

Service Quality and Accessibility of the Olongapo City Public Library: Basis for the Development of a Public Library Code

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ABSTRACT

This study examined the current state of public library services in Olongapo City from the perspectives of library users and key stakeholders. Specifically, it assesses the existing services, identify operational challenges, and gather stakeholder insights that will inform the formulation of a proposed Public Library Code for the Olongapo City Public Library.

The computed correlation coefficient ($r=0.792$) indicates a strong positive relationship, suggesting that as the level of service quality increases, the level of accessibility and inclusiveness of services also tends to increase. This means that improvements in how services are delivered—such as efficiency, staff performance, and user support—are closely associated with better access to resources, facilities, and technological services. The strength of the relationship further indicates that these two aspects are closely interconnected and may influence each other in shaping overall user experience.

In conclusion, the study suggests that enhancing service quality can contribute significantly to improving the accessibility and inclusiveness of library services, highlighting the importance of integrated service development.

Keywords: Accessibility, Inclusiveness, Service Quality

INTRODUCTION

Public libraries play a vital role in promoting literacy, supporting lifelong learning, and ensuring equitable access to information within communities. In the Philippines, the importance of these institutions is recognized through national policies such as Republic Act 7743, which mandates the establishment and maintenance of public libraries in every province, city, and municipality. Complementing this, the National Library of the Philippines provides guidelines to ensure that public libraries deliver free, inclusive, and accessible educational and informational services. These frameworks highlight the significance of public libraries as fundamental components of national development and community empowerment.

Despite the existence of these national policies, many local public libraries continue to encounter challenges in effectively delivering services that meet the evolving needs of their communities. In the case of Olongapo City, a major concern is the absence of a localized and institutionalized Public Library Code. While the Olongapo City Public Library operates under general national mandates, it lacks a

comprehensive local policy framework that clearly defines service standards, operational procedures, staff responsibilities, and mechanisms for monitoring and evaluation.

This gap creates inconsistencies in service delivery, as library operations may depend heavily on changing administrative priorities rather than on a structured and sustainable policy system. Furthermore, several operational challenges persist, including limitations in physical facilities, restricted access to digital resources, insufficient professional development opportunities for staff, and the absence of standardized service protocols. These issues may hinder the library's ability to provide efficient, inclusive, and responsive services to diverse user groups such as students, researchers, and marginalized sectors of the community.

In response to these gaps, the development of a localized Public Library Code is seen as a crucial step toward strengthening the governance, consistency, and sustainability of public library services in Olongapo City. Such a policy framework can establish clear service standards, define accountability mechanisms, and promote stakeholder participation, while aligning local practices with national mandates and international library standards.

This study examined the current state of public library services in Olongapo City from the perspectives of library users and key stakeholders. Specifically, it assessed the existing services, identified operational challenges, and gathered stakeholder insights that will inform the formulation of a proposed Public Library Code for the Olongapo City Public Library.

LITERATURE REVIEW

Service Quality in Public Libraries

Service quality has long been recognized as a central factor influencing user satisfaction and engagement in public library services. Studies across different countries consistently show that the quality of library services significantly affects users' perceptions of the library and their continued use of its resources. High-quality services encourage repeated use, enhance user trust, and contribute to the overall effectiveness of libraries as community institutions.

Parasuraman et al., as cited by Pakurár et al. (2020) proposed the SERVQUAL model, which identifies reliability, responsiveness, assurance, empathy, and tangibles as key dimensions of service quality. This framework has been widely applied in library research to evaluate user satisfaction and the effectiveness of service delivery. Similarly, the LibQUAL+ model, developed by the Association of Research Libraries, adapts these principles to library environments by focusing on service effect, information control, and library space (Cook, Heath, & Thompson, 2001).

Recent empirical research supports these frameworks. Chen and Chang (2024) examine the user-generated online reviews of public libraries in Taiwan. They found that service quality elements such as staff responsiveness, accessibility of information resources, and the quality of library spaces strongly influence patron satisfaction and engagement. Likewise, research conducted in South Korea using a three-dimensional service quality framework—comprising physical environment, interaction quality, and outcome quality—demonstrated that improvements in these areas significantly increase user satisfaction and encourage continued library usage (Swe & Yang, 2024).

Recent literature shows that service quality remains a central construct in library assessment. Fiedacan et al. (2024) systematic review of library service quality studies found that researchers still rely heavily on user-centered quality models such as SERVQUAL and LibQUAL+, and that the most recurring dimensions include reliability, assurance, responsiveness, empathy, and tangibles. This suggests that service quality is

best evaluated from the users' perspective rather than from collection size or administrative output alone. In public library settings, this is particularly relevant because service quality affects whether users continue to engage with library services and view the library as trustworthy and useful.

In the Philippine context, studies on public library services also emphasize the importance of service quality. Research examining selected Philippine public libraries found that users highly value staff assistance, updated collections, and conducive learning environments. However, challenges such as limited resources, outdated facilities, and insufficient staffing were identified as factors that negatively affect service quality (Tuble & Bayoneta, 2020). These findings highlight the need for continuous evaluation and improvement of library services.

Empirical studies also support the importance of service quality in libraries. In Region XII, Philippines, Masion and Diaz (2024) found that public library service quality significantly influenced library users' engagement, implying that stronger service delivery can help attract and retain users. Similarly, Datuamala and Acedera (2024) descriptive-correlational study on BARMM public libraries found that users' assessment of library quality significantly influenced the satisfaction of their information needs. The BARMM study is especially relevant because it focused on public libraries in the Philippine context and identified resources, accessibility, technology, staff competence, and atmosphere as meaningful predictors of positive library outcomes.

Reliability

In library literature, reliability refers to the ability of the library to provide dependable, accurate, and consistent service. This includes delivering promised services on time, maintaining access to needed materials, and ensuring that staff can solve user concerns competently. Mahmood et al. (2023) study on library service quality found a significant gap between users' expectations and perceptions of reliability, with users particularly concerned about staff dependability, electronic resources, and journal collections. These findings show that reliability is not limited to staff behavior alone; it also includes the consistency of collections and information access. For a public library, reliability is important because users expect stable services regardless of administrative changes or resource limitations.

Responsiveness

Responsiveness refers to the willingness and readiness of library staff and systems to help users promptly and appropriately. In the same study of Mayende et al. (2021), responsiveness showed one of the largest gaps between user expectations and actual experience, especially in staff readiness to respond and the provision of individual attention. The findings indicate that even when tools or systems are present, users still value quick assistance and active support from library personnel. In the context of a public library, responsiveness is highly relevant because users often come from varied backgrounds and may require immediate assistance in locating materials, using facilities, or accessing digital services.

Assurance

Assurance refers to the competence, courtesy, and trustworthiness of library staff. It reflects whether users feel confident in the guidance and assistance given to them. Balinado et al. (2021) service quality study found that while courtesy could meet or exceed expectations, users still reported gaps in staff willingness to help and in understanding user needs. This suggests that assurance in libraries involves both professional knowledge and the ability to communicate that competence in a reassuring way. For public libraries,

assurance matters because users must feel that staff are capable of guiding them through both traditional and digital information services.

Accessibility and Inclusiveness of Services

Accessibility and inclusivity are fundamental principles in the mission of public libraries. The International Federation of Library Associations and Institutions (IFLA, 2022) emphasized that public libraries must ensure equitable access to information for all members of society, including persons with disabilities, marginalized groups, and individuals with limited digital literacy.

Recent studies highlight the role of emerging technologies in enhancing accessibility. Research on assistive technologies shows that tools such as text-to-speech systems, adaptive interfaces, and digital navigation aids improve the independence and participation of users with disabilities. These technologies enable libraries to provide more inclusive services and reduce barriers to information access.

In addition, digital platforms have become essential in expanding library accessibility. Virtual reference services, digital repositories, and online databases allow users to access information regardless of physical location. In the Philippines, the National Library of the Philippines has strengthened its digital services through virtual reference systems and electronic resource platforms, making information more accessible to a wider audience.

Despite these advancements, several studies indicate that many libraries, particularly in developing countries, still face challenges related to technological infrastructure, funding, and staff training. These limitations hinder the effective implementation of inclusive services and highlight the need for policies that prioritize accessibility and digital inclusion.

Recent literature also frames accessibility broadly, not only as physical entry to a building, but also as the ability to use collections, digital tools, online services, and assistive technologies. The IFLA guidelines on inclusive library services emphasize accessible physical and digital environments, inclusive collections, and assistive technologies such as braille, large print, audio, and accessible digital texts. Recent policy-oriented literature on digital inclusion also argues that libraries are key institutions for narrowing digital gaps, especially through equitable access, digital literacy support, and targeted local initiatives (Wang & Si, 2024). These discussions are highly relevant to public libraries because inclusiveness now requires both physical and technological readiness.

Availability of Resources

The availability of resources refers to whether users can access adequate print and digital materials that support their educational, informational, and research needs. The BARMM public library study found that the availability of resources was one of the main dimensions of library quality associated with users' information needs satisfaction. Likewise, the New Public Library Technology Survey Report Details Digital Equity Roles, (2024) reported that 95% of public libraries offered e-books or e-audiobooks, showing that digital collections are now a standard expectation in many library systems, although cost remains a major barrier to expansion. These findings imply that users increasingly judge library quality not only by printed materials, but also by the scope and ease of access to digital resources.

Accessibility of Facilities

The accessibility of facilities refers to how easily users can physically enter, move within, and effectively use the library space. This includes seating, layout, signage, mobility access, and accommodations for users

with disabilities (Brunskill, 2020). Recent accessibility literature shows that library inclusiveness must include attention to physical design and equitable access. Shukla and Mishra (2025) study on user experience and accessibility in libraries reported that users still encounter outdated facilities, inadequate digital-resource spaces, and service barriers that reduce overall accessibility. Broader research on spatial equity in library services also shows that accessibility directly affects usage and inclusiveness, especially among disadvantaged groups. These findings support the need for facility standards in local public library policy.

Availability of Technological Services

The availability of technological services refers to the presence of computers, internet access, online reference services, digital platforms, and other ICT-based tools that support information access. Recent research strongly emphasizes this area. The Public Library Association's 2024 technology survey found that 95% of libraries offered some form of digital literacy training, while many also provided digital content and media access. The National Library of the Philippines' Online Library Assistant and ePortal likewise illustrate how libraries are moving toward remote and technology-enabled service delivery. In addition, Wang and Si (2024) study on digital inclusion in libraries argued that libraries play a critical role in reducing the digital divide through policy support, infrastructure, and user training. Taken together, these sources show that technology services are no longer optional enhancements; they are now core components of equitable public library service.

Public Libraries as Community Hubs

Recent scholarship views public libraries not only as repositories of information but also as community hubs that support social engagement, education, and public well-being. Libraries provide safe and inclusive spaces where individuals can access learning resources, participate in community activities, and interact with others.

A study conducted in the United Kingdom found that public libraries contribute significantly to community well-being by offering programs related to literacy, health information, and social interaction. These services are particularly important for individuals who may lack access to other public resources.

The role of libraries as community hubs became more evident during the COVID-19 pandemic, when libraries adapted by offering virtual services, online programs, and digital lending. These initiatives demonstrated the flexibility and importance of libraries in responding to changing community needs.

In the Philippine context, public libraries serve as vital learning spaces for students and community members, particularly those who lack access to internet connectivity or conducive study environments at home. Community programs such as literacy campaigns, cultural activities, and educational workshops further strengthen the role of libraries in local development.

Policy Development and Governance in Public Libraries

The effectiveness of public libraries is strongly influenced by governance and policy frameworks. Governance structures define how libraries are managed, funded, and evaluated, ensuring accountability and sustainability in service delivery.

In the Philippines, Republic Act No. 7743 mandates the establishment and operation of public libraries in all provinces, cities, and municipalities. It also designates the National Library of the Philippines as the institution responsible for providing professional and technical support to local libraries.

However, studies show that the implementation of national policies varies across local government units. Differences in funding, administrative priorities, and policy development affect the quality and sustainability of library services. Research in public administration emphasizes that localized policy instruments—such as ordinances and codes—are essential in translating national mandates into effective local practices.

Despite this, many public libraries in the Philippines operate without comprehensive policy frameworks that define service standards, operational procedures, and evaluation mechanisms. This lack of formalized policies can result in inconsistencies in service delivery and limited accountability, highlighting the need for localized policy development such as a Public Library Code.

Synthesis of the Reviewed Literature

The literature and studies presented were of great help in gaining insight and in focusing the direction of this study. These provide valuable information about the current issues and concerns involving service quality and accessibility and inclusiveness of services in public libraries. The reviewed works highlight the importance of maintaining high-quality services and ensuring equitable access to information resources as essential components of effective public library systems.

The studies of Parasuraman et al. (1985), Cook et al. (2001), and recent research conducted in Taiwan, South Korea, and the Philippines emphasize that service quality plays a significant role in shaping user satisfaction and engagement in public libraries. These studies show that dimensions such as reliability, responsiveness, and assurance influence how users perceive library services and determine their continued use of library resources. Findings also reveal that factors such as staff competence, availability of resources, and quality of library facilities contribute to positive user experiences. However, challenges such as limited resources, outdated facilities, and inadequate staffing continue to affect the consistency of service delivery, particularly in developing countries.

On the other hand, studies by IFLA (2022), the National Library of the Philippines (2022), and other recent researchers highlight the importance of accessibility and inclusiveness in public library services. These studies emphasize that libraries must ensure equitable access to information through adequate resources, accessible facilities, and technological services. The integration of digital platforms and assistive technologies has significantly improved access for diverse users, including persons with disabilities and marginalized groups. However, limitations in technological infrastructure, funding, and staff training remain key challenges that hinder the full implementation of inclusive services.

Moreover, the studies of various scholars on public libraries as community hubs and on policy development highlight that libraries play a vital role in community engagement, education, and social development. These studies show that effective governance and localized policy frameworks are necessary to ensure consistent and sustainable service delivery. While national policies such as Republic Act 7743 provide a general framework for public library development, the absence of localized policies often results in inconsistencies in service standards and operational practices. This underscores the need for structured policy instruments such as a Public Library Code to guide library operations.

Gap/s Bridged by the Present Study

Based on the reviewed related literature, the following gaps were identified:

1. There were limited studies that examined the level of service quality and accessibility and inclusiveness of services in local public libraries, particularly in the context of Olongapo City Public

Library.

2. There have been no studies that have correlated service quality and accessibility and inclusiveness of public library services with the profile of library users in Olongapo City.

In view of the identified gaps, this study determined the level of service quality and accessibility and inclusiveness of services of the Olongapo City Public Library, and examined their relationship with the respondents' profile. The findings of the study would serve as the basis for the development of a proposed Public Library Code aimed at improving governance, service delivery, and inclusiveness of library services in Olongapo City.

METHODOLOGY

Research Design

The researcher utilized a descriptive-correlational method of research with the use of a survey questionnaire as the main source of data. The statistical approach employed aimed to describe the current condition of public library services and determine the relationships among variables. This method involves collecting data without manipulating the study environment, allowing the researcher to examine existing conditions and relationships among variables (Polka, 2018). It provides insights into the present state of service quality and accessibility and inclusiveness of services in the Olongapo City Public Library.

Sources of Data

The respondents of this study were 100 patrons of the city library formulated using Cochran's Sample Size Formula (1977) which includes the library users, both registered and unregistered citizen of the city, library staff which includes government interns, and key stakeholders such as LGU of Olongapo who objectively answered the questionnaires provided in the study.

Population of the Study

The respondents of the study consisted of three groups: library users, library staff, and stakeholders of the Olongapo City Public Library. Library users included regular patrons such as students, professionals, researchers, and members of the community who utilize the services of the library. Library staff included professional librarians, administrative personnel, and support staff directly involved in the delivery of library services. Stakeholders included city government officials, educators, representatives from community organizations, and other individuals with an interest in the development and improvement of public library services. These groups were selected because they possess relevant knowledge, experience, and perspectives necessary to assess the current condition of the library's services, governance, and accessibility.

Instrumentation and Validation

The researcher utilized a self-made questionnaire as the primary instrument for data collection. The questionnaire was divided into three parts. Part I dealt with the respondents' demographic profile in terms of age, gender, and type of library user. Part II focused on the respondents' assessment of the level of service quality of the Olongapo City Public Library in terms of reliability, responsiveness, and assurance. Part III covered the respondents' assessment of the level of accessibility and inclusiveness of library services in terms of availability of resources, accessibility of facilities, and availability of technological services.

To ensure the validity of the questionnaire, it was subjected to expert validation by professionals in the fields of library and information science, research, and statistics. Their suggestions and recommendations were incorporated to improve the clarity, relevance, and appropriateness of the instrument. Furthermore, the questionnaire was subjected to a reliability test also using Cronbach's Alpha Coefficient yielding to Service quality indicators .850 (good internal consistency) and accessibility and inclusiveness indicators .881 (good internal consistency).

The pilot testing was conducted with 15 respondents as the sample size and was formulated using Cochran's Sample Size Formula (1977) who were subjected to answering the similar questionnaire answered by the actual respondents.

Evaluation and Scoring

To measure the respondents' assessment of the level of service quality and accessibility and inclusiveness of services of the Olongapo City Public Library, a 4-point Likert scale was used as follows:

Assigned Points	Numerical Range	Categorical Response	Verbal Interpretation
4	3.25-4.00	Strongly Agree	Very High
3	2.50-3.24	Agree	High
2	1.75-2.49	Disagree	Low
1	1.00-1.74	Strongly Agree	Very Low

Data Gathering Procedure

The researcher secured a written permission from the Olongapo City Public Library and relevant city officials to conduct the study. Prior to the actual data gathering, the research instrument was subjected to pilot testing using a small group of respondents to determine its clarity, reliability, and suitability. Based on the feedback obtained, necessary revisions were made to improve the questionnaire. After validation, the survey questionnaires were distributed to the selected respondents, including library users, staff, and stakeholders. Clear instructions will be provided, and respondents will be given sufficient time to complete the instrument. Thereafter, all the completed questionnaires will be then retrieved, checked for completeness, and systematically recorded. The gathered data will be coded, tabulated, and organized in preparation for statistical analysis.

Statistical Treatment of Data

The following statistical tests were used in the study:

1. Frequency and percentage distribution were used to describe the respondents' profile in terms of age, gender and type of library user.
2. Weighted mean with standard deviation were used to describe the a) level of service quality in terms of reliability, responsiveness, and accuracy and b) level of accessibility and inclusiveness of services in terms of availability of resources, accessibility of facilities and availability of technological services.
3. Analysis of Variance (ANOVA) with post-hoc analysis (Scheffe test) was used to determine the difference in the level of service quality and level of accessibility and inclusiveness of services of Olongapo City Public Library when grouped according to the age and type of library user of the respondents.

4. t-test for independent samples was used to determine the difference in the level of service quality and level of accessibility and inclusiveness of services of Olongapo City Public Library when grouped according to the gender of the respondents.
5. Pearson’s r Moment Correlation Coefficient was used to determine the relationship between the level of service quality and level of accessibility and inclusiveness of services at Olongapo City Public Library.

RESULTS

1. Profile of the Respondents.

Table 1
Demographic Profile of the Respondents

Profile	Group	Frequency	Percentage (%)
Age	18 years old and below	10	10.0
	19-21 years old	13	13.0
	22-24 years old	20	20.0
	25-27 years old	20	20.0
	28 years old and above	37	37.0
Gender	Male	41	41.0
	Female	59	59.0
Type of library user	Citizen	67	67.0
	LGU/National/Government Employee	19	19.0
	Library staff/GIP	14	14.0

N=100

2. Level of service quality of the Olongapo City Public Library.

Table 2
Level of Service Quality of Olongapo City Public Library in terms of Reliability

Indicators	WM	SD	Interpretation
1. The city library provides services as promised.	4.64	.522	Very High
2. Library staff perform services accurately and consistently.	4.59	.570	Very High
3. Requested materials are available when needed.	4.42	.698	Very High
4. City library transactions (borrowing/returning) are error-free.	4.38	.707	Very High
5. The city library maintains accurate records of users and materials.	4.58	.571	Very High
Average Weighted Mean	4.52	.416	Very High

3. Level of Service Quality of Olongapo City Public Library in terms of Responsiveness.

Table 3
Level of Service Quality of Olongapo City Public Library in terms of Responsiveness

Indicators	WM	SD	Interpretation
1. Library staff responds promptly to user requests.	4.61	.566	Very High

2. Library staff are always willing to assist users.	4.75	.457	Very High
3. Waiting time for services is reasonable.	4.51	.611	Very High
4. Library staff provides timely information regarding library services.	4.48	.658	Very High
5. Patron concerns and complaints are handled efficiently.	4.60	.568	Very High
Average Weighted Mean	4.59	.354	Very High

4. Level of Service Quality of Olongapo City Public Library in terms of Assurance.

Table 4

Level of Service Quality of Olongapo City Public Library in terms of Assurance

Indicators	WM	SD	Interpretation
1. Library staff are knowledgeable about services and resources.	4.48	.643	Very High
2. Library staff are courteous and respectful to users.	4.59	.621	Very High
3. Patrons feel safe and secure while using the library.	4.61	.510	Very High
4. Library staff can answer questions confidently and accurately.	4.53	.610	Very High
5. The city library instills confidence in its users.	4.49	.611	Very High
Average Weighted Mean	4.54	.413	Very High

5. Overall Level of Service Quality of Olongapo City Public Library.

Table 5

Overall Level of Service Quality of Olongapo City Public Library

Scale	Domains	WM	SD	Interpretation
Service quality	Reliability	4.52	.416	Very High
	Responsiveness	4.59	.354	Very High
	Assurance	4.54	.413	Very High
OVERALL		4.55	.340	Very High

6. Level of accessibility and inclusiveness of services of the Olongapo City Public Library.

Table 6

Level of Accessibility and Inclusiveness of Services in terms of Availability of Resources (Print and Digital)

Indicators	WM	SD	Interpretation
1. The city library provides a wide range of printed materials (books, journals, etc.).	4.49	.643	Very High
2. Digital resources (e-books, online databases) are readily available.	4.18	.743	High
3. The available materials meet the diverse needs of users.	4.53	.626	Very High
4. Resources are updated and relevant.	4.55	.625	Very High
5. Materials are easy to locate and access.	4.41	.637	Very High
Average Weighted Mean	4.43	.459	Very High

7. Level of Accessibility and Inclusiveness of Services in terms of Accessibility of Facilities.

Table 7

Level of Accessibility and Inclusiveness of Services in terms of Accessibility of Facilities

Indicators	WM	SD	Interpretation
1. The city library is easily accessible to all users, including persons with disabilities.	4.60	.512	Very High
2. The city library has ramps, elevators, or other accessibility features.	4.38	.615	Very High
3. Signage and directions inside the city library are clear and helpful.	4.51	.541	Very High
4. The layout allows easy movement within the city library.	4.50	.577	Very High
5. Facilities (restrooms, reading areas) are accessible and inclusive.	4.49	.594	Very High
Average Weighted Mean	4.49	.403	Very High

8. Level of Accessibility and Inclusiveness of Services in terms of Availability of Technological Services.

Table 8

Level of Accessibility and Inclusiveness of Services in terms of Availability of Technological Services

Indicators	WM	SD	Interpretation
1. Computers are available for public use.	4.63	.544	Very High
2. Internet access is reliable and accessible.	4.67	.513	Very High
3. Library staff provide assistance in using technological resources.	4.35	.657	Very High
4. Technological equipment is functional and up-to-date.	4.38	.678	Very High
5. Library staff provide assistance in using technological resources.	4.60	.550	Very High
Average Weighted Mean	4.52	.385	Very High

9. Overall Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library.

Table 9

Overall Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library

Scale	Domains	WM	SD	Interpretation
Accessibility and inclusiveness	Availability of resources	4.43	.459	Very High
	Accessibility of facilities	4.49	.403	Very High
	Availability of technological services	4.52	.385	Very High
OVERALL		4.48	.372	Very High

10. Difference in the Level of Service Quality of Olongapo City Public Library when Grouped According to the Profile Variables of the Respondents.

Table 10

Difference in the Level of Service Quality of Olongapo City Public Library when Grouped According to the Profile Variables of the Respondents

Profile	Groups	Mean	Inferential	P-value	Interpretation
Age	18 years old and below	4.39	$F = 2.991$.023	Significant
	19-21 years old	4.40			
	22-24 years old	4.56			
	25-27 years old	4.74			
	28 years old and above	4.53			
Gender	Male	4.52	$t = -.622$.535	Not Significant
	Female	4.56			
Type of library user	Citizen	4.48	$F = 11.675$	<.001	Significant
	LGU/National/Government employee	4.51			
	Library staff/GIP	4.91			

11. Difference in the Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library when Grouped According to the Profile Variables of the Respondents

Table 11

Difference in the Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library when Grouped According to the Profile Variables of the Respondents

Profile	Groups	Mean	Inferential	P-value	Interpretation
Age	18 years old and below	4.31	$F = 4.890$.001	Significant
	19-21 years old	4.26			
	22-24 years old	4.55			
	25-27 years old	4.73			
	28 years old and above	4.43			
Gender	Male	4.46	$t = -.360$.720	Not Significant
	Female	4.49			
Type of library user	Citizen	4.41	$F = 11.789$	<.001	Significant
	LGU/National/Government employee	4.43			
	Library staff/GIP	4.89			

12. Relationship Between the Level of Service Quality and Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library.

Table 12

Relationship Between the Level of Service Quality and Level of Accessibility and Inclusiveness of Services at Olongapo City Public Library

Independent	Dependent	Pearson's r^a	p-value	Interpretation
Service quality	Accessibility and inclusiveness	.792 (strong)	<.001	Significant

Note. ^aCorrelation: 0.00 – 0.19 (very weak); 0.20 – 0.39 (weak); 0.40 – 0.59 (moderate); 0.60 – 0.79 (strong); 0.80 – 1.00 (very strong). (Evans, 1996) ^bSignificant at <.05.

13. Proposed Public Library Code

This proposed Public Library Code aims to institutionalize standards that will sustain the library's strengths while addressing identified gaps. It seeks to ensure consistent, equitable, and inclusive delivery of services, enhance user engagement across diverse groups, and strengthen the library's role as a vital information and community hub. Furthermore, the code provides a structured guide for continuous improvement, accountability, and alignment with modern library practices.

DISCUSSION

Summary of Findings

The following are the salient findings of the study:

- a. **Profile of the Respondents:** The respondents are predominantly adults, mostly female, and largely composed of citizens, indicating that the library primarily serves the general public and mature users.
- b. **Level of Service Quality:** The level of service quality of the Olongapo City Public Library in terms of reliability, responsiveness, and assurance is very high, showing that the library consistently delivers dependable, prompt, and trustworthy services.
- c. **Level of Accessibility and Inclusiveness:** The level of accessibility and inclusiveness of services in terms of availability of resources, accessibility of facilities, and availability of technological services is very high, indicating that users are provided with accessible, inclusive, and well-supported library services.
- d. **Difference in the respondents' level of service quality of the Olongapo City Public Library when grouped according to their profile variables:** There is a significant difference in the level of service quality when grouped according to age and type of library user, while no significant difference was observed when grouped according to gender.
- e. **Difference in the respondents' level of accessibility and inclusiveness of library services when grouped according to their profile variables:** There is a significant difference in the level of accessibility and inclusiveness of services when grouped according to age and type of library user, while no significant difference was observed when grouped according to gender.
- f. **Relationship Between Service Quality and Accessibility and Inclusiveness:** There is a significant and strong relationship between service quality and accessibility and inclusiveness of services, indicating that improvements in service quality are associated with enhanced accessibility and inclusiveness.

- g. **Proposed Public Library Code:** There is a need to develop a Public Library Code that will institutionalize standards for service quality, accessibility, and inclusiveness in the Olongapo City Public Library.

CONCLUSIONS

Based on the findings of the study, the following conclusions were drawn:

1. The Olongapo City Public Library primarily serves adult users, particularly females and citizens, indicating its strong role as a community-centered institution that caters to the general public.
2. The library demonstrates a consistently high level of service quality in terms of reliability, responsiveness, and assurance, reflecting effective service delivery, competent staff performance, and positive user experiences.
3. The library provides highly accessible and inclusive services through the availability of resources, user-friendly facilities, and adequate technological support, ensuring that diverse user needs are met.
4. The perception of service quality varies significantly across age groups and types of library users, suggesting that user characteristics influence how services are experienced, while gender does not significantly affect these perceptions.
5. The perception of accessibility and inclusiveness also differs based on age and type of library user, indicating the need for more targeted and inclusive strategies for different user groups, while gender was not found as a determining factor.
6. Service quality and accessibility and inclusiveness are strongly interconnected, showing that improvements in service delivery contribute to better access and more inclusive library services.
7. There is a need to implement the Public Library Code to formalize standards, sustain the library's strengths, and address identified gaps, ensuring consistent, inclusive, and responsive library services.

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