

AN EVALUATION OF STUDENT SATISFACTION WITH LIBRARY SERVICES AT BACOLOD CITY COLLEGE: BASIS FOR ENHANCED LIBRARY DEVELOPMENT PLAN

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Abstract

This study assessed the level of user satisfaction with library services at Bacolod City College for the School Year 2024–2025. Using a descriptive quantitative design supported by qualitative feedback, the research evaluated four key service dimensions: library holdings, physical facilities, information and communication technology (ICT), and staff and personnel performance. A total of 265 respondents from various academic programs and year levels participated in the survey. Findings revealed a high level of satisfaction across most service areas, particularly in staff performance and library holdings. Physical facilities were also rated positively, although suggestions for improved seating, ventilation, and noise control emerged from open-ended responses. The most notable concern was in ICT services, with Wi-Fi access and computer availability receiving the lowest satisfaction ratings. The integration of qualitative feedback provided further insight into areas for improvement. The study concludes that while the library is largely effective in meeting users' needs, strategic enhancements in digital infrastructure and facility management are recommended to further optimize user experience and academic support.

Keywords: Library User Satisfaction, Academic Libraries, Service Quality, Information and Communication Technology, Higher Education.

Introduction

Background of the Study

Academic libraries are integral to the intellectual, instructional, and research missions of higher education institutions. Traditionally viewed as repositories of books and printed references, libraries have now evolved into dynamic learning spaces that serve as centers of academic engagement, digital access, and student support. In the context of twenty-first-century education, particularly in the post-pandemic era, academic libraries are no longer confined to simply offering collections—they are now expected to provide seamless access to digital resources, learning technologies, and well-designed study environments that support student well-being and academic success.

The quality of library services has become an essential dimension of institutional performance. Recent research has consistently shown that student satisfaction with library services significantly contributes to academic motivation, independent learning habits, and student retention (Wakeling, Creaser, and Willett, 2021). Students today expect more than just access to textbooks; they require responsive services, knowledgeable staff, up-to-date technological support, and a physical environment that is safe, clean, and conducive to focused study. According to Nguyen and Le (2023), satisfaction among library users is strongly influenced by a combination of factors such as the availability and accessibility of collections, the condition of physical facilities, the reliability of digital and information technology resources, and the courtesy and efficiency of library staff.

In Southeast Asia, and particularly in the Philippines, the importance of modernizing academic libraries is emphasized by national quality assurance standards and institutional accreditation bodies. Libraries are now expected to keep pace with global trends such as open access, e-learning, and hybrid learning models. Alon and Damasco (2021) note that the COVID-19 pandemic accelerated the digital transformation of academic libraries in the Philippines, highlighting the need for stronger wireless connectivity, digital literacy support, and access to online academic databases. However, local

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colleges and city-funded institutions often face challenges related to funding, staffing, and infrastructure, which can limit the capacity of libraries to fully meet these expectations.

Bacolod City College, as a local government-funded higher education institution in the province of Negros Occidental, recognizes the value of continuous improvement in the delivery of academic support services, particularly through its library. The library of Bacolod City College serves as a central academic resource for students and faculty members across diverse programs, including Bachelor of Science in Information Systems, Bachelor of Elementary Education, Bachelor of Science in Office Administration, Bachelor of Science in Business Administration, and others. As the student population grows and their academic needs evolve, the library faces increasing pressure to provide not only access to learning materials but also updated technological tools, safe study spaces, and responsive library personnel.

In response to these demands, Bacolod City College conducted a Library Satisfaction Survey for the academic year 2024 to 2025. This institutional initiative sought to assess the level of satisfaction of library users in four key areas: library holdings, physical facilities, information and communication technology services, and staff and personnel performance. Preliminary analysis of the results suggests that students generally perceive the library as a clean, peaceful, and organized environment, with staff who are approachable and courteous. However, concerns were also raised regarding the slow and limited wireless internet connection, the lack of available computers, the insufficient number of discussion rooms and seating, and the inconsistent enforcement of noise control measures.

These concerns are reflective of trends in contemporary library literature, where student feedback often highlights the need for better wireless internet access, more collaborative spaces, and updated digital resources to support research and learning (Jurado-García, Yubero, and Larrañaga, 2022). As such, examining library satisfaction not only provides insight into service effectiveness but also presents a strategic opportunity for institutional development.

This study aims to analyze the results of the Bacolod City College Library Satisfaction Survey in order to identify the strengths and limitations of current services and recommend targeted improvements. By grounding this inquiry in recent theoretical models and empirical evidence, the study hopes to contribute meaningfully to the ongoing development of a user-centered, technologically integrated, and academically supportive library environment at Bacolod City College. It also serves as a resource for

other local academic institutions seeking to enhance their own library services in a time of rapid educational transformation.

Statement of the Problem

This study aimed to evaluate the satisfaction level of Bacolod City College library users to guide service improvement initiatives. Specifically, it sought to answer the following questions:

1. What is the demographic profile of the library users at Bacolod City College in terms of:
 - a. course program
 - b. year level
2. What is the level of satisfaction of library users in terms of:
 - a. Library holdings;
 - b. Physical facilities;
 - c. Information and communication technology (ICT) services;
 - d. Staff and personnel?
3. What are the strengths and weaknesses identified by the respondents based on their satisfaction ratings and open-ended feedback?
4. What recommendations can be formulated to improve the library services at Bacolod City College?

Theoretical Framework

This study is anchored on two foundational theories: the SERVQUAL Model of service quality and the User Satisfaction Theory.

The SERVQUAL Model, developed by Parasuraman, Zeithaml, and Berry, is a widely used framework for evaluating service quality by identifying the gap between users' expectations and their perceptions of actual service performance. It outlines five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. In the context of academic libraries, these dimensions translate into key elements of user experience. Tangibles pertain to the physical aspects of the library such as facilities, equipment, and resource availability. Reliability and responsiveness reflect the efficiency of library services, such as how well the borrowing system works and how promptly ICT services are delivered. Assurance and empathy relate to the competence, approachability, and supportiveness of library staff. These dimensions serve as important benchmarks for evaluating how well the library fulfills its functional responsibilities and the emotional needs of its users (Tubaishat, 2022; Wakeling, Creaser, & Willett, 2021).

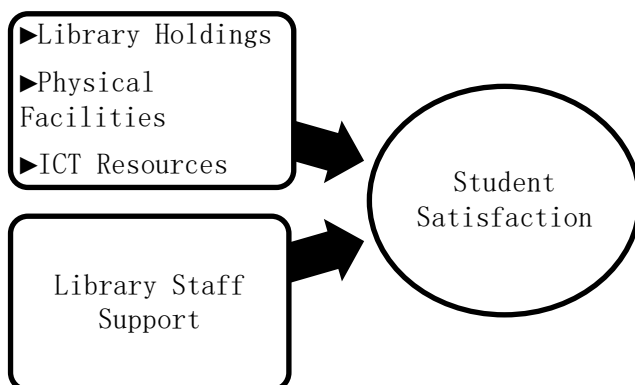
Complementing this model is the User Satisfaction Theory, which posits that satisfaction is a result of the comparison between user expectations and the actual performance of services. When library

services meet or exceed what users expect, satisfaction is high; when services fall short, dissatisfaction occurs (Nguyen & Le, 2023). This theory is particularly relevant in assessing educational support services, where users—primarily students—bring specific expectations shaped by academic demands and prior experiences (Adebayo & Raji, 2021).

In this study, both theories are applied to examine user satisfaction across four key dimensions of the Bacolod City College Library: library holdings, physical facilities, information and communication technology (ICT) services, and staff performance. The SERVQUAL dimensions help analyze the quality and delivery of these services, while the User Satisfaction Theory provides a lens for understanding how users evaluate and respond to their overall library experience. Together, these frameworks offer a comprehensive foundation for assessing the strengths and gaps in library service delivery and inform evidence-based improvements.

Conceptual Framework

This study is conceptualized using four key dimensions of library services as independent variables that influence the dependent variable, overall student satisfaction.



This framework guides the analysis of how each dimension contributes to the users' overall satisfaction with the BCC library.

Significance of the Study

This study holds substantial value for various stakeholders within and beyond Bacolod City College.

For **library management**, the findings serve as an evidence-based foundation for evaluating current services, identifying gaps, and implementing improvements that align with user needs. The insights can guide decisions related to infrastructure upgrades, resource acquisition, and the development of student-centered services that enhance academic engagement.

For the **school administration**, the results highlight strategic areas that require institutional support and investment, particularly in enhancing digital infrastructure, expanding ICT access, and ensuring the physical library environment remains conducive to learning.

For **students and faculty**, this study amplifies their voices by systematically documenting their satisfaction levels and concerns. Their feedback becomes instrumental in shaping a more responsive and inclusive library system that addresses both academic and personal needs.

For **future researchers**, the study offers a replicable framework for assessing library service quality using both quantitative and qualitative data. Given the evolving demands of the post-pandemic academic environment, this research provides timely insights into how academic libraries can continue to adapt and innovate in support of higher education.

Scope and Delimitation of the Study

This study focuses on evaluating the level of satisfaction of library users at Bacolod City College during the School Year 2024 to 2025. It specifically examines four key dimensions of library service: the adequacy and organization of library holdings, the quality and functionality of physical facilities, the availability and efficiency of information and communication technology services, and the competence and responsiveness of library staff and personnel. The respondents of the study include students, faculty members, and administrative staff representing various academic programs and year levels within the institution.

The scope of the study is confined to the perceptions and feedback of users who voluntarily responded to the Bacolod City College Library Satisfaction Survey. As such, the findings reflect only the experiences of those who participated during the specified academic year. The study is further limited to services and resources physically available within the premises of the college library. It does not include external or remote library services such as off-campus database access, online subscriptions, or digital library platforms. Moreover, this research does not seek to measure academic outcomes or correlate satisfaction levels with academic performance. Instead, it aims to assess user satisfaction as a standalone indicator of library service quality and effectiveness.

Definition of Terms

To ensure clarity and consistency throughout the study, the following key terms are defined as they are used within the context of this research:

Library Satisfaction Survey. This refers to a structured tool used in academic research to measure the perceptions and satisfaction levels of users with regard to the quality of services provided by a library. It helps institutions understand user needs and identify areas for improvement (Nguyen & Le, 2023).

In this study, it is the instrument administered to students, faculty, and staff of Bacolod City College to evaluate their experiences with the library during the School Year 2024 to 2025.

Library Holdings. These are the collection of academic materials found within a library, including books, journals, magazines, newspapers, and audiovisual resources that support instruction and research. These resources are vital for promoting information literacy and academic productivity (Adebayo & Raji, 2021).

For this study, the term refers to the availability, organization, and relevance of the printed and non-printed materials housed in the Bacolod City College Library as perceived by its users.

Physical Facilities. Pertains to the tangible features and infrastructure of a library that contribute to comfort and usability, such as lighting, ventilation, furniture, spatial layout, and cleanliness. The physical environment significantly influences users' satisfaction and their frequency of library use (Wakeling, Creaser, & Willett, 2021).

In this study, it refers to the users' assessment of the library's environment, including seating arrangements, discussion rooms, and the general condition of the physical space.

Information and Communication Technology Services. Refers to the digital tools and technological services provided by the library to support learning and research. These may include internet connectivity, computer access, printing and photocopying machines, and catalog systems. Access to efficient ICT services is increasingly recognized as essential in modern academic libraries, especially in hybrid and digital learning environments (Jurado-García, Yubero, & Larrañaga, 2022).

Within the context of this study, this term relates to the extent and effectiveness of such services offered by the Bacolod City College Library.

Staff and Personnel Performance. Refers to the quality of service delivered by library staff, including their efficiency, professionalism, courtesy, and helpfulness. Library staff play a critical role in user satisfaction by providing timely

assistance and maintaining a supportive environment for learning (Tubaishat, 2022).

In the study, this term describes how the users of the Bacolod City College Library rate the librarians and personnel in terms of responsiveness, availability, and their role in maintaining an organized and welcoming library atmosphere.

Review of Related Literature

This review presents recent literature related to user satisfaction in academic libraries. It focuses on key service areas such as library holdings, physical facilities, ICT services, and staff performance to establish a foundation for the present study. The selected studies highlight current trends, challenges, and best practices relevant to evaluating library services in higher education settings.

Library Holdings and Resource Availability

The availability of relevant, updated, and accessible library holdings remains a cornerstone of academic excellence in higher education. Academic libraries are not merely storehouses of books; rather, they function as curated knowledge environments that support the teaching, learning, and research missions of the institution. Adebayo and Raji (2021) highlight that access to well-maintained and diverse collections significantly contributes to students' academic performance, particularly in completing coursework, preparing for assessments, and undertaking independent research. These holdings include a wide range of materials such as textbooks, scholarly journals, general references, literary works, and audiovisual content—all of which cater to varying instructional needs across academic disciplines.

Moreover, the presence of adequate and relevant resources in the library fosters a positive perception among users, increases their frequency of visits, and strengthens their overall trust in the library's ability to support their academic journey. When students believe that the library provides resources that are up-to-date, aligned with their curriculum, and available when needed, their engagement with library services deepens. This perception is critical, especially in local colleges and state-funded institutions where library resources are often limited and demand is high.

However, maintaining such collections poses persistent challenges. As noted by Nguyen and Le (2023), institutions in developing countries often struggle with limited acquisition budgets, bureaucratic procurement systems, and outdated inventory management. These issues are compounded by rapidly evolving academic programs that require constantly updated materials. In response, many libraries are shifting toward hybrid collection models, which combine physical

holdings with access to digital databases, open educational resources (OERs), and electronic books. Jurado-García, Yubero, and Larrañaga (2022) emphasize that striking the right balance between traditional print collections and digital accessibility is essential in maintaining the library's relevance in modern educational settings.

In the Philippine context, where connectivity and technological infrastructure may vary significantly among institutions, the value of physical holdings remains high. Nonetheless, the integration of digital collections is becoming increasingly necessary to address gaps in availability and to provide broader access to academic content. This shift is especially important in post-pandemic learning, where students rely more heavily on blended learning strategies and online content. As such, libraries are expected not only to maintain traditional holdings but also to continuously assess and update their collections based on user feedback, program requirements, and technological trends.

For Bacolod City College, the effectiveness of its library holdings can be evaluated by examining students' satisfaction with the relevance, accessibility, and organization of the resources provided. The findings of the current study, grounded in user perception, will offer valuable insights into the strengths and limitations of the college's library collections and inform strategies for their development and enhancement.

Physical Facilities and Study Environment

The physical environment of a library plays a vital role in shaping the overall user experience, directly influencing how students perceive, access, and engage with academic resources. A well-designed library space not only promotes comfort and focus but also encourages extended study sessions, collaborative learning, and frequent library use. Key environmental elements—such as adequate seating, ergonomic furniture, effective lighting, clean surroundings, and proper ventilation—have been consistently cited as significant contributors to library satisfaction (Wakeling, Creaser, & Willett, 2021). When these elements are met, students are more likely to associate the library with academic productivity, well-being, and institutional support.

In the wake of the COVID-19 pandemic, there has been a notable shift in how students in higher education utilize physical library spaces. According to Alon and Damasco (2021), students in Philippine academic institutions increasingly expect libraries to provide flexible environments that accommodate both individual study and group collaboration. This includes the provision of silent study areas, as well as designated discussion rooms that allow for peer engagement without disrupting others. The presence of such options supports varying learning styles and

helps foster a sense of academic community among users.

Noise management has also become an essential aspect of maintaining a conducive study environment. Studies have shown that poorly controlled noise, whether from other users, equipment, or external sources, significantly disrupts concentration and leads to dissatisfaction with the library experience (Nguyen & Le, 2023). To address this, libraries are encouraged to implement clear noise policies, zoning strategies, and acoustic enhancements that protect silent zones while also supporting collaborative activity in designated areas.

In addition to functionality, aesthetics and comfort play a psychological role in students' library engagement. Jurado-García, Yubero, and Larrañaga (2022) suggest that users are more likely to view the library as a “third space”—a welcoming environment separate from home and classroom—when the physical environment is well-maintained and user-centered. Features such as natural lighting, clean restrooms, temperature control, and accessible furniture contribute to creating a positive atmosphere that supports both academic and personal needs.

Within local contexts, such as Bacolod City College, these considerations are particularly relevant. Students' feedback often reflects the need for more chairs, improved ventilation, and additional discussion rooms, especially during peak periods. Addressing these concerns not only improves user comfort but also enhances the library's reputation as a reliable academic space. Thus, evaluating user satisfaction with the library's physical facilities becomes essential in ensuring that the environment continues to support evolving student needs and educational practices.

Information and Communication Technology (ICT) Services

In today's technology-driven educational landscape, information and communication technology (ICT) services have become a core component of academic library operations. As institutions increasingly adopt blended and online learning modalities, the demand for accessible, fast, and reliable digital services within the library has grown substantially. Libraries are no longer judged solely by the volume of their collections, but also by the quality and accessibility of their technological infrastructure. The shift has been particularly pronounced in the aftermath of the COVID-19 pandemic, which accelerated the integration of digital tools and platforms into the academic routine. Jurado-García, Yubero, and Larrañaga (2022) emphasize that this digital transformation is no longer optional but a necessity

for libraries to remain relevant and responsive in the post-pandemic era.

Among the most essential ICT services in academic libraries are high-speed wireless internet (Wi-Fi), access to desktop or laptop computers, functional online public access catalog (OPAC) systems, and printing or photocopying facilities. These services enable students to conduct online research, access digital learning materials, complete academic requirements, and retrieve physical or electronic resources efficiently. When these services function well, they significantly enhance the user experience and support academic success.

However, multiple studies indicate that deficiencies in ICT services remain a major source of dissatisfaction among library users. Tubaishat (2022) found that poor internet connectivity, insufficient computer units, and the absence of updated software or databases are common issues reported by students. Such limitations hinder users from conducting timely research, completing assignments, or accessing vital academic content, particularly for those who lack sufficient digital resources at home. Nguyen and Le (2023) further argue that students equate effective ICT services with institutional competence and academic support. In their view, well-maintained technological services reflect a school's commitment to innovation and student empowerment.

Furthermore, ICT services in libraries play a crucial role in bridging the digital divide, especially in resource-limited settings such as local government-funded institutions. In the Philippine context, where disparities in internet access and digital literacy persist, the academic library often becomes the primary hub for students seeking technological support (Alon & Damasco, 2021). For many students, especially those from underserved communities, the library is one of the few spaces where they can access stable internet, use computers, and print documents at an affordable cost.

In light of these realities, the provision and continuous improvement of ICT services should be a strategic priority for academic libraries. For Bacolod City College, assessing user satisfaction with these services offers meaningful insight into how well the library meets the evolving digital needs of its academic community. Understanding both strengths and gaps in the college's ICT infrastructure can inform future investments in digital tools, resource allocation, and training for both users and personnel.

Library Staff and Personnel Performance

The performance of library staff is a crucial dimension in determining overall user satisfaction

and significantly shapes how students, faculty, and staff perceive the quality of library services. While infrastructure and resources are vital, it is often the human interaction between users and library personnel that leaves a lasting impression. Key traits such as professionalism, approachability, courtesy, responsiveness, and subject-matter competence influence how well users engage with the library environment (Tubaishat, 2022). When library staff are perceived as knowledgeable and attentive to user needs, they enhance not only the efficiency of library services but also create a welcoming and supportive atmosphere that fosters academic engagement.

Adebayo and Raji (2021) observed that students often place more value on the interpersonal dimension of library service than on the availability of physical or digital resources. This includes the staff's ability to provide timely assistance, explain library policies, orient new users, and handle concerns with empathy and patience. Staff members who are consistently visible, accessible, and proactive in their communication are more likely to instill confidence and satisfaction among users. Positive staff behavior has also been shown to increase user participation in other library programs such as orientations, research consultations, and information literacy sessions.

Conversely, even occasional instances of rudeness, lack of availability, or delayed response from staff can have a disproportionately negative effect on how users perceive the library as a whole. Nguyen and Le (2023) emphasized that users tend to generalize isolated negative experiences with staff to the institution, thereby reducing their likelihood of returning for assistance. This is particularly concerning in academic libraries that serve as key access points for first-generation students or those unfamiliar with information systems, where one unfriendly encounter may discourage further engagement.

In the Philippine setting, where many local colleges operate with limited staffing and resources, the dedication and multitasking abilities of library personnel become even more critical. According to Alon and Damasco (2021), training programs focused on service quality, communication skills, and user-centered service design are vital in equipping library staff to meet the evolving needs of students in a post-pandemic academic environment.

For Bacolod City College, where students have generally reported high levels of satisfaction with library personnel, it remains important to maintain and institutionalize positive service behaviors. Gathering feedback on staff performance through regular satisfaction surveys helps identify service gaps, recognize exemplary staff, and reinforce a

culture of professionalism and care. Ultimately, library personnel are not only service providers but also ambassadors of the institution's commitment to academic support and student success.

Overall Library Satisfaction

Overall satisfaction with academic library services is shaped by the combined influence of several key factors: the adequacy and relevance of library holdings, the comfort and functionality of physical facilities, the reliability of information and communication technology services, and the professionalism of staff and personnel. Each of these dimensions contributes to the user's perception of service quality; however, it is the integration of all these elements into a cohesive and supportive library experience that truly drives sustained engagement and satisfaction. As Wakeling, Creaser, and Willett (2021) emphasize, user loyalty and long-term utilization of library services are most often fostered when students feel that the library is responsive to their needs in a holistic manner.

In the context of Southeast Asia, particularly within the Philippine higher education system, achieving high levels of overall satisfaction poses unique challenges. Alon and Damasco (2021) point out that many public and local colleges operate within strict budgetary constraints and infrastructural limitations. As a result, libraries in these institutions may struggle to keep pace with technological developments, resource acquisition, and space upgrades. Despite these challenges, maintaining student satisfaction remains a critical goal, as the library serves not only as a physical repository of knowledge but also as a symbolic representation of the institution's academic support structure.

Regular assessment of library services through satisfaction surveys is widely regarded as an effective strategy for identifying service gaps, setting priorities, and implementing meaningful improvements. Nguyen and Le (2023) argue that student feedback offers valuable insight into unmet needs and changing expectations, particularly in the context of post-pandemic learning where digital access, flexibility, and student-centered services are increasingly important. Moreover, satisfaction data can help institutions benchmark their performance against national and global standards, ensuring alignment with best practices in academic support services.

The reviewed literature underscores the value of comprehensive service evaluation, particularly in institutions like Bacolod City College. By systematically assessing satisfaction across multiple dimensions—library holdings, physical facilities, ICT services, and staff performance—administrators can gain a well-rounded understanding of what the library does well and where it must improve. This

not only strengthens the role of the library in the academic life of students and faculty but also reinforces its position as a dynamic and evolving part of institutional development. As this study shows, user satisfaction is not simply an outcome but a guiding principle for continuous improvement and innovation in academic library services.

Research Methodology

Research Design

This study utilized a quantitative-descriptive research design, which is appropriate for evaluating user satisfaction by collecting and analyzing numerical data to describe current conditions. The primary aim was to assess the satisfaction levels of library users at Bacolod City College during the School Year 2024-2025 across four core service dimensions: library holdings, physical facilities, information and communication technology (ICT) services, and staff and personnel performance.

A structured survey questionnaire served as the main data collection instrument, featuring Likert scale items that measured degrees of satisfaction with each service area. This allowed for the systematic quantification of user perceptions and enabled statistical analysis of trends and patterns within the dataset. The quantitative design provided a reliable framework for generating objective, data-driven insights that can inform institutional improvements and policy decisions.

Although the study's primary orientation is quantitative, the questionnaire also included an optional comment section. This enabled respondents to provide brief, open-ended feedback about their experiences or suggestions. These qualitative remarks were not analyzed in depth but were reviewed to enrich the interpretation of the quantitative results, offering context to the statistical findings and highlighting areas that may warrant further investigation.

Overall, this design supports a focused yet holistic understanding of library user satisfaction, prioritizing measurable outcomes while remaining open to user-voiced perspectives that may guide future research or program development.

Respondents of the Study

The respondents of this study consisted of students, faculty members, and administrative staff of Bacolod City College who utilized the library services during the School Year 2024-2025. These individuals were selected as they represent the primary users of the library and are therefore in the best position to evaluate its services across the areas of library holdings, physical facilities, information and communication technology (ICT) services, and staff performance.

The inclusion of multiple user groups ensured a broader perspective on library satisfaction, allowing for the comparison of experiences across different roles within the institution. Students from various year levels and academic programs were included to capture diverse academic needs and expectations. Faculty and staff respondents provided additional insights, particularly on the adequacy of resources for teaching and administrative functions.

Participation in the study was voluntary, and only those who had recent experience with the library were encouraged to complete the survey. A purposive sampling technique was applied to ensure that the data collected came from active users of the library services. The final number of respondents was determined by the number of returned and completed survey questionnaires during the survey period.

Data Gathering Instrument

The primary instrument used in this study was a structured Library Satisfaction Survey Questionnaire designed to assess users' perceptions of library services at Bacolod City College. The questionnaire was developed to measure satisfaction across four key domains: (1) library holdings, (2) physical facilities, (3) information and communication technology (ICT) services, and (4) staff and personnel performance. These domains were aligned with common service quality dimensions found in existing literature and institutional library standards.

The survey consisted mainly of Likert-scale items, with responses ranging from 1 - Strongly Disagree to 5 - Strongly Agree. This format allowed the researchers to quantify the level of agreement or satisfaction with various service elements in a consistent and measurable manner. Each domain included multiple indicators designed to capture the user's assessment of service adequacy, accessibility, efficiency, and responsiveness.

To provide respondents an opportunity to express additional insights, the questionnaire also included a section for open-ended comments. These responses were used to support and contextualize the quantitative data, although they were not subjected to in-depth qualitative analysis. The inclusion of both structured and open-ended questions enabled the instrument to gather rich, user-informed feedback while maintaining a primarily quantitative approach.

The instrument underwent a review process by faculty researchers and library staff to ensure clarity, content validity, and relevance to the local context. Minor revisions were made based on feedback prior to its final administration. The finalized questionnaire was distributed in both printed and

digital formats, depending on the accessibility preferences of the respondents.

Data Gathering Procedure

The data for this study were collected during the second semester of School Year 2024-2025. Prior to distribution, the researcher obtained formal approval from the Office of the College Research and Development Center and coordinated with the library management to facilitate access to potential respondents. After securing administrative permission, the final version of the Library Satisfaction Survey Questionnaire was disseminated to students, faculty members, and administrative staff who were active users of the library during the data collection period.

Respondents were invited to participate voluntarily through digital versions of the survey. The digital form was shared through institutional email and official class or staff group channels. Participants were informed of the purpose of the study and assured of the confidentiality and anonymity of their responses. Clear instructions were provided to ensure consistent and accurate completion of the survey.

The data collection period lasted approximately two weeks, allowing sufficient time for respondents to participate at their convenience. Completed questionnaires were retrieved, reviewed for completeness, and encoded into a secure database for analysis. Any incomplete or invalid responses were excluded to maintain data integrity. The open-ended comments section was also compiled to support the interpretation of the quantitative results.

This systematic approach ensured that the data gathered were both representative of the library user population and reflective of their current satisfaction with the services provided.

Data Analysis

The data collected from the completed questionnaires were organized, encoded, and analyzed using descriptive statistical methods. Frequencies, percentages, means, and standard deviations were computed to summarize the satisfaction levels of respondents across the four domains: library holdings, physical facilities, information and communication technology (ICT) services, and staff and personnel performance. These descriptive statistics provided an overall view of how respondents rated various aspects of the library's services.

The Likert-scale responses were analyzed using Microsoft Excel and Statistical Package for the Social Sciences (SPSS) to ensure accuracy and consistency in the computation. The average scores for each service area were interpreted using a

predefined descriptive scale to determine whether the levels of satisfaction were low, moderate, or high.

Open-ended responses were reviewed to identify recurring themes or noteworthy comments. While these qualitative inputs were not subjected to formal coding or thematic analysis, they were used to enrich the interpretation of the quantitative findings and highlight specific areas of concern or excellence as expressed directly by the users.

Ethical Considerations

This research adhered to the ethical standards expected of academic studies involving human participants. Prior to the conduct of the study, permission was obtained from the Office of the Research and Development Center and the Library Management of Bacolod City College. Respondents were informed about the purpose and scope of the study and were invited to participate voluntarily.

Participation in the survey was entirely anonymous, and no personally identifiable information was collected. Respondents were assured that all responses would be kept strictly confidential and used solely for research and academic purposes. They were also informed that they could opt not to answer any part of the survey or withdraw from participation at any point without consequence.

Data were stored securely, and only the researcher had access to the raw files. All ethical guidelines regarding consent, confidentiality, and responsible data handling were strictly observed throughout the research process.

Results and Discussion

This section presents the interpretation of the findings from the Library Satisfaction Survey conducted at Bacolod City College for the School Year 2024-2025. The discussion highlights users' levels of satisfaction across four key service areas: library holdings, physical facilities, ICT services, and staff performance-based on both quantitative data and qualitative feedback. The results are analyzed in relation to existing literature and the specific context of the institution to draw meaningful insights for improvement.

Respondents' Demographic Profile

Understanding the demographic profile of library users is essential in interpreting satisfaction results meaningfully, as user perceptions often vary depending on academic program, year level, and institutional role (Nguyen & Le, 2023; Tubaishat, 2022). The current study gathered responses from a total of 200 participants across various programs and levels at Bacolod City College.

A majority of respondents (63.7%) came from the Bachelor of Science in Information Systems (BSIS) and Associate in Computer Technology (ACT) programs, indicating a strong representation from information technology-related fields. This is followed by Bachelor of Elementary Education (BEED) with 17.4% and Bachelor of Science in Office Administration (BSOA) with 15.3%. Other programs such as BSIT, BSBA - Marketing Management, BSE/BSed, Technical-Vocational, and non-teaching staff contributed minimally, each making up less than 5% of the sample. According to Alon and Damasco (2021), disciplinary background influences how users interact with library services, particularly in relation to access to specialized resources, digital tools, and research support.

In terms of academic level, the largest proportion of respondents were third-year students (34.8%), followed by first-year students (27.7%), and second-year students (24.5%). Fourth-year students represented 11.3% of the respondents. The remaining percentage consisted of faculty and staff, who had limited representation in the survey.

The concentration of responses from lower and mid-level students may reflect a higher frequency of library usage among those completing foundational and research-intensive coursework. As Tella (2020) notes, student year level is a significant variable influencing satisfaction, as academic expectations and library needs evolve throughout a student's educational journey. The limited participation of faculty and staff suggests that the findings are primarily reflective of the student perspective, which is aligned with the intended user base of most academic libraries (Jurado-García et al., 2022).

Level of Satisfaction on Library Holdings

The chart indicates a generally high level of satisfaction with the library holdings at Bacolod City College. The most frequent response across most indicators was "Highly Satisfied," particularly for the statements "The books on the shelves are well organized" and "It is easy to borrow and return materials in the circulation counter." This suggests that users are very pleased with the organization of the book collection and the efficiency of the borrowing process. These results align with findings by Jurado-García, Yubero, and Larrañaga (2022), who emphasized that the accessibility and arrangement of resources play a crucial role in shaping library users' satisfaction and frequency of library use.

The second most frequent rating was "Moderately Satisfied," especially for statements such as "Newspapers, magazines, trade, literary, and scholarly journals of various disciplines and general interest are found in the library" and "The student handbook is helpful for navigating its library

sections, familiarizing with services and facilities, and understanding policies.” This implies a generally positive perception, though there may be some room for improvement in raising awareness and access to periodicals and orientation materials. According to Nguyen and Le (2023), satisfaction in these areas is often linked to user familiarity with supplementary resources, which may require stronger promotion and user education efforts.

Responses indicating "Satisfied" were also notable, particularly for “Audiovisual materials are readily available to aid in my learning” and the initial statements such as “There are a number of reference books and materials to help with my reading, assignments, and research projects” and “The library holds up-to-date books and reference materials.” These ratings indicate general approval of the availability and relevance of library resources, though perhaps not with the same intensity as responses to core services like borrowing or shelving. This supports the observation of Adebayo and Raji (2021), who found that while students generally value audiovisual and updated reference materials, the perceived importance of these resources varies by discipline and level of engagement.

Notably, "Dissatisfied" and "Strongly Dissatisfied" responses were very low across all indicators. This negligible presence of negative feedback demonstrates that users are not only content with the library’s core collections and services but also rarely encounter significant problems in accessing or using them. Tella (2020) supports this by noting that low dissatisfaction rates in library surveys typically indicate an environment that is both user-centered and administratively responsive.

In summary, the library appears to be performing very well in terms of user satisfaction with its holdings. Organization, circulation ease, and general access to materials are recognized strengths. While areas such as periodicals, audiovisuals, and orientation materials received slightly more moderate responses, the overall findings affirm that the library’s collections are effectively serving the academic needs of its users.

Level of Satisfaction on Physical Facilities

The chart reveals that respondents are generally very satisfied with the physical facilities of the Bacolod City College Library. Across all indicators, most users selected “Highly Satisfied” or “Moderately Satisfied,” while only a minimal number expressed dissatisfaction. This reflects a positive perception of the library’s physical learning environment. Respondents specifically noted that the library is accessible, has comfortable seating arrangements, and is equipped with ventilation and lighting conditions that are suitable for reading and studying.

They also recognized the library as clean, tidy, and generally pleasant, contributing to an atmosphere that supports academic focus and productivity.

Users also expressed satisfaction with the library’s ability to accommodate a portion of the institution’s population daily. The availability of strategically arranged tables and bookshelves further supports user comfort and ease of access to materials. Additionally, the presence of discussion rooms for group collaboration was viewed favorably, reflecting the library’s support for both individual and group-based learning activities. These findings are supported by Wakeling, Creaser, and Willett (2021), who assert that conducive study environments—characterized by quietness, lighting, comfort, and cleanliness—significantly influence student satisfaction with library spaces. Similarly, Alon and Damasco (2021) found that post-pandemic library users in the Philippines value flexible and well-maintained environments that cater to varying study needs.

The physical layout and conditions of the Bacolod City College Library appear to align with current trends in academic library design. Jurado-García, Yubero, and Larrañaga (2022) emphasized that modern libraries must provide diverse and adaptable spaces to accommodate the evolving demands of higher education. Although general satisfaction is high, qualitative feedback from the survey included suggestions for the addition of more tables and chairs, as well as curtains to manage sunlight in certain areas. These minor concerns, though limited, highlight opportunities for continuous improvement in the physical infrastructure.

In summary, the results confirm that the Bacolod City College Library is effective in providing a clean, accessible, and student-centered learning space. The high levels of satisfaction across all evaluated indicators affirm the importance of maintaining functional and comfortable facilities as a core component of user-centered library service.

Level of Satisfaction on Information and Communication Technology

The results indicate that while users are generally satisfied with the library’s Information and Communication Technology (ICT) services, there remains clear room for improvement, particularly in internet connectivity. Among the ICT-related indicators, the item “Wi-Fi connection is fast” emerged as the area with the highest level of dissatisfaction, suggesting that internet speed and reliability are a primary concern for many users. This is consistent with the findings of Tubaishat (2022), who reported that internet quality is often the most frequently cited source of dissatisfaction in academic libraries, especially as student reliance on digital resources continues to increase.

Other services received more favorable ratings. The Online Public Access Catalog (OPAC/WEB OPAC) was widely appreciated, with users expressing satisfaction over its role in making the search and retrieval of materials more efficient. Similarly, the availability of printer and photocopier services was positively noted, reflecting the library's adherence to supporting student needs in compliance with fair use policies. The provision of computer units for e-resources was also acknowledged, though some users rated this item only as "Satisfied" or "Moderately Satisfied," suggesting that while the service is functioning, there may be a need to increase the number of units, upgrade hardware, or improve availability during peak times.

Even in areas that scored relatively high, a significant proportion of users did not select "Highly Satisfied," which implies untapped potential for improvement. As Nguyen and Le (2023) note, students associate the quality of ICT services with an institution's academic credibility and digital readiness. Therefore, enhancing these services-particularly Wi-Fi performance-could significantly boost overall satisfaction and increase student engagement with the library's digital offerings.

In summary, although ICT services are performing adequately at Bacolod City College Library, the results reveal critical feedback on internet connectivity, and suggest that even well-functioning services like OPAC and printing could benefit from targeted upgrades. Addressing these concerns will be essential for aligning library operations with the digital expectations of today's learners.

Level of Satisfaction on Staff and Personnel

The results show that respondents are exceptionally satisfied with the performance of the library staff and personnel. Across all measured indicators, the ratings were overwhelmingly positive, with almost no signs of dissatisfaction. This suggests that the library team consistently delivers excellent service and contributes significantly to the overall user experience. Among the specific strengths identified were the availability of librarians during library hours, their skill in providing accurate and reliable information, and their efficiency in addressing user concerns. These attributes reflect a strong commitment to service and responsiveness, which are key components of user satisfaction, as highlighted in the SERVQUAL framework (Parasuraman, Zeithaml, & Berry, 1988).

Respondents also appreciated that library orientation sessions are conducted before the start of regular classes, ensuring that users are well-informed about available services and facilities. The staff were further recognized for being courteous, helpful, and maintaining a quiet and orderly library environment, which contributes to a conducive learning

atmosphere. These qualities align with the findings of Adebayo and Raji (2021), who emphasized that interpersonal interactions between staff and users play a central role in building trust and satisfaction in academic libraries.

Additionally, the staff's regular effort to collect and record user information was noted, suggesting a commitment to monitoring user needs and improving services based on usage data. According to Tella (2020), staff visibility, competence, and approachability are consistently associated with positive perceptions of service quality in library settings.

In summary, the survey results confirm that the Bacolod City College Library staff are not only performing their roles effectively but are also exceeding user expectations in key service dimensions. Their professionalism, accessibility, and user-centered practices are significant contributors to the overall high satisfaction ratings observed in the study.

Analysis of Open-Ended Comments (Supplementary to Quantitative Findings)

Although the present study primarily employed a quantitative approach to assess user satisfaction across key dimensions of library service-namely holdings, physical facilities, information and communication technology (ICT), and staff performance-the inclusion of open-ended comments provided additional context to interpret the survey results more meaningfully.

Consistent with the quantitative findings that showed high satisfaction ratings across most areas, the majority of qualitative feedback reflected positive sentiments. Students frequently described the library as "comfortable," "organized," "clean," and "peaceful", echoing the high satisfaction scores in the areas of physical facilities and staff performance. The approachability, helpfulness, and professionalism of the library staff were praised repeatedly, aligning with the nearly unanimous ratings of "Highly Satisfied" under this domain in the quantitative results. These affirmations further validate the effectiveness of existing library operations and support findings from prior studies, such as those by Adebayo and Raji (2021), which emphasize the role of staff interaction in building student trust and satisfaction.

At the same time, certain themes in the qualitative feedback highlighted areas for enhancement that may not have been fully captured by the overall favorable quantitative scores. Notably, many students raised concerns about the Wi-Fi connectivity, which was also the lowest-scoring item in the ICT category. Comments about slow internet speeds, limited accessibility, and reliance on

personal mobile data reinforce the need for ICT infrastructure improvements. Similarly, although the quantitative data reflected satisfaction with physical space, comments suggested specific upgrades such as additional seating, quieter electric fans, and the installation of curtains to reduce glare. A small number of remarks also called attention to noise control and the proper use of discussion rooms, suggesting that more stringent enforcement of silence and room policies could further enhance the study environment.

Moreover, several respondents suggested expanding the library's book collection, especially in subject-specific areas like programming and research writing. This aligns with moderate satisfaction scores observed in certain items under the holdings domain and suggests a potential mismatch between perceived resource availability and academic needs. Although these qualitative insights are not generalizable, they highlight nuanced areas where library services could evolve to meet changing student demands.

In summary, the open-ended responses provided a valuable layer of user-driven detail that complements the study's quantitative outcomes. While the overall satisfaction levels were high, the qualitative data illuminated targeted opportunities for continuous improvement. These findings support a data-informed strategy that prioritizes enhancements in digital access, space management, and resource development-consistent with best practices in contemporary library service delivery (Nguyen & Le, 2023; Tubaishat, 2022).

Findings, Conclusions, Recommendations

Findings

This study aimed to assess the level of satisfaction among library users at Bacolod City College for the School Year 2024-2025, with a specific focus on four core service dimensions: library holdings, physical facilities, information and communication technology (ICT), and staff and personnel performance. A total of 265 respondents, representing various year levels and academic programs, participated in the survey. The findings provide a comprehensive view of users' perceptions and experiences regarding the library's services and environment.

In terms of library holdings, respondents generally expressed high satisfaction with the availability, accessibility, and organization of books and reference materials. The highest satisfaction ratings were observed in categories related to the ease of borrowing, the organization of resources on shelves, and the usefulness of the student handbook in navigating the library's services. Nonetheless, moderate satisfaction levels were reported in areas such as the availability of journals, magazines, and

audiovisual materials. These results suggest a need to expand and update the library's collection, particularly in subject-specific and multimedia resources, a concern echoed in the qualitative feedback from users.

With respect to physical facilities, the respondents conveyed strong satisfaction with aspects such as the cleanliness, lighting, ventilation, and general ambiance of the library. The space was noted to be accessible and well-organized, supporting its function as a conducive environment for academic study. Despite these strengths, user comments indicated persistent concerns about limited seating, overcrowding during peak hours, and inconsistent noise levels. These issues point to the necessity for improvements in spatial planning and environmental control to optimize the comfort and usability of the facility.

Regarding information and communication technology (ICT) services, responses revealed a more varied level of satisfaction. While services such as the Online Public Access Catalog (OPAC) and printing and photocopying facilities were positively received, the library's Wi-Fi connection was consistently rated as the least satisfactory feature. This finding is further reinforced by open-ended responses, which highlighted frequent connectivity issues, limited Wi-Fi access, and a lack of readily available computers. These results identify ICT as a critical area for development, particularly in light of the increasing reliance on digital tools for research and academic productivity.

Finally, the area of staff and personnel performance received the highest satisfaction ratings across all dimensions assessed. Respondents commended the professionalism, helpfulness, and approachability of the library staff. Positive interactions with personnel were cited as a major contributor to the overall favorable user experience. The consistency of these responses suggests that the human component of library service is a significant institutional strength and a key driver of user satisfaction.

Conclusion

The results of this study affirm that the Bacolod City College Library has effectively positioned itself as a vital academic hub that is both student-centered and service-oriented. Across the four key service dimensions-library holdings, physical facilities, information and communication technology (ICT), and staff performance-respondents expressed a high degree of satisfaction, reflecting the library's strength in providing accessible, well-organized, and supportive learning environments. Particularly commendable is the consistently positive evaluation of library personnel, whose professionalism and approachability significantly contribute to the library's overall effectiveness.

Nonetheless, the study also identified specific areas requiring targeted improvement. While general satisfaction with ICT services was evident, recurring concerns about limited Wi-Fi connectivity and access to functional computers highlight the urgent need for digital infrastructure enhancement. Likewise, suggestions regarding additional seating, quieter study spaces, and updated collections point to growing expectations for modernized library services in line with evolving student needs.

The inclusion of open-ended feedback enriched the quantitative results by contextualizing satisfaction ratings with lived experiences and practical suggestions. This underscores the importance of adopting a data-informed and user-responsive approach to continuous library development. Ultimately, the findings call for sustained institutional commitment to improving library services through resource investment, facility upgrades, and ongoing user engagement—ensuring that the Bacolod City College Library remains a dynamic contributor to academic success.

Recommendations

Based on the results of the study, several areas for improvement in library services at Bacolod City College are identified. These recommendations aim to address key gaps in infrastructure, user experience, and service delivery as highlighted by both the quantitative data and supplemental qualitative feedback.

Foremost, enhancing the library's internet and Wi-Fi connectivity is strongly recommended. While the library received high satisfaction ratings across many dimensions, the data revealed comparatively lower satisfaction in terms of information and communication technology. Numerous respondents cited challenges such as slow connection speeds, limited access, and insufficient devices for student use. Therefore, upgrading the library's bandwidth, expanding coverage to all areas within the facility, and improving the reliability of digital services should be prioritized to support academic research and digital learning needs.

Noise control also emerged as a recurring concern among users, particularly in relation to discussion room usage and the general study environment. Although the library was largely praised for being clean and organized, qualitative feedback indicated instances of excessive noise and distraction. To address this, it is recommended that the library administration reinforce clear policies on noise management, install proper signage designating quiet zones and collaborative spaces, and empower staff to consistently enforce these policies. Furthermore, investing in acoustic enhancements, such as replacing noisy ventilation units and

incorporating sound-dampening materials, would contribute to a more conducive learning atmosphere.

Improvement of physical facilities is another essential recommendation. While most respondents reported satisfaction with cleanliness, lighting, and accessibility, several suggested increasing the number of tables, chairs, and discussion rooms to accommodate the growing student population. Adding curtains or blinds to reduce glare and regulate room temperature, along with maintaining adequate ventilation systems, will enhance user comfort and satisfaction. In addition, reassessing the spatial layout to maximize functionality could allow for the integration of more varied seating options for both individual and group study.

In terms of library resources, there is a clear need to expand and update the current collection. Though most users expressed satisfaction with the availability of books and reference materials, some noted the lack of updated texts, particularly in specialized subject areas. Collaborating with academic departments to conduct regular resource assessments and allocating funds for acquiring up-to-date materials—including both print and digital formats—will ensure the library remains aligned with curricular developments. It is also advisable to promote awareness and utilization of existing e-resources through user orientation and training sessions.

Lastly, strengthening administrative and staff support systems is encouraged. Feedback suggests that while staff performance is generally excellent, further improvements can be made through customer service training and consistent application of user-centered practices. The implementation of an automated attendance logging system using student ID numbers could also streamline access and reduce entry queues. Additionally, considerations for accessibility enhancements, such as the installation of an elevator or alternative mobility support, would ensure the library is inclusive for all users, particularly persons with disabilities.

In summary, the recommendations presented are grounded in evidence from the survey findings and user feedback. By implementing these strategies, Bacolod City College Library can reinforce its role as a vital academic resource and further elevate its services to meet the evolving needs of students, faculty, and staff in a dynamic educational environment.

Conflict of Interest

The authors declare no conflict of interest in conducting this research.

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