Library Services Utilization: Evaluating Availement for Optimal Efficiency

Jayvee Dela Cruz Balicat

Administrative Aide, Library Services Unit, Apayao State College Luna Campus

ABSTRACT

This study investigated the extent to which students at Apayao State College utilize available library services and identified the primary barriers affecting optimal access. Adopting a mixed-method approach, the research combined survey data and focus group discussions from 52 student respondents across multiple academic programs. Results showed that study facilities and reference assistance were the most frequently accessed services, emphasizing the library's role as both a learning environment and academic support center. Conversely, the use of digital resources and book loaning services was comparatively lower, suggesting issues related to outdated materials, limited digital access, and insufficient user orientation. Thematic analysis further revealed that inadequate study space, poor internet connectivity, and a general lack of service awareness significantly hindered full utilization. In response, the study proposed a comprehensive action plan targeting improvements in infrastructure, digital resource availability, promotional strategies, and operating hours. The findings highlight the importance of user-centered enhancements to strengthen the library's contribution to academic achievement.

THE PROBLEM AND ITS BACKGROUND
Introduction

Academic libraries have been described as the center of the university, giving a place where students and teachers can do research and expand their expertise. The academic library supports university research and growth, and students can access the library's authorized information sources contribute significantly to high-quality education. In every university, the library serves as the hub of academic activity. Library offers a number of information among its users, resulting in knowledge and later becoming productive workers on the field.

The integration of digital technologies, personalized assistance, and resource-sharing networks has significantly improved library utilization and student learning outcomes [1]. Effective library services contribute to academic success by fostering independent learning, improving research capabilities, and increasing access to credible information sources [2]. However, despite these advancements, disparities in library utilization persist across institutions, raising concerns about the efficiency of service availment [3].

A substantial body of research highlights the importance of optimizing library services to maximize student engagement. Studies from developed countries emphasize that student-centered library services, such as digital repositories, research assistance, and online catalog systems, lead to higher levels of academic performance and resource utilization [4]. Additionally, library service models in technologically advanced institutions have demonstrated the effectiveness of AI-driven

recommendations and data-driven decision-making in improving access to learning materials [5]. These innovations underscore the potential of well-structured library services to enhance student learning experiences worldwide.

Conversely, research in developing regions reveals a persistent gap in library accessibility, infrastructure, and service efficiency. Limited digital integration, insufficient staffing, and inadequate funding hinder the full utilization of library resources, affecting students' academic engagement [6]. Studies in Southeast Asia indicate that institutional libraries often struggle with balancing traditional and modern service delivery, leading to underutilization of key resources [7]. Furthermore, barriers such as low digital literacy and ineffective promotional strategies prevent students from fully availing themselves of available library services, limiting their academic potential [8].

In the Philippine context, academic libraries face similar challenges in optimizing service availment. Research suggests that while institutions have made progress in digitizing collections and expanding access to electronic resources, issues related to student awareness, service delivery efficiency, and infrastructure constraints remain prevalent [9]. The Commission on Higher Education (CHED) has introduced policies promoting the modernization of library systems, yet many academic libraries struggle with implementation due to resource limitations and varying institutional priorities [10]. Moreover, a study indicates that a significant percentage of students in provincial colleges are unaware of the full range of library services available to them, leading to suboptimal resource utilization [11].

At the local level, Apayao State College Library faces unique challenges in ensuring the optimal utilization of its services. Despite efforts to provide access to both print and digital resources, there is limited research on how students engage with these services and whether they are being utilized to their full potential. Previous institutional assessments have primarily focused on library infrastructure and collection development, with minimal attention given to student interaction, service efficiency, and the factors affecting availment. Understanding the utilization patterns, challenges, and effectiveness of library services at Apayao State College is crucial for enhancing their impact on student learning and academic success.

This study aims to bridge the research gap by evaluating the extent of library service availment and its efficiency at Apayao State College. While existing literature provides insights into global and national trends in library utilization, there is a lack of localized studies assessing how these findings apply to the specific context of the institution. By identifying the factors influencing student engagement with library services, this research will contribute to evidence-based improvements, ensuring that library resources are fully optimized to support academic excellence at Apayao State College. The findings will inform policy recommendations and strategies for enhancing library service delivery, ultimately fostering a more effective and student-centered learning environment.

Statement of the Problem

This study aims to evaluate the extent of students' availment of library services at Apayao State College, identify the challenges that hinder optimal utilization, and propose strategies to enhance awareness and accessibility for improved efficiency.

Specifically, it seeks to answer the following questions:

- SOP No. 1: What is the extent of students' availment of library services in the following areas:
  a. Issuance of Library ID
  b. Loaning of Books

    c. Access to Digital Resources

    d. Reference Assistance

    e. Utilization of Study Facilities

- SOP No. 2: What challenges prevent students from fully utilizing the library services?
- SOP No. 3: What action plan can be implemented to enhance awareness and accessibility of library services?

Theoretical Framework

This study is anchored on theories related to library resource utilization, accessibility, and user engagement, providing a foundation for understanding how students interact with library services and the factors influencing their availment.

One relevant theory is **Wilson's Information-Seeking Behavior Model**, which explains the various stages individuals go through when searching for information. This model suggests that students encounter barriers such as access limitations, lack of awareness, or difficulty navigating library resources, which can impact their utilization of services [12]. By examining these barriers, this study aims to assess the extent to which students make use of available library services and resources.

Additionally, **Davis' Technology Acceptance Model (TAM)** is incorporated to understand the role of digital library services. TAM posits that the perceived ease of use and perceived usefulness of a system influence users' acceptance and engagement [13]. This theory is particularly relevant in assessing the adoption of digital resources and online services, which are integral to modern library utilization.

Another significant framework is **User Experience (UX) Theory**, which emphasizes the importance of usability, accessibility, and user satisfaction in service interaction. Applying UX principles to library services helps evaluate how effectively students can navigate and benefit from library facilities, ultimately affecting their engagement and frequency of use [14].

Finally, **The Access to Information Model** highlights the importance of availability and ease of retrieval in maximizing resource utilization. This model suggests that optimizing physical and digital access, as well as providing adequate guidance, directly impacts student engagement with library services [15].

By integrating these theories, this study provides a comprehensive perspective on the factors influencing library service utilization, the challenges students face, and strategies to enhance accessibility and engagement at Apayao State College.
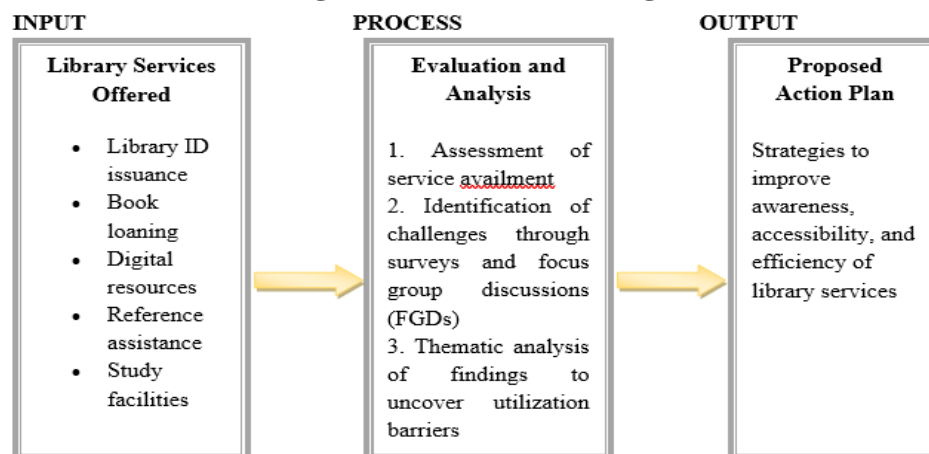
Figure 1. Research Paradigm

Figure 1 A figure showing the flow of the study

RESEARCH METHODOLOGY
Research Design
This study employs a **mixed-method research design**, integrating both **quantitative and qualitative approaches** to comprehensively assess library service utilization. Mixed-method research allows for a more holistic understanding by combining statistical data with in-depth qualitative insights [16].

The **quantitative component** involves survey-based data collection, measuring the extent of students' availment of library services, identifying utilization patterns, and analyzing statistical relationships. This approach provides measurable and generalizable data to assess the efficiency of library service delivery [17].

The **qualitative component** consists of focus group discussions (FGDs) and interviews with students and library staff to explore challenges in library service utilization. Thematic analysis is employed to extract patterns from qualitative data, offering deeper insights into student experiences and perceived barriers [18].

By combining these methods, the study ensures both breadth and depth in evaluating library services at Apayao State College. The integration of quantitative and qualitative findings enhances the reliability of conclusions and supports the development of a strategic action plan for improving library service accessibility and engagement.

Locale of the Study
This study will be conducted at Apayao State College Library Services Unit Luna Campus, located in San Isidro Sur, Luna, Apayao, Philippines. Site location of the school is shown in the Google Map's screen as captured in Figures 2 and 3 as shown below.
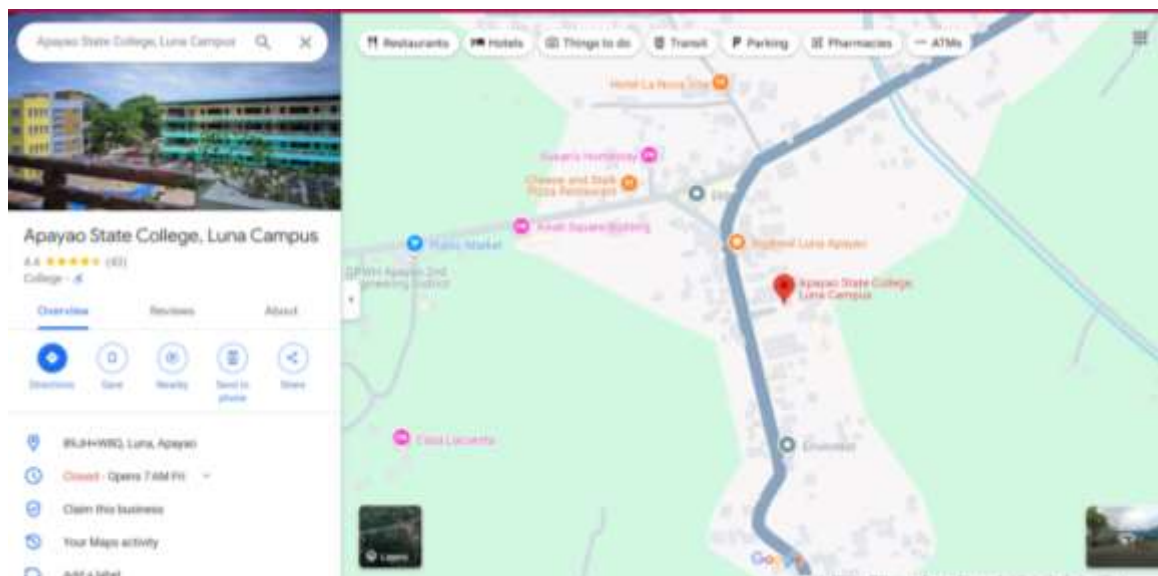

Figure 2. Site Location Map (Terrain View, Google Maps)

Figure 3. Apayao State College Luna Campus

Respondents of the Study

The respondents of the study consisted of 25 males and 27 females, in a total of 52 participants across BSABE, BSBA, BSIT, BSED Program and Graduate School for the School Year 2024-2025. The 52 respondents composed of First Year, Second Year, Third Year, Fourth Year, and Graduate School. The number of respondents per year level, Program and Sex is summarized in the table below:

YEAR LEVEL	PROGRAM	MALE	FEMALE	TOTAL
First Year	BSABE	5	5	10
Second Year	BSBA	5	5	10
Third Year	BSIT	10	10	20
Fourth Year	BSED	5	5	10
Graduate School	MAED	0	2	2
Total		25	27	52

The respondents of this study were selected based on their direct engagement with the library, their frequency of service utilization, and their ability to provide meaningful insights into the effectiveness, accessibility, and challenges of library services.

Research Instruments

In this study, the researcher employed a **pre-structured survey questionnaire** and **focus group discussions (FGDs)** to comprehensively assess students' availment of library services, identify barriers to utilization, and explore strategies for improvement. The survey included both **quantitative and qualitative components**, with a **Likert-scale format** to measure the frequency of engagement with key library services such as Library ID issuance, book loaning, digital resource access, reference assistance, and study facility utilization [19]. Additionally, **multiple-choice and open-ended questions** were incorporated to capture insights into the challenges faced by students and their recommendations for enhancing service accessibility [20].

To complement the survey, **FGDs were conducted** to explore students' perceptions of library services, the difficulties encountered in utilizing them, and potential interventions for improvement. A structured discussion guide facilitated conversations around key topics such as **service availment experiences,**

barriers to access, and suggested enhancements [21]. This qualitative approach provided deeper insights into user experiences and allowed for the identification of recurring themes related to service gaps and opportunities for innovation [22].

To ensure **validity and reliability**, the survey instrument underwent **expert validation and pilot testing** before full distribution [23]. Respondents were selected using **appropriate sampling techniques** to ensure representation across the student population [24]. The **quantitative data** collected were analyzed using **descriptive statistics**, while **qualitative responses from FGDs** were processed through **thematic analysis** to identify common patterns [25]. This mixed-method approach enabled a holistic understanding of library service utilization, ultimately informing the development of an action plan to improve awareness, accessibility, and user engagement [26].

Data Gathering Procedure

Prior to the conduct of data gathering, a formal letter was submitted to and approved by the President of Apayao State College where the research was conducted. The study, titled *"Library Services Utilization: Evaluating Availment for Optimal Efficiency,"* was granted permission to proceed after thorough evaluation.

Upon approval, the researcher initiated coordination with the intended respondents. The purpose of the study, as well as the role and importance of their participation, was clearly communicated. Respondents were informed that their involvement was voluntary, and all applicable ethical guidelines were strictly observed. This included the assurance of anonymity, confidentiality, and the responsible handling of any data provided.

The main instrument for data collection was a structured questionnaire, which was distributed to the target respondents. The respondents were given sufficient time to answer the questionnaire, and their responses were collected thereafter for analysis. The researcher ensured that the data gathering process was conducted in an organized and respectful manner to maintain the integrity and reliability of the research findings.

Statistical Treatment of Data

The data collected from the survey were analyzed using descriptive statistics, specifically through the computation of the weighted mean for each library service area. The weighted mean was used to determine the average extent to which students avail themselves of each service.

Students' utilization of library services was measured using a five-point Likert-type scale, where **5 corresponds to "Always"** and **1 corresponds to "Never."** To interpret the computed mean scores, a descriptive scale was applied as shown in Table below.

Mean Range and Interpretation Scale for Extent of Library Services Utilization

Mean Range	Interpretation
4.21 – 5.00	Very High Extent
3.41 – 4.20	High Extent
2.61 – 3.40	Moderate Extent
1.81 – 2.60	Low Extent
1.00 – 1.80	Very Low Extent

Mean scores within the range of 4.21 to 5.00 indicate a *Very High Extent* of utilization, reflecting frequent and active use of the service. Scores between 3.41 and 4.20 represent a *High Extent*, showing regular use with potential for further growth. Means from 2.61 to 3.40 denote a *Moderate Extent*, suggesting occasional or limited use. Scores within 1.81 to 2.60 correspond to a *Low Extent*, indicating minimal engagement possibly due to barriers such as lack of awareness or accessibility. Finally, mean scores between 1.00 and 1.80 signify a *Very Low Extent* of utilization, highlighting critical gaps that require immediate attention.

Each computed mean was matched to its corresponding interpretation based on this scale. This approach provides a clear and standardized way to assess and interpret the level of students' utilization of different library services.

RESULTS AND DISCUSSION

Presented below is the discussion of findings based on the data gathered on the utilization of library services at Apayao State College. The data were collected through a survey, and the results are organized.

Table 1: Extent of students' availment of library services

Library Services	Total Weighted Score	Mean	Rank	Interpretation
Issuance of Library ID	205	4.10	3	High Extent
Loaning of Books	179	3.58	5	High Extent
Access to Digital Resources	189	3.78	4	High Extent
Reference Assistance	219	4.38	2	Very High Extent
Utilization of Study Facilities	236	4.72	1	Very High Extent

The table revealed that Utilization of Study Facilities was considered as rank 1 among the most availed Library Services having a mean score of 4.72 (Very High Extent). This indicates that students heavily rely on the library's physical infrastructure for individual or collaborative learning. It further shows the effectiveness of the library as a conducive academic space and possibly a lack of similar facilities elsewhere on campus.

Second in rank was Reference Assistance with a mean score of 4.38 (Very High Extent). This finding revealed that students frequently approach librarians for guidance in locating, evaluating, and using resources. This also shows that the library is not just a repository but also a support system for academic research and coursework.

A mean score of 4.0 (High Extent) for Issuance of Library ID landed on the 3rd rank which provides an idea that many students utilize the service, indicating consistent library registration or access validation processes. However, the presence of "Never" responses (11 students) implied of either a lack of awareness among some students or insufficient orientation programs regarding library membership.

Access to Digital Resources was ranked 4th having a mean score of 3.78 (High Extent). The data reveals that usage pattern provided the idea that students are not maximizing access to online databases, e-journals, and e-books. Some of the causes of low utilization are limited digital literacy, insufficient awareness of resources, or technical issues like poor internet access.

Among the five (5) library services identified, loaning a book was considered the least availed service. A mean score of 3.58 (High Extent), although high, still leads to a conclusion that students are not aware of this service being offered in the library. Some factors contributing to this are growing preference for digital materials, limited or outdated book collections, restrictive loaning policies, and lack of awareness of available titles.

The high utilization of study facilities and reference assistance at Apayao State College aligns with findings from Tuble and Panhilason, who reported that students frequently accessed library resources and services, indicating a strong reliance on library facilities for academic purposes [27]. Similarly, a study by Manguil highlighted that students often visited libraries for studying and accessing resources, emphasizing the importance of library environments in supporting student learning [28].

Table 2: Challenges Preventing Full Utilization of Library Services

Code	Challenges	Frequency	Percentage
1	Limited Access to Books/Resources	2	4%
2	Difficulty in Borrowing/Loaning Books	0	0
3	Insufficient Study Spaces	12	24%
4	Poor Internet Connection for Digital Resources	8	16%
5	Lack of Awareness About Available Services	2	4%
6	Library Operating Hours Do Not Fit My Schedule	0	0
13	Limited Access to Books/Resources and Insufficient Study Spaces	6	12%
14	Limited Access to Books/Resources and Poor Internet Connection for Digital Resources	1	2%
34	Insufficient Study Spaces and Poor Internet Connection for Digital Resources	8	16%
123	Limited Access to Books/Resources, Difficulty in Borrowing/Loaning Books, and Insufficient Study Spaces	2	4%
134	Limited Access to Books/Resources, Insufficient Study Spaces, and Poor Internet Connection for Digital Resources	3	6%
1345	Limited Access to Books/Resources, Insufficient Study Spaces, Poor Internet Connection for Digital Resources, and Lack of Awareness About Available Services	4	8%
3456	Insufficient Study Spaces, Poor Internet Connection for Digital Resources, Lack of Awareness About Available Services, and Library Operating Hours Do Not Fit My Schedule	2	4%
	Total	50	100%

To determine the most experienced challenge and the true incidence of each challenge, the combinations and count on each data presented in the table were disaggregated and counted based on their appearances across all responses. The table below presents the disaggregation of the combinations and count of each challenge's appearance across all responses.

Table 3. Frequency and Rank of Challenges Preventing Full Utilization of Library Services

Challenges	Codes	Frequency of Appearance	Rank
Limited Access to Books/Resources	1, 13, 14, 123, 134, 1345	18	3
Difficulty in Borrowing/Loaning Books	2, 123	2	5.5
Insufficient Study Spaces	3, 13, 123, 34, 134, 1345, 3456	37	1
Poor Internet Connection for Digital Resources	4, 14, 34, 134, 1345, 3456	26	2
Lack of Awareness About Available Services	5, 1345, 3456	8	4
Library Operating Hours Do Not Fit My Schedule	6, 3456	2	5.5

It can be deduced from the table that Insufficient Study Spaces (37 counts) is the most pressing challenge the respondents encountered leading to the idea that library infrastructure may not be accommodating the study needs of the users.

Poor Internet Connection (26 counts) ranks second pointing out that digital access is a major concern, especially in blended or digital learning environments.

Limited Access to Books/Resources (18 counts) is also significant challenge appearing in combination with other challenges.

Lack of Awareness of the services offered (8 counts) indicates a gap in information dissemination about library services.

Difficulty in Borrowing and Schedule Fit Issues (2 counts each) are less prevalent, which can be attributed to low reliance on borrowing or satisfactory library hours.

The table also revealed that the core issues include space, connectivity, and access to learning materials. These issues provided enough reason for improving the library services which should include expanding and optimizing study areas, enhancing internet infrastructure and access to digital resources, increasing the availability of physical and digital books and boosting awareness campaigns to inform users about available services.

The challenges identified, such as insufficient study spaces and poor internet connectivity, are consistent with the findings of Mahwasane, who noted that limited infrastructure and unreliable internet access hinder students' ability to effectively utilize library services [29]. Furthermore, a study by Anuradha discussed the impact of digital technologies on academic libraries, highlighting that inadequate digital infrastructure can impede access to digital resources [30].

The issue of students' lack of awareness about available library services is supported by Namugera, who found that low awareness levels among students led to underutilization of library resources [31]. Additionally, a study by Ajaegbu emphasized the need for effective communication strategies to enhance students' awareness and utilization of ICT-based library services [32].

Based on the findings and conclusions, the researcher proposes an action plan aimed at enhancing both awareness and accessibility of library services at Apayao State College. This plan focuses on addressing

the identified challenges such as limited access to resources, insufficient study spaces, poor internet connectivity, and lack of student awareness. Key strategies include conducting regular orientation and promotional campaigns to increase student knowledge of available services, upgrading digital infrastructure to improve access to online resources, extending library operating hours to better fit students' schedules, and advocating for the construction of a dedicated library building to expand physical facilities. Additionally, the recruitment of additional librarians is recommended to provide more personalized assistance and support. Through the implementation of these targeted interventions, the library can better meet the evolving needs of its users, thereby fostering greater utilization and contributing to students' academic success.

Library Services Improvement Action Plan

Rationale

This action plan is formulated in response to the challenges identified in the utilization of library services at Apayao State College. These challenges include limited access to books and resources, difficulties in borrowing materials, insufficient study spaces, unreliable internet connectivity for digital resources, lack of awareness about available services, and library operating hours that do not align with students' schedules. Addressing these issues is essential to enhance the accessibility, awareness, and overall effectiveness of library services, thereby supporting students' academic success and research capabilities. The plan also aligns with the college's vision to provide quality education through improved learning facilities and services.

Objective

1. To improve students' access to physical and digital library resources
2. To increase awareness and utilization of library services among students.
3. To expand and modernize the library's physical infrastructure and facilities.
4. To strengthen the library staff capacity by increasing the number of librarians.
5. To optimize library operating hours to better suit student needs

Activities

- Advocate for the construction of a separate, dedicated library building to provide ample space for study areas, resource collections, and technology hubs.
- Recruit additional qualified librarians to enhance service deliver, including reference assistance and digital resource support.
- Conduct regular orientation sessions and awareness campaigns targeting new and current students to promote all available library services.
- Review and adjust library operating hours to accommodate students' academic schedules, including evenings and weekends if feasible.
- Upgrade internet infrastructure and digital access points within the library to ensure reliable connectivity for accessing online databases and e-resources.
- Expand and update the collection of books and digital materials to meet evolving academic needs.
- Improve loaning policies and streamline borrowing procedures to make book circulation more user-friendly.
- Enhance study facilities by adding more seating, group study rooms, and quiet zones.

Persons Involved

- Library Director and Management Team
- Librarian's and Support Staff
- College Administration and facilities management
- Information Technology Department
- Students Affairs Office
- Student Council Representatives

Expected Outputs

- **A** constructed and fully functional library building providing adequate space and facilities
- Increased number of librarians to support diverse student needs.
- Higher student engagement and utilization of library services.
- Extended library hours aligned with student availability.
- Improved internet speed and accessibility within the library.
- Enhanced collection of current and relevant academic resources.
- Simplified and efficient book borrowing system.
- More comfortable and versatile study environments.

Budgetary Requirements

Construction and furnishing	4,000,000 – 6,000,000
Librarian salaries (per person/year)	300,000 – 400,000
Internet and technology upgrades	150,000 – 250,000
Awareness campaign materials	30,000 – 50,000
Books and digital resources acquisition	250,000 – 500,000
Furniture and study facility upgrades	200,000 – 400,000

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

Summary

This study aimed to evaluate the utilization of library services at Apayao State College and identify the challenges that hinder students from fully availing themselves of these services. Additionally, it sought to propose an action plan to enhance both awareness and accessibility of library services. Employing a mixed-method approach, the research integrated both quantitative and qualitative data collection techniques to obtain comprehensive insights from students regarding their experiences and perceptions of library service utilization.

The findings revealed that among the various services offered, the most frequently utilized was the use of study facilities, followed by reference assistance and access to digital resources. On the other hand, the loaning of books and the issuance of library identification cards were among the less frequently

availed services. In terms of challenges, students commonly cited insufficient study spaces and poor internet connectivity as the primary barriers to effective utilization. Other identified challenges included limited access to books and resources, lack of awareness about available services, and occasional difficulties in borrowing or loaning materials.

To address these issues, the study proposed an action plan centered on enhancing physical infrastructure, upgrading digital access, increasing the availability of resources, and promoting library services more actively. Recommended strategies also included extending operating hours during peak periods and streamlining library processes to improve user convenience. These measures are envisioned to improve overall library service utilization and better support the academic needs of the student body.

Conclusion

In conclusion, this study highlighted the critical role that **library services** play in supporting students' academic success. It also identified key barriers that prevent students from fully utilizing these services. The most pressing issues were the **lack of sufficient study spaces** and **poor internet connectivity**, which hindered students' ability to engage with library resources effectively.

The action plan presented in this study provides practical and targeted solutions to address these challenges. By enhancing the accessibility of physical spaces, improving internet infrastructure, increasing the collection of resources, and promoting library services, the library can significantly improve its utility for students. Additionally, extending library hours and offering more convenient borrowing options will ensure that students have greater flexibility in using the library.

Overall, the findings of this study underscore the need for continuous assessment and improvement of library services to better meet the needs of the student body at Apayao State College.

Recommendations

Based on the findings and conclusions of this study, the following recommendations are proposed to enhance the utilization and effectiveness of library services at Apayao State College:

1. **Enhance Physical Infrastructure:** To accommodate the growing student population, it is recommended that the library expand its study spaces by introducing more flexible seating arrangements and designated quiet zones to cater to diverse learning preferences. Additionally, upgrading the library's internet connectivity is essential to ensure fast and stable access to digital resources, especially during peak hours.

2. **Increase Library Resources:** The library should expand its collection of books and digital materials, particularly in high-demand areas such as course-related textbooks and e-books. A regular review process must be implemented to ensure that resources remain up-to-date and relevant. Strengthening the inter-library loan program is also encouraged to provide students access to materials not currently available in the local collection.

3. **Improve Awareness of Library Services:** To address the gap in student awareness, a comprehensive library orientation should be conducted for all new students, focusing on how to effectively navigate and utilize available resources. The library should also leverage digital platforms, including social media and the library website, to update students on services, events, and new acquisitions. Additionally, establishing a library ambassador program can help peer-to-peer promotion of services and foster a stronger connection between students and the library.

4. **Streamline Library Services:** Library processes such as book borrowing and returning should be

automated to reduce wait times and improve service efficiency. Extending loan periods during examination periods would further support students' academic needs. Implementing an online book reservation system would also minimize inconvenience and ensure equitable access to high-demand materials.

5. **Extend Library Operating Hours:** It is recommended to extend library hours during critical academic periods such as midterms and finals to provide students with adequate time and access to facilities. Weekend operations should also be considered to accommodate students with limited weekday availability.

6. **Monitor and Evaluate Progress:** To ensure the effectiveness of these strategies, the library should conduct regular surveys and gather student feedback. Establishing a dedicated task force to monitor improvements and identify new areas for enhancement will be instrumental in maintaining a responsive and student-centered library environment.

Final Thoughts

The insights drawn from this study highlight the importance of responsive, accessible, and well-promoted library services in supporting students' academic pursuits. By implementing the recommended strategies, Apayao State College Library can significantly enhance its role as an essential academic resource hub. Continuous assessment and adaptation will be key to ensuring that the library remains aligned with the evolving needs of its users.

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