LIBRARY SERVICES AND CUSTOMER SATISFACTION IN STATE UNIVERSITIES AND COLLEGES IN THE BICOL REGION

Rolando B. Oloteo
Librarian III, Central Bicol State University of Agriculture
Henry A. Mabesa, Jr
Professor, Central Bicol State University of Agriculture

Abstract

This paper discusses the assessment of library services of eight State Universities and Colleges in the Bicol Region for school year 2010-2011. The assessment covered the following aspects: (1) the profile of library services of state universities and colleges; (2) effectiveness of the library services; (3) customer satisfaction on library services; (4) performance of State Universities and Colleges on accreditation and SUC level; (5) customer satisfaction; and (6) relationship between effectiveness of library services and customer satisfaction.

The descriptive-evaluative and correlational methods of research were employed. The data were obtained through questionnaire, documentary analysis and interviews.

The results of the test revealed that there were no significant correlations between the predictor variable effectiveness along circulation/interlibrary loan, collection development, reference/information and cataloging and indexing as well as outcome variable performance along accreditation status and SUC Level.

Introduction

Libraries play important roles and they are considered the "heart" of academic institutions. With the important services the library provides to students, faculty members and other researchers, becomes an indispensable unit in the academe. Furthermore, the library is an important factor to be considered in the allocation of budget, accreditation and leveling of State Universities and Colleges.

Libraries are focused on service provision; it addresses quality service which encompasses the interactive relationship between the library and the people whom it is supposed to serve. Line (1996) explains librarianship involves managing information resources

for people (Hernon & Altman, 1998).

However, libraries have to adopt a more strategic orientation in which the creation and delivery of service satisfactions for their users play an important role (Andaleeb & Simmonds, 1998). It is therefore the responsibility of the institutions to provide good academic environment, facilities, and services that help in developing the cognitive and general skills of students that fall beyond the realm of subject specialization and classroom teaching.

Objectives and Scope

This study assessed the library services of eight State Universities and Colleges (SUCs) in the Bicol Region. The areas investigated were the profile of the SUC libraries in terms of human resources, library resources and facilities, budget, number of years as the SUC was establishedand their linkages/networks. The effectiveness and customers satisfaction of the various technical and readers services were rated by the respondents on the four scales, wherein 4 -highly effective; 3- very effective, 2 – effective and 1 – not effective.

The respondent schools were the main campuses of all State Colleges and Universities in the Bicol Region. These are Camarines Norte State College (CNSC), Daet, Camarines Norte; Central Bicol State University of Agriculture (CBSUA), Pili, Camarines Sur; Camarines Sur Polytechnic College (CSPC) Nabua, Camarines Sur; Partido State University, Goa, Camarines Sur; Sorsogon State College (SSC) Sorsogon City; Don Emilio B. Espinosa Memorial State College of Agriculture and Technology (DEBEMSCAT) Mandaon, Masbate; Bicol University (BU) Legazpi City; and Catanduanes State College (CSC) Virac, Catanduanes.

Literature Review

The reviewed materials are mainly about the use of library resources and other factors to make library services effective, and how to measure customer satisfaction and performance of SUCs.

Library Resources and Facilities

According to Buenrostro (2001) identifying and understanding the type of information required by the library customers will ensure that relevant sources of information needs are obtained and served to its reading constituents. Whittaker (1993) strengthened the importance of providing different facilities and resources by citing five elements of library services: building, staff, stock, systems for user's (demand element) and library (supply elements). Likewise, Ravelo (2006) reported that school facilities create favorable conditions for higher student achievement.

Human Resources

Macaspac (1986) pointed out that there must be a regular budget for staff development so that training programs for library personnel can be carried out at regular intervals. This is because Rabanal (1985) discovered that there is a need for more competent and well-trained staff, both professional and non-professional, as a basic foundation in the development of human resources in the library.

Budget

According to Sayo (2006), budget constraints can affect library service delivery. The lack of resources due to budget cuts contributes to user dissatisfaction. Poll as cited by Sayo (2006) argued that financial allocation is essential in print and collection development, acquisitions and electronic media. Furthermore, Rivera (1992) recognized that colleges and universities should work together for the standardization of their library fees and management should give the library a more generous budget from the general institutional fund aside from the collected library fees.

Linkages and Networking

Fonseca (1990) pointed out that library resources are very useful for library cooperation. Cadatal (2000) observed that majority of libraries engaged only in referral service. Others engaged in reference service, staff development and inter-library loan in spite of limitation on logistics such as facilities, supplies and manpower just to build up library networking. The librarians expressed willingness to participate in resource sharing activities believing that the benefits to be gained include: collection development, strengthening of resources, staff development, minimal duplication and reduction of costs.

Customer Satisfaction on Library Services

Librarians have recently become interested in measuring quality of service as the ultimate assessment of library performance. Yang, Peterson, and Cai (2003) disclosed that listening to the voices of their customers is the initial step in planning service quality improvement endeavors. Nitecki and Hernon (2000) reported that a culture of service quality assessment provides opportunities to demonstrate to the customers how and what the staff learns about customers' expectations. This information helps shape the services that libraries provide and the commitments that librarians make to their customers. Cook et al. (2001) said that the best assessors of service quality in libraries are their users.

SUC Performance

Uvas (2009) mentioned that the performance of SUC to qualify for a bigger slice of budget is based on the physical accomplishments, financial accomplishments and income accomplishments where the library is an essential component. Accreditation as a means of assuring and improving the quality of education is focused on the assessment of programs by external accrediting bodies using peer reviewers (Corpuz, 2003). Padua (2003) opined that accreditation results are used in various ways. Results are used, generally, in three distinct ways: a) as basis for government subsidy, scholarships and grants, b) informing the public about the quality of education offered by the colleges and universities and c) improving the educational services of the university. The findings of Mabesa (2007) showed that library facilities was one of the common areas in Bicol SUC's that need improvement.

Research Methodology

This study used descriptive evaluative and correlational methods of research. The descriptive-evaluative research was used to describe the profile of library; the correlational method was used to relate the effectiveness of the library services and its performance in terms

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region . *Journal of Philippine Librarianship*, 33(1), pp. 1-14.

3

of accreditation status, SUC leveling and customer satisfaction.

The hypotheses of this study are: *the effectiveness of library services is not related to the performance of state universities and colleges; the effectiveness of library services is not related to customer's satisfaction; the library profile in not related to performance of state universities* and *colleges and library profile is not related to customer satisfaction*. The Spearman's rank - order correlation was used as the statistical tool for testing the hypothesis.

The respondents of the study were the head librarians, library staff, faculty members, and students. Quota sampling was employed to determine the number of respondents specifically for students and faculty while complete enumeration was used for library personnel.

The study utilized questionnaire to obtain the required information particularly on the profile of the respondents, library holdings, and level of effectiveness and satisfaction of library services. The data were treated statistically using frequency count, percentage, weighted mean, ranking and spearman's rank-order correlation.

Results and Discussions

Library Profile
Majority (17) of the library personnel in eight SUCs belonged to the 21-31 age groups. These employees have permanent status.

The number of librarians is inadequate compared to the number of students enrolled in SUCs. The library standards require one full time professional librarian and two full time clerical staff for every first five hundred students and an addition of one full time professional librarian of an excess of one thousand students.

Library Resources and Facilities
There were three SUCs with very adequate number of books both in titles and volumes. The rest of the SUCs failed to meet the standard set by the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP) in terms of the number of books per title. Pamphlets are the frequently acquired by the SUCs library. As to the audio-visual resources; slides had the highest number, though some SUC libraries utilized posters, sound recordings, and video recordings.

As shown in Table 1, most of these SUCs (75%) lack the required number of titles of library book holdings for their respective library based on the AACCUP core collections of books.

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region .
Journal of Philippine Librarianship, 33(1), pp. 1-14.

4

Table 1. *Summary of SUCs compliance on AACCUP standards*

State Universities & Colleges	Standards		
	Core Collection of Books	Books Collection within the last ten years	Seating capacity
1	**YES**	NO	NO
2	NO	**YES**	NO
3	**YES**	**YES**	NO
4	NO	NO	NO
5	NO	**YES**	NO
6	NO	**YES**	NO
7	NO	**YES**	NO
8	NO	NO	NO

Budget

The budget allocation varied from one SUC library to another and the allocation for personal services and for maintenance and other operating expenses also differed along with capital outlay. The variety of fiduciary fund, share in the general appropriations act, share in the tuition fees and library fees paid by students, were the sources of fund of the various libraries. Most of SUC libraries did not have capital outlay from 2009 to 2011.
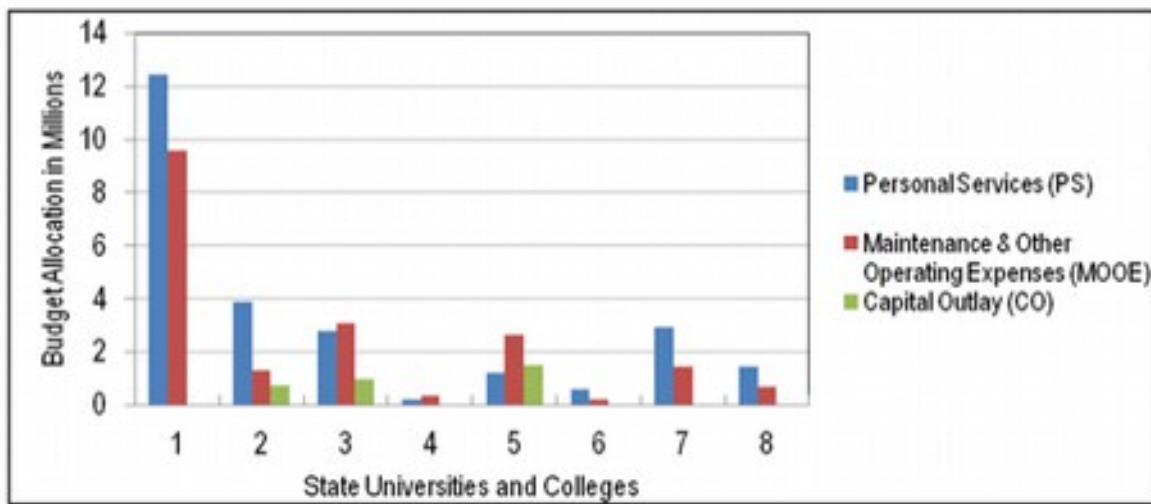

Fig. 1. SUC Libraries' Budget Allocation for 2009-11

Number of Years as SUCs

The oldest State University in the Bicol Region was established in 1969 (42 years); this State University started as a small agricultural, vocational or secondary school, but because of the need for tertiary education, this school was converted to a state college and then into a state

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region .
Journal of Philippine Librarianship, 33(1), pp. 1-14.

5

university. The youngest SUC was established in1995 (16 years). The number of years since the SUC was established matters because it affects the increase in the collection of their library materials and the library staff are expected to be more experienced in making the services more effective and customer friendly.

Table 2. *Years as SUC*

State Universities and Colleges	Year Converted to SUC	Number of Years as SUC
1	1969	42
2	1982	29
3	1992	19
4	1971	40
5	1983	28
6	1995	16
7	1986	25
8	1993	18

Linkages and networking

In terms of linkages with different agencies, organizations, benevolent persons and other libraries, one State University has the most number of linkages (31 linkages), followed by SUC with 20 linkages, and the third SUC has 11 linkages. Other SUCs have less than ten established linkages. This implies that librarians need to establish more partnerships and collaboration with other agencies and institution to address the shortage on library resources.

Level of Effectiveness of Library Services in SUCs

The effectiveness of the various technical and readers services were rated by the respondents on the four scales wherein 4- highly effective; 3- very effective, 2 – effective and 1 – not effective.

Technical Services

Collection Development

Each SUC provides budget for library collection to update its clients of the latest knowledge developments. The number or volumes of reference materials procured depends upon the number of the clients served and also the financial requirement to purchase these reading materials or references.

The collection development service was very effective in all SUCs. The library resources were properly classified, catalogued and arranged in a separate section for proper classification and quick retrieval of information. The electronic resources such as e-books and e-journals were found to be new resources in the library.

These resources were properly classified, catalogued and arranged in a separate section for proper classification and retrieval. The electronic resources such as e-books and e-journals

were found to be new in the resources in the library.

Cataloging and Indexing

Cataloging and indexing were properly practiced in libraries of SUCs in the Bicol Region. This is because the librarians and staff were very much concerned on how the library users could access books, journals, magazines, newspapers, audio-visual resources and other learning resources.

Readers' Services

Reference/Information

The reference/information service was very effective in all SUCs. The reference/information along with the provision of library orientation, availability of library personnel, proper structuring of bulletin boards, and keeping of statistics for future library transactions were rendered very effectively.

Circulation/Inter-Library Loan

The circulation/inter-library loan service was very effective among the eight SUCs under study. The use of library resources such as borrowing them for their research work was highly effective. The library personnel were facilitative that enabled the clients to get hold of the reading materials they needed.

Level of Customer Satisfaction of the Library Services

The customer satisfaction for the various technical and readers services were rated by the respondents on the four scales wherein 4 - highly effective; 3- very effective, 2 – effective and 1 – not effective.

Customers' Satisfaction on Technical Services

Satisfaction on Collection Development

The clients were very satisfied of the library services. The clients were satisfied by the technical services rendered particularly on how research materials, serial acquisitions, reference materials and others were organized and arranged. The collection development of SUC libraries has been very satisfactory to the clients and they find it easy to locate the reading, academic, and/or research materials they needed because of the well-established order of materials and designated location and areas of the collection.

Satisfaction on Cataloging and Indexing

The respondents were very satisfied with the organization of the library with the use of the standard scheme of classification which is the Dewey Decimal Classification (DDC) as well as the library's signage that guide the clients in accessing various library resources. The respondents also appreciated the marketing strategies done such as: library orientation, posters/signage, classroom hopping, and other activities to give guidance to the clients on how the books and other resources are arranged and accessed.

Customers' Satisfaction on Readers' Services

Satisfaction on Reference/Information
        The library users were very satisfied with the reference /information service rendered specifically on the provision of library orientation, availability of library personnel, proper structuring of bulletin boards, and keeping of statistics for future library transactions. It also means that the libraries satisfactorily provided the clients with notices about new acquisition of books, audio-visual materials and serials along with the facilitation of their request for research assistance.

Satisfaction on Circulation/Inter-Library Loan
        The library customers were very satisfied with the provision of library card; information dissemination of library materials, borrowing policy, library hours and maintenance of statistical records for the use of library resources.

Accreditation Performance of SUCs in Region V
        One SUC had the most number of accredited programs with a total of 31 academic programs. The 12 programs were candidate status, 13 programs were level I, and 3 programs with level II and 3 programs for level III. This means that this particular SUC is compliant to the standards set by the AACCUP; hence it must be serving the clients well.
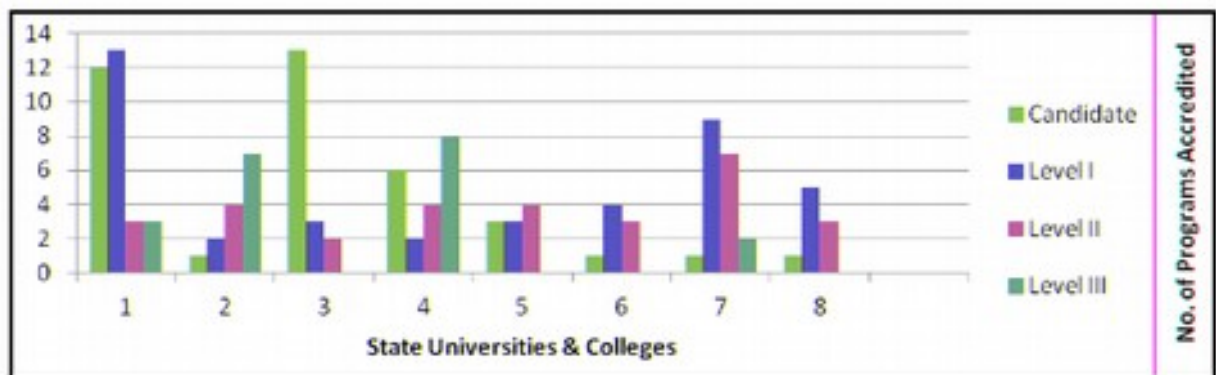

Fig. 2. The SUCs Accreditation Status

        Majority of the academic programs were subjected to accreditation and were qualified for Level I, II, and III but none from these SUCs in the Bicol Region had programs with level IV.

Relationship between Effectiveness of Library Services and Performance of SUCs
        Library is one of the areas considered in the accreditation of SUCs and SUC leveling. To qualify for Center of Excellence (COE) or Center of Development (COD), the library must have adequate resources and its services to the clients are effective. The students' performance in the licensure examination, scholarship of faculty, research capability and outputs can also be traced from the library resources and services. Unfortunately, when the individual services were

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region .
Journal of Philippine Librarianship, 33(1), pp. 1-14.

8

related with accreditation and SUC leveling, effectiveness along circulation/inter-library loan, collection development, reference/information, cataloging and indexing found to have no significant bearing with the dependent variables (accreditation and SUC leveling) This finding also implies that the performance of SUCs along accreditation status of programs and SUC level is not significantly affected by the individual services alone but the totality of the library effectiveness of its functions and services.

Table 3. *The Relationship between the Effectiveness of Library Services and Performance of State Universities and Colleges.*

(I) Effectiveness	(J) Performance	Spearman Rho (I-J)	Sig.	Results
Circulation/Inter-Library Loan vs	Accreditation Status of Programs	0.671	0.069	ns
	SUC Level	0.512	0.195	ns
Collection Development vs.	Accreditation Status of Programs	0.524	0.183	ns
	SUC Level	0.535	0.172	ns
Reference/ Information vs.	Accreditation Status of Programs	0.515	0.192	ns
	SUC Level	0.420	0.300	ns
Cataloging and Indexing vs	Accreditation Status of Programs	0.539	0.168	ns
	SUC Level	0.649	0.081	ns

Legend:
ns = not significant

Relationship between the Customer Satisfactions on Library Services and Performance of State Universities and Colleges

Table 3 indicates the statistical data on whether there is significant relationship that exists between the customer satisfaction on library services and the performance of state universities and colleges (SUCs). The results of the Spearman Rho show that the correlation between cataloging and indexing and SUC level was found significant, with p-value of 0.045. All the rest were found to be insignificant.

With the effective cataloging and indexing of books, there were many students who were encouraged to visit the library because they can find the needed materials easily through

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region . *Journal of Philippine Librarianship*, 33(1), pp. 1-14.

9

the help of the system in the library, thus, higher number of clients was served, consequently contributing to the SUCs performance.

This finding implies that the satisfaction of library customers on library services along circulation/interlibrary loan, collection development, reference and cataloging/indexing, does not significantly affect performance of SUCs. The result further implies that the outcomes of the accreditation assessment are not dependent on the sense of enjoyment and comfort of the customer's experience. There may be other factors that influence satisfaction of library service to performance of SUCs, such as library collection, qualification of library staff, library facilities and library resources, among others.

Table 4. *The Relationship between the Customer Satisfaction on Library Services and Performance of State Universities and Colleges*

(I) Satisfaction	(J) Performance	Spearman Rho (I-J)	Sig.	Results
Circulation/Inter-Library Loan vs	Accreditation Status of Programs	0.663	0.073	ns
	SUC Level	0.686	0.060	ns
Collection Development vs.	Accreditation Status of Programs	0.371	0.365	ns
	SUC Level	0.564	0.145	ns
Reference/ Information vs.	Accreditation Status of Programs	0.500	0.207	ns
	SUC Level	0.391	0.338	ns
Cataloging and Indexing vs	Accreditation Status of Programs	0.571	0.139	ns
	SUC Level	0.717^*	0.045	*

Legend:
p>.05 = Not Significant (ns)
p<.05 = Significant (*)

<u>Relationship between the Effectiveness of the Library Services and Customer Satisfaction of State Universities and Colleges</u>
A significant correlation was found between effectiveness along circulation/inter-library loan and satisfaction along circulation/inter-library loan. The remaining correlations registered *p-values* greater than the criterion value of 0.05 and were therefore not found significant.

Between effectiveness of library services along collection development and customer satisfaction, three significant correlations were noted: effectiveness along collection development; reference; cataloging & indexing which obtained p-values of .001, .038 and .035 respectively. The library users tend to be satisfied when books and other materials are properly arranged, indexed and catalogued.

Relationship of Library Profile with Performance of State Universities and Colleges
Results of the correlation analyses show that budget has been found to be significantly related with SUC Performance on accreditation and SUC Level with coefficient of 0.786 for accreditation status and 0.730 for SUC level. Library personnel, library holdings, and the number of years as correlated with performance along accreditation and SUC level registered probability values which are greater than .05. Hence, no significant relationships were noted between them.

Relationship of Library Profile with Customer Satisfaction
The results of Spearman Rho correlation between library profile along with the number of library personnel, budget, library holdings, and the number of years as SUCs, as well as the customer satisfaction with the Circulation/Inter-Library Loan, Collection Development, Reference, and Cataloging and Indexing. Among the correlations, only between the number of Library Personnel and Collection Development, Budget and Cataloging / Indexing, Library Holdings and Circulation/Inter-Library Loan, were found to be significantly related. With the presence of adequate resources and manpower, the clients; information needs such as books, journals, and other information materials can be addressed. Thus, the customers will be satisfied in terms of resources.

This finding affirms the IFLA/UNESCO (2000) school library manifesto that enumerates the components which can contribute to the effectiveness of school libraries, such as: finance and budgeting, accommodation, resources, organization, staffing, library use, and promotion. Likewise, it was reiterated by Nitecki and Hernon (2000) that a culture of service quality assessment provides opportunities to demonstrate to customers how and what the staff learn about customer's expectations and perceptions helps to shape the service that libraries provide and the commitment that librarians make to their customers.

Table 5. *The Relationship between the Selected Library Profile and Customer Satisfaction of State Universities and Colleges.*

(I) Library Profile	(J) Library Services	Spearman Rho (I-J)	p-value	Result
Number of Library Personnel vs.	Circulation/Inter-Library Loan	0.012^{ns}	0.977	Ns
	Collection Development	0.773^{*}	0.024	*
	Reference	0.268	0.520	Ns
	Cataloging and Indexing	0.561	0.148	Ns
Budget vs.	Circulation/Inter-Library Loan	0.313	0.450	Ns
	Collection Development	0.659	0.076	Ns
	Reference	0.690	0.058	Ns
	Cataloging and Indexing	0.810^{*}	0.015	*
Library Holdings vs.	Circulation/Inter-Library Loan	0.810^{*}	0.049	*
	Collection Development	0.434	0.283	Ns
	Reference	0.228	0.588	Ns
	Cataloging and Indexing	0.156	0.713	Ns
Number of Years as SUC vs	Circulation/Inter-Library Loan	-0.627	0.096	Ns
	Collection Development	-0.539	0.168	Ns
	Reference	-0.262	0.531	Ns
	Cataloging and Indexing	-0.524	0.183	Ns

Legend:
$p>.05$ = not significant (ns)
$p<.05$ = Significant (*)

Conclusions

The library had a total of forty six library personnel in eight SUCs. Majority belonged to the age range of 21-31 years old and with permanent status. The number of librarians is inadequate compared to the number of students enrolled in SUCs.

The different programs of SUCs are subject to accreditation to determine its level of excellence. In most of the accreditations conducted by AACCUP, most of the SUCs lack the required number of titles of library book holdings and seating capacity. The different academic programs were submitted to accreditation wherein the library is always part of the accreditation processes.

As regards the performance of state universities and colleges in terms of SUC Leveling, there was only one SUC that qualified for Level IV, three Level III and four Level II. The library services along with the technical and readers' services were found to be very effective.

The library users were highly satisfied with the library services along technical and readers' services. A significant correlation was found between the effectiveness of circulation/inter-library loan and satisfaction with the circulation/inter-library loan. The library budget has been found to be significantly related with SUC Performance along accreditation and SUC Level. The library personnel were significantly related with collection development, budget, cataloging and indexing, library holdings and circulation/inter-library loan.

The satisfaction of the library customers was related significantly with the library services particularly in circulation/inter-library loan. Budget of the library was significantly related with SUC Performance along accreditation and SUC Level. The number of library personnel, collection development, budget and cataloging and indexing, library holdings and circulation/inter-library loan were found to be significantly related with customer satisfaction along circulation/Inter-library loan, collection development, reference, and cataloging and indexing

Recommendations

From the findings and conclusions of the study, the following recommendations are offered:

1. Consortium among libraries of the state university and colleges in the region may be explored as a mode of linkage and network for the development of library services;
2. Reasonable budget allocation may be considered for the upgrading of library facilities, books, furniture and fixtures for the comfort of the library customers;
3. Additional professional librarian and support staff maybe be requested and hired based on the AACCUP standards;
4. Librarians could map out library marketing strategies along with library program scheme to cater to the satisfaction of library customers.

References

Bobis, H. E. (2006). Educational facilities and performance of city schools in Bicol. Unpublished   doctoral dissertation, Camarines Sur State Agricultural College, Pili, Camarines Sur.

Buenrostro, J. C. (2001). Collection management for libraries and information centers. Quezon City: Great Books Trading.

Cadatal, M. M. (2000). Academic libraries in Baguio : possibilities for networking and resource sharing. Unpublished undergraduate thesis, University of the Philippines, Diliman,

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region .
Journal of Philippine Librarianship, 33(1), pp. 1-14.

13

Quezon City.

Einasto, O. (2009). Using service quality monitoring to support library management decisions: A case study from Estonia. The International Information & Library Review, Vol. 41. Retrieved from June 18, 2011 on http://www.sciencedirect.com.

Fonseca, S. J. (1990). Resource sharing among libraries of colleges and universities offering library science courses in Metro Manila with implications for cooperative acquisitions. Unpublished master's thesis, University of the Philippines, Diliman, Quezon City.

Hernon, P. & Calvert, P. (2005, June). E-service quality in libraries: Exploring its features and dimension. Library & Information Science Research, Vol. 27.Retrived from June 18, 2011from http://www.sciencedirect.com.

IFLA & UNESCO. (2000). School library guidelines. Retrieved January 25, 2013. Mabesa, H. A., Jr. (2007). Program accreditation & performance of state universities and colleges in the Bicol Region. Unpublished doctoral dissertation, Camarines Sur State Agricultural College, Pili, Camarines Sur.

Macaspac, Gracia A.(1986). An assessment of the training needs of the library group in the National Library: a projected human resources development plan. Unpublished master's thesis, University of the Philippines, Diliman, Quezon City.

Rabanal, P. L. (1985). The libraries of the Mariano Marcos State University: an evaluative study with a proposal for a five-year development plan. Unpublished master's thesis, University of the Philippines, Diliman.

Rivera, F. D. (1992). Budgeting practices in some Catholic college libraries in Metro Manila : a survey. Unpublished master's thesis, University of the Philippines, Diliman, Quezon City.

Sayo, N.C. (2006). Improving library services through the application of business performance concepts. Mini-thesis, M. Comm.(Information Management). University of the Western Cape, South Africa.

Uvas, E.B. (2009). Financial management and institutional performance of state universities and colleges in the Bicol Region. Unpublished doctoral dissertation, Camarines Sur State Agricultural College, Pili, Camarines Sur.

Whitaker, K. (1993). The basics of library-based user services. London: Library Association Publishing.

Oloteo, R.B. & Mabesa, Jr. H.M. (2013). Library services and customer satisfaction in state universities and colleges in the Bicol region .
Journal of Philippine Librarianship, 33(1), pp. 1-14.

14