



Quality of Information Resources and Librarians Assistance as Predictors of Information Needs Satisfaction

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Abstract

The primary purpose of a public library is to educate, give society something to think about and help people improve their skills by reading and exploring the wisdom of others recorded in its collection. Thus, this descriptive-correlational research was conducted to provide the regional library of Bangsamoro Autonomous Region in Muslim Mindanao Regional Library with valuable information. Specifically, this research determined the participants' assessment of the quality of library information resources, librarians' research assistance, satisfaction of their information needs. It examined the significant association between the quality of information resources and librarians' assistance and satisfaction of information needs. Data were collected using validated and pilot-tested questionnaires. Responses were processed using descriptive and inferential statistics. Based on the findings, the quality of information resources and librarians' assistance were to a great extent. Moreover, the participants' academic and non-academic information needs were satisfied. The library information resources and librarian's assistance significantly influence the users' satisfaction with information needs. The study points to the need to keep information resources updated and continue to give a high level of librarians' assistance to achieve maximum satisfaction of the academic and non-academic needs of library users

Keywords: Library information resources; librarians' research assistance; information needs; BARMM Regional Library; Philippines.

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1. Introduction

A public library is considered an essential part of modern society and plays a very important role in helping different sectors of the community. It can help farmers improve production; enable a businessman to improve business prospects; create in children a love for reading which can lead to the formation of reading habits at an early age, and help students of all ages. It can also provide job information that help unemployed people to look for job. In case a member of the community intends to pursue self-education, then a public library can provide information for the person's growth.

Ranganathan [1] defined the public library as "an institution maintained by the community primarily for the social purpose of providing an easy opportunity for self-education". Public libraries provide easy access to knowledge to all people in the community irrespective of race, color, nationality, age, sex, religion, language, status or educational attainment. It is, therefore, a center for supporting education, promoting culture, communicating ideas, and disseminating information to all sectors in the community. It gives free service provided out of public funds for all sections of the public [2]. The primary purpose of the public library is to educate, to give society something to think about, and to help people better themselves by reading and exploring the wisdom of others recorded in its collection. "The real business of public libraries is community development to help improve the quality of individual's lives and to encourage the development of their communities" [2].

Within the afore mentioned narrative of a public library, this study attempted to discover whether the same scenario is observed and perceived by the community being served by the Regional Library in Bangsamoro Autonomous Region in Muslim Mindanao (BARMM Regional Library). BARMM regional library was created on June 25, 1980, through a Memorandum of Agreement between the National Library as represented by Director Serafin D. Quiason and the Tagapagpaganap ng Pook Chairman Simeon A. Datumanong. It is located in Cotabato City as a public library. It is the only regional library in the Philippines that serves the Muslim community which possesses a distinct culture and may have multi-faceted information needs.

More particularly, the researcher intended to find out the service quality of the library and the satisfaction of the information needs of the community. BARMM Regional Library has the responsibility to provide adequate library resources and services to respond to the information needs of the general population of the Autonomous Region in Muslim Mindanao. Its essential function is to provide the required and appropriate services in satisfying the varied information needs of its community. BARMM Regional Library was established almost 40 years ago, and it is not known whether it has truly served its function within the community because no feedback or formal assessment of the library and its services has ever been done. Additionally, with the new Bangsamoro Basic Law, there are strong indications that the Regional Library is under scrutiny by new officials. Thus, this is a crucial and significant study because it sought to provide empirical evidence of the Regional Library as an important partner for services and resources. Specifically, this study aimed to produce valuable information on the quality of the information resources and assistance given by the librarians and how these contribute to the satisfaction of the information needs of the different sectors in the community.

2. Framework

This study assumes that the quality of library information resources and librarians' assistance are correlates of the information needs satisfaction of users of the Bangsamoro Autonomous Region in Muslim Mindanao Regional Library. This assumption is anchored on the concept of service quality and customer satisfaction theory.

Library practitioners and writers in the popular press tend to use the term service quality and satisfaction interchangeably but researchers have attempted to be more precise about the meanings and the measurements of the two concepts. Although the two concepts are closely interrelated and have certain things in common, satisfaction is generally viewed as a broader concept, whereas service quality focuses specifically on dimensions of service [3]. Also, satisfaction is more emotionally laden and evaluative while service quality is more factual and descriptive based. Another viewpoint on the difference between service quality and satisfaction is that quality is about perception (this is what I observe) relative to expectations while the measurement of satisfaction would be about evaluation (this is what I feel) [4]. Based on this view, perceived service quality is a component of customer satisfaction. Researchers like [5, 6] suggested that service quality provides a superior indicator of user satisfaction and indicates that service quality can influence user satisfaction. Over time, repeated satisfaction with service encounters results in a perception of service quality. The concept of service quality is referred to as the superiority or excellence in service delivery [7]. It primarily assesses the perceived quality of a product or service and is referred to as consumer's judgment of overall distinction and supremacy of the services provided.

Several researchers have presented models for service quality, however, in this study, it only uses the model of [8]. The perceived service quality model as stated by [8] refers to the customer's perception of the quality of the service as "the result of a comparison between the customer's expectations and his/her real-life experiences with the service." This perception is based on the service encountered in terms of two dimensions which Gronroos presents as technical quality and functional quality.

Technical quality is about customer evaluations about the product or service such as: what was delivered and received by the customer; and what did the consumers receive as a result of the interaction with a product or service? The customers perceive what s/he receives as the outcome of the process in which the resources are used such that of an outcome of the quality process. But the customer also and often, more importantly, perceives how the process itself functions (i.e., the process quality dimension, the functional quality). Thus functional quality relates to how a product or service is provided. To illustrate the distinction between the two qualities, an example is given in dental service. A technical aspect (the outcome) might be the addition of a crown on a front tooth. This assessment of quality can be rather objective from the customer's standpoint as it generates either satisfaction or dissatisfaction. The functional aspect of the dental service (the process) might be the travel time to the location, the appearance, and demeanor of the personnel, the time spent in the waiting room, or the aesthetics of the room where the service is performed. From the standpoint of this study, the technical quality is represented by the quality of information resources and the functional quality relates to the assistance given by the librarian to the library users. Technical quality is about customer's evaluation of the

product or service and this study evaluated the quality of the information resources. A public library is expected to select, acquire, organize and make available all types of information resources to fulfil the different needs of different kinds of people in the locality. The public library should make available a wide range of resources to all the members of the community. The information resources in this study are categorized into print resources and electronic resources.

In view of the foregoing, print resources include books, periodicals, journals, newspapers, and other paper-based medium materials. Print collections still play a major role in providing information needs despite the addition of electronic sources as found through the citation analysis in the study conducted by [9]. The yardstick for measuring library user satisfaction include the quality of a library's collections and services and the availability of the resources for use [10]. It is therefore imperative that the public library keeps such collections current and includes print resources needed by users in the locality. An adequate supply of up-to-date relevant reading materials, journal and reference materials must be made available to aid users in their various pursuits. The supply of journals and newspapers are also given proper attention. These are library information resources that contain reports of recent happenings and research findings. As the second principle of [1], he implied that library users within the community have different interests and needs and the public library should have a printed resources that both satisfy user's information needs and personal interests.

The term electronic information resources used in this study refers to the more established electronic resources that are commonly available in many Philippine public libraries today. They include online databases, CD-ROM databases, and internet resources, where it can be either digital or digitally reformatted. Born digital resources are created from scratch in electronic format; while digitally reformatted electronic resources are those were original in print format and digitally remastered. This format may include online databases, electronic books, and electronic journals.

Some researchers [11,12,13,] suggested that quality of electronic resources is related to the benefits that customers perceive as arising from a service or product which they use and as such quality is more concerned with the measure of impact and outcome rather than performance measures. Thus, features of quality electronic resources would include quick scanning, intensive keyword searching, easy sharing, downloading and saving, presence of hyperlinks to other materials. Additionally, users of electronic resources would experience a significant reduction of time spent in searching, finding and acquiring articles, and use many more journals.

Moreover, researches abound indicating that the availability of a wide range of information resources are very important factors why people in the locality visit and use the public library. The availability of such resources are very important and a key factor for development of the community. Considering the amount and diversity of information resources available in the public library, it is important to identify the "garbage" and depend on the quality of information contained in such resources. With the exponential growth in literature which has made information resources, the public library acquires such resources and packaged them in such a way that are easily retrievable by the library users.

The need for quality information resources in a public library is well stated in the [2]:

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavor and imagination.

Concerning the second quality on *functional quality* as to how a service was delivered, the term is referring to the librarians' assistance. Librarianship is a public service profession, and therefore librarians must always be of service to library users. This is especially essential in a public library where service is directed to a diverse community with varied and changing needs. Public librarians have to deal with all sections of people in the community irrespective of race, color, nationality, age, sex, religion, language and status of educational attainment. Dealing with each of these library users appropriately and rightfully would require public librarians to display a great deal and an abundance of interpersonal and communication skills. The public librarian, like any other librarian, must have the competence and skill to help, advise, inform, provide assistance and be available for consultation. It is the function of public librarians to assist all users in the community, thereby ensuring that they correct the required information and offer instruction for the appropriate use of the information. Library users attach top priority not only to the reliability of the service but more importantly on the responsive assistance from service personnel [15]. The first point of contact is therefore critical to superior service delivery. This applies to library staff and personnel who are the direct point of call when patrons visit the library. Librarians with the requisite knowledge, skills, competence, and efficiency constitute the core and critical resource of any public library. According to Snell [16], librarians' level of capability including their skills and knowledge leads to the effectiveness of the library. Qualified staff are thus needed in this knowledge-based profession where the needs of patrons keep on changing [17]. Certainly, the knowledge acquired and its application served as the basis for quality library services delivery. Hence, for public libraries to ensure quality service delivery to patrons, having qualified, effective, and high performing staff are imperative [18]. Against this backdrop, the study sought to find out the research assistance given by the librarians in the BARM Regional Library in terms of locating, evaluating and using information. The technical assistance discussed in this study refers to locating information, evaluating information and using information. To have a clearer perspective on this technical assistance, the following and discussed:

Locating information refers to searching for relevant information. A public librarian must-have information competence in locating information. Before a library user can be helped in finding the information needed, it is of primary importance that the public librarian should be aware of the varied and diverse information needs that are available to his/her disposal. Such knowledge would lead to easy and fast retrieval of information. A librarian needs to adopt appropriate search strategies that would lead to the best information. The choice of a search strategy is related to the knowledge of the search tools at the librarian's disposal for locating various types of documents or articles. [1] pointed out that information resources whether print or electronic should meet each library user's needs. It is the job of the librarian to ensure that the connection between a library user and the needed information is practical as possible. That is why librarians select useful information resources, create usable catalogs, provide helpful reference service, and do all the other tasks that add up to a successful location of needed information.

Moreover, evaluating information refers to the public librarian's ability of understanding, comparing, and combining, annotating the information and recognizing that more search strategies may be required [19]. It also a critical and competent evaluation that involves analyzing, examining, extracting, interpreting and synthesizing information [2]. The Reference and User Services Association pointed out that part of the librarian's task in evaluating information includes assistance in synthesizing information from a variety of sources; identifying and selecting appropriate reading materials for the library users; connecting users to valuable and carefully selected information resources; creating useful bibliographies, finding aids, research guides and evaluating information resources for their quality, authority, relevance, and currency.

Lastly, using information refers to the public librarian's role in the effective and proper use of information, particularly in the ethical use of information. With the availability of the information, is necessary for the librarian to explain to the users the importance of not only the ethical handling of information but also the formatting as well. This entails that librarian's knowledge is wide and it is not only limited to intellectual property, the fair use of copyrighted material, plagiarism, but also appropriate documentation style and proper attribution like citing and referencing. The widespread use of the internet has given birth to the copy and paste practice. Hence it is paramount that the public librarian provides assistance, guidance, and awareness concerning the aforementioned issues so that honesty, integrity, authenticity, and originality in writing is nurtured and perpetuated in the locality.

As indicated earlier, [8] deconstruction of service quality led him to conclude that its principal components were on technical and functional quality. He further argued that the two dimensions could measure objectively by the customer. He inferred that the behavior of the consumer – how he/she performs the necessary tasks, what they say and how they do it – all influence the customer's perception of the service. Explicit in this service quality model is the assumption that the two quality dimensions have both 'instrumental' and 'expressive' outcomes and, that "satisfactory performance" of the two "is a prerequisite for satisfied customers". Given such premise, [8] was essentially pointing out that the influence and impact of service quality depend solely on customer satisfaction.

Relating this particular assertion of Gronroos, this study assumes that there is a causal relationship between service quality and satisfaction of information needs. People have information needs, and the public librarian will try to satisfy these needs through all possible methods. For instance, a high school graduating student is confused on where college to enroll in his parents would be anxious about the colleges and universities that their son may attend or enrol. In this way, may need such information about the course offerings, school facilities, and career opportunities. Hence, the librarian may either look for the necessary information on journals, the internet sources or databases to help both parents and the child.

The public library functions to fulfill and meet such information needs of the community. This study explored whether the service quality of the BARM Regional Library resulted in the satisfaction of the information needs of the community. The information needs here are categorized as academic needs and non-academic needs.

Academic information needs are those which are needed in an individual's courses of study and include subject

assignments, school projects, research work, case, study, baby thesis, and other academic requirements. This search for academic information is crucial to one's overall academic performance. In the study of public library use, it was found that major areas of academic information needs were related to course of study, job opportunities, career development, and further education [21]. These areas are generally academic. Another study found out that the main information demands that led undergraduate students to the public library were to look for information in connection needed for course work, to prepare for competitive exams, and to enhance lecture notes.

As regards to the Non-academic needs, it pertains to those needs unrelated to formal education. In a public library, non-academic needs fall into "information and personal development including recreation and leisure [2] to general information, leisure, health, social welfare, entertainment, current events, etc. In a study involving public library use, it was reported that resources requested for non-academic purposes pertained to information on health matters, mental issues, social welfare, entertainment, employment, and personal development [22]. Additionally, people visited a public library to read newspapers, to pass the time away, and to borrow fiction books.

The discussion presented provided insights to help the researcher understand the interplay of the variables. The quality of library information resources and the research assistance of librarians are the independent variables correlated to the satisfaction of users' information needs, which is the dependent variable. The library information resources are categorized into print resources and electronic resources. The research assistance given by librarians is classified into locating information, evaluating information, and using information. The user information needs are categorized into academic needs and non-academic needs. The former pertaining to the information that meets course-related activities and the latter pertaining to information related to the personal needs of an individual.

2.1 Objective of The Study

This study determined the quality of library information and librarian's assistance in Bangsamoro Autonomous Region in Muslim Mindanao Regional Library as correlates of information needs satisfaction.

3. Methodology

3.1 Research Design

This study used the descriptive-correlational research design to analyse and interpret the collected data regarding the variables of the study. [23] define descriptive design as one that attempts to find generalizable attributes pertaining to the present conditions. Such research design was deemed appropriate because this study described the phenomenon of interest, which was the satisfaction of the participants' information needs (academic and non-academic) and quality of library information resources and librarians' assistance.

3.2 Research Participants and Sampling Procedure

The participants of the study were the community of the BARMM Region which includes local government employees and students (18 years above) from the region. Non-probability sampling was used. This means that only those individuals coming to the library were considered as participants. In particular, quota sampling was used. The study set the sampling size to 100 at the minimum. At the end of the data gathering, the study obtained the participation of 120 participants.

3.3 Research Instrument

Data of the study were collected using the researcher modified questions based from the concept of the questionnaires developed by [24, 25]. The first set of questions was for the users of the library that determined the assessment of the quality of the available resources that satisfied their information needs and the efficiency in using information. The second set of the questionnaire determined the participant's extent of use of the library, while the third instrument elicited the participants' assessment of the extent to which their satisfaction is measured.

3.4 Validity and Reliability of Instrument

The instruments were submitted to the experts in the field for content validation. The instruments were then revised in the light of the experts' comment and recommendations. Moreover, the instruments were pilot-tested to the users of the library. The Cronbach's Coefficient Correlations were used to statistically establish the reliability of the instruments. It is a measure of internal consistency of the questionnaire, that is, how closely related a set of items as a group. According to [26]. For a survey to be reliable, it must have a Cronbach's Alpha of equal to or greater than 0.70 as reliable for research purposes. Hence, the following values were obtained: electronic resources 0.813, print resources 0.798, librarians' research assistance 0.822, academic needs 0.767 and non-academic needs 0.816. The result imply that the items were internally consistent within a construct.

3.5 Data Gathering Procedure and Ethical Consideration

The researcher asked permission from the Head Librarian to conduct the study through an approval letter for the conduct of the study. Upon securing the permission, the researcher proceeded to the floating of the questionnaires to the students and government employees within the ORC Compound where the BARMM Regional library located. A transmittal letter and consent form attached introducing the study and seeking the participant's cooperation and honest responses were also given in the gathering data, the researcher with the help of the regional librarian distributed the questionnaires to the users inside the library during peak hours (11am to 3pm). The accomplished questionnaires retrieved before each participant left the library. The accomplished questionnaires were quickly reviewed in the presence of the users to ensure that no portion of the questionnaires was left unanswered, which would invalidate the questionnaire.

3.6 Statistical Treatment of the data

The study used descriptive statistics (frequency, percentage, mean, and standard deviation) to determine the influence of quality of library information resources and extent of librarians' assistance to the extent of satisfaction of participants' information needs. Inferential statistical particularly regression analysis was used to test the significant influence of information resources and librarian's assistance to the information needs satisfaction of the BARMM Regional Library.

4. Results and Discussion

Table 1: Frequency, Percentage and Mean Distribution of Participants' Assessment of Quality Library Information Resources (Electronic Resources).

Specific Indicators of Participants' assessment of library information resources (Electronic Resources)			
The library information resources...	Mean	Interpretation	SD
1. Are relevant to community information needs	4.27	Very High	0.77
2. Are current and up-to-date	4.14	High	0.81
3. Have adequate coverage of subject areas/disciplines	4.25	Very High	0.75
4. Are sufficient to meet information needs	4.22	Very High	0.82
Overall Mean	4.22	Very High	0.70

Table 1 shows the frequency, percentage and mean distribution of participants' assessment of library information resources on electronic resources. Data reveal that there was a very high assessment by the participants of the quality of electronic resources as reflected in the overall mean of 4.22. This is the same rating given by the more than half of the participants of the study (57.50%). The findings suggest that the electronic resources which are being provided and made available in BARMM Regional Library are useful in catering the information needs of the community of users. The specific aspects of quality which received very high ratings are relevance to community information needs (M=4.27), adequate coverage of subject areas/disciplines (M=4.25), and sufficient to meet information needs (M=4.22). This indicates that electronic resources are widely regarded as useful and valuable resources because of the amount of information it easily retrieves. Generally speaking, electronic documents can be quickly scanned, intensively searched by it keywords easily shared and saved and remotely accessed [11, 14]. Moreover, only the quality aspect of currency was rated as high (M=4.14) where may mean that electronic resources are not updated on a regular basis. The resources should be regularly updated to provide the most current information. The currency of the electronic resources is important because the content is the key of the electronic resources which has major influence in determining the search visibility of a particular electronic source that can be accessed quickly, remotely and simultaneously irrespective of time and location [12].

Table 2 shows the frequency, percentage and mean distribution of participants' assessment of library information resources on print resources. Data reveal that there was assessment by the quality of library services in terms of print resources as reflected in the overall mean of 4.25. More than half of the participants (55.83%) also gave the same rating. The findings reveal that the print resources available in BARMM Regional

Library meet the information needs of the community where the users find it useful. The quality aspects that have a very high assessment were adequate coverage of subject areas/disciplines (M=4.34) which are sufficient to meet the information needs (M=4.33) whereas the quality factors that have high assessment were on the current and up-to-dated electronic (M=4.18) which may be relevant to the community’s information needs (M=4.16). The findings indicate that there is enough quantity of print resources available to meet the information the needs of the community for various subject areas or disciplines. The library also provides current and up-to-date books, journals, and magazines as well as print resources that have relevance to community information needs and more importantly, to provide more. Print resources also have a portability advantage; one can read them in any situation without special equipment. More so, books are also valued for their in-depth treatment of the subject [27, 28].

Table 2: Frequency, Percentage and Mean Distribution of Participants’ Assessment of Quality of Library Information Resources (Print Resources).

Specific Indicators of Participants’ assessment of library information resources (Electronic Resources)			
The library information resources...	Mean	Interpretation	SD
1. Are relevant to community information needs	4.16	High	0.89
2. Are current and up-to-date	4.18	High	0.90
3. Have adequate coverage of subject areas/disciplines	4.34	Very High	0.76
4. Are sufficient to meet information needs	4.33	Very High	0.72
Overall Mean	4.25	Very High	0.71

Table 3: Frequency, Percentage and Mean Distribution of Librarian’s Extent of Research Assistance (Locating Information).

Specific indicators of assistance in locating Information			
The librarian...	Mean	Interpretation	SD
1. Employs a variety of search strategies in order to locate specific resources to answer my research needs	4.19	High	0.71
2. Identifies which types of information will best meet my research need	4.11	High	0.78
3. Refers me to other sources or libraries if a material or information is not available in the library	4.13	High	0.84
4. Uses a range of retrieval tools and resources effectively	4.03	High	0.80
5. Gives me background information about the topic of research	3.98	High	0.92
Overall Mean	4.09	High	0.63

Table 3 presents the frequency, percentage and mean distribution of the librarian’s extent of research assistance in locating information. Data reveal that the librarians’ research assistance in locating information was assessed as high. As regards on specific indicators of research assistance in locating information. Based from this findings librarian adopt appropriate search strategies that will lead to the best information. The choice of a search strategy is related to the knowledge of the search tools in locating various types of documents or articles. The high rating of assessment indicates that the library user’s information needs were met with the assistance given

to them by the librarian in finding the specific information or resources. On the specific indicators, the highest rating of assessment (M=4.19) was the varied search strategies employed by the librarian to locate specific resource to answer the research needs. This reveals that the research of the library users were met because of the locating strategies employed by the librarian. When a librarian employs varied search strategies, there would also be many information or resources found and the librarian can select the most appropriate resources that can best answer the research needs of the users. Another high rating of assessment (M=4.13) with respect to the librarian’s assistance in locating information refers to the librarian’s efforts to refer library users to other sources or libraries if a material or information is not available in the library. This shows that the library users’ information needs were met since the librarian uses other methods to locate and provide the necessary information needed. It is the librarian’s task to provide the information needs of library users and if a resource is not available in a library extra effort must be exerted by the librarian to find alternate reading materials or to find a library that holds the needed material of a user. That is why librarians select useful information resources, create usable catalogs, provide helpful reference service, and do all the other tasks that add up to a successful location of needed information. [29] sees the limits of the information resources available in the library and that no library has all the resources needed. It is, therefore, more helpful to the library user that the librarian acknowledges this limitation and refers to other appropriate resource. Another high rating of assessment was on the giving of assistance in identifying which types of information would best meet the user’s research need (M= 4.11). This suggests that the librarian is providing the information or resources suited to or appropriate to the knowledge level of the user who needs the information. It is important that the librarian acquires the reading material that matches or suits the need of the individual looking for information, otherwise the information may not be useful to that individual who seeks for information. [24] pointed out that the librarians who see to it that the appropriate resources that are acquired in consideration of the user’s information needs are much appreciated by the library users.

Table 4: Frequency, Percentage and Mean Distribution of Librarian’s Extent of Research Assistance (Evaluating Information).

Specific indicators of Research Assistance in Evaluating Information The librarian...	Mean	Interpretation	SD
1. Relates the information found to my research topic	4.23	Very High	0.82
2. Determines if an information is appropriate for my topic or assignment	4.13	High	0.84
3. Evaluates a variety of sources before deciding on the specific resources I can use for my research need	4.10	High	0.82
4. Provides guidance in evaluating web site information as to its authoritativeness, reliability and currency	4.06	High	1.01
5. Assess the credibility of the information resources found	4.14	High	0.90
Overall Mean	4.13	High	0.73

Table 4 shows the frequency, percentage and mean distribution of librarians’ research assistance in terms of evaluating information. The over-all mean (4.13) shows that the librarians’ research assistance in evaluating

information was high. This shows that the librarian ably provided the needed assistance in determining the accuracy, authority and coverage of their information needs. As regards specific indicators of research assistance in evaluating information.

As regard specific Indicators, the most salient (M=4.23, very high) was on the librarian's ability to relate the information found to the participants' research topic. This indicates that the librarian was able to critically evaluate the appropriateness of information in relation to its relevance to the research topic. Evaluating information involves ensures that the appropriate information is selected that adequately answers and matches a specific research need. This evaluation strategy by the librarian is needed to ensure that out of the vast amount of information the appropriate information is still being provided to the client [30].

The remaining four indicators which are rated as high are as follows: assessing the credibility of the information resources found (M=4.14), determining if an information is appropriate for a research topic or assignment (M=4.13) and evaluating a variety of sources before deciding on the specific resource that can be used for a research need (M=4.10). All these indicate that the information or information resource received by the library user had already passed through the evaluation process made by the librarians. Hence, this evaluation resulted in selecting the appropriate resources for the user's specific research need. Evaluating information sources is important since not all information is reliable or true, nor will all information be appropriate to answer a research topic. There are also many types of information resources in varied formats. For instance, in evaluating information or information resource the librarian must explain to the library user that the **best and most reliable** information that meets the specific research would ensure the following: authority, accuracy, objectivity, currency, and coverage and it is the librarian's task to critically evaluate the appropriateness of the information or information resources [30].

On the other hand, the indicator with the lowest rating (M=4.06, high) is providing guidance in evaluating web site information as to its authoritativeness, reliability and currency. This shows that while the librarians were rated high despite that there were aspects of evaluating website information that may have been fully explored. In using the internet, anyone can publish his on her article research to the like. Thus it would be a great challenge task for the librarian to constantly evaluate whether an information is reliable or not. This is possibly why a librarian will have some lapses in the selection of appropriate and relevant information. Researchers [11, 14] have already pointed out that with the information overload, there is a problem of filtering information, and it is the task of the librarian to sieve through the maze of web information to get the most appropriate information that answers a specific need.

Table 5 shows the frequency, percentage and mean distribution of the participants' assessment of librarians' assistance in terms of using information. Data reveal that the librarians' assistance in terms of using information was high as reflected in the overall mean 4.13. The high rating for the indicators mean possibly that the librarians have conveyed effectively to the library users the effective and ethical use of information.

Table 5: Frequency, Percentage and Mean Distribution of Librarian’s Extent of Research Assistance (Using Information).

Specific indicators of Librarians’ Assistance in Using Information			
The librarian...	Mean	Interpretation	SD
1. Guides me in citing information accurately by way of footnotes, bibliography or reference list.	4.18	High	0.84
2. Helps me using suitable referencing styles for printed and electronic sources	4.03	High	0.91
3. Gives assistance on inquiries regarding the ethical use of information	4.16	High	0.83
4. Helps to incorporate new information within the context of research topic	4.16	High	0.91
Overall Mean	4.13	High	0.79

On the specific indicators, the highest mean rating refers to guiding in citing information accurately by way of footnotes, bibliography or reference list (M=4.18). Citing sources is important because information has its only value [14]. A researcher therefore has to attribute words and ideas to the original source by giving and acknowledging credit of the sources of information. Librarians shared this importance of acknowledge sources in their library instruction sessions where they point out that citing sources add weight and credibility to their research output. In the study conducted by [31] he concluded that a one-hour instruction session on attribution and citation to a group of students improved the quality of bibliographies and reference listing of a research work.

Moreover, the next high rating (M=4.16) is helping incorporate new information within the context of research topic. The librarians hold special readers’ advisory sessions wherein new information resources are recommended for inclusion on a specific research work being conducted. Readers’ advisory is a fundamental service in a public library because involves using new information to substantiate what has already been presented in a research work. [32] pointed out that library users are best served with knowledgeable librarians who are familiar with the content of the information resources into the existing research work. This guarantees that the researcher has all the resources available for his/her research work.

Additionally, the other high rating of the participants (M=4.16) is on using information assistance of inquiries regarding the ethical use of information. Like citing sources, the ethical use of information is taken up during library instruction sessions. During the sessions the librarians made it clearer to the researcher or users the importance and value of honestly in using other’s intellectual property. The librarians also give basic lessons in quoting and paraphrasing. The high rating for the indicators mean would also possibly that the librarians have conveyed effectively to the library users the effective and ethical use of information. ACRL [33] put forth that information has a value and is manifested in various

contexts including the ethical value of information. The novice learner may struggle to understand this value and the librarian’s responsibility is to provide skilled assistance in using information like proper attribution and documentation style and promoting the ethical use of information.

Table 6: Frequency, Percentage and Mean Distribution of Participants’ Satisfaction of Information Needs (Academic Needs).

	Mean	Interpretation	SD
1. Research/Baby Thesis/Case Study	4.30	Very Satisfaction	High 0.72
2. Subject Assignment/Course Assignment	4.35	Very Satisfaction	High 0.80
3. School Projects	4.08	High Satisfaction	0.88
4. Continuing Education	4.28	Very Satisfaction	High 0.74
Overall Mean	4.25	Very High Satisfaction	0.68

Table 6 shows the frequency, percentage and mean distribution of students’ satisfaction of their academic information needs. Data reveal that the participants’ had their academic information needs very highly satisfied as seen in the overall mean of 4.25. This indicates that the BARMM Regional Library is able to provide the information resources and services needed by the participants for their academic activities. As [34] pointed out that a public library must provide the desired information resources, facilities, and services for user satisfaction to occur. Of the four indicators, three academic needs got a very high satisfaction rating such as the following: subject assignment/course assignment (M=4.35), research/baby thesis/case study (M=4.30), and continuing education (M=4.28). Academic needs related to school projects got high satisfaction rating (M=4.08). this depicts that the BARMM Regional Library has sufficient learning materials that students in the community can refer to and use in connection to their academic activities. Aside from the learning materials in their respective schools, the students also see their public library as helping had to their class activities and for a life-long learning. [21] revealed in his study that those in the local community used their public library for various academic endeavours. This is confirmed by the participants who the respondents were mostly students who revealed they used the public library to a rather very high degree so as to complement their academic library.

Table 7: Frequency, Percentage and Mean Distribution of Participants’ Satisfaction of Information Needs (Non-Academic Needs).

	Mean	Interpretation	SD
1. General Awareness/Knowledge	4.42	Very Highly Satisfied	0.69
2. Leisure/Entertainment	4.28	Very Highly Satisfied	0.79
3. Personal Development	4.26	Very Highly Satisfied	0.77
4. Public Information	4.31	Very Highly Satisfied	0.84
Overall Mean	4.32	Very Highly Satisfied	0.69

Table 7 shows the frequency, percentage and mean distribution of students' satisfaction of their non-academic information needs. Non-academic needs pertain to those needs related to general information, leisure, health, social welfare, entertainment, current event and the like. Data reveal that the participants' had their non-academic information needs as very highly satisfied as seen in the overall mean of 4.32. This indicates that the BARMM Regional Library is able to provide the information resources needed by the participants for their non-academic activities. All the indicators received very high satisfaction ratings such as: general awareness/knowledge (M=4.42), public information (M=4.31), leisure/entertainment (M=4.28), personal development (M=4.26). These results show that like those for academic needs, the BARMM Regional Library was able to provide the library materials that help the students with their non-academic information needs. The community has access to materials sufficient to their needs for general information, leisure, entertainment, and personal growth. [21] explained that a large number of people want to a public library to satisfy a "desire for knowledge and to obtain materials for some kind of leisure time activity and enjoy reading news.

Table 8: Regression Analysis for Library Information Resources and Librarians Assistance in Information Needs Satisfaction (Academic Needs).

Model		Unstandardized	Standard Error	Standardized	t	p
1	(Intercept)	0.032	0.060		0.544	0.587
	ELECTRONIC	0.611	0.066	0.610	9.206	0.000
	PRINT	0.035	0.071	0.035	0.492	0.624
	LOCATING	0.008	0.126	0.008	0.063	0.950
	EVALUATING	0.381	0.136	0.377	2.798	0.006
	USING	-0.030	0.101	-0.029	-0.297	0.767

Model Summary

R = .999 Adjusted R² = .998 F = 10475.402** p = .000

** Significant at 0.01 alpha level

Table 8 shows Regression Analysis for Library Information Resources and Librarians Assistance in information needs satisfaction (Academic Needs). Based from the result only the electronic (t = 9.206, p = .000) and evaluating (t = 2.798, p = .006) significantly influenced the academic needs satisfaction. Overall, there is significant relationship between the Library Information resources, research librarians' assistance and the information needs (F = 10475.402, p= .000). In fact, 99.8% of the variation of the academic needs can be explained by the library information resources and librarians' research assistance. Among the library information resources and librarians' research assistance only the electronic (t = 9.206, p = .000) and evaluating (t = 2.798, p = .006) significantly influenced the academic needs. The best predictor among these is the electronic (Beta = .610). This means for every unit increase in electronic resources there will be an increase of 0.611 in the academic needs, and for every unit increase in evaluating information, there will be an increase of 0.381 in academic need satisfaction. The findings imply that electronic resources are valuable sources of information for those within the community who are involved in academic activities and their academic information needs have been satisfied. Electronic resources are invaluable research tools that complement the print-based resources, and their currency, fast access and retrieval are key advantages that attract researchers.

According to [34] the importance and wide ranging scope of electronic resources for general communication, information retrieval and instructional delivery to support teaching and research activities in tertiary educational institutions is acknowledged worldwide. The literature also shows that a number of relevant studies have been carried out on the use of electronic resources by lecturers, research scholars and students worldwide. General user opinion towards the use of electronic resources, in particular CD-ROM, has been positive, with students enjoying the use of these resources and finding relatively few problems while using them. As for evaluating, this refers to the librarian’s assistance in terms of evaluation of information. The evaluation strategy ensures that out of the vast amount of information available, the appropriate information adequately answer an information need is selected. That the librarian already matches the information with the information need of the user is considered a valuable research assistance on the part of the library user. According to [24] the librarian’s adeptness in the evaluation of resources is an important contributory factor in the satisfaction of information needs intended for academic activities. Further, as Ranganathan’s second law posits: “Every book his or her reader” which reminds the librarians to assess the needs of the student users so that they can match their needs with the library’s collections or resources.

Table 9: Regression Analysis for Library Information Resources and Librarians Assistance in information needs satisfaction (Non-Academic Needs).

Model		Unstandardized	Standard Error	Standardized	t	p
1	(Intercept)	0.045	0.070		0.638	0.525
	ELECTRONIC	0.832	0.078	0.824	10.626	0.000
	PRINT	0.156	0.084	0.154	1.849	0.067
	LOCATING	0.104	0.149	0.102	0.695	0.488
	EVALUATING	0.114	0.161	0.112	0.706	0.481
	USING	-0.197	0.119	-0.192	-1.652	0.101

Model Summary

R = .998 Adjusted R² = .997 F = 7641.476 p = .000

** Significant at 0.01 alpha level

Table 9 shows Regression Analysis for Library Information Resources and Librarians Assistance in information needs satisfaction (Non-Academic Needs). Among library information resources and librarians’ assistance, electronic resources (Beta = .824) are the best predictors.

Overall there is significant relationship between the Library Information resources, librarians’ assistance and the information needs (F = 7641.476, p= .000). In fact, 99.7% of the variation of the non-academic needs can be explained by the library information resources and librarians’ assistance. Among the library information resources and librarians’ research assistance only the electronic resources (t = 10.626, p = .000) that significantly influenced the non-academic needs. The best predictor among these are the electronic resources (Beta = .824). This means for every unit increase in electronic there will be an increase of 0.832 in the non-academic needs.

The finding implies that electronic resources significantly influenced satisfaction of non-academic needs. Thus,

electronic resources are valuable not only to the satisfaction of academic needs but also to the non-academic needs the public library user. The findings imply that electronic resources provide sources of information for non-academic activities and the community has access to materials sufficient for their needs for general information, leisure, entertainment, and personal growth. [21] suggested that a large number of people turn to a public library to satisfy a “desire for knowledge and to obtain materials for some kind of leisure time activity, enjoy reading news of the world, of the nation, of the region and of the locality”. Electronic resources are invaluable research tools that complement the print-based resources, and their currency, fast access and retrieval are key advantages that attract researchers. [35] concluded that having electronic resources provide more diverse collections in a public library and accommodates the community’s pleasure readings and general information needs.

5. Conclusion

The quality of information resources, print and electronic, of public libraries can be best determined by how they are assessed by the community it serves. Based on the users’ assessment ratings, it can be concluded that the BARMM Regional Library is providing quality information resources. The library has adequate collection of information resources for every discipline and that these resources are relevant to the community satisfying both academic and non-academic needs. Moreover, the availability of electronic resources in the library has great impact on the users in terms of their academic and non-academic needs. Electronic resources are valuable research tools, and their currency, fast access and retrieval are key advantages that attract researchers. The electronic resources complement the print resources and there is indication that the community has really taken to their heart access to the electronic resources as they find these resources highly satisfying to their academic and non-academic information needs. Finally, the findings of this study point to the librarians’ assistance in evaluating the impact of information on satisfying user’s academic needs. The evaluation process ensures that out of the vast amount of information produced and made available, the librarian was highly competent in sorting and sifting through the vast amount to select the best information that will adequately answer someone’s academic information need.

6. Recommendations

The findings and conclusion of the study become the bases upon which the following recommendations are drawn:

1. To the Head Librarian. To continue to acquire information resources in a variety of formats to keep the resources current and in order to satisfy the academic and non-academic needs of the community. Special attention be given to electronic resources in consideration of budgetary constraints and additional online database subscription is not feasible, to connect users to free online resources like Project Gutenberg, Internet Archive, Bartleby, etc.
2. To the librarians. Sustain their assistance to users in locating, evaluating and using information, and more importantly, to keep on providing assistance in evaluating information at a high level.
3. To library users. To keep frequenting the BARMM Regional Library and use its information resources to

fully satisfy academic and non-academic needs; that the librarians may gather the critical utilization data to support its request for additional funding from the local government executive.

4. To future researchers. That they explore other variables of public library user satisfaction including service quality factors, user loyalty, information availability, online service, and other types of information needs.

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