STUDENTS' AWARENESS, EXTENT OF USE, AND SATISFACTION ON LIBRARY SERVICES OF BU SENIOR HIGH SCHOOL

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Abstract

The study assessed the awareness, use, and satisfaction of Baliuag University Grade 11 students enrolled for SY 2017-2018 to the library services offered by the Senior High School Library which includes services on circulation, current awareness, customer, e-journals subscription, information and referral, information commons, library instruction, reference and information, reserve, and wi-fi. This study involved 10% of the total population of the Grade 11 students at Baliuag University. The variables used were determined through the use of questionnaires which included close-ended questions, open-ended questions, and Likert scale. Data were analyzed with the use of percentage as representation to the total number of respondents on each question. The findings of this study revealed that most of the respondents (97%) are aware of the library services. The wi-fi service was the most known (100%) and used (83%) service while the e-journals subscription was the least known (35%) and used (29%) service. Most of the respondents were very satisfied with the Wi-Fi service, customer service and current awareness service of the library. Most of them were also satisfied with the circulation service, e-journals subscription, information commons services, library instruction services, reference and information service, and reserve service. And most of them are neither satisfied nor dissatisfied with the e-journals subscription service.

Keywords: Students' Awareness, Extent of Use, Satisfaction, Library Services.

Introduction

The enhanced basic education curriculum- K to 12 curriculum, implemented in the Philippines through Republic Act No. 10533 which is "an act enhancing the Philippine Basic Education System by strengthening its curriculum and increasing the number of years for basic education, appropriating funds therefor and for other purposes" added two (2) years of basic education called Senior High School (SHS) where in students can choose what track among the academic, technical-vocational-livelihood, sports, and arts and design tracks. The academic track include accountancy, business, and management (ABM) strand, humanities and social sciences (HUMSS) strand, science & technology, engineering & mathematics (STEM) strand, and general academic (GA) strand.

The act began its implementation on the year 2013 and educational institutions should abide with this new curriculum thus it affecting libraries, a major part of an educational institution. Because of this, libraries should provide information sources and services relevant for the information needs of the Senior High School students.

The SHS Library was newly operated on the year 2015. The available materials in the library are mostly books with different genres such as science fiction, romance, adventure, health and history. The fiction books was the most borrowed books as stated by the SHS Librarian. The library also provides e-journals and newspapers. The library maintains an environment conducive to learning with a well-ventilated and well lighted facility. The seating capacity of the SHS library is eighty (80) and it has carrels for individual readers, tables and chairs for group use and a sofa for those who want to relax.

Lahiri (2015) said that the library is a storehouse of knowledge. Libraries contain information in different formats such as books, periodicals, audio-visual and electronic media and its significant role is to provide information services and resources to aid in the research activities and studies of its customers (Motiang, Wallis & Karodia, 2014).

A school library or school library media center is a type of library which is established in a school setting. Library research service (2014) further identified a school library media center as a collection of organized printed and/or audiovisual and/or computer resources which are located in a designated place/s to make its resources and services available to students, teachers, and administrators.

It is fundamental for libraries to distinguish and try, as much as possible, to meet their customers' needs (Larson & Owusu-Acheaw, 2012) and in order to accomplish that, libraries offer not only resources but also services. Wall (2011) stated the major shift of library services which is affected by the digital era resulted to the transformed needs of students and faculty. Exposition of every student in schools, colleges, and universities to library services are automatic (Bacus et al., 2016). Most common services of a school library media center nowadays are circulation service, customer service, library instruction service, reference and information service, internet or Wi-Fi service, etc.

Williams, Wavell & Coles (2001) view school libraries as a factor which has a positive impact on academic achievement, specifically at the primary and early secondary level and with appropriate actions to guarantee quality services.

Improvement of the quality of services in libraries is a must to be able to handle the challenges of the 21ˢᵗ century and the information explosion. Service oriented organizations identified customers as the most vital voice in assessing the quality of services (Adeniran, 2010).

It is important to assess first the customers' awareness, use, extent of use, and most importantly their satisfaction to the library services and that will lead to assessing the quality of those services and which of the services need improvement as well. Through this study, the researchers intended to assess the variables stated above which can be a basis for improvement of the quality of services and the library in its early stages.

Baliuag University Library's goals are:
- to provide materials and information services that are responsive to the needs of the academic and non-academic community and ensure their maximum accessibility and expeditious delivery
- to provide pleasant, safe, accessible and well-maintained building and facilities which enhance the use of the library's resources
- to develop and maintain an effective staff committed to the provision of quality service
- to facilitate public access to library's collection and services and improve the efficiency of library operations through the appropriate application of automated systems for information retrieval, management and support services.

Baliuag University Library's objective are:
- to develop, organize, and maintain a collection of books, journals, government documents, maps, pamphlets, pictures, photographs, newspaper clippings, computer files, machine readable databases, videotapes, audiotapes, and other materials needed to meet the information, research, instructional, and related needs of the students, faculty and administrative staff
- to develop and maintain vigorous and discriminating programs for the identification, selection, and acquisition of library materials needed to fulfill the library's major responsibilities of supporting the university's research and instructional programs, providing for information needs and enhancement of learning
- to support university research and instruction programs by the preparation and dissemination of bibliographic and reference guides and appropriate information services
- to recent and maintain a library staff of highly qualified individuals capable of a sustained level of high performance, to perform the financial analysis and conduct the short and long range planning essential to the determination of the financial needs of the library and to the judicious use of funds received
- to publicize and promote awareness and use of the library's resources and services to students, faculty and administrative staff through public relations programs and staff participation to campus activities
- to explore and implement increased means for cooperation with other libraries on a regional, national and international basis with regard to collection development programs, reference and information services, technical processes and interlibrary lending particularly through the adaptation of computerized on the systems
- to encourage and support, all levels of the library staff, a lively interest in the pursuit of inquiry whether practical or

theoretical in scope, with a view to the constant enhancement of the library's programs and services and the professional growth of its staff,

- to achieve these objectives, the library must constantly strive for effective administration and competent staff; adequate financial support; adequate staffing; efficient organization of library materials; efficient services to customers; clean, safe and adequate facilities; continuing staff development and training.

The Baliuag University library, archives and museum (BU-LAM) provides services such as abstracting and indexing services, bibliographic service, book display, circulation service, current awareness service, customer service, e-journals subscription, information commons services, internet service, library instruction service, maps, globes and other cartographic material, multimedia kiosk, periodicals service, reference and information services, reserve service, term paper clinic, university archives and museum services, vertical file service, wi-fi service, and other relevant services that will cater the needs of the library customers.

Review of Related Literature

A school library can never be separated from its parent institution- the school. It is responsible for the all-round students' development. Library customers have different reasons in using the school library. Some uses it for reading their notes, others use it to do assignments while others prepare for tests. But library customers can also visit the library for recreation and relaxation. School libraries are beneficial to students and they should maximize their use of it. Therefore, school libraries provide

favorable setting where students can discover and develop their skills and talents and to also improve their reading and study skills (Jato, Ogunniyi & Olubiyo, 2014).

A school library performs a vital role in shaping students' habit regarding reading for leisure, to pass tests, and to obtain information on different life aspects (George, 2011).

The school librarian owns the professional responsibility to deal credibly and compassionately with every student, to supply sufficient and relevant learning resources, and to integrate learning experiences in the school which will be beneficial for them and their needs, interests and abilities, goals, concerns and learning styles. The school librarian must customize the services of the school library which considers the intellectual, moral, spiritual, social and cultural well-being of each student regardless of their economic status, and capabilities. The school librarian should continually develop his/her knowledge of the students to be able to mentor, counsel and be a friend to them. After that, it is the school librarians' obligation to introduce the diverse learning resources and the skills needed to be able to utilize those resources in the library (Moruf, 2015).

The improvement of students' outcomes is a result of effective schools that implement innovative support systems in order to aid students' mastery of different skills required for success. Through the integration of the essentials of 21st century learning in all curriculum areas grade levels and achievement levels, school libraries provide and support for the development of skills and achievements of students. (American Association of School Librarians, 2011).

With the various learning styles of the students

nowadays, mostly because of the advent of technology, the school libraries and school librarians should be able to provide variety and diverse information sources and services in order to meet the students' needs. And only when the customers find the library's sources and services useful can the library be of importance and appreciate its value.

Satisfaction may give way to use of the library over and over again and is also a good way to market its existence to others (Motiang, Wallis & Karodia, 2014). Satisfaction is of great significance hence, providing for the information needs of customers through resources and services is a requirement for libraries. Within that, in order for development to take place, evaluation of library services is a must because customer satisfaction is essential to libraries. And so, determination of the extent of library customer satisfaction with the services and resources of a library is fundamentally important (Larson & Owusu-Acheaw, 2012).

Williams, Wavell & Coles (2001) conducted a critical review which examines the link between educational attainment and school library use at secondary level. This encompasses the processes, attitudes, and library provision which includes the type of resources, nature of access and staffing provision. The evidence was then scrutinized whether it is applicable to school libraries and School Library Services in England. The authors view school libraries as a factor to a positive impact on academic achievement, specifically at the primary and early secondary level and with appropriate actions to guarantee quality services. In spite of this, much of the evidence was from countries with school librarians that have teaching training hence, more research is needed to identify the extent to which this evidence is

transferable. In addition, training of teachers and librarians is confirmed to develop mutual understanding of each other's roles and contributions within the school library and training should involve information skills development, collection mapping, planning, and evaluation. School librarians who exercise professional and proactive approach to their role can prove evidence of their impact on teaching and learning within the school; and are able develop further.

Omehia, Obi & Itohowo (2008) conducted a study which aims to establish the difference among students' characteristics and their utilization of library services. Findings showed that there is a substantial difference between the academic disciplines of students on their use of library service. Social science and humanities students used the library the most. The authors concluded that the degree of use of library services is based on academic disciplines and year of study. This means that library services should be implemented based on the different information needs of students to be able to meet those needs.

Improvement of the quality of services in libraries is a must to be able to handle the challenges of the 21st century and the information explosion. Service oriented organizations identified customers as the most vital voice in assessing the quality of services. A study examined the relationship between service quality and customers' satisfaction at Redeemer's University, Ogun State, Nigeria through questionnaires given to students and academic staff. It revealed that customers were satisfied with the services offered by the library (Adeniran, 2010).

Larson & Owusu-Acheaw (2012) performed a study to find out if the customers were satisfied with the services and

resources of the Institute for Educational Development and Extension (IEDE) Library in University of Education, Winneba, Ghana. The total sample for the study was 454 students and questionnaires was used for data collection. Findings revealed that students were satisfied with the library services but there are still improvements that need to be done. Recommendations include sufficient allocations of budget for the library by the management and to focus more of their attention to the library. Extending of library open hours; photocopier and printer are additional recommendations.

Saikia & Gohain (2013) investigated the use of library resources, customer's satisfaction in library resources and services, and information seeking behaviors of the students and research scholars of Tezpur University, Assam, India. Authors declared that it is necessary for a customer guidance in order for them to meet their information needs and be aware of the information sources and services the library offers.

Namugera (2014) examined the customers' awareness, perceptions and usage of Makere University Library (MakLib) Services where in the study applied a qualitative approach through interviews of 94 customers from Makere University, Uganda, East Africa. The study resulted to a good rating of the quality of services offered by the MakLib. However, the rate of customers' awareness about the services were low and was directly associated to its usage as well. The study indicated the importance of promotion and marketing of the library services to be able to increase the awareness and usage of its customers through varied approaches. Constant enhancement of the end-user training programs and adequate networked computers with fast Internet connection are additional recommendations of

the study.

Without reluctance, library services' satisfaction has been an influence to its use and has also been a factor to its non-use. A study investigated the use and customer satisfaction of public library services in south west Nigeria through questionnaires to selected 400 library customers. Results showed the lack of sufficient facilities and irrelevant information resources. Internet services have been the major reason that affects the customer satisfaction. Based on these, recommendations were about increase funding for the development of sufficient information sources and ICT facilities to increase the usage and customer satisfaction (Joy & Idowu, 2014).

Motiang, Wallis & Karodia (2014) aimed to evaluate the library services and resources and its customers' satisfaction with them. Questionnaires were given to 233 students, academic staff and administrative staff and it was revealed that customers are satisfied with the library hours, and registration process though there are areas that needs attention which are the increase of books and journal collection, photocopiers, internet service improvement, and increase of library hours and improvement of the services from library staff.

Moruf (2015) presented a study about the utilization of four (4) selected secondary school libraries by students in Akinyele Local Government Area of Oyo State, Nigeria which reveals their insufficient resources, scarce funding and poor provision for development thus students were not effectively utilizing the secondary school libraries' services. The author recommended a formulation of school library standards to help

improve the status of a school library.

A similar study which assessed the awareness of Baliuag University college students to the library services offered by BULAM involved 10% of the students' total population of every department was conducted. Questionnaires were used to gather data. The study revealed that most of the students are aware of the library services offered through their classmates, professors, and friends. The Wi-Fi service is the most known service and Term Paper Clinic is the least known service. (Bacus, et al. 2016)

The Problem

The study aimed to assess the awareness, use, extent of use, and satisfaction of the Grade 11 students of Baliuag University to the BU Senior High School Library and its services for School Year 2017-2018.

Based on the main problem, the researchers sought answers to the following:

1. How do the Grade 11 students' awareness be described in terms of BU SHS Library services?

2. What is the extent of use of Grade 11 students of BU SHS to its library services?

3. How satisfied are the BU Grade 11 students to the services offered by BU SHS Library?

4. What are the suggestions and recommendations of BU Grade 11 students for the improvement of the BU SHS Library?

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Conceptual Framework

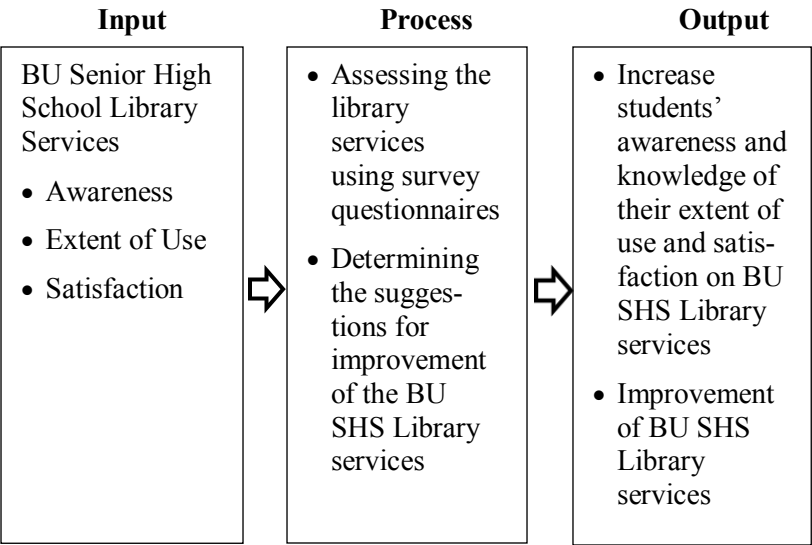| Input	Process	Output
BU Senior High School Library Services • Awareness • Extent of Use • Satisfaction	• Assessing the library services using survey questionnaires • Determining the suggestions for improvement of the BU SHS Library services	• Increase students' awareness and knowledge of their extent of use and satisfaction on BU SHS Library services • Improvement of BU SHS Library services

Figure 1. Research Paradigm of the Study

The library offers different services that are beneficial to its customers which targets the latter's information and even recreational needs. Through the services, the library accomplishes its objectives which establishes its value in the institution and the community.

Figure 1 presents the research paradigm of the study in which it illustrates that the Baliuag University Senior High School Library which provides several services that focuses on how it will support the students' in their academic and recreational needs. And in order to evaluate the usefulness and quality of the services, the researchers gathered information about the awareness, utilization and satisfaction of the customers through the instrument used which was the survey questionnaires. All the data gathered served as a basis for improvement of the library and its services.

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Method

This research was conducted at BU SHS Library located at the 4th floor of Domingo Santiago, Jr. Bldg., Annex 3, Baliuag University, Baliwag, Bulacan. There was a total of 913 students for Grade 11 enrolled in Baliuag University for the first semester of S.Y. 2017-2018 and 10% of students from each strand were chosen to answer the questionnaire. Therefore, 91 students from BU Grade 11 answered the questionnaire. The researchers used proportional stratified random sampling with a total population of each strand in deriving the sample size. The researcher used fishbowl technique to identify the respondents in different strands including accountancy, business and management (ABM), humanities and social sciences (HUMSS), science & technology, engineering and mathematics (STEM), and General academic (GA). The design used for data gathering was descriptive survey research design. This design attempted to describe systematically, factually, accurately and objectively a situation and was used to gather the respondents' descriptive outlook on their awareness, use, extent of use, and satisfaction to the BU Senior High School Library services.

The research instrument that was used is the survey questionnaire constructed by the researchers which enable to obtain the needed information from the respondents. The survey questionnaire was validated by the researchers' adviser and the program chair of the BLIS program. The survey was composed of questions regarding whether the respondents were aware that there is a BU Senior High School Library and its offered services, which of the services were they utilizing, and how often they use it. There was also a table indicating how satisfied they were towards the different library services. Suggestions and recommendations for improvement was also included.

Initially, the researchers requested for the list of all the BU Grade 11 students that are enrolled for the first semester of S.Y. 2017-2018 from the Office of the Registrar. Then, the researchers formulated a questionnaire that underwent a face validity by the professor and the program chair of the BLIS program. Consequently, permission from the BU Senior High School principal was asked. Afterwards, the questionnaires were distributed for every 10% of the population of every section in every strand of the academic track of the BU Senior High School.

Results and Discussion

This chapter presents the data gathered in response to the questions posed in Chapter 1. The data are presented in graphs and/or statistical tables, followed by their analyses and interpretations.

Table 1

Respondents' Awareness to the BU SHS Library

STRAND	Aware		Not aware		TOTAL
	f	%	*f*	%	
STEM	36	39.56	1	1.1	37
ABM	26	28.57	2	2.2	28
GA	19	20.88	0	0	19
HUMSS	7	7.69	0	0	7
TOTAL	88	96.7	3	3.3	91

The table shows that 97% of the respondents from STEM are aware of the Senior High School Library. Only 3% of the respondents from STEM are not aware of the SHS Library. On the other hand, 93% of the respondents from ABM are aware and 7% are not aware. All respondents from GAS and HUMSS are aware. All in all, 97% of the SHS respondents are aware of the SHS Library, but there are still 3% who are not aware.

The data means that almost all respondents are aware of the BU SHS Library which is located at the 4th floor of the Domingo Santiago Jr. Building. Every year, the institution runs orientation program for the new enrollees which introduces the library and its location in the campus and even its facilities and services which includes: Circulation service, Current awareness service, Customer Service, E-journals Subscription Service, Information Referral Service, Information Commons Services, Library Instruction Service, Information and Reference Service, Reserve Service and Wi-Fi Service. Namugera (2014) concluded through a study that it is important to promote and market the library and its services to be able to increase the awareness of its customers through various methods like orientation programs, etc.

Table 2

Respondents' Awareness BU SHS Library Services

	STEM				ABM				GAS				HUMSS				TOTAL			
	A		NA		A		NA		A		NA		A		NA		A		NA	
	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%
Circulation Service	26	29.55	10	11.36	13	14.77	13	14.77	12	13.63	7	7.95	6	6.82	1	1.14	57	64.77	31	35.23
Current Awareness Service	19	21.59	17	19.32	14	15.91	12	13.63	14	15.91	5	5.68	5	5.68	2	2.27	52	59.1	36	40.9
Customer Service	33	37.5	3	3.41	25	28.41	1	1.14	19	21.59	0	0	7	7.95	0	0	84	95.45	4	4.55
E-journals Subscription	13	14.77	23	26.14	5	5.68	21	23.86	9	10.23	10	11.36	4	4.55	3	3.4	31	35.23	57	64.76
Information Referral Service	27	30.68	9	10.23	16	18.18	10	11.36	16	18.18	3	3.41	4	4.55	3	3.41	63	71.59	25	28.41
Information Commons Services	28	31.81	8	9.09	17	19.32	9	10.23	17	19.32	2	2.27	6	6.82	1	1.14	68	77.27	20	22.73
Library Instruction Service	24	27.27	12	13.64	25	28.41	1	1.14	18	20.45	1	1.14	5	5.68	2	2.27	72	81.81	16	18.19
Reference and Information Service	29	32.95	7	7.95	23	26.14	3	3.41	19	21.59	0	0	7	7.95	0	0	78	88.63	10	11.36
Reserve Service	20	22.72	16	18.18	14	16.91	12	13.64	17	19.32	2	2.27	4	4.54	3	3.41	55	62.49	33	37.5
Wi-Fi Service	36	40.91	0	0	36	29.55	0	0	19	21.59	0	0	7	7.95	0	0	88	100	0	0

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Legend:

STEM - Science, Technology, Engineering, and
　　　　Mathematics Strand
ABM - Accountancy and Business Administration
　　　　Strand
GAS - General Academic Strand
HUMSS- Humanities and Social Sciences Strand
A - Aware
NA - Not Aware

The table shows that 29.55% of the respondents from STEM are aware of the library's Circulation Service and 11.36% are not, while 14.77% of the respondents from ABM are aware and the other 14.77% are not. It also reveals that 13.63% of the respondents from GAS are aware and 7.95% are not and 6.82% of the respondents from HUMSS are aware and 1.14% are not. From the overall respondents, 64.77% are aware and 35.23% are not aware.

It is indicated that 21.59% of the respondents from STEM are aware of the library's Current Awareness Service and 19.32% are not. While, 15.91% of the respondents from ABM are aware and 13.63% are not. In addition, 15.91% of the respondents from GAS are aware and 5.68% are not aware then 5.68% of the respondents from HUMSS are aware while 2.27% are not aware. In general, 59.1% of the respondents are aware and 40.9% are not.

It is revealed that 37.5% of the respondents from both STEM are aware of the library's Customer Service and 3.41% are not. While, 28.41% of the respondents from ABM are aware and 1.14% are not. On the other hand, 21.59% of the respondents

from GAS and 7.95% of the respondents from HUMSS are aware of it. Generally, 95.45% of all the respondents are aware and 4.55% are not aware.

It is shown that 14.77% of the respondents from STEM are aware of the library's E-journals Subscription and 26.14% are not aware. It also shown that 5.68% of the respondents from ABM are aware of it and 23.86% are not aware. On the other hand, 10.23% of the respondents from GAS are aware and 11.36% are not. While 4.55% of the respondents from HUMSS aware and 3.4% are not aware. In overall, 35.23% of the respondents are aware and 64.76% are not aware of the said service.

It is presented that 30.68% of the respondents from STEM are aware of the library's Information Referral Service and 10.23% are not aware. While 18.18% of the respondents from ABM are aware of the service and 11.36% are not. Most of the GAS respondents are aware, which is 18.18%, and 3.41% are not. Then 4.55% of the HUMSS are aware of the said service and 3.41% are not. Overall, 71.59% of the respondents are aware of this service while 28.41% are not aware.

It is indicated that 31.81% of the respondents from STEM are aware in the library's Information Commons Services and 9.09% of them are not aware. On the other hand, 19.32% of the respondents from ABM are aware in the said service while 10.23% are not. While, 19.32% of the respondents from GAS are aware and 2.27% are not. Then, 6.82% of the respondents from HUMSS are aware and 1.14% are not aware. Generally, 77.27% of the respondents are aware and 22.73% are not aware.

It is stated that 27.27% of the respondents from STEM

are aware of the Library Instruction Service offered by the library, the remaining 13.64% are not aware. In ABM, 28.41% of the respondents are aware of the service and 1.14% are unaware. While 20.45% of the respondents from GAS are aware of this service which left the 1.14% unaware. Then, 5.68% of the respondents from HUMSS are aware and 2.27% are not aware. Overall, 81.81% of the respondents are aware of this service while the 18.19% are not.

It is presented that 32.95% of the respondents from STEM are aware of the library's Reference and Information Service and 7.95% of them are not aware. As for the respondents from ABM, 26.14% of them are aware of this service and 3.41% is not aware. Then, 21.59% of the respondents from GAS and 7.95% of the respondents from HUMSS are aware of the service. In general, 88.63% of the respondents are aware of the said service while 11.36% are not.

It is revealed that 22.72% of the respondents from STEM are aware of the library's Reserve Service and almost half, 18.18%, of them are not aware. While, 16.91%, of the respondents from ABM are aware of the service and 13.64% are not. Meanwhile, 19.32% of the respondents from GAS are aware and only 2.27% of them are unaware. As for the case of respondents from HUMSS, 4.54% of them are aware and 3.41% of them are not aware. In total, 62.49% of the respondents are aware of this service while 37.5% are unaware.

It is indicated that all of the respondents from STEM, ABM, GAS, and HUMSS are aware of the Wi-Fi service of the library.

The data implies that the most known service the library offers is the Wi-Fi Service followed by Customer Service, Reference and Information Service, Library Instruction Service, Information Commons Service, Information Referral Service, Circulation Service, Reserve Service, Current Awareness Service and E-journals Subscription Service. Bacus et al. (2016) had the same findings where in Wi-Fi Service is the most known service to the Baliuag University college students. The Customer Service and Reference and Information Service, on the other hand, is signified by the information desk and the librarian that offers personal assistance to every library customer. Namugera (2014) indicated through a study that it is important to promote and market the library services to be able to increase the awareness of its customers. Sakia and Gohain (2013) also declared that it is necessary for a customer guidance in order for them to meet their needs and be aware of the information sources and services the library offers.

Table 3

Respondents' Use of BU SHS Library Services

Service	STEM				ABM				GAS				HUMSS				TOTAL			
	U		NU		U		NU		U		NU		U		NU		U		NU	
	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%	f	%
Circulation Service	8	14.04	18	31.58	4	7.02	9	15.79	8	14.04	4	7.02	2	3.51	4	7.02	22	38.61	35	61.41
Current Awareness Service	7	13.46	12	23.08	8	15.38	6	11.54	11	21.15	3	5.78	3	5.77	2	3.85	29	55.76	23	44.25
Customer Service	24	28.57	9	10.71	12	14.29	13	15.48	11	13.1	8	9.52	3	3.57	4	4.76	50	59.53	34	40.47
E-journals Subscription	5	16.13	8	25.81	0	0	5	16.13	2	6.45	7	22.58	2	6.45	2	6.45	9	29.03	22	70.97
Information Referral Service	10	15.87	17	26.98	12	19.05	4	6.35	5	7.94	11	17.46	2	3.17	2	3.17	29	46.03	34	53.96
Information Commons Services	20	29.41	8	11.76	8	11.76	9	13.24	13	19.12	4	5.88	5	7.35	1	1.47	46	67.64	22	32.35
Library Instruction Service	17	23.61	7	9.72	18	25	7	9.72	11	15.27	7	9.72	3	4.17	2	2.78	49	68.05	23	31.95
Reference and Information Service	17	21.79	12	15.38	11	14.10	12	15.38	13	16.67	6	7.69	2	2.56	5	6.41	43	55.12	35	44.86
Reserve Service	10	18.18	10	18.18	5	0.09	9	16.36	10	18.18	7	12.72	2	3.63	2	3.63	27	49.08	28	50.89
Wi-Fi Service	30	34.09	6	6.81	21	23.86	5	5.68	18	20.45	1	1.14	3	4.54	3	3.41	73	82.94	15	17.04

Legend:

STEM - Science, Technology, Engineering, and Mathematics Strand

ABM - Accountancy and Business Administration Strand

GAS - General Academic Strand

HUMSS- Humanities and Social Sciences Strand

U - Used

NU - Not yet Used

The table shows that 14.04% of the respondents from STEM have used the library's Circulation Service and 31.58% have not yet used the service, while 7.02% from ABM have used and 15.79% have not yet used the said service. Then, 14.04% of the respondents from GAS have used the service and 7.02% have not used yet. Meanwhile, 3.51% of the respondents from HUMSS have already used this service while 7.02% have not used yet. In the entirety, 38.61% of the respondents used the service and 61.41% have not used yet.

It is indicated that 13.46% of the respondents from STEM have used the library's Current Awareness Services and 23.08% have not used yet. It is also shown that 15.38% of the respondents from ABM have used the service and 11.54% have not used yet. While 21.15% of the respondents from GAS have used the said service and only 5.78% have not used yet. Then 5.77% of the respondents from HUMSS have used it and 3.85% have not used yet. In the totality, more than half, 55.75%, of the respondents have used this service and 44.25% have not used yet.

It is presented that 28.75% of the respondents from STEM have used the library's Customer Service and 10.71%

have not used yet. On the other hand, 14.29% of the respondents from ABM have used the service and 15.48% have not used yet. The 13.1% of the respondents from GAS have used this while 9.52% have not yet while 3.57% of the respondents from HUMSS have used the said service and 4.76% have not used yet. From the overall respondents, 59.53% have used this service and only 40.47% have not used it yet.

It is revealed that 16.13% of the respondents from STEM have used the library's E-journals and 25.81% have not used yet. While 16.13% all of the respondents from ABM have not yet used this service. Then, 6.45% of the respondents from GAS have used the said service and 22.58% have not used yet. And 6.45%, of the respondents from HUMSS have used this service. In overall, 29.03% have used the service while 70.97% have not.

It is indicated that 15.87% of the respondents from STEM have used the library's E-journals Subscription Service and 26.98% have not used yet. The 19.05% of the respondents from ABM have used the service and 6.35% have not used yet. As of the respondents from GAS, 7.94% have used it and 17.46% have not. Then half, 3.17%, of the respondents from HUMSS have used this service and the other half have not used it yet. In general, 46.03% of the respondents have used the said service and 53.96% have not.

It is shown that 29.41% of the respondents from STEM have used the library's Information Commons Services and 11.76% have not used it yet. The 11.76% of the respondents from ABM have used the service and 13.24% have not used yet. As for the respondents from GAS, 19.12%, have used this and 5.88% have not used yet. Then 7.35% of the respondents from

HUMSS have used the said service while 1.47% have not used it yet. In overall, 67.64% of the respondents have used this service and 32.35% have not used it yet.

It is stated that 23.61% of the respondents from STEM have already used the Library Instruction Service, the remaining 9.72% haven't used it yet. In ABM, 25% of the respondents are used the service and 9.72% haven't used it yet. In GAS, 15.27% of the respondents have used the service, 9.72% haven't used it yet. While 4.17% of the respondents from HUMSS have used the service and 2.78% have not used yet. Generally, 68.05% of the respondents have used this service and 31.95% have not used it yet.

It is presented that 21.79% of the respondents from STEM have used the Reference and Information Service and 15.38% have not used it. As for the respondents from ABM, 14.10% have used it and 15.38% of them have not used yet. Then, 16.67% of the respondents from GAS have used the service and 7.69% have not. On the other hand, there is only 2.56% of the respondents from HUMSS have used the service and 6.41% have not yet used. In total, 55.12% of the respondents have used this service while 44.86% have not used yet.

It is indicated that 18.18%, of the respondents from STEM and HUMSS have used and 18.18% from the said strands have not yet used the library's Reserve Service. Meanwhile, only 0.09% of the respondents from ABM have used the service and 16.36% percent of them have not yet. Then, 18.18% of the respondents from GAS said that they have used the service and 12.72% said they haven't yet. On the other hand, 3.63% of respondents from HUMSS have used and 3.63% have not yet

used the service. Overall, 49.08% of the respondents have used this service while 50.89% have not used it yet.

It is revealed that 34.09% of the respondents from STEM have used the library's Wi-Fi Service and 6.81% of them haven't used it yet while 23.86% of the respondents from ABM have used this service and 5.68% have not used yet. Then, 20.45% from the respondents from GAS have used the service and only 1.14% have not used it yet. As for HUMSS, 4.54% of the respondents have used the service and there are still 3.41% respondents that have not used the service yet. Generally, 82.94% of the respondents have used this service and only 17.04% have not used it yet.

Namugera (2014) had findings that the rate of customers' awareness about the services is directly associated to its usage as well which the data denotes that the most used (and also the most -known) service offered by the library is the Wi-Fi Service and the least used (and also the least known) service is the E-journals Subscription Service.

Omehia, Obi and Itohowo (2008) concluded that the degree of use of library services is based on academic disciplines of students. This means that library services should be implemented based on the different information needs of students to be able to meet those needs. Yusuf (2014) also stated the significance of developing collaboration between the school library staff and school staff members for motivating students to use the library services.

Table 4

Respondents' Extent of Use to the Circulation Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Once a week	4	18.18	1	4.55	3	13.64	1	4.55	9	40.91
Every 2 weeks	1	4.55	0	0.00	3	13.64	1	4.55	5	22.73
Once a month	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Once or twice a semester	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Rarely	3	13.64	3	13.64	2	9.09	0	0.00	8	36.36
TOTAL	8	36.36	4	18.18	8	36.36	2	9.09	22	100

The table shows that the 18.18% of respondents from STEM uses the library's Circulation Service once a week, 4.55% uses it every two weeks, and 13.64% rarely uses the said service. The 4.55% of the respondents from ABM uses the service once a week and 13.64% rarely uses it. The 13.64% of the respondents from GAS uses the said service both once a week and every two weeks, and 9.09% rarely uses it. 4.55% of the respondents from HUMSS uses the service once a week and the 4.55% uses it in every two weeks. From the overall respondents, 40.91% uses the service once a week, 22.73% uses it every two weeks and 36.36% rarely uses it.

The data reveals that no one uses the Circulation service offered by the library in a daily basis but most of them uses it once a week. This means that the quite many respondents

borrows library materials that implies their met information needs.

Table 5

Respondents' Extent of Use to the Current Awareness Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	2	6.90	1	3.45	0	0.00	1	3.45	4	13.79
Once a week	1	3.45	4	13.79	6	20.69	0	0.00	11	37.93
Every 2 weeks	0	0.00	2	6.90	3	10.34	0	0.00	5	17.24
Once a month	0	0.00	0	0.00	2	6.90	1	3.45	3	10.34
Once or twice a semester	1	3.45	0	0.00	0	0.00	0	0.00	1	3.45
Rarely	3	10.34	1	3.45	0	0.00	1	3.45	5	17.24
TOTAL	7	24.14	8	27.59	11	37.93	3	10.34	29	100

The table shows that 6.90% of the respondents from STEM uses the library's Current Awareness Service in a daily basis, 3.45% uses it once a week, 3.45% uses it once or twice a semester, and 10.34% rarely uses the said service. The 3.45% of the respondents from ABM uses the service every day, 13.79% uses it once a week, 6.9% uses it every two weeks and 3.45% rarely uses it. The 20.69% of the respondents from GAS uses the said service once a week, 10.34% uses it every two weeks and 6.9% uses it once a month. The 3.45% of the respondents from HUMSS uses the service in a daily basis, another 3.45% uses it once a month and another 3.45% rarely uses it. From the overall respondents, 13.79% uses the service every day, 37.93% uses it once a week, 17.24% uses it every two weeks, 10.34% uses it once a month, 3.45% uses it once or twice a semester and 17.24% rarely uses it.

The data reveals that Current Awareness Service offered by the library is mostly being used once a week which implies that there are users that subscribe to the library by checking the new library materials available for use.

Table 6

Respondents' Extent of Use to the Customer Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	4	8.00	2	4.00	1	2.00	1	2.00	8	16.00
Once a week	7	14.00	5	10.00	3	6.00	1	2.00	16	32.00
Every 2 weeks	4	8.00	1	2.00	2	4.00	0	0.00	7	14.00
Once a month	2	4.00	1	2.00	2	4.00	0	0.00	5	10.00
Once or twice a semester	1	2.00	0	0.00	1	2.00	0	0.00	2	4.00
Rarely	6	12.00	3	6.00	2	4.00	1	2.00	12	24.00
TOTAL	24	48.00	12	24.00	11	22.00	3	6.00	50	100

The table shows that 8% of the respondents from STEM uses the library's Customer Service in a daily basis, 14% uses it once a week, 8% uses it every two weeks, 4% uses it once a month, 2% uses it once or twice a semester, and 12% rarely uses the said service. The 4% of the respondents from ABM uses the

service every day, 10% uses it once a week, 2% uses it both every two weeks and once a month, and 6% rarely uses it. The 2% of the respondents from GAS uses the said service in a daily basis, 6% uses it once a week, 4% uses it both every two weeks and once a month, 2% uses it once or twice a semester, and 4% rarely uses it. The 2% of the respondents from HUMSS uses the service in a daily basis, another 2% uses it once a week and another 2% rarely uses it. From the overall respondents, 16% uses the service every day, 32% uses it once a week, 14% uses it every two weeks, 10% uses it once a month, 4% uses it once or twice a semester and 24% rarely uses it.

The data reveals that the Customer Service offered by the library is mostly being used once a week which implies that there are users that approaches the librarian in the information desk for questions and information needs.

Table 7

Respondents' Extent of Use to the E-journals Subscription of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Once a week	1	11.11	0	0.00	1	11.11	0	0.00	2	22.22
Every 2 weeks	1	11.11	0	0.00	0	0.00	0	0.00	1	11.11
Once a month	1	11.11	0	0.00	1	11.11	1	11.11	3	33.33
Once or twice a semester	1	11.11	0	0.00	0	0.00	0	0.00	1	11.11
Rarely	1	11.11	0	0.00	0	0.00	1	11.11	2	22.22
TOTAL	5	55.56	0	0.00	2	22.22	2	22.22	9	100

The table shows that no respondents from STEM uses the library's E-journals Subscription every day, 11.11% uses it once a week, every two weeks, once a month, once or twice a semester and the same goes as well in rarely. As of the respondents from ABM, no one have used it yet. From the respondents from GAS, 11.11% of them uses it once a week and the 11.11% uses it once or twice a semester. Then, 11.11% of the respondents' from HUMSS uses it once a month and another 11.11% rarely uses it. In total, 22.2% uses this service once a week, 11.1% uses it every two weeks, 33.3% uses it once a month, another 11.1% uses it once/twice a semester and 22.2% rarely uses it.

The data implies that the E-journals Subscription offered by the library is the least used by the respondents.

Table 8

Respondents' Extent of Use to the Information Referral Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	1	3.45	1	3.45	0	0.00	0	0.00	2	6.90
Once a week	0	0.00	5	17.24	0	0.00	0	0.00	5	17.24
Every 2 weeks	2	6.90	0	0.00	2	6.90	0	0.00	4	13.79
Once a month	3	10.34	2	6.90	1	3.45	1	3.45	7	24.14
Once or twice a semester	2	6.90	0	0.00	0	0.00	1	3.45	3	10.34
Rarely	2	6.90	4	13.79	2	6.90	0	0.00	8	27.59
TOTAL	10	34.48	12	41.38	5	17.24	2	6.90	29	100

The table shows that 3.45% of the respondents from STEM is using the library's Referral Service every day, no one uses it once a week, 6.90% is using it in every two weeks, 10.34% uses it once a month, 6.90% uses this service once or twice a semester and then 6.90% rarely uses it. As for the respondents from ABM, 3.45% uses the service every day, 17.24% uses it once a week, 6.9% uses it once a month, no one uses it once or twice a semester and 13.79% rarely uses it. No one uses the said service every day and once a week, in every two weeks 6.9% uses it, while 3.45% use once a month, no one uses it once or twice a semester and 6.9% rarely uses it. In the respondents from HUMSS, no one uses it every day, once a week and every two weeks. Both 3.45% uses this service once a month and once or twice a semester and then no one rarely uses it. Generally, 6.9% uses it every day, 17.24% uses it once a week, 13.79% uses it every two weeks, 24.14% once a month, 10.34% uses it once or twice a semester and 27.59% rarely uses it.

The data reveals that the Information Referral Service offered by the library is being used by the respondents. This may affect the library negatively because it may imply that the library's resources lack and is not enough to provide all the information needs of the students.

Table 9

Respondents' Extent of Use to the Information Commons Services of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	3	6.52	4	8.70	2	4.35	2	4.35	9	19.57
Once a week	8	17.39	3	6.52	5	10.87	0	0.00	15	32.61
Every 2 weeks	2	4.35	1	2.17	2	4.35	1	2.17	6	13.04
Once a month	4	8.70	0	0.00	2	4.35	1	2.17	7	15.22
Once or twice a semester	2	4.35	0	0.00	0	0.00	0	0.00	2	4.35
Rarely	1	2.17	0	0.00	2	4.35	2	4.35	5	10.87
TOTAL	20	43.48	8	17.39	13	28.26	5	10.87	46	100

The table shows that 6.52% of the respondents from STEM uses the library's Information Commons Services every day, 17.39% uses it once a week, 4.35% uses it every two weeks, 8.70% uses it once a month, 4.35% uses it once or twice a semester and 2.17% rarely uses it. As of the respondents from ABM, 8.7% uses it every day, 6.52% uses it once a week, 2.17% uses it every two weeks, and no one uses it once a month, once or twice a semester, and rarely. While, 4.35% of the respondents from GAS uses the service every day, 2.17% uses it once a week, 2.17% uses it every two weeks and once a month, no one uses it once or twice a semester, and 4.35% rarely uses it. On the other hand, 4.35% of the respondents from HUMSS use this service every day, no one uses it once a week, 2.17% uses it every two weeks and once a month, no one uses this once or twice a

semester and 4.35% rarely uses it. Generally, 19.57% uses the service every day, 32.61% uses it once a week, 13.04% uses it every two weeks, 15.22% uses it once a month, 4.35% uses it once or twice a semester, and 10.87% rarely uses it.

This data denotes that most of the respondents use the Information Commons Services offered by the library. Most commonly, this service is being used every day and once a week which implies that students are into using computers to search for information or create presentations or surf the web, etc.

Table 10

Respondents' Extent of Use to the Library Instruction Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	3	6.12	6	12.24	3	6.12	1	2.04	13	26.53
Once a week	6	12.24	3	6.12	5	10.20	0	0.00	14	28.57
Every 2 weeks	1	2.04	0	0.00	0	0.00	0	0.00	1	2.04
Once a month	1	2.04	2	4.08	0	0.00	1	2.04	4	8.16
Once or twice a semester	2	4.08	0	0.00	0	0.00	0	0.00	2	4.08
Rarely	4	8.16	7	14.29	3	6.12	1	2.04	15	30.61
TOTAL	17	34.69	18	36.73	11	22.45	3	6.12	49	100

The table states that 6.12% of the respondents from STEM have been using the Library Instruction Service daily, 12.24% is using it weekly, 2.04% uses it bi-weekly, 2.04% is using it monthly, 4.08% uses it once or twice a semester and

8.16% uses it rarely. In ABM, 12.24% of the respondents from ABM have been using the Library Instruction Service daily, 6.12% is using it weekly, no one uses it bi-weekly, 4.08% is using it monthly, no one uses it once or twice a semester and 14.29% uses it rarely. Then, 6.12% of the respondents from GAS have been using the Library Instruction Service daily, 10.20% is using it weekly, no one uses it bi-weekly, no one is using it monthly, no one uses it once or twice a semester and 6.12% uses it rarely. And, 2.04% of the respondents from HUMSS have been using the Library Instruction Service daily, no one is using it weekly, no one uses it bi-weekly, 2.04% is using it monthly, no one uses it once or twice a semester and 2.04% uses it rarely. In general, 26.53% of the respondents uses it daily, 28.57% uses it weekly, only 2.04% is using it bi-weekly, 8.16% uses it monthly, 4.08% is using it once or twice a semester, and 30.61% have been rarely using it.

The data reveals that the Library Instruction Services offered by the library is being used almost all the time which implies that students still consult librarians regarding their inquiries about the library and its policies and procedures.

Table 11

Respondents' Extent of Use to the Reference and Information Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	0	0.00	0	0.00	2	4.65	1	2.33	3	6.98
Once a week	7	16.28	2	4.65	5	11.63	0	0.00	14	32.56
Every 2 weeks	4	9.30	3	6.98	2	4.65	0	0.00	9	20.93
Once a month	1	2.33	3	6.98	2	4.65	0	0.00	6	13.95
Once or twice a semester	0	0.00	0	0.00	2	4.65	0	0.00	2	4.65
Rarely	5	11.63	3	6.98	0	0.00	1	2.33	9	20.93
TOTAL	17	39.53	11	25.58	13	30.23	2	4.65	43	100

The table presents that 0% of the respondents from STEM have been using the library reference and information service, 16.28% is using it weekly, 9.30% uses it bi-weekly, 2.33% is using it monthly, no one from the respondents uses it once or twice a semester and 11.63% uses it rarely. In ABM, 0% of the respondents from ABM have been using the Library Instruction Service daily, 4.65% is using it weekly, 6.98% uses it bi-weekly, 6.98% is using it monthly, no one from the respondents uses it once or twice a semester and 6.98% uses it rarely. Then, 4.65% of the respondents from GAS have been using the Library Instruction Service daily, 11.63% is using it weekly, 4.65% uses it bi-weekly, 4.65% is using it monthly, 4.65% uses it once or twice a semester and no one from the respondents uses it rarely. And, 2.33% of the respondents from

HUMSS have been using the Library Instruction Service daily, no one is using it weekly, no one uses it bi-weekly, no one from the respondents is using it monthly, no one uses it once or twice a semester and 2.33% uses it rarely. In total, 6.98% of the respondents uses the service, 32.5% uses it weekly, only 20.93% is using it bi-weekly, 13.95% uses it monthly, 4.65% is using it once or twice a semester, and 20.93% have been using it rarely.

The data denotes that the Reference and Information Service offered by the library is being used by the students. They still confer the librarians when they are in need of information or have questions which can be satisfied and provided through reference resources owned by the library.

Table 12

Respondents' Extent of Use to the Reserve Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	0	0.00	0	0.00	4	14.81	0	0.00	4	14.81
Once a week	4	14.81	1	3.70	4	14.81	0	0.00	9	33.33
Every 2 weeks	3	11.11	1	3.70	1	3.70	1	3.70	6	22.22
Once a month	1	3.70	1	3.70	1	3.70	0	0.00	3	11.11
Once or twice a semester	1	3.70	0	0.00	0	0.00	0	0.00	1	3.70
Rarely	1	3.70	2	7.41	0	0.00	1	3.70	4	14.81
TOTAL	10	37.04	5	18.52	10	37.04	2	7.41	27	100

The table reveals that 0% of the respondents from STEM have been using the library's Reserve Service, 14.81% is using it weekly, 11.11% uses it bi-weekly, 3.7% is using it monthly, 3.7% from the respondents uses it once or twice a semester and 14.81% uses it rarely. In ABM, 0% of the respondents from ABM have been using the Library Instruction Service daily, 3.70% is using it weekly, 3.70% uses it bi-weekly, 3.70% is using it monthly, no one from the respondents uses it once or twice a semester and 7.41% uses it rarely. Then, 14.81% of the respondents from GAS have been using the Library Instruction Service daily, 14.81% is using it weekly, 3.7% uses it bi-weekly, 3.7% is using it monthly, no one from the respondents uses it once or twice a semester and no one from the respondents uses it rarely. And, 0% of the respondents from HUMSS have been using the Library Instruction Service daily, no one is using it weekly, 3.7% uses it bi-weekly, no one from the respondents is using it monthly, no one uses it once or twice a semester and 3.7% uses it rarely. In general, 14.81% of the respondents uses the service, 33.33% uses it weekly, only 22.22% is using it bi-weekly, 11.11% uses it monthly, 3.70% is using it once or twice a semester, and 14.81% have been using it rarely.

The data reveals that the Reserve Service offered by the library is being quite used by the respondents which implies that still the library owns materials that are of demand and which satisfies their information needs.

Table 13

Respondents' Extent of Use to the Wi-Fi Service of BU SHS Library

Strand	STEM		ABM		GAS		HUMSS		TOTAL	
	f	%	f	%	f	%	f	%	f	%
Everyday	19	26.03	16	21.92	13	17.81	3	4.11	51	69.86
Once a week	7	9.59	4	5.48	3	4.11	1	1.37	15	20.55
Every 2 weeks	2	2.74	0	0.00	1	1.37	0	0.00	3	4.11
Once a month	0	0.00	0	0.00	1	1.37	0	0.00	1	1.37
Once or twice a semester	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Rarely	2	2.74	1	1.37	0	0.00	0	0.00	3	4.11
TOTAL	30	41.10	21	28.77	18	24.66	4	5.48	73	100

The table indicates that 26.03% of the respondents from STEM have been using the library reference and information service, 9.59% is using it weekly, 2.74% uses it bi-weekly, 0% is using it monthly, no one from the respondents uses it once or twice a semester and 2.74% uses it rarely. In ABM, 21.92% of the respondents from ABM have been using the Library Instruction Service daily, 5.48% is using it weekly, 0% uses it bi-weekly, 0% is using it monthly, no one from the respondents uses it once or twice a semester and 1.37% uses it rarely. Then, 17.81% of the respondents from GAS have been using the Library Instruction Service daily, 4.11% is using it weekly, 1.37% uses it bi-weekly, 1.37% is using it monthly, no one from the respondents uses it once or twice a semester and no one from the respondents uses it rarely. And, 4.11% of the respondents from HUMSS have been using the Library Instruction Service daily, the remaining 1.37% of the respondents is using it weekly,

no one uses it bi-weekly, no one from the respondents is using it monthly, no one uses it once or twice a semester and no one from the respondents uses it rarely. In total, 69.86% of the respondents uses the service, 20.55% uses it weekly, only 4.11% is using it bi-weekly, 1.37% uses it monthly, no one from the respondents is using it once or twice a semester, and 4.11% have been using it rarely.

The data conveys that the Wi-Fi Service offered by the library is mostly being used by the respondents which may be because of its convenience and faster gateway to the web including social media websites which is very prevalent these days.

Table 14

Respondents' Satisfaction to the Circulation Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	1	4.55	5	22.73	2	9.09	0	0	0	0	8
ABM	0	0.00	2	9.09	2	9.09	0	0	0	0	4
GAS	3	13.64	3	13.64	1	4.55	1	4.55	0	0	8
HUMSS	0	0.00	1	4.55	1	4.55	0	0	0	0	2
TOTAL	4	18.18	11	50.00	6	27.27	1	4.55	0	0	22

The table indicates that the 4.55% of the respondents from STEM are very satisfied in the library's Circulation Service. The 22.73% are satisfied and 9.09% are neither satisfied nor dissatisfied. Half of the respondents from ABM, 9.09%, are satisfied in the service and the 9.09% are neither satisfied nor

dissatisfied. The 13.64% of the respondents from GAS are very satisfied in the said service, another 13.64% are satisfied, 4.55% are neither satisfied nor dissatisfied and another 4.55% are dissatisfied. There are 4.55%, from HUMSS are satisfied while the 4.55% are neither satisfied nor dissatisfied. From the overall respondents, 18.18% are very satisfied, 50% are satisfied, 27.27% are neither satisfied nor dissatisfied, and 4.55% are dissatisfied.

The data implies that the Circulation Service offered by the library is generally satisfying the needs of the students through the dissemination of information about new library materials that are available for use.

Table 15

Respondents' Satisfaction to the Current Awareness Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	3	10.34	4	13.79	0	0.00	0	0	0	0	7
ABM	5	17.24	3	10.34	0	0.00	0	0	0	0	8
GAS	4	13.79	6	20.69	1	3.45	0	0.00	0	0	11
HUMSS	1	3.45	1	3.45	1	3.45	0	0	0	0	3
TOTAL	13	44.83	14	48.28	2	6.90	0	0.00	0	0	29

The table indicates that the 10.34% of the respondents from STEM are very satisfied in the library's Current Awareness Service and 13.79% are satisfied. The 17.24% of the respondents from ABM are very satisfied in the service and 10.34% are

satisfied. The 13.79% of the respondents from GAS are very satisfied in the said service, another 20.69% are satisfied and 3.45% are neither satisfied nor dissatisfied. The 3.45% of the respondents from HUMSS are very satisfied while the other 3.45% are satisfied and another 3.45% are neither satisfied nor dissatisfied. From the overall respondents, 44.83% are very satisfied, 48.28% are satisfied, and 6.90% are neither satisfied nor dissatisfied.

The data denotes that more than half of the respondents are satisfied in the Current Awareness Service offered by the library. This implies that this service is effectively implemented and it has been beneficial to the students.

Table 16

Respondents' Satisfaction to the Customer Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	11	22.00	10	20.00	3	6.00	0	0	0	0	24
ABM	4	8.00	3	6.00	5	10.00	0	0	0	0	12
GAS	3	6.00	6	12.00	2	4.00	0	0	0	0	11
HUMSS	3	6.00	0	0.00	1	2.00	0	0	0	0	3
TOTAL	21	42.00	19	38.00	10	20.00	0	0	0	0	50

The table indicates that the 22% of the respondents from STEM are very satisfied in the library's Customer Service, 20% are satisfied, and 6% are neither satisfied nor dissatisfied. The

8% of the respondents from ABM are very satisfied in the service, 6% are satisfied, and 10% are neither satisfied nor dissatisfied. The 6% of the respondents from GAS are very satisfied in the said service, 12% are satisfied and 4% are neither satisfied nor dissatisfied. While 6%, of the respondents from HUMSS are very satisfied n the said service. From the overall respondents, 42% are very satisfied, 38% are satisfied, and 20% are neither satisfied nor dissatisfied.

The data implies that the Customer Service offered by the library is successful and has been helpful to the students who approached the librarian in the information desk regarding any of their information needs.

Table 17

Respondents' Satisfaction to the E-journals Subscription of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	0	0.00	3	33.33	1	11.11	1	11.11	0	0	5
ABM	0	0.00	0	0.00	0	0.00	0	0	0	0	0
GAS	1	11.11	1	11.11	0	0.00	0	0	0	0	2
HUMSS	1	11.11	1	11.11	0	0.00	0	0	0	0	2
TOTAL	2	22.22	5	55.56	1	11.11	1	0	0	0	9

The table presents that no one of the respondents from STEM is very satisfied in the library's E-journal Subscription, 33.33% are satisfied, 11.11% are neither satisfied nor

dissatisfied, and 11.11% are dissatisfied. As for the respondents from ABM, no one uses it so there are no tallied data regarding their satisfaction. While, 11.11% of the respondents from GAS are very satisfied and 11.11% are satisfied. Which goes the same with the respondents from HUMSS, 11.11% are very satisfied and 11.11% are satisfied. Overall, 22.11% are very satisfied, 56.56% are satisfied, both 11.11% are neither satisfied nor dissatisfied, and dissatisfied.

The data means that the E-journals Subscription offered by the library has been satisfying to the few who have used it. It is best if there would be more publicity of this service to be able to serve and satisfy more students.

Table 18

Respondents' Satisfaction to the Information Referral Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	1	3.45	7	24.14	2	6.90	0	0	0	0	10
ABM	2	6.90	3	10.34	7	24.14	0	0	0	0	12
GAS	0	0.00	2	6.90	3	10.34	0	0	0	0	5
HUMSS	1	3.45	1	3.45	0	0.00	0	0	0	0	2
TOTAL	4	13.79	13	44.83	12	41.38	0	0	0	0	29

The table indicates that 3.45% of the respondents from STEM are very satisfied with the library's Information Referral Service, 24.14% are satisfied, 6.90% are neither satisfied nor dissatisfied, and no one is dissatisfied and very dissatisfied. While, 6.9% of the respondents from ABM are very satisfied, 10.34% are satisfied, 24.14% are neither satisfied nor dissatisfied, and no one is dissatisfied and very dissatisfied. On the other hand, no one of the respondents from GAS are very satisfied, 6.90% are satisfied, 10.34% are neither satisfied nor dissatisfied, and no one is dissatisfied and very dissatisfied. Then 3.45% of the respondents from HUMSS are very satisfied and 3.45% is satisfied. In general, 13.79% are very satisfied, 44.83% are satisfied, and 41.38% are neither satisfied nor dissatisfied.

The data means that the Information Referral Service offered by the library has been satisfying to most of the respondents who have already used it. This implies that the library has strong connections to other libraries outside the institution and those libraries have been beneficial to the BU SHS Library and its users.

Table 19

Respondents' Satisfaction to the Information Commons Services of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	6	13.64	10	22.73	4	9.09	0	0.00	0	0	20
ABM	3	6.82	4	9.09	1	2.27	0	0	0	0	8
GAS	3	6.82	7	15.91	3	6.82	0	0	0	0	13
HUMSS	2	4.55	1	2.27	1	2.27	0	0	0	0	2
TOTAL	14	31.82	22	50.00	8	18.18	0	0	0	0	44

The table shows that 13.64% of the respondents from STEM are satisfied in the library's Information Commons, 22.73% are satisfied, 9.09% are neither satisfied nor dissatisfied and no one is dissatisfied and very dissatisfied. On the other hand, 6.82% of the respondents from ABM are very satisfied, 9.09% are satisfied, 2.27% are neither satisfied nor dissatisfied, and no one is dissatisfied and very dissatisfied. While, 23% of the respondents from GAS are very satisfied, 54% are satisfied, 23% are neither satisfied nor dissatisfied, and no one is in dissatisfied and very dissatisfied. Then, 67% of the respondents from HUMSS are very satisfied, 33% are satisfied, and no is neither satisfied nor dissatisfied, dissatisfied, and very satisfied. In total, 32% are very satisfied, 50% are satisfied, and 18% are neither satisfied nor dissatisfied.

This data reveals that the Information Commons Services offered by the library has been satisfying to almost all of the respondents who have used it. This means that this library service is of value to the students by providing their needs.

Table 20

Respondents' Satisfaction to the Library Instruction Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	8	16.33	6	12.24	3	6.12	0	0.00	0	0	17
ABM	4	8.16	12	24.49	2	4.08	0	0	0	0	18
GAS	0	0.00	10	20.41	1	2.04	0	0	0	0	11
HUMSS	2	4.08	1	2.04	0	0.00	0	0	0	0	3
TOTAL	14	28.57	29	59.18	6	12.24	0	0	0	0	49

The table states that 16.13% of the respondents from STEM are very satisfied with the Library Instruction Service offered by the library, 12.24 % of them are satisfied, 6.12% says they are neither satisfied nor dissatisfied and there's no respondents are dissatisfied or very dissatisfied. For the respondents from ABM, 8.16% of them says that they are very satisfied with the service, 24.49% of them says that they are satisfied, 4.08% of them states that they are neither satisfied nor dissatisfied with the service and there are no respondents are dissatisfied or very dissatisfied. Meanwhile, there's no respondents from GAS who said that they are very satisfied with the service, but 20.41% of them says that they are satisfied, only 2.04% said that they are just fine with the service and there's no respondents who said that they are dissatisfied. On the other hand, 4.08% of the respondents from HUMSS says that they are very satisfied of the service, 2.04% of them are satisfied, and there's no dissatisfaction from them. In general, 28.57% of the respondents are very satisfied with their experience of instruction in the library, then 59.18% of them are satisfied, 12.24% of them are neither satisfied nor dissatisfied and there's no dissatisfaction for the Library Instruction Service.

The data means that the Library Instruction Service offered by the library has been successfully performed to students which resulted to their familiarization to the library's collection, procedures, policies, etc.

Table 21

Respondents' Satisfaction to the Reference and Information Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	3	6.98	9	20.93	5	11.63	0	0	0	0	17
ABM	4	9.30	5	11.63	2	4.65	0	0	0	0	11
GAS	3	6.98	7	16.28	3	6.98	0	0	0	0	13
HUMSS	1	2.33	1	2.33	0	0.00	0	0	0	0	2
TOTAL	11	25.58	22	51.16	10	23.26	0	0	0	0	43

The table presents that 6.98% of the respondents from STEM are very satisfied with the library's Reference and Information Service, 20.93% of them are satisfied, 11.63% says they are neither satisfied nor dissatisfied and there's no respondents are dissatisfied or very dissatisfied. For the respondents from ABM, 9.30% of them says that they are very satisfied with the service, 11.63% of them says that they are satisfied, 4.65% of them states that they are neither satisfied nor dissatisfied with the service and there are no respondents are dissatisfied or very dissatisfied. Meanwhile, there's 6.98% respondents from GAS who said that they are very satisfied with the service, 16.28% of them says that they are satisfied, 6.98% said that they are just fine with the service and there's no respondents who said that they are dissatisfied. On the other hand, 2.33 of the respondents from HUMSS says that they are very satisfied of the service, the 2.33% are satisfied, and there's no dissatisfaction from them. Generally, 25.58% of the respondents are very satisfied with their experience of reference

service in the library, then 51.16% of them are satisfied, 23.26% of them are neither satisfied nor dissatisfied and there's no dissatisfaction for this service.

The data denotes that the Reference and Information Service offered by the library has been satisfying to the respondents by providing them support and guidance as they seek access to information regardless of the format and wherever the resources may be located.

Table 22

Respondents' Satisfaction to the Reserve Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	2	7.41	7	25.93	1	3.70	0	0	0	0	10
ABM	2	7.41	2	7.41	1	3.70	0	0	0	0	5
GAS	4	14.81	3	11.11	3	11.11	0	0	0	0	10
HUMSS	0	0.00	2	7.41	0	0.00	0	0	0	0	2
TOTAL	8	29.63	14	51.85	4	14.81	0	0	0	0	27

The table shows that 7.41% of the respondents from STEM are very satisfied with the library's Reserve Service, 25.93 % of them are satisfied, 3.70% says they are neither satisfied nor dissatisfied and there's no respondents are dissatisfied or very dissatisfied. For the respondents from ABM, 7.41% of them says that they are very satisfied with the service, 7.41% of them says that they are satisfied, 3.70% of them states that they are neither satisfied nor dissatisfied with the service and there are no respondents are dissatisfied or very dissatisfied.

Meanwhile, there's 14.81% respondents from GAS who said that they are very satisfied with the service, 11.11% of them says that they are satisfied, 11.11% said that they are just fine with the service and there's no respondents who said that they are dissatisfied. On the other hand, there's no respondents from HUMSS says that they are very satisfied of the service, there are 7.41% who are satisfied, and there's no dissatisfaction from them. In general, 29.63% of the respondents are very satisfied with their experience of reserving materials in the library, then 51.85% of them are satisfied, 14.81% of them are neither satisfied nor dissatisfied and there's no dissatisfaction for the said service.

The data reveals that the Reserve Service offered by the library has been satisfying most of the respondents which implies that it is well-operated and equal opportunities and fair performance are what the librarian practices.

Table 23

Respondents' Satisfaction to the Wi-Fi Service of BU SHS Library

Strand	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		Total
	5	%	4	%	3	%	2	%	1	%	
STEM	13	17.81	12	16.44	5	6.85	0	0	0	0	30
ABM	11	15.07	8	10.96	2	2.74	0	0	0	0	21
GAS	13	17.81	5	6.85	0	0.00	0	0	0	0	18
HUMSS	1	1.37	1	1.37	2	2.74	0	0	0	0	4
TOTAL	38	52.05	26	35.62	9	12.33	0	0	0	0	73

The table indicates that 17.81% of the respondents from STEM are very satisfied with the library's Wi-Fi Service, 16.44 % of them are satisfied, 6.85% says they are neither satisfied nor dissatisfied and there's no respondents are dissatisfied or very dissatisfied. For the respondents from ABM, 15.07% of them says that they are very satisfied with the service, 10.96% of them says that they are satisfied, 2.74% of them states that they are neither satisfied nor dissatisfied with the service and there are no respondents are dissatisfied or very dissatisfied. Meanwhile, there's 17.81% respondents from GAS who said that they are very satisfied with the service, 6.85% of them says that they are satisfied and there's no respondents who said that they are dissatisfied. On the other hand, 1.37% of the respondents from HUMSS says that they are very satisfied of the service, the other 1.37% are satisfied, 2.74% says that they are neither satisfied nor dissatisfied and there's no dissatisfaction from them. In general, 52.05% of the respondents are very satisfied with their experience of free Wi-Fi service in the library, then 35.62% of them are satisfied, 12.33% of them are neither satisfied nor dissatisfied and there's no dissatisfaction for the said service.

The data means that the Wi-Fi Service offered by the library is satisfying the respondents which denotes that the Wi-Fi connection is fast and access to it is easy and convenient.

Table 24

Respondents' Suggestions and Recommendations to the Library Services of BU SHS Library

Suggestions & Recommendations	STEM		ABM		GAS		HUMSS		Total
	f	%	*f*	%	*f*	%	*f*	%	
Additional books	5	9.80	11	21.57	2	3.92	0	0	18
Faster Wi-Fi	3	5.88	4	7.84	0	0.00	2	3.92	9
Additional chairs and table	4	7.84	2	3.92	0	0.00	2	3.92	8
Additional air-condition units	0	0.00	2	3.92	0	0.00	3	5.88	5
Noise monitoring of other students inside the library	1	1.96	0	0.00	1	1.96	0	0.00	2
Approachability of librarian	0	0.00	0	0.00	1	1.96	0	0.00	1
Expansion of the library	0	0.00	0	0.00	0	0.00	1	1.96	1
General improvement of library	1	1.96	0	0.00	0	0.00	0	0.00	1
Introduction of the library services to students	1	1.96	0	0.00	0	0.00	0	0.00	1
Library Instruction Service improvement	1	1.96	0	0.00	0	0.00	0	0.00	1
Maintaining cleanliness	0	0.00	0	0.00	0	0.00	0	0.00	1
More accessible location for the library	0	0.00	0	0.00	0	0.00	1	1.96	1
Promotion of reading	1	1.96	0	0.00	0	0.00	0	0.00	1
Provide programs and activities	0	0.00	0	0.00	0	0.00	1	1.96	1
Total	17	33.33	19	37.25	4	7.84	11	21.57	51

The table shows the suggestions and recommendations of the students which can help the library to improve in terms of its services, facilities, collection or the library itself. Fourteen (14) suggestions and recommendations were given: (1) Additional books, where 9.80% of the respondents from STEM, 21.57% from ABM, and 3.92% from GAS have suggested this; (2) Faster Wi-Fi, where 5.88% of the respondents from STEM, 7.84% from ABM, and 3.92% from HUMSS have made this suggestion; (3) Additional chairs and tables, where 7.84% of the respondents from STEM, 3.92% from ABM, and 3.92% from HUMSS have given this suggestion; (4) Additional air-condition units, where 3.92% of the respondents from ABM and 5.88% from HUMSS have suggested this; (5) Noise monitoring of other students inside the library, where 1.96% of the respondents from STEM and the other 1.96% from GAS have suggested this; (6) Approachability of the librarian, where 1.96% of the respondents from GAS have suggested this; (7) General improvement of the library, where 1.96% of the respondents from STEM have suggested this; (8) Introduction of the library services to students, where 1.96% of the respondents from STEM have given this suggestion; (9) Library Instruction Service improvement, where 1.96% of the respondents from STEM have suggested this; (10) Maintaining cleanliness, where 1.96% of the respondents from HUMSS have stated this suggestion; (11) More accessible location of the library, where 1.96% of the respondents from HUMSS have made this suggestion; (12) Promotion of reading, where 1.96% of the respondents from STEM have suggested this; (13) Provide programs and activities, where 1.96% of the respondents from HUMSS have given this suggestion and; (14) Expansion of the library, where 1.96% of the respondents from HUMSS have stated this suggestion.

Those suggestions will help a lot for the improvements of the library. As we can see, additional books was the most suggested. And this table revealed that the Grade 11 library needs an improvement. In general, 51 respondents have given suggestions and recommendations for the library's improvement.

Conclusions

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

1. The researcher found out that most of the BU Grade 11 students were aware of the BU Senior High School Library and its services. This is because the library conducts library orientation every beginning of a semester. Wi-Fi service was the most known service among the other services offered by BU Senior High School Library. On the other hand, e-journals subscription was the least known service.

2. Most of the BU Grade 11 students use the circulation service, current awareness service, information commons services, reference and information service, reserve service, and customer service once a week while for e-journals subscription, they use it once a month. Information referral service, and library instruction service were used rarely because referral service is only used when they want to do research at another library outside of BU. On the other hand, library instruction service was only conducted at the beginning of the school year and Wi-Fi is the only service that was used by the students every day.

3. The BU Grade 11 were satisfied with the Circulation service, Information Commons Services, Library Instruction Services, Reference and Information service, and Reserve service. The respondents stated that they was very satisfied with the Wi-Fi service, Customer service, Current Awareness service, and Information and Referral Service. On the other hand, they are neither satisfied nor dissatisfied with the E-journals Subscription service.

4. The respondents suggested for additional air-condition units, additional books with quality, additional chairs and tables, approachability of librarian, expansion of the library, faster Wi-Fi, general improvement of the library, introduction of the library services to students, Library Instruction Service improvement, maintaining the cleanliness, more accessible location of the library, promotion of reading, provide programs and activities, and noise monitoring of other students inside the library.

Recommendations

Based from the findings and conclusions of the study, the following recommendations are presented:

1. Further promotion of the BU SHS Library services particularly the E-journals Subscription Services to the BU SHS students should be done. Collaboration with the teachers of the BU SHS to make use of the E-journals Subscription of the library to their instruction should be strengthened.

2. Maintenance of the operation of the different library services of BU SHS Library should be practiced so that customers will continue to use it.

3. Improvement in the operation of the E-journals Subscription Service is needed for it to be satisfying to users.

4. The suggestions and recommendations of the respondents of this study may be considered for the improvement of the operation of the BU SHS Library and its services.

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