encountered problems such as download delays and slow internet connectivity. Mohammed Tukur and Yunusa (2021) then recommend that the library allocate more budget for e-library services.

4.2.5. The Effectiveness and Efficiency of ULRC's Information Retrieval Services

Information retrieval is the systematic process of searching, locating, and retrieving relevant information from the library's collection. Its primary goal is to meet the library's prior users' required information demand.

Table 10. The Effectiveness and Efficiency of ULRC's Information Retrieval Services

Information Retrieval Services.	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The ULRC provides access to all ULRC learning resources thru OPAC services.	2.92	1.40	Effective	2.86	1.43	Efficient
The OPAC provides accurate information about the acquired learning resources.	3.11	1.21	Effective	3.16	1.08	Efficient
The ULRC provides online access to indexed periodical articles.	2.73	1.51	Effective	2.76	1.46	Efficient
The ULRC provides access to open access	3.05	1.31	Effective	3.06	1.25	Efficient

resources.

The ULRC provides accession list of new books.	2.95	1.41	Effective	3.02	1.26	Efficient
Overall	2.95	1.24	Effective	2.97	1.14	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

Overall, the effectiveness and efficiency of ULRC’s information and retrieval services were found to be effective and efficient. This shows that the ULRC provides remote access to users on the available learning resources. Abutayeh and García-Orosa (2021) emphasized that libraries use new technologies such as library management systems, library services platforms, customer discovery services, and e-book lending technologies. However, they faced challenges such as a lack of budget, lack of qualified staff, especially in the technological field, lack of technologies and equipment, and lack of coordination among academics, librarians, and users.

4.2.6. The Effectiveness and Efficiency of ULRC’s Reference Services

Reference service is a fundamental library service to assist users in locating information, answering queries, and accessing learning resources. The service may be in a hybrid format, such as over the phone, via email, messenger, or other digital communication channels.

Table 11. The Effectiveness and Efficiency of ULRC’s Reference Services

Reference Services	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The librarian is quick in attending the needs of users.	3.42	0.86	Effective	3.37	0.95	Efficient
The librarian assists the faculty and students in locating information.	3.50	0.85	Very Effective	3.46	0.88	Efficient
The librarian answers queries of students/faculty	3.47	0.91	Effective	3.48	0.88	Efficient
The librarian gives informal lecture on the use of reference books.	3.10	1.31	Effective	2.90	1.27	Efficient
The librarian assists in the specific research queries of researchers.	3.20	1.20	Effective	3.10	1.31	Efficient
The librarian gives instruction to students when asked.	3.36	1.09	Effective	3.20	1.31	Efficient
The librarian is proactive in seeking out information inside and outside the ULRC.	3.16	1.23	Effective	3.22	1.11	Efficient
The librarian suggests alternative titles of books suited to the users’ interests, needs and reading levels (readers’ advisory service).	3.30	1.10	Effective	3.27	1.13	Efficient
Overall	3.31	0.96	Effective	3.25	0.91	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

Regarding the effectiveness and efficiency of the ULRC’s reference services, the overall rating was effective and moderately efficient. The respondents were satisfied with the delivery of reference services. It is also interesting to note that the item, *The librarian assists the faculty and students in locating information*, was rated very effective and efficient. The librarians do their best to help and serve all users. This finding agrees with the study of Cabfilan (2012) that library customers are satisfied with the circulation. Moreover, the university libraries in Benue State provide services to a great extent to meet users’ information needs (Precious, Achi & Agena, 2021).

4.2.7. The Effectiveness and Efficiency of ULRC’s Instruction Services

Library instruction services aimed to help the users develop their information literacy skills and effectively use the library's resources and services. Also, it empowers them to become proficient in searching, evaluating, and using information effectively and efficiently. The ULRC has the following coverage of its library instruction services: 1. Library orientation and tour to students, transferees, and faculty with emphasis on policies, rules, and regulations; 2. Instruction on the use of the internet and online databases; 3. Information literacy on library's catalog and periodical index; and making bibliography and in-text citation. Thus, library instruction facilitates students' critical thinking and engagement with research and information resources.

Table 12. The Effectiveness and Efficiency of ULRC's Instruction Services

Instruction Services	Effectiveness			Efficiency		
	Mean	SD	Interpretation	Mean	SD	Interpretation
The ULRC provides orientation for faculty, students, and transferees.	3.26	1.11	Effective	3.10	1.29	Efficient
The ULRC provides instruction on : a) Using online databases	3.04	1.33	Effective	2.92	1.39	Efficient
b) Surfing the net	3.12	1.25	Effective	2.92	1.46	Efficient
c) Using books and periodicals	3.25	1.17	Effective	3.06	1.31	Efficient
d) Making bibliography/in-text citation	2.94	1.38	Moderately Effective	2.72	1.55	Efficient
The ULRC gives library tour	3.18	1.17	Effective	3.06	1.30	Efficient
The ULRC provides group or individual instruction on	3.20	1.15	Effective	3.18	1.20	Efficient
a) Rules and regulations/ Policy						
b) Classification and arrangement of Books	3.08	1.29	Effective	3.01	1.25	Efficient
c) Use of the card catalog/ OPAC/ Web-OPAC	3.06	1.29	Effective	2.96	1.31	Efficient
d) Use of periodical index	2.93	1.42	Moderately Effective	2.83	1.41	Efficient
Overall	3.11	1.12	Effective	2.97	1.21	Efficient

Legend: 3.5-4 Very Effective/Very Efficient; 2.5-3.49 Effective/Efficient; 1.5-2.49 Moderately Effective/Moderately Efficient; 0.5-1.49 Ineffective/Inefficient

Table 12 shows that the overall rating was effective and efficient on the instruction services of the ULRC, which indicates that there is still room for improvement in library services. However, on the effectiveness of instruction service, two (2) items were rated as moderately effective: the instruction on making a bibliography and the use of the periodical index. The library orientation did not emphasize the instruction on making a bibliography and using the periodical index. This finding agrees with the study of Cabfilan (2012) that library customers are satisfied with the instruction services of the library.

5. Conclusion and Recommendations

The effectiveness and efficiency of the different sections of the ULRC were moderately effective and moderately efficient. The sections are the manifestations of the University's continual improvement of the facilities, collections, and services to support the curricular offerings of the University. However, some sections' ineffectiveness and inefficiency could be attributed to the location issues, lack of publicities, intended audience, or readers of collections in each section. When it comes to the effectiveness and efficiency of the services of the University Learning Resource Center, such as bibliographic services, circulation services, current awareness services, e-library services, information retrieval services, reference services, and instruction services, the study revealed that all the ULRC services were effective and efficient. The library then, as a service-oriented unit of the university, provides the necessary services to realize the

University's vision, mission, goals, and objectives. However, there is still room for improvement. Though this is a good sign that librarians provide better services to library users, it is better to indicate in the action plan. Professional librarians should continuously manage these services and deliver innovatively using the web or other information technology applications.

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