Perspectives on library services: Utilization and satisfaction of undergraduate students

Camia A. Lasig[iD]**, Roselyn M. Madia**[iD]**, Nuelah SJ. Reyes**[iD]**, Vanessa B. Morales**[iD]**, Richie N. Garabiles**[iD]

University Library and Information Services, Central Luzon State University, Science City of Muñoz, Nueva Ecija, Philippines

Abstract

Background of the study: For libraries to be relevant and efficient, their services must adapt to the changing requirements and preferences of its patrons. Continuous development requires an understanding of how undergraduate students use the resources and services provided by libraries, as well as how satisfied they are with these offerings.

Purpose: The purpose of this study is to determine undergraduate usage patterns, satisfaction levels, and perspectives about the staff, resources, services, and facilities provided by the university library.

Method: This study employs a descriptive survey design to explore the utilization and satisfaction of library services and facilities among undergraduate students and the collected data were analyzed using both quantitative and qualitative methods.

Findings: The study reveals that undergraduate students at Central Luzon State University frequently utilize the university library, primarily for academic and research purposes. Overall, students express high levels of satisfaction with the library personnel, the collection of books and theses, security facilities, the process for returning materials, and orientation services. However, critical areas needing improvement include increasing staff numbers, updating the library collection, providing more chairs and tables, and enhancing internet connectivity.

Conclusion: The library is a crucial component in molding the learning environment of any successful academic institution. Identifying and addressing areas that need improvement is crucial for both maintaining and improving student satisfaction, as well as efficiently fulfilling their academic requirements.

Keywords: library services, library utilization, library satisfaction, student perspectives

Introduction

Academic libraries, as information centers that adapt to their users' evolving needs and expectations, play a crucial role in developing students' minds. Whether traditional or modern, libraries in general and those universities in particular are valuable storehouses of human knowledge and information and main facilitators of learning and research, offering a wide range of services to meet users' needs (Muthanna & Sang, 2019). Among these students, undergraduates represent a critical segment of the academic community, as they embark on their higher education journeys, develop research skills, and seek information essential to their coursework and personal growth. Understanding how undergraduate students use library services and facilities, and their level of satisfaction with these offerings, is crucial for continuous improvement. Libraries must align their services with the evolving needs and preferences of their users to remain relevant and effective (Hidayatullah, Zainuddin, & Putra, 2022). It helps libraries stay ahead of the curve, integrating the latest technologies in ways that are most beneficial to students as academic libraries have embraced significant opportunities too. Among these are new roles in learning and research, concerted global action towards open access to journals especially, the growing influence of open scholarship and the value of library buildings as facilitators of collaborative, technology-enabled learning (Cox, 2021).

The utilization of libraries' resources by users is crucial for their achievement and development. Multiple studies have examined various facets of library usage, highlighting its significance for academic and research endeavors. In their study, Kalita and Singh (2020) found that undergraduate students are the primary users of libraries in comparison to other student groups, highlighting the significant impact libraries have on undergraduate education. The findings of Zheng et al. (2024), observed that the library setting has a substantial effect on the level of student involvement in learning.

Moreover, the utilization of library resources involves a wide range of options, including traditional print materials, study rooms, electronic databases, online catalogs, and remote access technologies. According to Beneyat-Dulagan and Cabonero (2023), the most common library activities among MPSPC students are doing assignments, utilizing reference books, finding or perusing printed materials, examining notes, and composing. Ogbomo (2023) expanded upon this observation by underscoring that undergraduate students frequently utilize internet resources, databases, computer software, e-books, and books. This underscores the significance of both digital and physical resources in contemporary academic libraries. Scholars have extensively documented the relationship between library use and academic achievement. Lasig and Collantes (2022) discovered a positive correlation between increased usage of libraries, higher satisfaction levels, and improved academic achievement among students studying teacher education. This correlation emphasizes the importance of ensuring that library resources and services efficiently meet students' needs in order to boost their academic achievement. Ogbomo (2023) highlighted the significance of instructional programs in enhancing the efficient use of resources among undergraduate students. In his study, Abbas (2023) specifically examined students who were pursuing a major in Islamic religious education. He emphasized the importance of providing these students with access to religious texts, opportunities for group discussions, and a supportive learning environment. Librarians play a vital role in enabling access to information for these students by offering reference and circulation services.

The importance of human interaction and the environment in improving the user experience. The spatial elements of library design have a significant impact on user pleasure. Peng et al. (2022) found that the availability of service facilities and the quality of interior design are both key considerations. Well-designed rooms that meet the needs of users can considerably improve the whole library experience, making it more enjoyable and functional. Furthermore, technology integration plays a significant role in determining library satisfaction. Rasheed and Ahmed (2024) emphasized the significance of online information retrieval self-

efficacy in increasing customer satisfaction. Their findings indicate that academic programs that train library staff to efficiently use diverse information systems and databases can greatly boost user satisfaction. Unda and Agcito (2024) discovered that the quality of online library services significantly influences participants' information demands. This emphasizes the need to maintain high standards in online service delivery to ensure customer happiness. Assessing user satisfaction is critical for determining the efficacy of library services. It helps identify opportunities for improvement and fosters creativity in service delivery.

The Central Luzon State University has its own main library, the University Library and Information Services, but it also has nine colleges where reading centers are available. The librarians carried out a library satisfaction survey once in 2008, but did not conduct a follow-up user survey. Although the standard feedback survey form from the institution is regularly conducted, however, respondents who voluntarily answer the forms are few, the information provided is lacking, and the results cannot be generalized. As the university library continue to evolve, the role expands beyond merely providing access to books and journals. It offers now a variety of spaces and services designed to meet the diverse needs of students, including discussion rooms, quiet study areas, audio-visual rooms, and advanced technological services such as automated circulation and catalog searching systems. This dynamic nature of the university library necessitates an ongoing assessment of how students utilize these resources and their satisfaction with the services provided. To ensure that the library continues to meet the evolving needs of our student body, we are embarking on a journey to gauge students' perspectives, utilization, and overall satisfaction with our library services specifically on the personnel, resources, facilities and services offered by the university library. Through this comprehensive investigation, we aim to provide actionable insights into how the library at Central Luzon State University can continue to evolve and enhance its support for undergraduate students. This study seeks to accomplish the following objectives: to analyze the patterns and purpose of library utilization among undergraduate students at Central Luzon State University; to assess the satisfaction levels of undergraduate students with the various services and facilities provided by the library at Central Luzon State University and to identify undergraduate students' perspectives on library components such as personnel, collection, facilities and services.

Method
Research Design
This study employed a descriptive survey approach to investigate the use and satisfaction of university library facilities and services among undergraduate students. A total of 78 people freely completed the survey questionnaire. The survey was conducted over a single semester. Participants were chosen using a non-probability, purposive sampling method. We chose this methodology to focus on undergraduate students who are actively involved in using the university library. By focusing on this specific population, the study hopes to get useful information about library utilization and satisfaction.

Location
This research was carried out at the University Library and Information Services of Central Luzon State University, Science City of Muñoz, Nueva Ecija. Data gathering was conducted during the first semester of the Academic Calendar 2023-2024.

Data Collection
The data were gathered via a well-organized questionnaire disseminated via Google Forms. The questionnaires were accessible at OPAC stations situated in various locations of

the library. Library patrons were extended an invitation to partake in the survey, and those who gave their consent were requested to complete the form.

Instrumentation

The questionnaire was designed to measure different facets of library usage and satisfaction. The survey consisted of both closed-ended and open-ended questions in order to collect quantitative and qualitative data.

Data Analysis

The data collected were analyzed using both quantitative and qualitative methods. Frequency and percentages were employed to summarize the demographic characteristics of the respondents and their usage patterns. Additionally, a weighted mean was calculated for satisfaction ratings to offer a comprehensive understanding of the overall satisfaction levels. Thematic analysis was employed to assess the responses to open-ended questions to uncover common themes pertaining to user perspectives for the library in qualitative analysis.

Result and Discussion

The results and discussions regarding quantitative and qualitative aspects are presented in accordance with the study's objectives.

Table 1. Socio Demographic (n=78)

Profile of the Respondents		
Gender	Frequency	Percentage (%)
Female	57	73.08
Male	21	26.92
Age		
Below 20	11	14.10
20-23 y/o	67	85.90
Above 23 y/o 0	0.0	
Program level (in college)		
Second year	6	8
Third year	42	53.85
Fourth year	27	34.61
Fifth year	3	4
Family's monthly income		
Less than Php10,000.00	41	52.56
Php10,001.00 to Php20,000.00	11	14.10
Php20,001.00 to Php30,000.00	6	7.69
Php30,001.00 to Php40,000.00	1	1.28
Php70,001.00 to Php80,000.00	3	3.85
Above Php80,001 and above	14	17.95

Table 1 displays the sociodemographic characteristics of the participants. The data indicates that 73.08% of the participants were female (n = 57) and 26.92% were male (n = 21).

This can be attributed to the enrollees during the first semester, where females were 26 percent higher than male enrollees when the study was conducted. Furthermore, the data on

library patronage consistently shows a higher proportion of females than males. This suggests that library improvements to services and facilities may take into account female users' preferences or needs. In terms of age, a majority of the participants, specifically 85.9% (n = 67), fell between the ages of 20 and 23 years. None of the respondents were over the age of 23. College students are typically of the appropriate age. When it comes to program level participation in college, the third year has the biggest number of participants, making up 52.56% (n = 42), while the fifth year has the lowest, with just 4% (n = 3). Consequently, users may require additional specialized resources and suitable study environments to fulfill the demands of their major courses. Concerning the monthly income of families, a majority of 52.56% (n = 41) had a monthly income that was below Php10,000.00. This confirms that forty-nine percent of students in Philippine State Universities and Colleges come from the bottom 50 percent of the population, based on income levels determined by the Philippine Institute for Development Studies (PIDS), which are considered poor (Cruz, 2017).

Table 2. Library Utilization

Library Utilization	Frequency	Percentage (%)
Frequency of library visit		
Several times a week	34	43.59
Daily	18	23.08
Weekly	9	11.54
Monthly	8	10.26
Several times a day	7	8.97
Once per semester	2	2.56
Number of hours spent in using the university library per visit		
1-3 hours	34	43.59
4-6 hours	33	41.98
7-9 hours	8	10.26
10 hours and above	3	3.85
Number of hours spent reading in the university library		
1-3 hours	41	52.56
4-6 hours	27	34.62
7-9 hours	7	8.97
10 hours and above	3	3.85

Table 2 reveals that 43.59% (n=34) of the respondents visits the library several times a week while only 2.56% (n=2) visits the library once per semester. This is in contrast to the findings of Dagdag & Galiza (2020), who found that the majority of respondents from higher education institutions in Isabela province use the library either weekly or twice a month. The data also shows the prevailing number of undergraduate students allocate a time frame of 1 to 3 hours per visit for reading. This finding aligns with the findings of the study conducted by Kulikauskiene and Naujokiene (2023), which reveal that students are active readers and spend a significant amount of time reading, specifically several hours a day. This highlights the necessity for diverse seating choices or adaptable sitting configurations to comfortably accommodate extended periods of time (such as ergonomic chairs, adjustable desks, and other amenities like power outlets for laptops and other devices, along with reliable Wi-Fi connectivity).

Table 3. Library Materials Frequently Used

Library Materials	Mean
Books	3.41
Magazines	1.77
Journals	2.44
Fiction books	2.15
Online resources/databases	2.95
Thesis	2.77
Multi-media	2.99

Scale: Never = 1, Rarely = 2, Sometimes = 3, Often = 4, Very Often = 5

Table 3 unveils the average usage score for various types of library materials based on scale that ranges from 1 to 5. Books (3.41) are the most frequently used among all the library materials. This indicates that books are highly utilized by the respondents while magazines (1.77) have the lowest average score and they are the least frequency used among all library materials. The study's findings also indicated a strong preference for printed books over electronic resources, as evidenced by their high value and frequent usage. This suggests a greater inclination towards printed material rather than digital formats. Contrary to significant technological progress, print books remain more favored than digital versions, as indicated by emerging research on reading habits and technology. This research suggests that readers still have a preference for print books, but may utilize technology for information search or reading brief articles (Loh et al., 2020). Some studies reveal that students prioritize e-resources over printed books and journals due to their effortless accessibility and limitless availability of essential clinical and non-clinical information (Kalita & Singh, 2020; Chohda & Kumar, 2023). Conversely, there seems to be less of a demand for fiction books and magazines, suggesting that students are more interested in academic and research-focused publications.

Table 4. Purpose in Visiting the University Library

Purpose in the Library	Mean
Individual study	3.88
Consultation with the Librarian	2.71
Group study	3.64
Borrow/return library materials	2.67
Do research for course assignment	3.74
Read books for leisure	2.91
Use library computers, printers or scanners	2.27
Use own laptops	3.44
Use own books	2.92
Browse internet for academic purposes	3.45
Socialize	2.88
Sleep/nap	3.36
Use comfort room	3.67

Scale: Never = 1, Rarely = 2, Sometimes = 3, Often = 4, Very Often = 5

Table 4 shows the activities undertaken by the respondents to utilize the library. While individual study (3.88) has the highest average score, using the library's computers, printers, and scanners (2.27) has the lowest, suggesting that although using these resources is a fundamental library activity, it may not be the primary reason users visit the library. The results also indicate that the library primarily serves as a place for academic activities, including

individual and group study, course assignment research, academic internet browsing, studying on personal devices, and napping. The British Journal of Sports Medicine released a review and meta-analysis of 22 studies in early 2023, looking at the effects of napping on athletes and physically active non-athletes. The researchers discovered that taking an afternoon nap lasting at least 30 minutes but less than 60 minutes enhanced both physical and cognitive function, regardless of whether the individuals had slept normally the night before or were sleep deprived (Mesas et al., 2023). Therefore, it is noteworthy to incorporate a napping station facility, as confirmed by the research. Wise (2018) contends that libraries might mitigate its negative impacts on psychosocial functioning and academic achievement by including nap areas in the library spaces. Libraries that provide nap accommodations designate napping stations, located in the quiet part of the library, or separate nap rooms; their furnishings include beanbags, cots, and lockers, as well as more sophisticated "nap pods," or half-enclosed recliners with music, light, and vibrations to enhance relaxation (Wise, 2018). On the contrary, activities such as socializing and leisure reading receive less attention, indicating that the library primarily caters to the academic and research interests of its users.

Table 5. Respondents Level of Satisfaction with the Library Personnel

The Library Personnel	Mean
Approachable	3.85
Willingness to answer queries	3.82
Knowledgeable in library services	3.82
Ready to give assistance to locate the materials need by the clientele	3.90
Can provide suggestions to clients about available materials	3.79
Readiness to provide service to meet client's needs	3.86
Familiarity with the library resources	3.86
Promptness in answering clientele's questions	3.82
Being pleasing, courteous, polite, compassionate and resourceful	3.94
Adequacy to cater to the needs of the clientele	3.24

Scale: Very Dissatisfied = 1, Dissatisfied = 2, Satisfied = 3, Very Satisfied = 4

Table 5 depicts the average scores given by respondents regarding the qualities and capabilities of library personnel. Being pleasing, courteous, polite, compassionate, and resourceful (3.94), library personnel are highly rated for their interpersonal skills, while Adequacy to cater to the needs of the clientele (3.24) scores lower compared to other attributes, suggesting that while generally positive, there may be perceived areas where library personnel could further meet the diverse needs of the users. Undergraduate students generally express satisfaction with library personnel, indicating that they perceive them as approachable, knowledgeable, and responsive to their needs. They excel at interpersonal skills and are effective in assisting users with locating materials and providing information. Nevertheless, there is potential for enhancement in effectively addressing the varied requirements of the patrons, as seen by the lower rating in terms of adequacy to meet clientele needs. This suggests the need to hire more library personnel to meet the demand. The library staff attitude, along with a conducive environment, contributes significantly to user satisfaction levels in college of education libraries (Abdullahi & Owolabi, 2021). In general, the response indicates a favorable image of library staff and their efforts to improve the library service for patrons.

Table 6. Respondents Level of Satisfaction with Library Collection

Library Collections	Mean
Books	3.53
Theses	3.55
Clippings (articles)	3.14

Journals	3.44
Pamphlets	3.19
Magazines	3.23
Multimedia materials CD-ROM	3.23
DVD/VCD	3.05
Maps	3.21
Electronic resources	3.29

Scale: Very Dissatisfied = 1, Dissatisfied = 2, Satisfied = 3, Very Satisfied = 4

Table 6 presents the respondents' satisfaction in terms of library collections. All the items have mean scores above 3 which means they have higher satisfaction for all the listed items though the theses and books received the highest scores, indicating that the library administration should enhance and update the collections to align with the university's academic programs. The library collection has a substantial impact on the satisfaction of students at a business management university (Gorondutse & Mohammed, 2019). Therefore, according to the results, the library administration can collaborate closely with faculty members to synchronize collection development with the existing academic programs and research interests. This guarantees that the library continues to be a vital asset for education.

Table 7. Respondents Level of Satisfaction with Library Physical Facilities

Physical Facilities	Mean
Library Building	2.73
Location of the library	2.76
Access for Patrons with Disabilities	3.08
Chairs and Tables	2.24
Signages & Directional Aids	2.63
Carrels/Individual Study Space	3.17
Air-conditioning System	3.12
Lightings	3.27
Ventilation	3.44
Photocopying/printing facilities	2.37
On-line Public Access Catalog (OPAC) computers	3.40
Multi-media Room	2.56
Audio-Visual Room	3.44
Computers	2.28
Security Systems	3.45
Comfort Rooms	3.32
Quiet Area	3.28
Discussion Rooms	3.40

Scale: Very Dissatisfied = 1, Dissatisfied = 2, Satisfied = 3, Very Satisfied = 4

Table 7 reveals the satisfaction of the respondents in terms of library physical facilities those above 3 mean scores imply higher level satisfaction. undergraduate students express great satisfaction with the security systems, ventilation, and audio-visual room. The recent installation of CCTV cameras, an automatic log-in system, and a security gate in the university library building enhances its legitimacy. Similarly, the facility is completely equipped with air conditioning and is encompassed by a lush green setting. The audio-visual area has been recently remodeled and now includes an interactive smart television. Although there are modern amenities available, the computers, chairs, and tables are outdated and insufficient. These are areas that require development; the library should give priority to obtaining more tables, seats,

and computers to provide support for the academic and research endeavors of its patrons.

Table 8. Respondents Level of Satisfaction with Library Services

Library Services	Mean
Library Hours: 8:00 a.m. – 5:00 p.m.	2.86
Library is open from Monday to Friday	2.92
Basic Library Orientation	3.42
Borrowing of library materials	3.21
Renewing of library materials	3.26
Returning of Library Materials	3.45
Practice of Open-Shelf System	3.35
Issuance of referral letter	3.40
Computer Internet searching	2.47
WIFI connection	2.38

Scale: Very Dissatisfied = 1, Dissatisfied = 2, Satisfied = 3, Very Satisfied = 4

Table 8 reveals the respondents' average scores for library services listed. The rating for the Returning of Library Materials service indicates a high level of satisfaction. This suggests that users were quite pleased with the efficient procedure of returning borrowed books. The fundamental library orientation also demonstrates a substantially high level of satisfaction with the basic library orientation offered. The university library offers this service to acquaint library patrons with the guidelines and policies, as well as the accessibility of resources, facilities, and services, in order to optimize their utilization. On the contrary, the Wi-Fi connection service has the lowest level of satisfaction among students. This is apparent, given the feedback also reveals that the library's internet connection is poor. The university's Information System Institute promptly resolves any downtime in the internet connectivity infrastructure.

The library's high utilization and satisfaction rating creates an excellent reputation attributed to its good service philosophy, relevant and appropriate physical set-up, and sufficient collection in quantity, depth, diversity, format, and currency to support the research and teaching mission of the institution (Tubble & Panhilason, 2024).

Perspective of the undergraduates dtudents on different library components.
This section presents a thematic analysis on the undergraduate students' perspectives that were categorized into four components which are on library personnel, collection, facilities and services. Comments and suggestions from the respondents were written in a combination of English and Filipino language but examples of statement presented were translated into pure English for the understanding of general readers. The Thematic analysis revealed several key themes, subthemes and corresponding codes that emerged from the data.

1. Library Personnel. Three major themes emerged from the students' comments about the library personnel: competence, character, and complement of staff. Each theme provides insights into different aspects of the library staff's performance and interaction with students.

Theme 1: Competence. This theme contains two subthemes "Knowledge and expertise" and "Responsiveness".

Knowledge and Expertise. Students constantly praised the librarians' knowledge and expertise. They commended the staff's abilities to provide correct and thorough information, help with

challenging research questions, and direct them to numerous academic resources. This competency fosters trust and guarantees that students may rely on the library for educational needs.

"The librarians shared their knowledge in accessing library materials and guiding us in our research studies for example, suggesting topics and references."

Responsiveness. Another aspect of competence noted by students is the responsiveness of the library staff. Students value prompt and efficient service, especially when they need immediate assistance. The staff's ability to respond quickly to inquiries and resolve issues make the library a more effective and supportive environment for academic work

Theme 2: Character. This theme is divided into four subthemes, each highlights their character towards students coming in the library.

Friendliness. Students often commented on the friendliness of the library personnel. Friendly interactions, including smiling greetings and a welcoming attitude, create a positive atmosphere in the library. This approachability encourages students to seek help and feel comfortable in the library setting.

"Always smiling and greeting people…"

Helpfulness. Helpfulness emerged as a critical subtheme, with students noting that the staff are consistently willing to assist with finding resources, navigating the library, and answering questions. This willingness to help reinforces the library's role as a supportive academic hub.

"The librarians are helpful and hospitable"

Courteousness. Courteous behavior from the library personnel, such as politeness and respectfulness, was frequently mentioned. Students appreciate staff who are kind and considerate, which enhances their overall satisfaction with the library services.

"They are super nice, respectful and compassionate"

Consideration. Being considerate, understanding students' needs, and showing empathy were also highlighted. This includes going above and beyond to ensure students have what they need and accommodating their specific requests whenever possible.

"I appreciate how the personnel interact and cater services to the students. Instead of strict and authoritarian behavior, the university personnel of CLSU provides a more approachable environment for the students."

Theme 3. Complement of Staff. This theme has only one subtheme which is "Provision of Staff" as significant number of students observed that the library personnel are lacking.

Provision of Staff. A significant number of students suggested that additional staff be added to cater to their needs. Some sections of the library reportedly lack sufficient personnel to provide adequate assistance. This shortage can lead to longer wait times and less personalized service, which impacts the overall efficiency and effectiveness of the library operations.

"Some sections are not open during certain times of the day. Though this has improved lately"
"Not enough personnel to cater to everyone's needs"

"Perhaps more personnel would be needed so the librarians would not have much trouble managing the sections."

"I think there is a need of additional staff, as I observed some are overworked".

Academic libraries should diligently take into account all input concerning their services, resources, and facilities in order to fulfill the requirements and expectations of its users (Hussien & Mokhtar, 2018). The students held a favorable perception of the library staff's competence and character. Students valued the staff's competence in aiding them with their research endeavors. Students also were highly regarded their character qualities when it came to offering service. This corroborates the findings of Michael and Olayemi (2023) which indicate that the attitudes of librarians have an impact on the utilization of private university libraries by undergraduate students in Lagos State, Nigeria. This implies that the attitudes of librarians influence the extent of library usage. Students observed that the number of staff members is inadequate to meet the needs of students. The evaluation of an insufficient workforce, as well as the quality and quantity of library personnel, ultimately influence the standard of services rendered. A library that is understaffed with personnel of insufficient expertise cannot be anticipated to effectively provide or accomplish significant outcomes (Okwu & Opurum, 2021). Increasing the library's workforce or streamlining the allocation of existing staff could significantly improve the library's ability to function and meet the needs of its users.

2. Library Collection. Two major themes emerged from the students' comments about the library collection: recency and adequacy. These themes provide a clear picture of the students' expectations and needs regarding the library's resources. The thematic analysis reveals two primary concerns among students regarding the library collection: the need for recent and adequate resources.

Theme 1. Recency.
    Updated Collections. Students frequently emphasized the importance of having access to the latest editions and new publications. They expressed a need for the library to continually update its collection to include the most recent research, textbooks, and other academic materials. This demand for recency highlights the students' desire to stay abreast of current knowledge and trends in their fields of study.

    "The library should have new collection of books that we can utilize for our study"

    New Acquisitions. The acquisition of new library materials is a critical subtheme under recency. Students suggested that the library should regularly acquire new books, journals, and digital resources.

    "The library needs to acquire new books and academic related texts"

Theme 2. Adequacy
    Wider Range of Resources. Students expressed a need for a broader range of materials, including more diverse and specialized resources. This includes not only books but also academic journals, multimedia resources, and digital databases that cover various subjects and

interests.

"To have wider range of different resources in order to cater more learners".

The students emphasized the collection's recency and adequacy. More resources across different subjects ensure adequate support for all academic programs. This adequacy of resources helps prevent bottlenecks and enhances the overall utility of the library. Borrowing and returning books, as well as reading, appeared to be common reasons for patrons to visit the library. This finding validates the findings of Dagdag and Galiza's (2020) study, which suggests that students visit the library primarily for reading and book borrowing, a trend that contrasts with the growing preference of some students for electronic resources over traditional print collections. The good news is that librarians appear to be well aware of the trend, as demonstrated by the way they are investing in building their e-collections (Fresnido et al., 2018).

3. Library Facilities. Two major themes emerged from the students' comments about the library facilities: conduciveness and convenience. These themes provide insights into the students' experiences and satisfaction with the physical environment and amenities of the library.

Theme 1. Conduciveness
  Contributive Environment. Students frequently noted that the library is an excellent place for studying, highlighting its role as a conducive learning environment. This subtheme encompasses several aspects:

Study Environment. Many students praised the library as an ideal place for focused study. They appreciated the quiet, cool, and clean atmosphere, which is essential for concentration and productive work.

"It's a quiet place to study/nap in." "What I appreciate most about the University Library is the serene atmosphere, particularly in the science section. The ambiance is incredibly relaxing, that aids in concentration during study sessions."

Group Study Rooms. The availability of discussion rooms where students can study in groups was particularly valued. These rooms provide a space for collaborative learning and group projects, which are integral parts of the academic experience.

"What I appreciate most about the university library is having a room where we can group study together with my friends."

Well-Maintained Facilities. Students also commended the library for its well-maintained facilities. A clean and orderly environment contributes to a positive study experience and reflects the library's commitment to providing a quality space for its users.

"Its environment is good; I like the vibe and atmosphere. It is clean"

Leisure Space. Some students mentioned that the library is good for leisure, indicating that it offers spaces where students can relax and unwind, contributing to their overall well-being.

However, not all feedback was positive. Some students pointed out that the library can be noisy

at times, which detracts from its conduciveness as a quiet study space.

"There are students who are making so much noise when they are in the library"
"When there are just too much people inside, the students whisper is so deafening that it become noisy which could be avoided so that everyone wanting to review will have that time to review well."

Theme 2. Convenience
Unavailability of Various Facilities. The second theme centers on convenience, specifically the availability and functionality of various facilities within the library. Several subthemes emerged under this category:

Unstable Internet Connection. Many students reported issues with the internet connection, which is a critical component of modern academic work. Unstable or slow internet access hinders students' ability to conduct research, access online resources, and complete assignments.

"Faster internet connections" "the University Library is the consistently unstable Wi-Fi connection, This issue becomes particularly problematic when conducting online searches or accessing resources"

Coffee Vending Machine. Some students suggested adding a coffee vending machine. This would provide a convenient refreshment option, allowing students to take quick breaks and stay energized during long study sessions.

"My suggestion is to have coffee vending machine"

Limited Chairs and Tables. The limited availability of chairs and tables was another concern. During peak times, students may struggle to find seating, which can be frustrating and counterproductive.

"*More tables and chairs so students will not sit on the floor*"

Repair and Maintain Comfort Rooms. The state of the comfort rooms was also highlighted, with students calling for repairs and better maintenance. Clean and functional restrooms are essential for maintaining a pleasant library environment.

"The male bathrooms need to be repaired and maintained"

"The comfort room where bidets are not functional"

Photocopying Machine. Lastly, the need for repairing the photocopying machine was mentioned. A functional photocopying machine is vital for students who need to duplicate study materials, assignments, and other documents.

"Opportunities for photocopying would be greatly appreciated"

When it comes to the library facilities, students praised the conduciveness of the physical environment, a feature they viewed most positively. However, some students

expressed dissatisfaction with the noise, citing it as a distraction from their studies. A survey revealed the effect of reading disturbances on students. Telephone calls were the most disruptive to students' reading. "Discussion voice" and "others talking to me" came next. Therefore, in the design of the deep reading space of the library, the designer should try to avoid elements of environmental interference that cause high annoyance to the readers (Kong, 2024). Although the university library has already provided a quiet area, it appears that this provision is insufficient. The clients were dissatisfied with the inadequate internet connection, the non-functioning coffee vending machine, the malfunctioning photocopying machine, and the unrepaired restroom, despite the apparent convenience. In order to maximize students' use of electronic resources and academic activities by students, it is crucial to ensure a stable internet connection. Adding amenities like a coffee vending machine and increasing the number of chairs and tables would significantly improve the library's convenience. Additionally, maintaining and repairing facilities such as restrooms and the photocopying machine is essential to providing a seamless and comfortable environment for all users.

4. Library Services. The analysis of student comments regarding library services revealed a single overarching theme: materials usage, with borrowing as the subtheme. This theme captures the students' views on the significance of library materials and their experiences with borrowing these resources.

Theme 1. Materials usage

Significance of Materials. Students frequently emphasized the importance of library materials in their academic journey. Books and theses were particularly highlighted as vital resources that significantly contribute to widening their knowledge. The availability of a diverse range of materials allows students to explore various subjects in depth, supporting their research and study needs.

> *"The books and thesis really help us to widens our knowledge."*

Desire for Extended Borrowing Periods. While students greatly value the materials provided by the library, many expressed a desire for longer borrowing periods for books. The current due dates for home use where we implement seven days for general circulation books, but for reserve and Filipiniana books can be borrowed for overnight only seen as insufficient, particularly for those engaged in extensive research or in-depth study projects. Longer borrowing periods would allow students to utilize these resources more effectively without the pressure of short return deadlines.

> *"I hope I can borrow the books for longer periods"*

The library's pivotal role in supporting students' academic endeavors is to contribute significantly to a positive, vibrant, and enriching educational experience within the university setting (Galagala, 2024). Students greatly appreciate the library services, especially the contribution of books and theses in broadening their knowledge. The quantitative results of this study confirm this. These students' attitudes and behavioral beliefs indicate a preference for the print book versus the electronic book when the purpose is to retain information for classroom assignments (Matthews & Johnson, 2023). The positive feedback regarding the significance of these materials highlights the library's success in fulfilling one of its core missions: to offer relevant educational resources to students. In addition, certain individuals regard the existing borrowing policies especially the home use due dates, as too short. Extended

borrowing periods will help reduce the pressure caused by tight deadlines, enabling students to fully utilize the resources available in the library. Longer borrowing periods would also likely increase library resource usage, as students would feel more comfortable taking out books without the fear of having to return them too soon. We recognize and appreciate the significance of the library's collection, but we need to revisit and potentially revise borrowing policies to better align with student needs.

Conclusion

This study focuses limitedly on undergraduate students' library utilization and satisfaction at Central Luzon State University. Specifically, determine their satisfaction and perspectives on various library components, such as personnel, collection, facilities, and services that could have several important implications. The undergraduate students visit the library several times a week to read, and they are more interested in academic and research-focused publications. Still, the library appears to be a place for academic activities. Similarly, undergraduate students generally express satisfaction with the competence and character of library personnel, book and theses collection, security facilities, returning materials, and orientation services. However, specific areas that require immediate action, such as lack of staff, updated collection, chairs and tables, and poor internet connectivity. Through the response and voice of those participated in the study, academic libraries can be premised on its right stature. These findings could guide to establish how different aspects of library services affect user satisfaction and provide insights into the utilization behavior that contribute to our understanding of how students utilize academic libraries.

For practice, the study can lead to tangible improvements in library services and policies at Central Luzon State University library and similar institutions through service enhancements such as extending borrowing periods or increasing digital resource offerings. The Commission on Higher Education may also rigorously enforce the minimum criteria for libraries in higher education institutions in the Philippines, particularly in terms of the proportion of academic librarians and support staff to the number of enrollees, including faculty and staff in a university. Similarly, they should oversee the execution of the mandate for the library's holdings, physical facilities, and services. Addressing these concerns is critical to maintaining and improving student satisfaction while effectively meeting their academic needs.

Acknowledgments

Authors' Contributions

All authors have contributed to the final manuscript. Camia A. Lasig: Conceptualization, Methodology, formal analysis, writing original draft preparation, Editing. Roselyn M. Madia: Methodology, Formal analysis. Nuelah SJ. Reyes: Writing review and editing. Vanessa B. Morales: Investigation, Formal Analysis. Richie Garabiles: Investigation, Writing review. All authors have read and agreed to the published version of the manuscript.

Conflict of Interest

All authors have no conflict of interest related to this study.

Funding

Lasig, C. A., Madia, R. M., Reyes, N. S. J., Morales, V. B., Garabiles, R. N. (2025). Perspectives on library services: Utilization and satisfaction of undergraduate students. *Record and Library Journal, 11*(1), 19-36. DOI: 10.20473/rlj.V11-I1.2025.19-36.

References

Abbas. (2023). Utilization of the Library as a Learning Resource for Students of the Department of Islamic Religious Education. *Jurnal Pendidikan Agama Islam Indonesia, 4*(1), 9-12. https://doi.org/10.37251/jpaii.v4i1.646

Abdullahi, A. M, & Owolabi, R.O. (2021). Influence of professional competence on users' satisfaction of colleges of education libraries in Lagos State, Nigeria. Information Impact: *Journal of Information and Knowledge Management*, *12*(2),126-136, https://dx.doi.org/10.4314/iijikm.v12i2.10

Beneyat-Dulagan, M., & Cabonero, D. (2023). Exploring library activities, learning spaces, and challenges encountered towards the establishment of a learning commons. *Evidence Based Library and Information Practice*, *18*(1), 3–23. https://doi.org/10.18438/eblip30164

Chohda, N. & Kumar, S. (2023). Print vs. electronic resources: Influence of demographical characteristics of undergraduates on preferences and choices under diverse circumstances. Performance Measurement and Metrics, *24*(1), 31-42. https://doi.org/10.1108/PMM-05-2022-0016

Cox, J. (2021). The higher education environment driving academic library strategy: A political, economic, social and technological (PEST) analysis. *The Journal of Academic Librarianship, 47*(1). https://doi.org/10.1016/j.acalib.2020.102219

Cruz, E. S. (2017). Tuition free and equal. Tuition free and equal | Philstar.com

Dagdag, J. & Galiza, C. (2020, April). Perceived use, satisfaction level and benefits among student library users of a Higher Education Institution in Isabela Province, Philippines. *International Journal of Psychosocial Rehabilitation, 24*(5),5630-5637. 10.37200/IJPR/V24I5/PR2020268

Fresnido, A. B., Soriente, V. C. & Padilla, E. B. (2018). Reinventing academic libraries in the metro: the users' perspectives. *PAARL Research Journal, 5*(1), 39-63.

Galagala, M.R.G. (2024). University students' satisfaction with library services and resources using the Kano model. *International Journal of Advanced and Applied Sciences, 11*(5), 87-95. https://doi.org/10.21833/ijaas.2024.05.009

Gorondutse, A. H. & Nuhu, M. (2019). Discovering the relationship between library collection and students satisfaction. *International Journal of Intellectual Discourse, 1*(2), 185-196. (PDF) Discovering the Relationship between Library Collection and Students Satisfaction (researchgate.net)

Hidayatullah, F., Zainuddin, Z. I., Putra, K. A. D. (2022). Napping areas and nap pods in academic library. *Record and Library Journal, 8*(2). 228-238. 10.20473/rlj.V8-I2.2022.228-238

Hussien, F. R. M., & Mokhtar, W. N. H. W. (2018). The effectiveness of reference services and users' satisfaction in the academic library. *International Journal of Academic Research in Progressive Education and Development, 7*(3), 327–337. 10.6007/IJARPED/v7-i3/4370

Kalita, H., & Singh, S.K. (2020). Utilization and satisfaction of library services by the users of Sikkim Manipal Institute of Medical Sciences (SMIMS), Gangtok, India: A study. *Library Philosophy and Practice (e-journal)*, 3953. https://digitalcommons.unl.edu/libphilprac/3953

Kong, J. (2024). Research on reading habits of college students based on Fuzzy Set Theory and intelligent transformation of libraries. *Applied Mathematics and Nonlinear Sciences, 9*(1), 1-15. 10.2478/amns-2024-0480

Kulikauskienė, K., & Naujokienė, L. (2023). Reading habits and preferences: The context of

reader's experience. *Professional studies: Theory and Practice, 27*(1), 95–105. https://doi.org/10.56131/pstp.2023.27.1.125

Lasig, C. A. & Collantes, L. M. (2022). Library services utilization and teacher education students' academic performance in selected state universities in Region III, Philippines. *International Journal of Scientific Management*, 5(4), 12-32. http://doi.org/10.37502/IJSMR.2022.5402

Loh, C. E., Sun, B., & Majid, S. (2020). Do girls read differently from boys? Adolescents and their gendered reading habits and preferences. *English in Education, 54*(2),174-190. DOI:10.1080/04250494.2019.1610328.

Matthews, J. K. & Johnson, A. T. (2023). Preferring print: The planned behavior and preferences of first-generation college students in the academic library. *The Journal of Academic Librarianship, 49*(6). https://doi.org/10.1016/j.acalib.2023.102813

Mesas, AE, Núñez de Arenas-Arroyo, S., & Martinez-Vizcaino V. (2023). Is daytime napping an effective strategy to improve sport-related cognitive and physical performance and reduce fatigue? A systematic review and meta-analysis of randomized controlled trials. *British Journal of Sports Medicine, 57*:417-426.

Michael, J. P., & Olayemi, O. M. (2023). Influence of librarians' attitudes on users' patronage in private university libraries in Lagos State, Nigeria. *International Journal of Librarianship*, 8(3), 69–82. https://doi.org/10.23974/ijol.2023.vol8.3.292

Academic Reading Format International Study (ARFIS). *College & Research Libraries*, *81*(5), 808. https://doi.org/10.5860/crl.81.5.808.

Muthanna, A. & Sang,G. (2019). State of university library : Challenges and solutions for Yemen. *The Journal of Academic Librarianship, 45*(2), 119-125. https://doi.org/10.1016/j.acalib.2019.01.010

Ogbomo, E. F. (2023). Library use instruction on undergraduates' utilization of library resources. *Record and Library Journal, 9*(1), 25–34. https://doi.org/10.20473/rlj.V9-I1.2023.25-34

Okwu, E. & Opurum, A. C. (2021), Inadequate library services: A challenge to 21st century education in a developing economy. *British Journal of Library and Information Management, 1*(1), 39-44. 10.52589/BJLIM-NJ8CWGZF

Peng, L., Wei, W., Fan, W., Jin, S. & Liu, Y. (2022). Student experience and satisfaction in academic libraries: A comparative study among three universities in Wuhan. *Buildings*, *12*, 682. https://doi.org/10.3390/buildings12050682

Rasheed, T. & Ahmed, S. (2024). Online information retrieval self-efficacy of library professionals: A predictor of patrons' satisfaction in university libraries. Digital Library Perspectives, *40*(2), 264-281. https://doi.org/10.1108/DLP-12-2023-0108

Tubble, R., & Panhilason, A. (2024). Users' access, utilization, and satisfaction with library resources, services, and facilities. *Journal of Interdisciplinary Perspectives, 2(7)*, 804-813. https://doi.org/10.69569/jip.2024.0226

Unda, K. S., & Agcito, M. R. (2024). Assessment of Bangsamoro library and archives' online library services: Implications to users' information needs satisfaction. *British Journal of Multidisciplinary and Advanced Studies*, *5*(1), 25–37. https://doi.org/10.37745/bjmas.2022.0431

Vijeyaluxmy, S. (2015). Student satisfaction with library service in a moot library: Singular orientation to Trincomalee Campus. *5th International Symposium, SEUSL*, 107-116. FullAbstract Final.pdf (seu.ac.lk)

Wise, M. (2018). Naps and sleep deprivation: Why academic libraries should consider adding nap stations to their services for students. *New review of academic librarianship, 24*(2), 192-210. https://doi.org/10.1080/13614533.2018.1431948

Zheng, Z., Zeng, M., Huang, W. & Sun, N. (2024). The influence of university library environment on student interactions and college students' learning engagement. *Humanities Social Sciences Communications,* *11*(385) https://doi.org/10.1057/s41599-024-02892-y