

EXPECTATIONS AND PERCEPTIONS OF LIBRARY USERS IN THE SERVICES OF THE MANILA CITY LIBRARY

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ABSTRACT

The main objective of this study was to understand the expectations and perspectives of library patrons, as well as to assess the services offered by the Manila City Library, with the aim of enhancing library usage and effectiveness. The researcher utilized a descriptive survey method, employing a questionnaire as the primary tool for data collection. A simple random sampling technique was used and three hundred forty-one (341) library users who utilized the library during the survey period from May 06, 2024 to May 17, 2024 were selected as the sample size based on the Cochran formula. The study's findings show that there are gaps between library users' expectations and perceptions in various areas, highlighting the need for improvement. While users are generally satisfied with the current library services, there is a clear indication that certain areas, such as information control and service reliability, require enhancements to meet their expectations. To address these gaps, it is necessary to upgrade the information resources, enhance staff training, and improve the library environment. These measures can greatly enhance user satisfaction and the quality of service offered.

KEYWORDS: Polytechnic University of the Philippines, Master in Library and Information Science, Library Users Expectations, Library Users Perceptions, Library Services, Manila City Library.

Chapter 1

THE PROBLEM AND ITS SETTING

INTRODUCTION

Public libraries are often referred to as 'People's Universities' since they educate everyone and promote information literacy, empowerment, and cultural legacy. Public libraries offer a wide range of services to their users (Sundareswaran, N. and Kavitha, E.S., 2019). Public libraries are found in many countries globally and are widely recognized as a vital element in promoting an educated and literate society. They are open and easily accessible to all individuals, irrespective of their age, degree of knowledge, or financial resources.

Studies have been conducted on the topic of service quality in public libraries. Unfortunately, despite the presence of public libraries in each local government unit, a dearth of studies has been conducted in the Philippines. Public libraries need to be upgraded to adequately meet the needs of library customers. The evaluation of the present state of public libraries in the Philippines is carried out using the Standard of Philippine Public Libraries (SPPL).

Ensuring a high degree of service quality is critical in public library services, as user happiness is directly related to the level of service provided. The level of service provided will directly impact the level of happiness experienced by library users. In the context of libraries, "service quality" refers to the discrepancy between library users' expectations and views of the delivery of library services. In the Philippines, most of the public libraries, especially in rural areas, are undervalued, understaffed, underdeveloped, and underutilized. They also lack qualified personnel and have weak collections, limited services, inadequate facilities, and budgetary limitations.

In Manila, there are eleven (11) branch libraries located in each district under the management of the local government. This study specifically examined the library services provided by the Manila City Library. Since 1930, local leaders recognized the necessity of creating a city public library system to support schools and social welfare institutions. During the pre-war era, the National Library managed the allocation of finances for the running of four public libraries in the city. On October 28, 1946, Ordinance 2982 was enacted, stating that the Main City Library and its branches would be overseen by a Superintendent who would be under the general authority of the City Mayor.

Manila City Library offers book circulation, periodicals, and articles, internet access for pertinent information, multimedia resources, and children's programs, and manages a variety of reading-related programs. It received a daily average of two hundred to four hundred visitors of various age groups, genders, and social statuses.

For any library to effectively serve its patrons, it must research them first. It also must research them continuously. Further studies should be done in public libraries across the country in connection with the level of service provided by public libraries. According to the researcher's expertise, no studies have been undertaken to monitor and evaluate the quality of library services at the Manila City Library in its nearly 77th year of operation. The result of this study is crucial to the management of the Manila City Library, as it will be their basis to ask the local government of Manila to increase their budget to meet the library user expectations and perceptions of the department's library services.

It is also essential to determine what needs to be improved in terms of physical facilities, equipment, and library services needed by the different sectors of the community and to determine how to capacitate librarians and staff in

delivering services to the public and eventually increase library usage and performance.

Every local government unit must establish a high-quality, secure, and attractive library in their community. Libraries have a vital function in safeguarding permanent and unchangeable documents. Additionally, local governments should provide funding for the installation of internet access in libraries, ensuring that individuals with low incomes can freely access the extensive resources and take advantage of various library services. How do we understand and know the value and impact of a public library in the community? How do they affect people and their communities in their everyday life? The discussion about libraries often refers to many established vital figures: the number of clients visiting public libraries and how many materials they borrow. Important data provides some insights on how public libraries are used, but not enough to fully understand their worth and effects on people's lives and the communities they serve.

Theoretical Framework

A library distinguishes itself from other businesses solely based on its products and services. Several studies have been undertaken about service quality in libraries. The services offered by public libraries require further enhancement to meet the expectations and contentment of library users.

The LibQUAL+™ (short for Library Quality) instrument was developed using the SERVQUAL (short for service quality) instrument, which is derived from the "Gap Theory of Service Quality" developed by the marketing research team of Parasuraman, Zeithaml, and Berry. Research conducted by the Association of Research Libraries (ARL) indicates that when it comes to issues like determining library users' expectations and examining and analyzing the discrepancy between those expectations and how they understand the services they receive, LibQUAL+™ is the most widely used method for assessing the quality of those services (Cook et al., 2016). This study will employ the LibQUAL+™ model, a methodology now employed in libraries across the United States and Canada. The LibQUAL+™ model is an evolving standardized metric used to evaluate the quality of library services across different libraries. According to Green and Kyriallidou (2011), LibQUAL+™ is a set of services libraries employ to gather, monitor, comprehend, and respond to users' service quality evaluations. The LibQUAL+™ study instrument assesses the levels of service quality that library users perceive, desire, and consider to be the minimal requirement. It evaluates these levels across three dimensions: Affect of Service, Information Control, and the Library as a Place (Mikitish, 2011).

This study utilizes the LibQUAL+ model, which has been deemed beneficial for Cultivating a culture that promotes exceptional standards in delivering high- quality library services, Assisting libraries in gaining a deeper comprehension of user attitudes regarding the quality of library services, By methodically collecting and analyzing input from library users over some time, The objectives of this initiative are to share assessment data among libraries, identify effective library practices, and improve the analytical abilities of library staff in interpreting and utilizing data (Libqual+.org, 2017) (Baada, F.N. et.al, 2019).

By adopting this paradigm, the researcher examines three crucial dimensions: Affect of Service (services provided by staff), Information Control (collection and materials), and the Library as a Place (space and amenities). This facilitates a more comprehensive comprehension of clients' expectations, wants, and perceptions of library services. Libraries employ evaluation data to determine their areas of expertise and indicate areas that require improvement. All the

variables used in the framework were adopted to formulate the Statement of the Problem as it addresses the current research needs.

Conceptual Framework

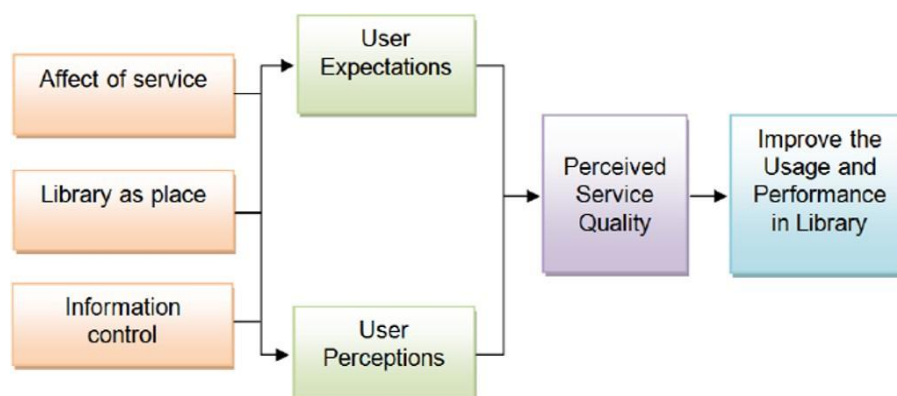


Figure 1: Paradigm of the Study.

To clarify the researcher's concept, the input, process, outcome, or IPO is illustrated from this. The input of this study consists of the library user's expectations and perception of the library services, specifically in terms of three dimensions: Effect of Service, Library as Place, and Information control. The process will run by administering questionnaires to the respondents regarding their expectations and perceptions of the library services provided by the Manila City Library. The perceived service quality that improves the usage and performance of the Manila City Library is the desired output of the research.

Statement of the Problem

The objective of this study is to ascertain the anticipated outcomes and evaluations of the library services provided by the Manila City Library. More precisely, the study aims to provide answers to the following inquiries:

1. What is the demographic profile of the Manila City Library users in terms of the following:
 - 1.1. Age;
 - 1.2. Sex;
 - 1.3. Civil status;
 - 1.4. Category;
 - 1.5. Frequency of use of library; and
 - 1.6. Purpose of visiting the library?
2. What is the library users' expectation in the library services in terms of the following dimensions:
 - 2.1. Affect of service;
 - 2.2. Information control; and
 - 2.3. Library as a place?
3. What is the library users' perception in the library services in terms of the following dimensions:
 - 3.1. Affect of service;
 - 3.2. Information control; and
 - 3.3. Library as a place?

4. Is there any significant difference in the library user's expectation in the library services when grouped according to their profile variables?
5. Is there any significant difference in the library user's perception in the library services when grouped according to their profile variables?

Hypotheses

Based on the issues raised above, the researcher presented the following hypotheses:

1. There is no significant difference in the library users' expectation in the library services when they are grouped according to their profile variables.
2. There is no significant difference in the library users' perception of the library services when they are grouped according to their profile variables.

Scope and Limitations

This study focuses on the library users' expectations and perceptions in the library services of the Manila City Library.

This study is limited to the library users of the eleven (11) branch libraries of the Manila City Library who used and availed the library services from May 06, 2024 to May 17, 2024. However, three of these libraries are currently closed due to ongoing renovations and 2 are currently used by the Manila Health Department as temporary health center and public laboratory. This approach ensures that the study can still draw meaningful conclusions about library service quality while acknowledging the impact of renovation on user access and satisfaction.

The study employed the LibQUAL+™ survey instrument. LibQUAL+™ is specifically designed for assessing library service quality, making it more suitable for this context compared to SERVQUAL, which is a more general service quality measurement tool. The choice of LibQUAL+™ over SERVQUAL is deliberate. LibQUAL+™ is tailored specifically for libraries, making it more appropriate for capturing the nuances of library service quality. By using LibQUAL+™, the study can more accurately measure user perceptions and expectations related to library services, providing insights that are directly relevant to library management and improvement efforts.

Significance of the Study

The study is relevant because libraries greatly complement library users' expectations and views of library services. The study is considered necessary since it contributes to the following

- **Local Government Officials:** This study may persuade LGU officials, particularly the Local Finance Committee, to allocate funds for public library improvements.
- **Manila City Library Management:** This study may help determine the areas that need improvement. It will also help them further formulate plans for the department to increase performance and library usage.
- **Librarian:** This study may reveal the need to update or equip them with knowledge and services that the community needs.
- **Library Users:** The study may reveal the importance of public libraries in their information needs when appropriately guided.
- **Future Library Science Researchers:** This study may represent the library users' expectations and perceptions of the library services of the Manila City Library when this study is conducted. It will serve as a basis for future research related to library users' expectations and perceptions of the library services provided by public libraries.

Definition of Terms

For clarity of thinking and a better understanding of the current investigation, the following terminology has been defined conceptually and operationally.

- **Affect of Service:** This is the human component of service quality. It refers to library patrons' contacts with library workers, particularly in terms of caring and competence.
- **Information Control:** It refers to the library's collections, which include databases and electronic resources, as well as the means of accessing those materials and the tools provided by the library to make such access easier.
- **Library as a Place:** This concept is related to the library's physical characteristics, such as its convenience and inviting spaces for individual study and workgroups.
- **Users' Expectation:** It refers to what the library users' beliefs or hopes to receive from the library. It is also the specific desires, needs, and anticipations that users have regarding the services, resources, and experiences provided by a library.
- **Users' Perception:** Refers to the way library users view and interpret their experiences with the library, including its services, resources, environment, and staff. These perceptions are influenced by users' interactions with the library and can significantly impact their overall satisfaction and willingness to continue using library services.
- **Library Facilities:** This relates to the physical location of the library, the space for library users, lighting, ventilation, printing equipment, and the overall organization of the library for the functional use and accessibility of its library users (ODLIS, 2012).
- **Library Services:** These are the actual services that librarians can deliver in the community, with a focus on physical facilities, collections, and personnel competency and aptitude.
- **Library Users:** It applies to all library patrons or clients.

Chapter 2

REVIEW OF LITERATURE AND STUDIES

This chapter discusses research on the impact of community satisfaction with public libraries. These studies were reviewed because they are relevant to the current investigation. It includes relevant literature and studies, both domestic and International, that provide facts and information about the study subject under consideration. It also provides a logical explanation and connects this study to previous research.

Status of Public Library in the Philippines

Previous study by Estrullo-Suaga, Miaque-Crucero, and Superio (2021) indicated that Philippine public libraries must adhere to the Philippine Standards for Public Libraries. They found that practically all parts of the Standards were not being met by most libraries. Study showed that practically all parts of the Standards were not being met by most of public libraries and were run by non- professional librarians with insufficient knowledge and ability to administer it effectively, and they received no support from their local government units. As a result, most of them could not fulfill the community's information needs; therefore, they remained undervalued and underutilized. While M.A.C. and Lozarie (2014) discussed the Philippine public library system. They mentioned Republic Act 7743, which mandates public libraries in all areas. The study assessed the law's impact, focusing on six libraries in the National Capital Region and interviews with government officials. It highlighted successful implementation in some communities.

Furthermore, Tube and Bayonetta (2019) found that many public libraries in Negros Occidental do not adhere to RA 7743, with issues such as lack of libraries in some municipalities, employment of non-professional librarians, and inadequate budget allocation. Assessors noted that IT facilities and services were ranked low but function effectively, and sustainable methods were highly rated by administrators but rated middling by users, indicating a gap in fulfilling the libraries' objectives.

Importance of Public Library

Despite the prevalence of digital information and ongoing debate about the relevance of public libraries, Barclay (2017), discovered that 497,600,000 more individuals visited public libraries in 2013 than in 1993. This suggests that people continue to use public libraries in the digital age. One possible reason might be the physical location, which cannot be replicated online. Regardless of the changing activities within libraries, the library space has always remained a significant factor in its appeal. Sørensen (2021) also supports this view, the importance of public libraries for society. Public libraries have a significant impact on society by integrating knowledge, resources, spaces, services, and community outreach to meet current and future needs.

Moreover, Merdand (2019) stated that public libraries, with their high credibility and extensive services, can help build intelligent and integrated communities by fostering innovative practices. Additionally, Itskeo and Nwoleoma, (2017) emphasize libraries' role in information, communication, and transformation. It fosters a reading culture, which advances people. It eliminates ignorance, promoting literacy, learning, and skill development. It also helps readers comprehend different countries' reading patterns and how libraries promote reading and create a reading-friendly environment. On the other hand, Pharcy, Hossain, and Kikon (2022) discovered that the use of public libraries enhanced users' reading abilities. To promote the utilization of public libraries, it is necessary to provide users with additional amenities such as computer facilities, photocopiers, refreshments, newspapers, magazines, subject-specific publications, and journals.

In the same manner, public Libraries play a crucial role in fostering and sustaining a democratic society by providing individuals with extensive access to a diverse range of knowledge, ideas, and choices. They cultivate social capital by establishing communal spaces where individuals can collaborate toward individual or collective objectives, as stated by Ladan (2019). This also supports the study of Okwu and Oporum (2022) who see public libraries as a tool for societal progress. Public libraries play a vital role in advancing civilization by providing information resources for expanding knowledge and perspectives.

Appraisal of Public Libraries

Hussain and Ameen (2021) conducted a study that emphasizes the challenges faced by public libraries in delivering crucial information services to the underprivileged, mainly due to inadequate government funding. This shortage of funding impedes the formulation of information policy and the creation of strong information and communication technology (ICT) infrastructure, both of which are vital for effective service delivery. To stay relevant, public libraries need to adapt to the needs of the communities they serve, as stated by Shin, Jeon, and Lee (2022). This task becomes particularly challenging due to the rapid advancements in information technology.

Moreover, in a study conducted by Singh and Shrivastava (2020), the district public libraries in Rajasthan State require immediate attention due to a shortage of staff and a low budget. It is a significant achievement that library legislation was passed in Rajasthan in 2006, however, its major impact does not seem to have materialized yet. They believed that Rajasthan needs advocacy to effectively manage its public libraries.

As stated by Diyaolu, Joda, and Amusa (2018), public libraries are intended to fulfill the needs of everyone in society without any bias. Their research investigated the utilization of public libraries by government officials in Ogun State. The majority of public employees in the state were not registered with the public library, according to the survey. Further investigation showed that the majority of the library's services, with the exception of internet access, computers, and printing—which are comparatively subpar—are satisfactory to the select few public employees that utilize it.

Users' Expectation in Public Libraries

Liu and Su (2022) conducted a study on the space qualities of public libraries in supporting PLA Initiatives & Projects, as published by the ALA Public Library Association (PLA), from the perspective of library users. The study focused on digital literacy, family engagement, and creative community connections, and evaluated these aspects against eight of IFLA's top ten library space qualities. The survey questionnaire aimed to understand users' level of importance and satisfaction regarding community function space qualities and their variations. The data collected could help public libraries identify user preferences, satisfaction levels, and needs. The findings revealed that while respondents were generally satisfied with library services, they prioritized family engagement. Regarding space qualities, respondents prioritized "environmental suitability" and "safety and security".

Users' library information service needs and expectations at four Western Kenyan public institutions were analyzed by Nyakwebwa, Bukirwa, Sendikadiwa, and Ratanya (2021). Examines how successfully libraries meet users' needs and expectations, including challenges, solutions, and best practices. They also evaluate information service user satisfaction. While most users loved the library, some complained their needs were unmet. The inquiry identified poor information materials infrastructure, budget cuts, facilities, and unskilled staff. The study suggested expanding the library budget to include more modern information resources and amenities.

Mutisya and Onyancha (2021) conducted a study on the expectations and acceptability of the African Union Court on Human and Peoples' Rights library users. The study found that users had the lowest expectations regarding the library's physical space and materials, meanwhile, they expected the most from the staff and the library collection in terms of service, information control, responsiveness, and reliability. The study suggests allocating funds to maintain excellent service quality in the library's staff while also improving information control, library space, and equipment. Additionally, the study recommends investing in remote-accessible electronic content. These findings are important for information practice as they help libraries understand individual and collective user expectations.

The study conducted by Rahimi, Akbari, and Moradi (2022) investigated the expectations of users from public libraries in Kermanshah in the modern technological era. Users expect high-quality personnel, librarians, and technology in this digital age. However, their expectations for resources, creativity, entrepreneurship, and reference services are below average, while their expectations for outsourcing are moderate. On average, users have the highest expectations for librarians, staff, and technology services.

Users' Satisfaction in Public Libraries

According to the study by Joy and Idowu (2014), public libraries are supposed to fulfill the requirements of the public by offering pertinent services and resources in the twenty-first century. They have been praised as the "People's Library." To attract patronage, public libraries should be well-stocked with current knowledge resources and out-of-date or obsolete materials should be routinely weeded out. There should be electronic resources available. Since connectivity is so essential in this information and communication technology era, the library should have a network and related online resources available to draw in more users and information seekers. To improve library services, more trained librarians must be hired, new services should be offered to draw in more patrons, and individuals with physical disabilities should be considered. Public libraries should set up sensitization campaigns to draw in more patrons, especially those without formal education. They should also ensure that any information they share is exact. Without funding, the foregoing recommendations cannot be carried out. Government funding should be sufficient to ensure that the library works as intended and that the funds are used for that purpose.

In accordance with the studies undertaken by Aslam and Seher (2018), the bulk of users were Intermediate and Master's level students who relied on library services to meet their academic requirements. Additionally, to improve library services, more trained librarians must be hired, new services should be offered to draw in more patrons, and individuals with physical disabilities should be considered. Library loan and guidance services were not well-received by many users, they were pleased with the Internet access, Issue/Return service, newspaper service, and reference materials. Although there were some reasons for discontent, overall consumer satisfaction was high. Users can occasionally become dissatisfied with poor internet services. Unsatisfactory causes included reduced guide service and little collaboration from the librarian. Users recommended a more cooperative and supportive environment and strongly recommended that librarians change their approach. Based on this discovery, it is recommended that libraries consider an applicant's abilities and level of cooperation when making recruiting decisions. Upon appointment, librarians must continue to take refresher courses to keep up with current developments in their field of ability. They also need to focus on improving their user-friendly and accommodating attitude. It is also suggested that the library regularly surveys the community to find out how the needs of its patrons are changing and to update its collection accordingly. Children's literature and services must be included for kids to grow to appreciate and use libraries. A well-funded collection and

adequate staff training to keep them up to date on 21st-century trends are prerequisites for an efficient and successful library.

The study conducted by Tan, Chen, and Yang (2017) said their findings suggest that conventional techniques for gathering comprehensive data on contemporary library user activities are ineffective for gathering feedback on service quality and satisfaction. It was discovered that the primary element affecting customer satisfaction is not service quality. Rather, library managers should consistently offer personalized and beneficial services to cater to the diverse needs of contemporary library patrons. Employees at libraries ought to treat customers and patrons with courtesy and friendliness. Today's library patrons want interactive services from library personnel rather than just traditional library facilities and large holdings, therefore staff members must be friendly and helpful. It is recommended that ongoing staff training programs and deliberate service changes—from reactive to proactive—be incorporated into the library's annual planning to ensure future success. Another reason for user dissatisfaction has been identified as a lack of awareness of library services; therefore, library managers should work harder to publicize the availability of their services and place an emphasis on teaching patrons how to utilize the library's resources in order to enhance usage. The conventional methods of consuming are no longer acceptable to modern consumers, who now demand more choices and engagement when receiving services. Good service experiences give customers memorable memories that boost their level of happiness and loyalty and their desire to recommend the business to others and return. A public library's key goals are to satisfy patrons, provide effective user-driven services, and encourage and sustain patrons' intention to return.

Bashir, Soroya, and Khanum (2018) state that public library users make substantial contributions to the expansion of these libraries by providing suggestions or recommendations for collections. The responses showed a high degree of awareness of the library selection procedure. It was noted that the majority of the respondents never recommended a book for the library. The findings show that a sizable number of users choose not to pursue the suggested titles. Positive feedback was received about the library's response to the proposed titles. The availability of their recommended titles at the library pleased nearly half of the respondents. It has been noted that most of them expressed dissatisfaction with the upkeep of an equal book collection. They expressed in writing that they believed neglected topic areas should receive more attention from libraries. The findings show that the library staff does not support them when making book suggestions.

In relationship to the study of Jhamb and Ruhela (2018), most users are satisfied with every service the library offers. Also, both the social and physical environments are adequate. According to user reports, the building is nice, however it needs a properly air-conditioned reading area and more seats. There is also much satisfaction with the library's collection, but some users have asked that it have more books on teaching books, geography, pharmacy, UPSC examinations, and current events. In general, people believe that they will undoubtedly encourage their friends and acquaintances to visit and sign up for membership at the Delhi Public Library.

Taufiq, Rehman, and Ashiq (2020) said in their study it was revealed that Lahore's public library patrons were frequent visitors who mostly expressed satisfaction with the physical features of the libraries, including the building, surroundings, and seating sections. The restricted hours of operation and the absence of public community areas in the library were acknowledged as points of contention by the patrons. Now, most of the materials in public libraries' collections are printed, including books, periodicals, and other materials. Nevertheless, it is necessary, if possible, to

subscribe to digital resources. Pakistan's public libraries need to be upgraded overall, particularly in terms of their facilities, infrastructure, and services. The inclusion of contemporary library services like emailing, instant messaging, and online chat is desperately needed. It's also necessary to properly sell and promote library resources. Public libraries are lagging in this era of information and communication technologies (ICTs) and have not set up technology labs to support their contemporary patrons. Additionally, they have not been able to meet their unique demands, such as those of disabled or learning-disabled users.

Bn, Bhat, and Rao (2020) found that visitors make good use of the City Central Library in Shimoga and that the majority of users are happy with the library's resources and services. To make it easier for people to access digital resources on the web, internet access has also been made available to them. In light of the prevailing conditions, the residents of Shimoga fully utilize the City Central Library, which is actively promoting reading by offering a diverse range of publications and catering to the informational requirements of its users. Based on the analysis, it was concluded that to accommodate more library clients, the library would either have to expand its existing building or build a new one.

In the study conducted by Choshaly and Mirabolghasemi (2018), findings showed that most of the library users who use library services are undergraduate students. Library managers must prioritize this category and ensure that their needs are met. Moreover, it has been established that the effects of services, information control, and the physical library space have a substantial positive influence on library users' overall satisfaction.

Udo and Philip (2020) found a substantial correlation between internet service availability, user education, and users' contentment with public libraries in Abak LGA. Public libraries must always provide their patrons with efficient information services due to the importance and demand for information. Additionally, since these services significantly impact library users' satisfaction, it suggests that for the public library to continue to exist and be justified in the ever-changing information-sharing environment, it must offer the best possible information services, like internet access and user education.

Users' Perception in Public Libraries

A study conducted by Giyeong and Oh (2014) found that the provision of multicultural services in public libraries in Korea is influenced by their marketing activities, such as advertising and participation. They propose that libraries should incorporate multi-oriented services that embrace cultural diversity, assimilation, and social cohesion to maintain service provision. They should also establish connections with other multicultural organizations in the community and consider residents' perceptions of the services offered in public libraries.

A study by Khan (2015) found that the Bahawalpur Central Public Library provides exemplary services to its patrons. The users express contentment with a variety of library services, such as access to library books, journals, dictionaries, encyclopedias, internet services, special collections, periodical collections, reference services, adult education programs, reading room facilities, the library environment, opening hours, and the attitude of the library staff towards the users.

Additionally, the study recommended providing electronic resources and training programs to help users effectively utilize various library services. It also advised organizing seminars, workshops, and user education programs to educate

library users on making the most of the library services for their lifelong learning. To establish the library as a hub for creativity, education, and cultural advancement, the library's administration must also concentrate on planning unique programs.

The study by Sundarewaran and Kavitha (2019) focuses on the District Central Public Library in Salem, located in western Tamilnadu. The study's objective is to examine the present patterns of user perception concerning library services and the availability of resources. According to them, the current government places a strong emphasis on modern technology to benefit the public because of the rapid advancements in ICT. It has been observed that insufficient user awareness and the planning of need-based orientation and training programs at the national level will facilitate the efficient use of information resources. Enough space and a reliable infrastructure must be provided for Internet services, along with enough LIS professionals who are well-qualified.

According to the study of Aslam and Sonkar (2018), all members of society are entitled to the services provided by public libraries, which are funded by public funds and intended for the general public. Their study aims to discover the library users' perceptions and expectations towards public libraries. The result of the study revealed that they are satisfied with the services and the staff is helpful, and the computer and internet facilities are inadequate. Findings also revealed that Users of public libraries have higher expectations, such as lack of internet and Wi-Fi access, library websites, photocopying services, computer facilities, and so on. Public libraries need to be advertised more because some people are unaware of them, and more funding will be needed.

Mushtaq and Arshad (2022) conducted a study on the activities of public library customers and any demographic differences. Significant differences were found among public library users in their public library use based on gender, age, designation, and academic qualification. The study suggests that public librarians should consider expanding reading rooms and making reading spaces more comfortable. In addition, community events such as storytelling, workshops, and interactive sessions were found to encourage lifelong learning, and thus libraries should consider offering these kinds of activities.

The study conducted by Baada, Baayel, Bekoe, and Banbil (2019) aimed to evaluate consumers' perception of the quality of public library services in the Greater Accra Region of Ghana using the LibQUAL+ model. The results showed that patrons of public libraries in the Greater Accra Region were generally dissatisfied with the level of service provided in all branch libraries. This dissatisfaction was caused by insufficient resources, including outdated print and electronic reading materials, outdated infrastructure, and reading spaces that were not in line with current trends. Additionally, the libraries lacked modern technology, which hindered their automation. This scarcity of resources was due to inadequate funding for providing high-quality public library services. The research revealed that financial support for public libraries is a long-standing global issue that varies from country to country. Given the current situation, it can be inferred that sustaining consistent access to high-quality public library services is not possible without sufficient and regular financial support. Considering these findings, it is suggested that public libraries looking to survive in these challenging times must demonstrate creativity in generating additional income to improve the quality of their services and meet the changing needs of their patrons.

As stated in the Dapo-Asaju (2021) study, sufficient financing is important for improving library resources and services. Furthermore, the way students perceive public libraries has a major impact on how often they use library

resources. Therefore, it is crucial to enhance and modernize resources and services, and state governments have to guarantee adequate funding for public libraries. In line with the research conducted by Dapo-Asaju, Ekeh, Makinde, and Ogungbo (2021), students' opinions about the public library will impact their utilization of its resources and services. The public libraries in Lagos State should improve and update their resources and services to promote greater usage.

Library as a Place

As stated in the study of Kawamoto and Koizumi (2023), amidst the era of abundant knowledge, it is becoming increasingly crucial to emphasize the importance of physical libraries. The responsibilities and functions of libraries have been examined through interdisciplinary approaches, namely by considering the library as a physical space.

The dissertation conducted by Griffis (2014) at the University of Western Ontario investigates the specific power dynamics that exist between library consumers and staff in public libraries. This study examines the impact of library building design on spatial behavior about organizational goals. Despite progress in the design of public library buildings, the implementation of modern information technologies, and the adoption of user-centered service delivery models, research shows that libraries still rely heavily on the same socio-spatial control models that were established a century ago with the introduction of standardized library design.

Kozubaev and DiSalvo (2021) asserted that public libraries in the United States and elsewhere are undergoing rapid transformations in response to the increasing technological and social demands of their populations. Moreover, in recent times, public areas, such as libraries, have encountered financial and other challenges, which have placed a burden on the resources accessible to librarians. Public libraries provide an intriguing location for exploring the complex connections between government services, technological usage, public space, and civic engagement.

Synthesis of the Reviewed Literature and Studies

This study focuses on a limited number of recent studies conducted by prominent scholars and researchers that examine library users' expectations and perceptions regarding the services provided by public libraries.

Estrullo-Suaga, Miaque-Crucero, and Superio (2021), M.A.C. and Lozarie (2014), & Tube and Bayonetta (2019) collectively underscore the complex landscape of Philippine public libraries, where legal mandates often face challenges in implementation due to staffing issues, budget constraints, and varying levels of support from local governments. Addressing these challenges requires enhancing professionalization among librarians, improving budget allocation, and aligning library services more closely with community needs to enhance their impact and utilization. Meanwhile, the study conducted by Barclay (2017), Sørensen (2021), Merdand (2019), Itskeo and Nwoleoma (2017), Pharcy, Hossain, and Kikon (2022), and Ladan (2019) and Okwu and Oporum (2022) emphasize how public libraries serve as vital institutions that not only provide access to information but also foster community development, promote literacy, support democratic values, and enhance societal progress through innovation and knowledge dissemination. Their role remains essential in navigating the digital age while continuing to meet diverse community needs effectively.

Liu and Su (2022), Rahimi, Akbari, Shin, Jeon, and Lee (2022), and Moradi (2022) highlight the significance of adjusting library services to technological progress, improving infrastructure and staff skills, and aligning with user

preferences to guarantee relevance and efficiency in the digital age. Hussain and Ameen (2021), Singh and Shrivastava (2020), and Diyaolu, Joda, and Amusa (2018) emphasize the importance of strategic investments in resources, advocacy for policy support, and innovative techniques to effectively fulfill the different requirements of the community.

Public libraries must adapt to evolving community needs and technological advancements to remain relevant as emphasized by Shin, Jeon, and Lee, (2022) and Taufiq, Rehman, and Ashiq, 2020; Udo and Philip (2020). Meanwhile, Aslam and Seher, (2018) and Choshaly and Mirabolghasemi (2018) believe that public libraries play a pivotal role in education and learning, especially for students at various educational levels by providing access to a diverse range of resources, including digital materials and educational support, contributes significantly to their education mission. Hussain and Ameen (2021) emphasize that inadequate funding hampers the development of information policies and essential ICT infrastructure, crucial for effective service delivery. Studies by Tan, Chen, and Yang (2017) and Jhamb and Ruhela (2018) emphasize that user satisfaction hinges on personalized, interactive, and beneficial services. Issues such as inadequate service awareness, outdated collections, and insufficient physical infrastructure. Studies conducted by Taufiq, Rehman, and Ashiq (2020) and Bn, Bhat and Rao (2020) need addressing to enhance overall user experience and satisfaction. This study assessed the collections and services provided by the staff to satisfy their information needs.

Bashir, Soroya, and Khanum (2018) highlight the importance of user feedback in shaping library collections and services. Engaging with the community through feedback mechanisms helps tailor services to meet specific user needs and preferences. In line with the study of Aslam and Seher (2018) and Tan, Chen, and Yang (2017) that continuous professional development for librarians and proactive management strategies are essential for adapting to changing user demands and technological advancements to meet the specific user needs and preferences.

Giyeong, Kim, and Oh (2014) emphasize the importance of multicultural services in public libraries to embrace cultural diversity and enhance social cohesion. This involves marketing activities, connecting with multicultural organizations, and understanding residents' perceptions to tailor services effectively. While the study of Khan (2015) and Baada et al. (2019) highlight the critical role of service quality in user satisfaction. Providing access to a variety of resources (books, journals, electronic resources), offering modern amenities (internet access, comfortable reading spaces), and organizing educational programs are crucial to meeting user expectations and fostering satisfaction.

Kawamoto and Koizumi (2023), Griffis (2014), and Kozubaev and DiSalvo (2021) emphasize the critical importance of physical libraries, exploring their responsibilities and functions through interdisciplinary approaches, particularly by considering the library as a physical space. They also highlight how library building design affects spatial behavior in relation to organizational goals and that are rapidly evolving to meet the technological and social demands of their communities. In this study, the physical libraries are assessed to meet the demands and needs of the library users.

The literature and studies in this research are important, as they provided the researcher with a valuable understanding of the expectations and perceptions of library users in public libraries. They also offered insights into the appropriate strategies to enhance library usage and improve service quality.

Chapter 3

METHODOLOGY

This chapter provides a comprehensive overview of this study's research methods and procedures. It includes a detailed discussion of the research design, the target population, the techniques and sample size used, a description of the respondents, the research instrument, the data gathering procedures, and the statistical treatments applied to the collected data.

Methods of Research Used

The researcher employed a descriptive survey as the research design method. As stated Hamed, T. (2022) defines *descriptive research* as a systematic investigation that aims to define attitudes or explore the correlation between phenomena through observations. It is also a simple technique to precisely describe events and situations in their current state.

The idea behind this form of research is to investigate frequency, averages, and other statistical computations, after which the researcher can draw findings and recommendations by observing and reporting the researched data

Population, Sample Size and Sampling Techniques

The population of the study are the library patrons of Manila City Library who use the 11 branch libraries of MCL selected by the researcher and they happened to visit the library during the conduct of the study from May 06, 2024, to May 17, 2024; and they are willing to answer the structured survey questionnaires. While eleven (11) libraries were initially included, the effective sample size was reduced to six (6) due to the renovations and temporary use as a health facility. These libraries are Main Library, Dapitan Public Library, Manila Sacramento Friendship Library, A. H. Lacson Public Library, Bacood Public Library, and the Kapitan Isidro Mendoza Public Library.

The respondents were determined using the Cochran-W. G. sampling technique. Given a desired precision level, a desired confidence level, and the expected fraction of the attribute present in the population, the Cochran formula helps determine the optimal sample size. Cochran's method is widely regarded as highly beneficial in scenarios involving substantial populations.

The formula for obtaining the ideal sample

$$n_0 = \frac{z^2 \cdot p \cdot (1-p)}{e^2}$$

Where:

e = desired level of precision, the margin of error.

p = the fraction of the population (as a percentage) that displays the attribute

z = is the z-value obtained from a z-table.

The researcher considers 70% of the library users' expectations and perceptions of the library services of the Manila City Library. Then the researcher considers a 90% confidence level and $\pm 10\%$ precision. To generate 341 out of 3,000 library users of the Manila City Library who utilized the library from May 06, 2024, to May 17, 2024, the specific number of respondents is shown in the table.

Table 1: Library Users for the Month of April 2024.

Name of Library	Population	Sample Size
Main Library	573	52
Dapitan Public Library	200	45
Arsenio H. Lacson Public Library	628	53
Bacood Public Library	357	50
Manila-Sacramento Friendship Library	934	54
Kapitan Isidro Mendoza Public Library	158	45
TOTAL	3000	341

The sampling strategy that will be used in this study is simple random sampling. *Simple random sampling* is a method that guarantees equal and unbiased chances for every individual in a population to be chosen. Each subject in the sample is assigned a numerical value, and then the sample is selected in a randomly.

Description of Respondents

The respondents for this study were users of the Manila City Library who visited the library from May 06 to May 17, 2024. These individuals were randomly selected by the researcher to ensure a representative sample of the library's diverse user base. The respondents included a mix of different user groups such as students, researchers, and members of the general public. This diversity ensures that the study captures a wide range of perspectives and experiences related to library services.

Research Instrument

The survey questionnaire functioned as the primary tool for gathering data. The LibQUAL+™ survey tool was chosen for this study due to its specific design for assessing library service quality. Developed by the Association of Research Libraries (ARL), LibQUAL+™ has been widely used internationally to measure user perceptions and expectations in various library settings. To ensure the relevance and effectiveness of the LibQUAL+™ tool in the Philippine context, several adaptations were made. The survey questions were reviewed and where necessary, modified to reflect the cultural and linguistic context of the Philippines. This included ensuring that the language used was clear and understandable to Filipino respondents. LibQUAL+™ is an online survey that inquiries about the minimum, desired, and perceived service levels of library users in three areas: the physical library space, the control over information, and the affect of service on users. According to the Association of Research Libraries (2016), libraries use the well-known and respected tool LibQUAL+™ to gather, monitor, comprehend, and respond to user opinions regarding service quality. The questionnaire was composed of three (3) parts. Part 1 provided an analysis of the respondents' demographic characteristics, including age, gender, civil status, category, frequency of visit, and purpose of visiting the library. Part II is the library users' expectations in the library services in terms of the following dimensions: affect of service; information control; and library as a place. For this purpose, the following scale was employed as the benchmark for interpreting the results Part III is the library users' perception of library services in terms of the following dimensions: the effect of service, information control, and the library as a place.

Weight/ Rating Scale	Mean Range	Verbal Interpretation
5	4.51 – 5.00	Strongly Agree
4	3.51 – 4.50	Agree
3	2.51 – 3.50	Neutral
2	1.51 – 2.50	Disagree
1	1.00 – 1.50	Strongly Disagree

The results in this section were interpreted using the following scale as the benchmark:

Weight/ Rating Scale	Mean Range	Verbal Interpretation
5	4.51 – 5.00	Very Satisfied
4	3.51 – 4.50	Somewhat satisfied
3	2.51 – 3.50	Neutral
2	1.51 – 2.50	Dissatisfied
1	1.00 – 1.50	Very Dissatisfied

The adapted LibQUAL+™ survey questionnaire underwent an expert validation process by six library heads of the Manila City Library. These experts reviewed the survey questionnaire to ensure its suitability and accuracy in capturing the service quality specific to their libraries. Emphasize the words “Expectations” and “Perceptions” to easily understand the meaning, as suggested by one of the validators.

Before full deployment, the adapted LibQUAL+™ survey was pilot-tested with thirty (30) library users of Manila City Library. This pilot phase helped identify any remaining issues with question clarity or relevance, allowing for final adjustments to be made. It was facilitated from April 15, 2024, to April 18, 2024. The result of the pilot testing showed that the questionnaire has the potential to assess the expectations and perceptions of library users in the services of the Manila City Library.

Data Gathering Procedures

The data generation process included the following steps. After the validation and pilot testing of the instrument, the researcher sent a formal request letter to the Officer-in-Charge of the Manila City Library seeking permission to survey the library users as potential respondents for the study. Once approved, the researcher secured an Ethical Clearance from the University Research Ethics Center. After successfully securing the clearance, the researcher distributed the questionnaire along with the Informed Consent Form (UREC Form No. 11) to the library users of the Manila City Library. The data gathering started on May 06, 2024, and ended on May 17, 2024. The researcher allotted one to two hours per library to distribute the survey questionnaire.

The accomplished survey questionnaires were arranged, sorted, and tallied before being forwarded to the Institutional statistician for the analysis of data.

Statistical Treatment of Data

The gathered data were interpreted and analyzed using the subsequent statistical formula.

1. Frequency and Percentage Distributions

Frequency distributions are statistical measures that offer informative and concise representations of data sets. The frequency distribution presented categorical data regarding the frequency of occurrences (Allen, 2017). It is a systematic ordering of values from lowest to highest or a strategy for organizing numerical data. To determine the percentage, divide the frequency in the category by the total number of participants and multiply by 100%.

The answers to Parts I and VI of the questionnaire will be analyzed using frequencies and percentages.

The percentage formula is shown below:

$$P = \frac{f \times 100\%}{N}$$

Where:

% = percentage

F = frequency

N = total number of respondents

100 = constant variable

2. Weighted Mean

Given that points were assigned to the groups' responses, the weighted mean was employed to assess the central tendency.

For finding the weighted mean

$$\bar{X} = \frac{\sum X}{n}$$

Where:

$\bar{X}$ = symbol of mean

$\sum X$ = Sum of all data

N = number of data

3. One Way Analysis of Variance (ANOVA)

The One-way Analysis of Variance (One-way ANOVA) is a statistical test used to determine if there are significant differences between the means of three or more independent groups. From a numerical standpoint, one-way ANOVA can be viewed as an extension of the two-sample t-test.

For finding one-way ANOVA:

$$F = \frac{MST}{MSE}$$

$$MST = \frac{\sum_{i=1}^k (T_i^2 / n_i) - G^2 / n}{k - 1}$$

$$MSE = \frac{\sum_{i=1}^k \sum_{j=1}^{n_i} Y_{ij}^2 - \sum_{i=1}^k (T_i^2 / n_i)}{n - k}$$

where:

F = variance ratio for the overall test

MST = mean square due to treatments/groups (between groups)

MSE = mean square due to error

Y_{ij} = observation

T_i = group total,

G = the grand total of all observations

n_i = the number in group i and

n = total number of observations

Chapter 4**RESULTS AND DISCUSSION**

This chapter discusses the presentation, analysis, and interpretation of data collected using the instrument used to determine library patrons' expectations and impressions of the Manila City Library's services. The findings of this research were based on data acquired from questionnaires completed by 340 Manila City Library customers during the study.

Table 2: The Frequency and Percentage Distribution of Respondents by Age.

Age	Frequency	Percentage (%)
12 Years Old & Below	8	2.3
13 to 21 Years Old	208	61.0
22 to 35 Years Old	98	28.7
36 to 59 Years Old	18	5.3
60 Years Old & Above	9	2.6
Total	341	100.0

Table 2 illustrates how the respondents were distributed by age. These reveal that library users between ages 13-21 years had the highest frequency distribution of 208 or 61.0%; next are those who are 22-35 years old with a frequency of 98 or 28.7%; those higher than 35 years old had a frequency of 18 or 5.3%; respondents who are 60 years old and above are 9 or 2.6% while those who are below 12 years old are 8 or 2.3%.

Table 3: Sex Distribution among Respondents: Frequency and Percentage.

Gender	Frequency	Percentage (%)
Male	168	49.3
Female	173	50.7
Total	341	100.0

Table 3 displays the respondents' sex. These results demonstrate that the majority of respondents are female, with a frequency of one hundred seventy-three (173) or 50.7%, and male, with a frequency of one hundred sixty-eight (168) or 49.3%.

Table 4: Frequency and Percentage Distribution of the Respondents in Terms of Civil Status.

Civil Status	Frequency	Percentage (%)
Single	313	91.8
Married	27	7.9
Others (Widow/Widower)	1	0.3
Total	341	100.0

In Table 4, the civil statuses of the respondents are shown. The findings indicate that most respondents, totaling three hundred thirteen (313) or 91.8%, are single. Twenty-seven (27) or 7.9% are married, while one (1) or 0.3% indicated other statuses.

Table 5: The Frequency and Percentage Distribution of the Respondents per Category.

Category	Frequency	Percentage (%)
College Student	188	55.1
HS Student	98	28.7
Elementary Student	14	4.1
Employee	23	6.7
Senior Citizens	9	2.6
Others (Housewife, Reviewee & Graduate)	9	2.6
Total	341	100

Table 5 shows the respondent's category. Results show that one hundred eighty-eight (188) or 55.1% of the respondents are College Students, ninety-eight (98), or 28.7 % are High School Students, fourteen (14) or 4.1% from elementary, twenty-three (23) or 6.7% are employee, nine (9) or 2.6% from seniors' citizen and nine (9) or 2.6% of the respondents are housewife, reviewee, and graduate. These results back up the study of Choshaly & Mirabolghasemi (2018) that the majority of the library users who use library services are undergraduate students. Library managers must prioritize this category to ensure that their needs are met.

Table 6: The Frequency and Percentage Distribution of Library Visits among Respondents.

Frequency of Visits	Frequency	Percentage (%)
Daily	55	16.1
Once in a week	88	25.8
Twice in a Week	37	10.9
Three Times in a Week	56	16.4
Once in a Month	26	7.6
Occasionally	79	23.2
Total	341	100%

Table 6 above revealed that the majority of the library users of Manila City Library visit once a week with a frequency of eighty-eight (88), next is seventy-nine (79) or 23.2% use it occasionally as they dim fit followed by three times in a week with a frequency of fifty-six (56) or 16.4%, fifty-five (55) or 16.1% use the library on the daily basis, thirty-seven (37) or 10.9% use the library twice a week, while twenty- six (26) or 7.6% use it once in a month.

Table 7: Response Frequency and Percentage Distribution by Purpose of Library Visit.

Purpose of Visiting the Library	Frequency	Percentage (%)
To borrow books	90	27.3%
To read the periodicals/newspapers	67	20.3%
Research purposes	187	56.7%
Employment news	11	3.3%
Update the general knowledge.	96	29.1%
To spend leisure time	144	43.6%
To read the books	154	46.7%
To prepare for the exam	206	62.4%
E-resources	130	39.4%
To attend library program	38	11.5%
Develop communication skills	26	7.9%

**Multiple Response, 330 out of 341 participated*

Table 7 above shows that two hundred six (206) or 62.4% visit the library for preparation for their exam, one hundred eighty-seven (187), or 56.7% for research purposes, one hundred fifty-four (154), or 46.7% read books, one hundred forty- four (144) or 43.6% use the library just to spend their leisure time, one hundred thirty (130) or 39.4% uses the library for E-resources, ninety-six (96) or 29.1% use it to update their general knowledge, ninety (90) or 27.3 % just to borrow books, sixty-seven (67) or 20.3% of the respondents use the library to read the periodicals/newspapers, thirty-eight (38) or 11.5% to attend library program, while twenty-six (26) or 7.9% visit the library to develop their communication skills and eleven (11) or 3.3% for employment news.

Library Users' expectations in the Library service of the Manila City Library**Table 8: Weighted Mean and Verbal Interpretation of the Library Users' Expectations of Library Services in Terms of Affect of Service.**

Affect of Service Indicators	Weighted Mean	Verbal Description
1. Employees who instill confidence in users	4.60	Strongly Agree
2. Giving users individual attention	4.60	Strongly Agree
3. Employees who are consistently courteous	4.65	Strongly Agree
4. Readiness to respond to users' questions	4.69	Strongly Agree
5. Employees who have the knowledge to answer user questions	4.69	Strongly Agree
6. Employees who deal with users in a caring fashion	4.60	Strongly Agree
7. Employees who understand the needs of their users	4.67	Strongly Agree
8. Willingness to help users	4.69	Strongly Agree
9. Dependability in handling users' service problems	4.57	Strongly Agree
Overall Weighted Mean	4.64	Strongly Agree

Table 8 displays the users' expectations at Manila City Library based on the Affect of Service survey findings. The Manila City Library had the highest weighted mean rating scores for customer expectations at 4.69. This result's elements include "Readiness to respond to users' questions", "Employees who know how to answer user questions", and "Willingness to help users". Rank number two is "Employees who understand the needs of their users," with a weighted mean of 4.67. "Employees who are consistently courteous" rated third with a mean score of 4.65. In contrast, "Employees who instill confidence in users" and "Giving users individual attention" came fourth with a weighted mean of 4.60. The lowest rating in library customers' expectations was 4.57 for the item "Dependability for dealing with users' service problems." All items in this indicator received Strongly Agree verbal interpretations.

These findings align with the recommendations made by Aslam and Seher (2018), who stated that librarians should be helpful and cooperative and should attend refresher courses to stay up to date on industry advances and emphasize user-friendly attitudes in order to solve customer dissatisfaction.

Table 9: Weighted Mean and Verbal Interpretation of the Library Users' Expectations of Library Services in Terms of Information Control.

Information Control Indicators	Weighted Mean	Verbal Description
1. Making electronic resources accessible from my home or office	4.56	Strongly Agree
2. A library Website enabling me to locate information on my own	4.52	Strongly Agree
3. The printed library materials I need for my work	4.51	Strongly Agree
4. The electronic information resources I need	4.59	Strongly Agree
5. Modern equipment that lets me easily access needed information	4.57	Strongly Agree
6. Easy-to-use access tools that allow me to find things on my own	4.55	Strongly Agree
7. Making information easily accessible for independent use	4.55	Strongly Agree
8. Print and/or electronic journal collections I require for my work	4.54	Strongly Agree
Overall Weighted Mean	4.55	Strongly Agree

Table 9 illustrates the highest library users' expectations of the Manila City Library in terms of Information Control. "The electronic information resources I need" which indicated 4.59 weighted mean got the highest; "Modern equipment that lets me easily access needed information" with weighted mean of 4.57 got the second; "Making electronic resources accessible from my home or office" got 4.56 weighted mean on ranked 3, "Easy-to-use access tools that allow me to find things on my own" and "Making information easily accessible for independent use" got ranked 4 with a mean score of 4.55, next is "Print and/or electronic journal collections I require for my work" with a weighted mean of 4.54 followed by the "A library Website enabling me to locate information on my own" got the mean

score of 4.52 and lowest library users' expectations is for "The printed library materials I need for my work" with a weighted mean of 4.51 and ranked 7th. All the indicators got the verbal interpretation of Strongly Agree.

These results confirm Taufiq, Rehman and Ashiq (2020) that a public library is considered to be the best information resource in the community or area. It also supports the study conducted by Ladan (2019) that public libraries play a crucial role in fostering and sustaining a democratic society by providing individuals with extensive access to a diverse range of knowledge, ideas, and choices. Like Okwu and Opurum (2022) discussed in their study, they see public libraries as a tool for societal progress by providing information resources for expanding knowledge and perspectives.

Table 10: Weighted Mean and Verbal Interpretation of the Library Users' Expectations of Library Services in Terms of Library as a Place.

Library as a Place Indicators	Weighted Mean	Verbal Description
1. Library space that inspires study and learning	4.77	Strongly Agree
2. Quiet space for individual activities	4.63	Strongly Agree
3. A comfortable and inviting location	4.75	Strongly Agree
4. A getaway for study, learning, or research	4.77	Strongly Agree
5. Community space for group learning and group study	4.79	Strongly Agree
Overall Weighted Mean	4.74	Strongly Agree

Table 10 shows the highest users' expectations of library services in terms of the library as a place for "Community space for group learning and group study", with a weighted mean of 4.79 and ranked 1st, followed by "A getaway for study, learning, or research" tie with "Library space that inspires study and learning" got ranked 2 with a weighted mean of 4.77, next is "A comfortable and inviting location" with weighted mean of 4.75, while the lowest expectation is for "Quiet space for individual activities", with a weighted mean of 4.63 and ranked 4th. All the indicators got the Strongly Agree verbal interpretation.

These results validate the findings of Barclay (2017) that over time people continue to use public libraries in the digital age, library space has consistently acted as the cohesive element that binds the library together, irrespective of the changing specialized activity within libraries. While public libraries are excellent at promoting their crucial role in providing access to technology, educational resources, information, and a wide range of other essential services, they also need to highlight the importance of public space to libraries.

Library users' perceptions in the library service of the Manila City Library

Table 11: Weighted Mean and Verbal Interpretation of the Library Users' Perception of Library Services in Terms of Affect of Service.

Affect of Service Indicators	Weighted Mean	Verbal Description
1. Employees who instill confidence in users	3.87	Somewhat Satisfied
2. Giving users individual attention	3.94	Somewhat Satisfied
3. Employees who are consistently courteous	4.02	Somewhat Satisfied
4. Readiness to respond to users' questions	3.86	Somewhat Satisfied
5. Employees who have the knowledge to answer user questions	3.86	Somewhat Satisfied
6. Employees who deal with users in a caring fashion	3.97	Somewhat Satisfied
7. Employees who understand the needs of their users	3.79	Somewhat Satisfied
8. Willingness to help users	4.13	Somewhat Satisfied
9. Dependability in handling users' service problems	3.68	Somewhat Satisfied
Overall Weighted Mean	3.90	Somewhat Satisfied

Table 11 presents the users' perceptions of library services in terms of affect of service. Willingness to help users received the highest weighted mean of 4.13 and ranked 1st, "Employees who are consistently courteous" with a weighted mean of 4.02 got ranked 2, followed by "Employees who deal with users in a caring fashion" weighted mean of 3.97, ranked 4 is "Giving users individual attention" with a weighted mean of 3.94, "Employees who instill confidence in users" got a mean score of 3.87 which ranked no. 5, followed by "Readiness to respond to users' questions" and "Employees who know to answer user questions" got a weighted mean of 3.86, and "Employees who understand the needs of their users" ranked 7 with a weighted mean of 3.79 while "Dependability in handling users' service problems" received the lowest weighted mean of 3.68 and is ranked 8th this indicate that this areas with the least satisfaction according to library users. The respondent's response in all the indicators mentioned got a verbal interpretation of Somewhat Satisfied which the library users' feels that their needs have been met, but they have not "wowed" with the library services they received from the Manila City Library.

These findings align with Igarashi, Koizumi, and Kozakura (2019), emphasizing the need to reassess and improve librarian skills to meet current service demands. They also support Rahimi, Akbari, and Morabi's (2022) study, which highlights the importance of high-quality personnel, librarians, and technology in fulfilling the information needs of the community in the digital age. Improving these aspects could help elevate the overall user satisfaction from "Somewhat Satisfied" to a higher level.

Table 12: Weighted Mean and Verbal Interpretation of the Library Users' Perception of Library Services in Terms of Information Control.

Information Control Indicators	Weighted Mean	Verbal Description
1. Making electronic resources accessible from my home or office	3.15	Neutral
2. A library Website enabling me to locate information on my own	3.15	Neutral
3. The printed library materials I need for my work	3.41	Neutral
4. The electronic information resources I need	3.48	Neutral
5. Modern equipment that lets me easily access needed information	3.59	Somewhat Satisfied
6. Easy-to-use access tools that allow me to find things on my own	3.56	Somewhat Satisfied
7. Making information easily accessible for independent use	3.52	Somewhat Satisfied
8. Print and/or electronic journal collections I require for my work	3.35	Neutral
Overall Weighted Mean	3.40	Neutral

Table 12 provides data of the library users' perceptions of library services in terms of information control "Modern equipment that lets me easily access needed information" has the highest weighted mean of 3.59 and is ranked 1st, "Easy-to-use access tools that allow me to find things on my own" with a weighted mean of 3.56 which ranked 2, in ranked 3 with a weighted mean of 3.52 is "Making information easily accessible for independent use". All top 3 indicators got a verbal interpretation of Somewhat Satisfied. While the rest of the indicators got a Neutral response from the respondents. "The electronic information resources I need" got a 3.48 weighted mean, then in ranked 5 which got a weighted mean of 3.41 is the "The printed library materials I need for my work" next is "Print and/or electronic journal collections I require for my work" which ranked 6 with a weighted mean of 3.5 while "Making electronic resources available from my home or office" and "A library website enabling me to locate information on my own" both have a weighted mean of 3.15 and ranked 7th got the lowest mean. All the indicators mentioned above got an overall weighted mean of 3.40 and the respondents' response are neutral which mean that they found the Manila City Library resources are adequate but not that outstanding and needs some improvement.

This confirms the study of Mutisya and Onyancha (2021) recommendation that funding for staff training, improving information control, space, and equipment to enhance service quality, and investing in remote-accessible electronic content in order to meet the expectations of the library users. This also supports the study conducted by Nyakweba, Bukirwa, and Ratanya (2021) which revealed that while most of users loved the library, some complained that their needs were unmet. The inquiry identified poor information material infrastructure, budget cuts, facilities, and unskilled staff. They suggested expanding the library budget to include more modern information resources and amenities.

Table 13: Weighted Mean and Verbal Interpretation of the Library Users' Perception of Library Services in Terms of Library as a Place.

Library as a Place Indicators	Weighted Mean	Verbal Description
1. Library space that inspires study and learning	3.61	Somewhat Satisfied
2. Quiet space for individual activities	3.18	Neutral
3. A comfortable and inviting location	3.59	Somewhat Satisfied
4. A getaway for study, learning, or research	3.75	Somewhat Satisfied
5. Community space for group learning and group study	3.41	Neutral
Overall Weighted Mean	3.51	Somewhat satisfied

Table 13 indicates the weighted mean and verbal interpretation of library users' perceptions of library services in terms of the library as a place. "A getaway for study, learning, or research got the highest weighted mean of 3.57 and is ranked 1st. This implies that library users are somewhat satisfied with the library's roles as a retreat for study and research with the indicators "Library space that inspires study and learning" ranked 2 which got a weighted mean of 3.61 and "A comfortable and inviting location" with a weighted mean of 3.59 and in ranked no. 3. "Community space for group learning and group study" which ranked no. 4 with a weighted mean of 3.41 while "Quiet space for individual activities" received the lowest weighted mean of 3.18 and is ranked 5th this both indicate neutral satisfaction level. With an overall weighted mean of 3.51 and overall verbal interpretation of neutral.

This supports the study conducted by Liu and Su (2022) regarding the space qualities of public libraries, from the perspective of library users. They want to understand THE users' level of importance and satisfaction regarding community function space qualities and their variations that could help public libraries identify user preferences, satisfaction levels, and needs.

Significant Difference in the library users' expectations when they are Grouped According to Profile

Table 14: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Age.

Affect of Service Indicators	Age	WM	F- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	12 Years Old & Below	4.00	4.623	0.001	Reject Ho	Significant
	13 to 21 Years Old	4.54				
	22 to 35 Years Old	4.73				
	36 to 59 Years Old	4.61				
	60 Years Old & Above	5.00				
2. Giving users individual attention	12 Years Old & Below	4.38	2.659	0.033	Reject Ho	Significant
	13 to 21 Years Old	4.54				
	22 to 35 Years Old	4.71				
	36 to 59 Years Old	4.61				
	60 Years Old & Above	5.00				
3. Employees who are	12 Years Old & Below	4.63	4.502	0.001	Reject Ho	Significant

consistently courteous	13 to 21 Years Old	4.55				
	22 to 35 Years Old	4.82				
	36 to 59 Years Old	4.72				
	60 Years Old & Above	5.00				
4. Readiness to respond to users' questions	12 Years Old & Below	4.75	3.866	0.004	Reject Ho	Significant
	13 to 21 Years Old	4.60				
	22 to 35 Years Old	4.84				
	36 to 59 Years Old	4.78				
	60 Years Old & Above	5.00				
5. Employees who have the knowledge to answer user questions	12 Years Old & Below	5.00	4.316	0.002	Reject Ho	Significant
	13 to 21 Years Old	4.59				
	22 to 35 Years Old	4.83				
	36 to 59 Years Old	4.83				
	60 Years Old & Above	4.89				
6. Employees who deal with users in a caring fashion	12 Years Old & Below	4.38	1.836	0.122	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.54				
	22 to 35 Years Old	4.68				
	36 to 59 Years Old	4.72				
	60 Years Old & Above	4.89				
7. Employees who understand the needs of their users	12 Years Old & Below	4.50	1.496	0.203	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.63				
	22 to 35 Years Old	4.76				
	36 to 59 Years Old	4.72				
	60 Years Old & Above	4.89				
8. Willingness to help users	12 Years Old & Below	4.88	3.128	0.015	Reject Ho	Significant
	13 to 21 Years Old	4.61				
	22 to 35 Years Old	4.80				
	36 to 59 Years Old	4.83				
	60 Years Old & Above	4.89				
9. Dependability in handling users' service problems	12 Years Old & Below	4.38	5.125	0.001	Reject Ho	Significant
	13 to 21 Years Old	4.45				
	22 to 35 Years Old	4.78				
	36 to 59 Years Old	4.83				
	60 Years Old & Above	4.89				
Overall Weighted Mean	12 Years Old & Below	4.54	5.280	0.001	Reject Ho	Significant
	13 to 21 Years Old	4.56				
	22 to 35 Years Old	4.77				
	36 to 59 Years Old	4.74				
	60 Years Old & Above	4.94				

Table 14 presents the results of a statistical analysis to determine if there are significant differences in library users' expectations of library services when grouped by age in terms of Affect of Service. These are the aspects of library services being evaluated, such as employee behavior and responsiveness. In "Employees who instill confidence in users" a significant difference was found, users aged 60 and above had the highest expectations (WM = 5.00), while users aged 12 and below had the lowest (WM = 4.00). Indicator 2 "Giving users individual attention" significant differences were found also ($p=0.033$) users aged 60 and above had the highest expectations (WM = 5.00), with younger age groups having lower scores; "Employees who are consistently courteous" significant differences were found ($p = 0.004$), Users aged 60 and above had the highest expectations (WM = 5.00). "Employees who have the knowledge to answer user questions" significant differences were found ($p = 0.002$), users aged 60 and above had high expectations (WM = 4.89), with users aged 12 and below slightly higher (WM = 5.00). Indicator no. 6 "Employees who deal with users in a caring fashion" Insignificant differences were found ($p = 0.122$), no significant differences in expectations among age groups. "Employees who understand the needs of their users" insignificant differences were

found ($p = 0.203$), expectations were relatively similar across age groups. For the “Willingness to help users” significant differences were found ($p = 0.015$) and users aged 60 and above had the highest expectations ($WM = 4.89$) while “Dependability in handling users' service problems” significant differences also were found ($p = 0.001$) and users aged 60 and above had high expectations ($WM = 4.89$), with the lowest in the 12 and below age group ($WM = 4.38$). The results indicates that significant differences were found in Terms of Affect of Service when the respondents are grouped according to their age, the null hypothesis is rejected, and users aged 60 and above consistently had the highest expectations ($WM=4.94$).

Table 15: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Age.

Affect of Service Indicators	Age	N	Subset for alpha = 0.05	
			1	2
1. Employees who instill confidence in users	12 Years Old & Below	8	4.00	
	13 to 21 Years Old	208		4.54
	36 to 59 Years Old	18		4.61
	22 to 35 Years Old	98		4.73
	60 Years Old & Above	9		5.00
2. Giving users individual attention	12 Years Old & Below	8	4.38	
	13 to 21 Years Old	208	4.54	4.54
	36 to 59 Years Old	18	4.61	4.61
	22 to 35 Years Old	98	4.71	4.71
	60 Years Old & Above	9		5.00
3. Employees who are consistently courteous	13 to 21 Years Old	208	4.55	
	12 Years Old & Below	8	4.63	
	36 to 59 Years Old	18	4.72	
	22 to 35 Years Old	98	4.82	
	60 Years Old & Above	9	5.00	
4. Readiness to respond to users' questions	13 to 21 Years Old	208	4.60	
	12 Years Old & Below	8	4.75	
	36 to 59 Years Old	18	4.78	
	22 to 35 Years Old	98	4.84	
	60 Years Old & Above	9	5.00	
5. Employees who have the knowledge to answer user questions	13 to 21 Years Old	208	4.59	
	22 to 35 Years Old	98	4.83	
	36 to 59 Years Old	18	4.83	
	60 Years Old & Above	9	4.89	
	12 Years Old & Below	8	5.00	
8. Willingness to help users	13 to 21 Years Old	208	4.61	
	22 to 35 Years Old	98	4.80	
	36 to 59 Years Old	18	4.83	
	12 Years Old & Below	8	4.88	
	60 Years Old & Above	9	4.89	
9. Dependability in handling users' service problems	12 Years Old & Below	8	4.38	
	13 to 21 Years Old	208	4.45	
	22 to 35 Years Old	98	4.78	
	36 to 59 Years Old	18	4.83	
	60 Years Old & Above	9	4.89	
Overall Weighted Mean	12 Years Old & Below	8	4.5417	
	13 to 21 Years Old	208	4.5604	
	36 to 59 Years Old	18	4.7407	
	22 to 35 Years Old	98	4.7710	
	60 Years Old & Above	9	4.9383	

Table 15 presents a Post Hoc Analysis of service indicators based on different age groups, with a significance level of $\alpha = 0.05$. Findings revealed that there are significant differences in the expectations of affect of service among different age groups. Across all service indicators, users aged 60 Years Old & Above consistently rated the highest satisfaction levels (5.00 in most indicators). The youngest age group (12 Years Old & Below) generally gave lower ratings compared to other age groups. There is a noticeable trend that older users (60 Years Old & Above) have the highest satisfaction, whereas the youngest users have the lowest satisfaction across most indicators. Indicators such as "Employees who instill confidence in users" and "Giving users individual attention" show significant differences between age groups, particularly highlighting the higher satisfaction among older users. This data suggests that different age groups perceive and value library services differently, with older users having the highest level of expectations.

The result confirms Mushtaq, A., and Arshad, A. (2022) that there are significant differences among public library users in their public library use based on age and gender. Public libraries can strengthen their services by considering demographic difference in public library use.

Table 16: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Age.

Information Control Indicators	Age	WM	F- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	12 Years Old & Below	4.75	2.091	0.082	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.48				
	22 to 35 Years Old	4.68				
	36 to 59 Years Old	4.67				
	60 Years Old & Above	4.67				
2. A library Website enabling me to locate information on my own	12 Years Old & Below	4.88	3.006	0.019	Reject Ho	Significant
	13 to 21 Years Old	4.43				
	22 to 35 Years Old	4.66				
	36 to 59 Years Old	4.56				
	60 Years Old & Above	4.78				
3. The printed library materials I need for my work	12 Years Old & Below	5.00	4.140	0.003	Reject Ho	Significant
	13 to 21 Years Old	4.41				
	22 to 35 Years Old	4.68				
	36 to 59 Years Old	4.61				
	60 Years Old & Above	4.33				
4. The electronic information resources I need	12 Years Old & Below	5.00	2.234	0.065	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.53				
	22 to 35 Years Old	4.70				
	36 to 59 Years Old	4.56				
	60 Years Old & Above	4.56				
5. Modern equipment that lets me easily access needed information	12 Years Old & Below	4.88	2.134	0.076	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.50				
	22 to 35 Years Old	4.69				
	36 to 59 Years Old	4.56				
	60 Years Old & Above	4.78				
6. Easy-to- use access tools that allow me to find things on my own	12 Years Old & Below	4.88	2.711	0.030	Reject Ho	Significant
	13 to 21 Years Old	4.47				
	22 to 35 Years Old	4.71				
	36 to 59 Years Old	4.50				
	60 Years Old & Above	4.56				
7. Making information easily	12 Years Old & Below	4.88	2.737	0.029	Reject Ho	Significant
	13 to 21 Years Old	4.46				

accessible for independent use	22 to 35 Years Old	4.68				
	36 to 59 Years Old	4.67				
	60 Years Old & Above	4.78				
8. Print and/or electronic journal collections I require for my work	12 Years Old & Below	4.75	1.321	0.262	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.50				
	22 to 35 Years Old	4.63				
	36 to 59 Years Old	4.56				
	60 Years Old & Above	4.22				
Overall Weighted Mean	12 Years Old & Below	4.88	3.457	0.009	Reject Ho	Significant
	13 to 21 Years Old	4.47				
	22 to 35 Years Old	4.68				
	36 to 59 Years Old	4.58				
	60 Years Old & Above	4.58				

Table 16 reveals a substantial variation in library client expectations of information control when grouped by age. The F-value of 2.0909911 and the p-value of 0.081654 indicate that there is no statistically significant difference in the expectations of library users when they are grouped by age for the indicator "Making electronic resources accessible from home or office." The null hypothesis is not rejected because the p-value is greater than 0.05, and the differences are deemed insignificant. Expectations are highest among children aged 12 and under, with a weighted mean of 4.75. Significant differences were found ($p=0.019$) for "A library website enabling me to locate information on my own" and the highest expectations from users and the 12-year-old and Below age group with a weighted mean of 4.88. Significant differences were also found ($p=0.003$) for "The printed library materials I need for my work" and the highest expectations from users aged 12 years and below with a weighted mean of 5.00. In indicators "The electronic information resources I need" ($p=0.065$), with the highest expectations from users aged 12 years and below ($WM=5.00$), and "Modern equipment that allows me to easily access needed information" ($p=0.076$), with the highest expectations also coming from users aged 12 years and below ($WM=4.88$), no significant differences were found. "Easy-to-use access tools that allow me to find things on my own" ($p=0.030$), with the highest expectations from users aged 60 years and above ($WM=4.78$), and "Making information easily accessible for independent use" ($p=0.029$), with the highest expectations from users aged 60 years and above ($WM=4.78$), both revealed significant differences. There were no significant variations in the indicators "Print and/or electronic journal collections I require for my work" ($p=0.262$), with users aged 12 and under having the highest expectations ($WM = 4.88$). No significant differences were discovered in all the variables listed above ($p=0.262$), the null hypothesis was rejected, and users aged 12 and under had the highest expectations ($WM = 4.88$).

Table 17: Post Hoc Analysis of Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Age.

Information Control Indicators	Age	N	Subset for alpha = 0.05	
			1	2
2. A library Website enabling me to locate information on my own	13 to 21 Years Old	208	4.43	
	36 to 59 Years Old	18	4.56	
	22 to 35 Years Old	98	4.66	
	60 Years Old & Above	9	4.78	
	12 Years Old & Below	8	4.88	
3. The printed library materials I need for my work	60 Years Old & Above	9	4.33	
	13 to 21 Years Old	208		4.41
	36 to 59 Years Old	18		4.61
	22 to 35 Years Old	98		4.68
	12 Years Old & Below	8		5.00

6. Easy-to-use access tools that allow me to find things on my own	13 to 21 Years Old	208	4.47	
	36 to 59 Years Old	18	4.50	
	60 Years Old & Above	9	4.56	
	22 to 35 Years Old	98	4.71	
	12 Years Old & Below	8	4.88	
7. Making information easily accessible for independent use	13 to 21 Years Old	208	4.46	
	36 to 59 Years Old	18	4.67	
	22 to 35 Years Old	98	4.68	
	60 Years Old & Above	9	4.78	
	12 Years Old & Below	8	4.88	
Overall Weighted Mean	13 to 21 Years Old	208	4.47	
	36 to 59 Years Old	18	4.58	
	60 Years Old & Above	9	4.58	
	22 to 35 Years Old	98	4.68	
	12 Years Old & Below	8	4.88	

Table 17 presents a Post Hoc Analysis of Information Control Indicators based on different age groups, with a significance level of $\alpha = 0.05$. Users aged 12 Years Old & Below consistently rated the highest satisfaction levels across all information control indicators. Users aged 60 Years Old and Above generally rated lower in some indicators, particularly for "The printed library materials I need for my work," where they had the lowest expectations ($WM = 4.33$). There is a trend where younger users (12 Years Old & Below) have the highest satisfaction and expectations, particularly in the accessibility and usability of library resources. The other age groups show moderate satisfaction levels with slight variations, with ages 22 to 35 Years old generally having higher ratings compared to ages 13 to 21 and 36 to 59 Years Old. This data suggests that younger users, particularly those aged 12 and below, have the highest expectations and satisfaction regarding the accessibility and usability of library information resources.

The results support Joy and Idawu's (2014) assertion that public libraries should meet the requirements of the public library by providing relevant services and materials for the twenty-first century. These libraries have been hailed as the "People's Library." To increase user engagement, public libraries must maintain a comprehensive collection of up-to-date information resources, while regularly removing outdated content. Electronic resources should be accessible. Given the importance of connectivity in the current era of information and communication technology, the library must provide a network and online resources to attract a larger number of users and those seeking information. To enhance library services, it is necessary to hire more experienced librarians, offer new services to attract more users, and take into consideration those who have physical limitations. Public libraries should initiate awareness initiatives to attract a larger number of clients, particularly individuals lacking formal education. They should also ensure that whatever information they offer is accurate.

Table 18: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Age.

Library as a Place Indicators	Age	WM	F-value	p-value	Decision	Conclusion
1. Library space that inspires study and learning	12 Years Old & Below	4.75	0.448	0.774	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.75				
	22 to 35 Years Old	4.80				
	36 to 59 Years Old	4.89				
	60 Years Old & Above	4.89				
2. Quiet space for individual activities	12 Years Old & Below	4.75	2.928	0.021	Reject Ho	Significant
	13 to 21 Years Old	4.53				
	22 to 35 Years Old	4.80				

	36 to 59 Years Old	4.72				
	60 Years Old & Above	4.89				
3. A comfortable and inviting location	12 Years Old & Below	4.75	2.091	0.082	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.68				
	22 to 35 Years Old	4.87				
	36 to 59 Years Old	4.83				
	60 Years Old & Above	4.89				
4. A getaway for study, learning, or research	12 Years Old & Below	4.88	1.772	0.134	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.71				
	22 to 35 Years Old	4.88				
	36 to 59 Years Old	4.72				
	60 Years Old & Above	4.89				
5. Community space for group learning and group study	12 Years Old & Below	4.88	0.867	0.484	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.75				
	22 to 35 Years Old	4.86				
	36 to 59 Years Old	4.72				
	60 Years Old & Above	4.89				
Overall Weighted Mean	12 Years Old & Below	4.80	2.101	0.080	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.68				
	22 to 35 Years Old	4.84				
	36 to 59 Years Old	4.78				
	60 Years Old & Above	4.89				

Table 18 analyzes the expectations of library users regarding the library as a place, categorized by different age groups. It assesses various indicators of the library's environment and facilities and uses statistical measures to determine if there are significant differences in these expectations across age groups. In the indicator "Library space that inspires study and learning," weighted mean scores range from 4.75 to 4.89 across all age groups with the conclusion of insignificant differences between age groups. This suggests that all age groups have similar expectations for library spaces that inspire study and learning. In "Quiet space for individual activities" the weighted mean scores range from 4.53 to 4.89 which concludes that there are significant differences between age groups. "A comfortable and inviting location" weighted mean scores range from 4.68 to 4.89 resulted that there is insignificant differences. This indicates that the expectation for a comfortable and inviting location is relatively consistent across age groups. Indicators "A getaway for study, learning, or research" with a weighted mean score ranging from 4.71 to 4.89 and with insignificant differences as a result. All age groups have similar views on the library being a place for study and research. In "Community space for group learning and group study" a weighted mean score ranged from 4.72 to 4.89 resulting in insignificant differences. This implies that expectations for community spaces for group activities are similar across all age groups. The overall weighted mean scores of libraries as a place indicator range from 4.68 to 4.89 with a conclusion of insignificant differences in overall expectations for the library as a place, the null hypothesis is not rejected.

Table 19: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Age.

Library as a Place Indicators	Age	N	Subset for alpha = 0.05
			1
2. Quiet space for individual activities	13 to 21 Years Old	208	4.53
	36 to 59 Years Old	18	4.72
	12 Years Old & Below	8	4.75
	22 to 35 Years Old	98	4.80
	60 Years Old & Above	9	4.89

Table 19 presents a Post Hoc Analysis of the indicator "Quiet space for individual activities" within the category "Library as a Place," grouped by age. The significance level is set at $\alpha = 0.05$. Users aged 60 Years Old & Above have the highest expectations for a quiet space for individual activities, with a mean score of 4.89 while users aged 13 to 21 Years Old have the lowest expectations, with a mean score of 4.53. Users aged 36 to 59 Years Old have a mean score of 4.72, users aged 12 Years Old and Below have a mean score of 4.75, and users aged 22 to 35 Years Old have a mean score of 4.80. The data indicates a trend where older users, specifically those aged 60 and above, have the highest expectations for having a quiet space for individual activities in the library. Younger users, particularly those aged 13 to 21, have comparatively lower expectations. This suggests that the need for quiet spaces may be more critical for older users.

Table 20: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Sex.

Affect of Service Indicators	Gender	WM	t- value	p-value	Decision	Conclusion
1. Employees who instill confidence in users	Male	4.60	-0.175	0.862	Do not Reject Ho	Not Significant
	Female	4.61				
2. Giving users individual attention	Male	4.57	-1.167	0.244	Do not Reject Ho	Not Significant
	Female	4.64				
3. Employees who are consistently courteous	Male	4.63	-0.626	0.532	Do not Reject Ho	Not Significant
	Female	4.67				
4. Readiness to respond to users' questions	Male	4.65	-1.085	0.278	Do not Reject Ho	Not Significant
	Female	4.72				
5. Employees who have the knowledge to answer user questions	Male	4.65	-0.991	0.322	Do not Reject Ho	Not Significant
	Female	4.72				
6. Employees who deal with users in a caring fashion	Male	4.58	-0.613	0.540	Do not Reject Ho	Not Significant
	Female	4.62				
7. Employees who understand the needs of their users	Male	4.65	-0.744	0.458	Do not Reject Ho	Not Significant
	Female	4.69				
8. Willingness to help users	Male	4.63	-1.866	0.063	Do not Reject Ho	Not Significant
	Female	4.74				
9. Dependability in handling users' service problems	Male	4.54	-0.777	0.437	Do not Reject Ho	Not Significant
	Female	4.60				
Overall Weighted Mean	Male	4.61	-1.168	0.244	Do not Reject Ho	Not Significant
	Female	4.67				

Table 20 presents a statistical analysis of library users' expectations of library services, specifically focusing on how these expectations differ based on gender. Under item no. 1, Employees who instill confidence in users with a weighted mean of 4.60 for Male and 4.61 for female with a conclusion of insignificant differences. Both male and female users have similar expectations regarding the said indicator; 2. Giving users individual attention with a weighted mean score of 4.57 for male and 4.64 for female with a conclusion of insignificant differences in which expectations for receiving individual attention are similar for both genders; 3. Employees who are consistently courteous received a weighted mean score of 4.63 for male and 4.67 for female which conclude an insignificant differences mean that both genders have a comparable expectations for employee courtesy; 4. Readiness to respond to users' questions with a 4.62 mean score for male and 4.72 for female concluded insignificant differences for male and female users; 5.

Employees who have the knowledge to answer user questions with a weighted mean of 4.65 for male and 4.72 for female which concluded insignificant differences. Both genders expect similar levels of knowledge from Manila City Library employees; 6. Employees who deal with users in a caring fashion with a mean score of 4.58 for male and 4.62 for female that resulted to insignificant differences, expectations for employee care and empathy are similar for

both genders; 8. Willingness to help users with a 4.63 mean scores for male and 4.74 for female which concluded that there is no significant differences, though the value is close to the 0.05 threshold, suggesting a trend where female users might have slight expectations for employee willingness to help; and the last indicators 9. Dependability in handling users' service problems with a weighted mean of 4.54 for male and 4.61 for female that concluded to insignificant differences. Both genders of library users have similar expectations regarding the dependability of employees in handling service problems. The overall mean for these aspects is 4.61 for male and 4.67 for female which concluded insignificant differences in overall expectations for library service quality according to gender, the null hypothesis for this indicator is not rejected.

The findings back up the claim given out by Tan, T., Chen, T., and Yang, P. (2017) that library administrators should consistently provide individualized and advantageous services to meet the varied requirements of modern library users. Library employees should exhibit courteous and amiable behavior towards customers and users. Contemporary library users desire interactive services from library staff rather than solely relying on traditional library resources and extensive collections. Consequently, it is crucial for staff members to exhibit friendliness and helpfulness. To ensure future success, it is advisable to include continuous staff training programs and intentional service modifications in library yearly planning, transitioning from a reactive approach to a proactive one.

Table 21: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Sex.

Information Control Indicators	Gender	WM	t- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Male	4.52	-1.028	0.305	Do not Reject Ho	Not Significant
	Female	4.60				
2. A library Website enabling me to locate information on my own	Male	4.48	-1.169	0.243	Do not Reject Ho	Not Significant
	Female	4.57				
3. The printed library materials I need for my work	Male	4.46	-1.224	0.222	Do not Reject Ho	Not Significant
	Female	4.55				
4. The electronic information resources I need	Male	4.56	-0.958	0.339	Do not Reject Ho	Not Significant
	Female	4.62				
5. Modern equipment that lets me easily access needed information	Male	4.54	-0.979	0.328	Do not Reject Ho	Not Significant
	Female	4.61				
6. Easy-to-use access tools that allow me to find things on my own	Male	4.49	-1.788	0.075	Do not Reject Ho	Not Significant
	Female	4.62				
7. Making information easily accessible for independent use	Male	4.50	-1.456	0.146	Do not Reject Ho	Not Significant
	Female	4.61				
8. Print and/or electronic journal collections I require for my work	Male	4.49	-1.278	0.202	Do not Reject Ho	Not Significant
	Female	4.58				
Overall Weighted Mean	Male	4.51	-1.543	0.124	Do not Reject Ho	Not Significant
	Female	4.59				

Table 21 represents the significant difference in the library users' expectations of library services in terms of information control aspects of library services, comparing responses between male and female users. "Making electronic resources accessible from my home or office" received a weighted mean score of 4.52 for male and 4.60 for female which resulted to insignificant differences. Both male and female users have similar expectations regarding remote access to electronic resources. In indicators "A library website enabling me to locate information on my own" male got a weighted mean of 4.48 and female 4.57 with a conclusion of insignificant differences because expectations for the library website's usability are comparable between genders. In "The printed library materials I need for my work" the weighted mean for male is 4.46 and 4.55 for female with a conclusion of insignificant differences, both

genders have similar expectations for the availability of printed materials; “The electronic information resources I need” got a weighted mean score of 4.56 for male and 4.62 for female which concluded insignificant differences because expectations for this indicator are similar between both gender library users. “Modern equipment that lets me easily access needed information” with a 4.54 mean score for male and 4.61 for female and a conclusion of insignificant differences because both expect similar ease of access to information via modern equipment. Insignificant differences are the conclusion for “Easy-to-use access tools that allow me to find things on my own” with a result of 4.49 weighted mean for male and 4.62 for female, although the p-value is close to the threshold (0.075), suggesting a trend where female users might have slightly higher expectations for ease-of-use tools. In “Making information easily accessible for independent use” the weighted mean for male is 4.50 and 4.61 for female with an insignificant differences’ conclusion. It implies that both genders have a similar expectation for the accessibility of information for independent use. “Print and/or electronic journal collections I require for my work” with a weighted mean of 4.49 for male and 4.58 for female and insignificant differences conclusion, expectations for journal collections are similar between both genders’ library users. Overall weighted mean for this aspect 4.51 for male and 4.59 for female users with a conclusion of insignificant differences in overall expectations for information control aspects between genders, therefore the null hypothesis is not rejected.

Table 22: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Sex.

Library as a Place Indicators	Gender	WM	t-value	p-value	Decision	Conclusion
1. Library space that inspires study and learning	Male	4.76	-0.413	0.680	Do not Reject Ho	Not Significant
	Female	4.79				
2. Quiet space for individual activities	Male	4.60	-1.003	0.316	Do not Reject Ho	Not Significant
	Female	4.67				
3. A comfortable and inviting location	Male	4.74	-0.307	0.759	Do not Reject Ho	Not Significant
	Female	4.76				
4. A getaway for study, learning, or research	Male	4.74	-0.691	0.490	Do not Reject Ho	Not Significant
	Female	4.79				
5. Community space for group learning and group study	Male	4.79	0.099	0.921	Do not Reject Ho	Not Significant
	Female	4.79				
Overall Weighted Mean	Male	4.73	-0.607	0.544	Do not Reject Ho	Not Significant
	Female	4.76				

Table 22 presents a statistical analysis of library users' expectations regarding the "Library as a Place" indicators, comparing responses between male and female users. Indicators no. 1. Library space that inspires study and learning with a weighted mean of 4.76 for male and 4.79 for female that resulted to insignificant differences, both male and female users have very similar expectations regarding the inspirational quality of the library space for study and learning; 2. Quiet space for individual activities with weighted mean of 4.60 for male and 4.67 for female with a conclusion of insignificant differences, expectations for quiet spaces are comparable between male and female library users; 3. A comfortable and inviting location which got a 4.74 weighted mean for male and 4.76 female and with insignificant differences conclusion, both genders have similar expectations for the library to be comfortable and inviting; 4. A getaway for study, learning, or research which has a weighted mean of 4.74 for male and 4.79 female and got insignificant differences because male and female users similarly view the library as a place for study and research; and 5. Community space for group learning and group study with a weighted mean of 4.79 for male and female which resulted to insignificant differences, both genders equally value the library as a community space for group activities. Insignificant differences in overall expectation for the library as a place between genders with a weighted mean of 4.73 for male and 4.76 for female library users, therefore the hypothesis is not rejected.

Table 23: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Civil Status.

Affect of Service Indicators	Civil Status	WM	t-value	p-value	Decision	Conclusion
1. Employees who instill confidence in users	Single	4.59	-0.583	0.560	Do not Reject Ho	Not Significant
	Married	4.67				
2. Giving users individual attention	Single	4.59	-0.904	0.367	Do not Reject Ho	Not Significant
	Married	4.70				
3. Employees who are consistently courteous	Single	4.64	-2.150	0.038	Reject Ho	Significant
	Married	4.81				
4. Readiness to respond to users' questions	Single	4.68	-1.654	0.107	Do not Reject Ho	Not Significant
	Married	4.81				
5. Employees who have the knowledge to answer user questions	Single	4.67	-1.425	0.164	Do not Reject Ho	Not Significant
	Married	4.81				
6. Employees who deal with users in a caring fashion	Single	4.58	-2.812	0.008	Reject Ho	Significant
	Married	4.81				
7. Employees who understand the needs of their users	Single	4.66	-0.682	0.496	Do not Reject Ho	Not Significant
	Married	4.74				
8. Willingness to help users	Single	4.67	-2.370	0.023	Reject Ho	Significant
	Married	4.85				
9. Dependability in handling users' service problems	Single	4.55	-3.068	0.004	Reject Ho	Significant
	Married	4.81				
Overall Weighted Mean	Single	4.63	-1.727	0.085	Do not Reject Ho	Not Significant
	Married	4.78				

Table 23 presents the results of a statistical test comparing the expectations of library users towards the library services of Manila City Library when grouped according to their civil status. “Employees who instill confidence in users” with a weighted mean of 4.59 for single and 4.67 for married library users and a conclusion of insignificant differences, both single and married users have similar expectations regarding this indicator; in “Giving users individual attention” the weighted mean for single is 4.59 and married is 4.70 with a conclusion of insignificant differences, expectations for individual attention are comparable between single and married library users; “Employees who are consistently courteous” single library users got 4.64 weighted mean and 4.81 for married library users with a significant differences conclusion it implies that married users have higher expectations for employee courtesy compared to single users; “Readiness to respond to users' questions” got a weighted mean of 4.68 for single and 4.81 for married users and got insignificant differences conclusion, both groups have similar expectations regarding employees’ readiness to respond to questions; “Employees who have the knowledge to answer user questions” a weighted mean of 4.67 for single 4.81 for married users with insignificant differences conclusion, expectations for employee knowledge are similar across civil statuses; “Employees who deal with users in a caring fashion” with a weighted mean of 4.58 for single, 4.81 for married and a conclusion of significant differences which implies that married users have significantly higher expectations for this indicator; “Employees who understand the needs of their users” a 4.66 weighted mean for single library users and 4.74 married users which concluded insignificant differences both civil statuses have similar expectations regarding employees’ understanding of their needs; “Willingness to help users” a weighted mean of 4.67 for single and 4.85 for married with a significant differences conclusion, married users have higher expectations for the willingness of employees to help; and “Dependability in handling users' service problems” got 4.55 weighted mean for single and 4.81 for married with a conclusion of significant differences, Married users have significantly higher expectations for employees' dependability in handling service problems. This implies insignificant differences in overall expectations between single and married users, therefore the hypothesis is not rejected, though married users tend to have slightly higher expectations overall with a weighted mean score of 4.63 for single and 4.78 for married library users.

Table 24: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Civil Status.

Information Control Indicators	Civil Status	WM	t-value	p-value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Single	4.55	-1.624	0.113	Do not Reject Ho	Not Significant
	Married	4.70				
2. A library Website enabling me to locate information on my own	Single	4.51	-1.763	0.087	Do not Reject Ho	Not Significant
	Married	4.70				
3. The printed library materials I need for my work	Single	4.50	-0.662	0.508	Do not Reject Ho	Not Significant
	Married	4.59				
4. The electronic information resources I need	Single	4.59	-0.333	0.739	Do not Reject Ho	Not Significant
	Married	4.63				
5. Modern equipment that lets me easily access needed information	Single	4.56	-1.960	0.057	Do not Reject Ho	Not Significant
	Married	4.74				
6. Easy-to-use access tools that allow me to find things on my own	Single	4.55	-0.318	0.751	Do not Reject Ho	Not Significant
	Married	4.59				
7. Making information easily accessible for independent use	Single	4.54	-2.160	0.037	Reject Ho	Significant
	Married	4.74				
8. Print and/or electronic journal collections I require for my work	Single	4.54	0.420	0.675	Do not Reject Ho	Not Significant
	Married	4.48				
Overall Weighted Mean	Single	4.54	-0.998	0.319	Do not Reject Ho	Not Significant
	Married	4.65				

Table 24 provides a statistical analysis of library users' expectations regarding Information Control indicators, comparing responses between users with different civil statuses (Single and Married). For indicator “Making electronic resources accessible from my home or office” who got a weighted mean of 4.55 for single and 4.70 for married library users and a conclusion of insignificant differences because both single and married library users have similar expectation regarding remote access to electronic resources, though married users slightly expect more; “A library website enabling me to locate information on my own” with a weighted mean of 4.51 for single and 4.70 for married and concluded insignificant differences, expectations for the library website’s usability are comparable between single and married users, with married users having slightly higher expectations; “The printed library materials I need for my work” got a weighted mean of 4.50 for single and 4.59 for married library users and implies insignificant differences, both civil statuses groups have similar expectations for the availability of printed materials; in “The electronic information resources I need” who got 4.59 weighted mean for single library users and 4.63 for married and has insignificant differences conclusion because expectations for electronic resources are similar between single and married users; for “Modern equipment that lets me easily access needed information” a 4.56 weighted mean for single and 4.74 for married library users and insignificantly differences conclusion, though the p-value is close to 0.05, suggesting that married users might expect slightly more advanced equipment than single users; “Easy-to-use access tools that allow me to find things on my own” with a weighted mean of 4.55 for single and 4.59 for married users with a conclusion of insignificant differences, both groups have similar expectations for the usability of access tools; “Making information easily accessible for independent use” a 4.54 weighted mean for single and 4.74 for married users with a significant differences conclusion because married users have higher expectations for the ease of accessing information independently; and lastly “Print and/or electronic journal collections I require for my work” got a weighted mean of 4.54 for single and 4.48 for married library users with an insignificantly differences conclusion because both groups have similar expectations for the availability of journal collections. An insignificant difference in overall expectations for information control services between single and married users, therefore the null hypothesis is not rejected, though married users tend to have slightly higher expectations overall with a weighted mean score of 4.54 for single and 4.65 for married library users.

Table 25: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Civil Status.

Library as a Place Indicators	Civil Status	WM	t- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	Single	4.76	-1.811	0.077	Do not Reject Ho	Not Significant
	Married	4.89				
2. Quiet space for individual activities	Single	4.61	-3.785	0.001	Reject Ho	Significant
	Married	4.89				
3. A comfortable and inviting location	Single	4.73	-2.198	0.033	Reject Ho	Significant
	Married	4.89				
4. A getaway for study, learning, or research	Single	4.76	-0.482	0.630	Do not Reject Ho	Not Significant
	Married	4.81				
5. Community space for group learning and group study	Single	4.79	-0.278	0.781	Do not Reject Ho	Not Significant
	Married	4.81				
Overall Weighted Mean	Single	4.73	-1.356	0.176	Do not Reject Ho	Not Significant
	Married	4.86				

Table 25 presents the results of a statistical test to determine if there are significant differences in the expectations of library services as a place, based on the civil status (Single vs. Married) of library users. In item 1. Library space that inspires study and learning wherein the weighted mean for single is 4.76 and 4.89 for married library users and the difference is not significant, meaning both groups have similar expectations for this aspect; 2. Quiet space for individual activities, weighted mean of 4.61 for single and 4.89 for married, the difference is significant, indicating that married library users have higher expectations for quiet spaces compared to single library users; 3. A comfortable and inviting location with a weighted mean of 4.73 for single 4.89 for married, the differences is also significant, suggesting married users value a comfortable and inviting location more than single users; 4. A getaway for study, learning, or research with a weighted mean of 4.76 for single users and 4.81 for married, the difference is not significant, indicating similar expectations for both groups; and 5. Community space for group learning and group study for single users with a weighted mean of 4.79 and 4.81 for married, the differences is not significant, meaning expectations are similar for this aspect between the two groups. Overall weighted mean for single users 4.73 and 4.86 for married, the overall difference in expectations is not significant and the null hypothesis is not rejected, indicating that overall, both groups have similar expectations about the library as a place.

Table 26: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Category.

Affect of Service Indicators	Category	WM	F- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	College Student	4.67	3.621	0.007	Reject Ho	Significant
	HS Student	4.45				
	Elementary Student	4.36				
	Employee	4.61				
	Senior Citizens	5.00				
2. Giving users Individual attention	College Student	4.63	1.667	0.157	Do not Reject Ho	Not Significant
	HS Student	4.52				
	Elementary Student	4.50				
	Employee	4.57				
	Senior Citizens	5.00				
3. Employees who are Consistently courteous	College Student	4.71	4.209	0.002	Reject Ho	Significant
	HS Student	4.46				
	Elementary Student	4.64				
	Employee	4.74				
	Senior Citizens	5.00				

4. Readiness to respond to users' questions	College Student	4.75	4.547	0.001	Reject Ho	Significant
	HS Student	4.49				
	Elementary Student	4.71				
	Employee	4.83				
	Senior Citizens	5.00				
5. Employees who have the knowledge to answer user questions	College Student	4.74	4.025	0.003	Reject Ho	Significant
	HS Student	4.49				
	Elementary Student	4.86				
	Employee	4.78				
	Senior Citizens	4.89				
6. Employees who deal with users in a caring fashion	College Student	4.64	2.434	0.047	Reject Ho	Significant
	HS Student	4.48				
	Elementary Student	4.36				
	Employee	4.74				
	Senior Citizens	4.89				
7. Employees who understand the needs of their users	College Student	4.71	1.917	0.107	Do not Reject Ho	Not Significant
	HS Student	4.58				
	Elementary Student	4.43				
	Employee	4.74				
	Senior Citizens	4.89				
8. Willingness to help users	College Student	4.72	3.321	0.011	Reject Ho	Significant
	HS Student	4.54				
	Elementary Student	4.64				
	Employee	4.91				
	Senior Citizens	4.89				
9. Dependability in handling users' service problems	College Student	4.65	5.965	0.001	Reject Ho	Significant
	HS Student	4.31				
	Elementary Student	4.43				
	Employee	4.87				
	Senior Citizens	4.89				
Overall Weighted Mean	College Student	4.69	5.456	0.001	Reject Ho	Significant
	HS Student	4.48				
	Elementary Student	4.55				
	Employee	4.75				
	Senior Citizens	4.94				

Table 26 presents the results of a statistical analysis examining whether there are significant differences in library users' expectations of library services based on their affect of service when grouped according to different categories: College Students, High School (HS) Students, Elementary Students, Employees, and Senior Citizens. Seven (7) indicators found that there are significant differences in the expectations of different library users' categories, and these are the: (1) Employees who instill confidence in users. There is a notable difference in expectations among the groups. Senior Citizens have the highest expectations (WM = 5.00), while Elementary Students have the lowest (WM = 4.36); (2) consistently courteous Employees. There are notable differences among the groups. Senior Citizens again have the highest expectations (WM = 5.00), while Elementary Students have lower expectations (WM = 4.64); (3) Readiness to respond to users' questions. There is a significant difference in expectations, with Senior Citizens having the highest (WM = 5.00) and High School Students the lowest (WM = 4.49); (4) Employees who have the knowledge to answer user questions. Expectations differ significantly among the groups. Senior Citizens expect the most (WM = 4.89), while College Students have slightly lower expectations (WM = 4.64); (5) Employees who deal with users in a caring fashion. There are differences in expectations, with Senior Citizens rating highest (WM = 4.89) and Elementary Students lowest (WM = 4.36); (6) Willingness to help users. Expectations vary among the groups, with Senior Citizens having the highest expectations (WM = 4.89) and College Students having the lowest (WM = 4.65); (7)

Dependability in handling users' service problems. Senior Citizens have the highest expectations (WM = 4.89), while Elementary Students have the lowest (WM = 4.43). The “Giving users individual attention and Employees who understand the needs of their users concluded that there are no significant differences in the expectations of different library users’ categories because there is no significant difference in expectations among the groups for this aspect. Overall, there are significant differences in the expectations among the groups, therefore the null hypothesis is rejected. Senior Citizens consistently have the highest expectations (WM = 4.94), and Elementary Students have the lowest (WM = 4.55). The post hoc analysis table shows the mean scores of different user categories for the affect of service, and whether there are significant differences between these categories. Findings revealed that High School and Elementary students have significantly lower perceptions of affect of service (M = 4.48 and 4.55) compared to Employees and Senior Citizens (M = 4.75 and 4.94) have significantly higher perceptions of affect of service while the College Students (M = 4.69) indicates that perceptions are significantly different from either the lower or higher scoring groups.

Table 27: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Category.

Affect of Service Indicators	Category	N	Subset for alpha = 0.05	
			1	2
1. Employees who instill confidence in users	Elementary Student	14	4.36	
	HS Student	98	4.45	
	Employee	23	4.61	4.61
	College Student	188	4.67	4.67
	Senior Citizens	9		5.00
3. Employees who are Consistently courteous	HS Student	98	4.46	
	Elementary Student	14	4.64	4.64
	College Student	188	4.71	4.71
	Employee	23	4.74	4.74
	Senior Citizens	9		5.00
4. Readiness to respond to users' questions	HS Student	98	4.49	
	Elementary Student	14	4.71	4.71
	College Student	188	4.75	4.75
	Employee	23	4.83	4.83
	Senior Citizens	9		5.00
5. Employees who have the knowledge to answer user questions	HS Student	98	4.49	
	College Student	188	4.74	
	Employee	23	4.78	
	Elementary Student	14	4.86	
	Senior Citizens	9	4.89	
6. Employees who deal with users in a caring fashion	Elementary Student	14	4.36	
	HS Student	98	4.48	4.48
	College Student	188	4.64	4.64
	Employee	23	4.74	4.74
	Senior Citizens	9		4.89
8. Willingness to help users	HS Student	98	4.54	
	Elementary Student	14	4.64	
	College Student	188	4.72	
	Senior Citizens	9	4.89	
	Employee	23	4.91	
9. Dependability in handling users' service problems	HS Student	98	4.31	
	Elementary Student	14	4.43	
	College Student	188	4.65	
	Employee	23	4.87	
	Senior Citizens	9	4.89	

Overall Weighted Mean	HS Student	98	4.48	
	Elementary Student	14	4.55	
	College Student	188	4.69	4.69
	Employee	23	4.75	4.75
	Senior Citizens	9		4.94

Table 27 presents a Post Hoc Analysis of service indicators categorized by different user groups (Elementary Student, HS Student, College Student, Employee, and Senior Citizens). The significance level is set at $\alpha = 0.05$. Senior Citizens consistently rate the highest across all service indicators, with a perfect score of 5.00 in several categories. Employees and College Students also rate services highly but slightly lower than Senior Citizens. HS Students consistently give the lowest ratings across most indicators. Elementary Students also tend to rate lower but generally higher than HS Students. There is a clear trend showing that older user groups (Senior Citizens, Employees) have higher satisfaction levels compared to younger groups (HS Students, Elementary Students). College Students' ratings are moderately high and consistent across most indicators.

Table 28: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Category.

Information Indicators	Control	Category	WM	F- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office		College Student	4.56	1.411	0.230	Do not Reject Ho	Not Significant
		HS Student	4.49				
		Elementary Student	4.64				
		Employee	4.83				
		Senior					
		Citizens	4.67				
2. A library Website enabling me to locate information on my own		College		1.413	0.229	Do not Reject Ho	Not Significant
		Student	4.55				
		HS Student	4.42				
		Elementary					
		Student	4.71				
		Employee	4.61				
		Senior					
3. The printed library materials I need for my work		Citizens	4.78				
		College		2.484	0.044	Reject Ho	Significant
		Student	4.53				
		HS Student	4.39				
		Elementary					
		Student	4.79				
		Employee	4.78				
		Senior					
4. The electronic information resources I need		Citizens	4.33	0.533	0.712	Do not Reject Ho	Not Significant
		College Student	4.59				
		HS Student	4.57				
		Elementary Student	4.79				
		Employee	4.70				
5. Modern equipment that lets me easily access needed information		Senior Citizens	4.56	0.936	0.443	Do not Reject Ho	Not Significant
		College Student	4.58				
		HS Student	4.49				
		Elementary Student	4.71				
		Employee	4.70				
6. Easy-to-use access tools that allow me to		Senior Citizens	4.78	1.435	0.222	Do not Reject Ho	Not Significant
		College Student	4.61				
		HS Student	4.43				

find things on my own	Elementary Student	4.71				
	Employee	4.61				
	Senior Citizens	4.56				
7. Making information easily accessible for independent use	College Student	4.57	2.001	0.094	Do not Reject Ho	Not Significant
	HS Student	4.43				
	Elementary Student	4.71				
	Employee	4.78				
	Senior Citizens	4.78				
8. Print and/or electronic journal collections I require for my work	College Student	4.57	0.972	0.423	Do not Reject Ho	Not Significant
	HS Student	4.48				
	Elementary Student	4.64				
	Employee	4.65				
	Senior Citizens	4.22				
Overall Weighted Mean	College tudent	4.57	1.587	0.177	Do not Reject Ho	Not significant
	HS Student	4.46				
	Elementary Student	4.71				
	Employee	4.71				
	Senior Citizens	4.58				

Table 28 shows the significant differences in library customers' expectations of library services across different user categories regarding Information Control indicators. As shown, "Making electronic resources accessible from my home or office" has an f-value of 1.411 with a p-value of 0.230, "A library website enabling me to locate information on my own" has an f-value of 1.413 with a p-value of 0.229, "The electronic information resources I need" with f-value of 0.533 with a p-value of 0.712, "Modern equipment that lets me easily access needed information" with f-value of 0.936 with a p-value of 0.443, "Easy-to-use access tools that allow me to find There are no substantial differences in expectations among the various user groups for most areas of information control, hence the null hypothesis is not rejected. However, "The printed library materials I need for my work" has an f-value of 2.484 and a p-value of 0.044, indicating a significant difference in expectations between the groups, so the null hypothesis is rejected. There are considerable disparities in expectations between the groups. Employees have the highest expectations (WM = 4.78), and high school students have the lowest (WM = 4.39). Overall, there are no significant changes in expectations between groups, therefore the null hypothesis is not rejected. Employees and Senior Citizens had slightly higher expectations (WM = 4.71 and 4.58, respectively), but college and high school students had lower expectations (WM = 4.57 and 4.46, respectively).

Table 29: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Category.

Information Control Indicators	Category	N	Subset for alpha = 0.05
			1
3. The printed library materials I need for my work	Senior Citizens	9	4.33
	HS Student	98	4.39
	College Student	188	4.53
	Employee	23	4.78
	Elementary Student	14	4.79

Table 29 presents a Post Hoc Analysis of the indicator "The printed library materials I need for my work" under the Information Control category, categorized by different user groups. The significance level is set at alpha = 0.05. Elementary Students have the highest expectations for the availability of printed library materials, with a mean score of 4.79. Senior Citizens have the lowest expectations for this indicator, with a mean score of 4.33. Employees also have high expectations, with a mean score of 4.78, just slightly below that of Elementary Students. College Students have moderate expectations with a mean score of 4.53. HS Students have relatively lower expectations compared to other

groups, with a mean score of 4.39. The data indicates a significant variation in expectations for printed library materials among different user categories. Elementary Students and Employees have the highest expectations, while Senior Citizens have the lowest. This suggests that younger users and working professionals place a higher value on the availability of printed materials for their work compared to older users. Libraries might consider these differences in user expectations to better cater to the needs of each group.

Table 30: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Category.

Library as a Place Indicators	Category	WM	F- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	College Student	4.76	0.583	0.675	Do not Reject Ho	Not Significant
	HS Student	4.76				
	Elementary Student	4.71				
	Employee	4.91				
	Senior Citizens	4.89				
2. Quiet space for individual activities	College Student	4.61	0.963	0.428	Do not Reject Ho	Not Significant
	HS Student	4.58				
	Elementary Student	4.71				
	Employee	4.83				
	Senior Citizens	4.89				
3. A comfortable and inviting location	College Student	4.77	1.469	0.211	Do not Reject Ho	Not Significant
	HS Student	4.64				
	Elementary Student	4.79				
	Employee	4.91				
	Senior Citizens	4.89				
4. A getaway for study, learning, or research	College Student	4.80	1.009	0.403	Do not Reject Ho	Not Significant
	HS Student	4.67				
	Elementary Student	4.86				
	Employee	4.78				
	Senior Citizens	4.89				
5. Community space for group learning and group study	College Student	4.83	1.144	0.336	Do not Reject Ho	Not Significant
	HS Student	4.70				
	Elementary Student	4.86				
	Employee	4.74				
	Senior Citizens	4.89				
Overall Weighted Mean	College Student	4.75	1.020	0.397	Do not Reject Ho	Not Significant
	HS Student	4.67				
	Elementary Student	4.79				
	Employee	4.83				
	Senior Citizens	4.89				

Table 30 assesses if there are substantial differences in library customers' expectations of library services regarding the library as a location when grouped by different categories: College students, high school (HS) students, elementary students, employees, and elderly people. As shown, "Library space that inspires study and learning" with f-value of 0.583 and p-value of 0.675; "Quiet space for individual activities" with f-value of 0.963 and p-value of 0.428; "A comfortable and inviting location" with f-value of 1.469 and p-value 0.211; "A getaway for study, learning, or research" with f-value of 1.009 and p-value of 0.403; and "Community space for group learning and group study" with f-value of 1.144 and p-value of 0.336. There are no significant differences in expectations among the groups for all aspects of the library as a location indicator, hence the null hypothesis is not rejected. Overall, there are no significant differences in expectations across groups, hence the null hypothesis for this indicator is accepted. Senior citizens have the highest expectations (WM = 4.89), while high school students have the lowest (WM = 4.67).

Table 31: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Frequency of Use of Library.

Affect of Service Indicators	Frequency of Visits	WM	F- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	Daily	4.62	2.252	0.049	Reject Ho	Significant
	Once in a week	4.56				
	Twice in a Week	4.57				
	Three Times in a Week	4.84				
	Once in a Month	4.54				
	Occasionally	4.51				
2. Giving users individual attention	Daily	4.60	1.371	0.235	Do not Reject Ho	Not Significant
	Once in a week	4.56				
	Twice in a Week	4.59				
	Three Times in a Week	4.77				
	Once in a Month	4.69				
	Occasionally	4.52				
3. Employees who are consistently courteous	Daily	4.67	0.848	0.516	Do not Reject Ho	Not Significant
	Once in a week	4.60				
	Twice in a Week	4.59				
	Three Times in a Week	4.79				
	Once in a Month	4.65				
	Occasionally	4.62				
4. Readiness to respond to users' questions	Daily	4.75	0.973	0.435	Do not Reject Ho	Not Significant
	Once in a week	4.61				
	Twice in a Week	4.76				
	Three Times in a Week	4.79				
	Once in a Month	4.69				
	Occasionally	4.63				
5. Employees who have the knowledge to answer user questions	Daily	4.84	1.516	0.184	Do not Reject Ho	Not Significant
	Once in a week	4.68				
	Twice in a Week	4.57				
	Three Times in a Week	4.73				
	Once in a Month	4.54				
	Occasionally	4.66				
6. Employees who deal with users in a caring fashion	Daily	4.58	1.287	0.269	Do not Reject Ho	Not Significant
	Once in a week	4.67				
	Twice in a Week	4.54				
	Three Times in a Week	4.71				
	Once in a Month	4.58				
	Occasionally	4.48				
7. Employees who understand the needs of their users	Daily	4.71	1.137	0.340	Do not Reject Ho	Not Significant
	Once in a week	4.57				
	Twice in a Week	4.73				
	Three Times in a Week	4.77				
	Once in a Month	4.62				
	Occasionally	4.68				
8. Willingness to help users	Daily	4.73	0.793	0.555	Do not Reject Ho	Not Significant
	Once in a week	4.63				
	Twice in a Week	4.68				
	Three Times in a Week	4.79				
	Once in a Month	4.73				
	Occasionally	4.65				
9. Dependability in handling users' service problems	Daily	4.62	0.943	0.453	Do not Reject Ho	Not Significant
	Once in a week	4.58				
	Twice in a Week	4.59				
	Three Times in a Week	4.70				
	Once in a Month	4.54				

	Occasionally	4.44				
Overall Weighted Mean	Daily	4.68	1.374	0.233	Do not Reject Ho	Not Significant
	Once in a week	4.61				
	Twice in a Week	4.62				
	Three Times in a Week	4.76				
	Once in a Month	4.62				
	Occasionally	4.58				

Table 31 illustrates if there are substantial differences in library customers' expectations of library services in terms of service impact based on the frequency of their visits. As seen above, there is only one significant difference in the expectation for ""Employees who instill confidence in users"" with f-value of 2.252 and p-value of 0.049, hence the null hypothesis is rejected and there is a significant difference in expectations among the groups. Users who come three times per week have the highest expectations (WM = 4.84), while those who visit only seldom have the lowest (WM = 4.51). For the rest of the indicators, "Giving users individual attention" with f-value of 1.371 and p-value of 0.235; "Employees who are consistently courteous" with f-value of 0.848 and p-value of 0.516; "Readiness to respond to users' questions" with p-value of 0.973 and p-value of 0.435; "Employees who know to answer user questions" with f-value of 1.516 and 100 p-value of 0.184; "Employees who deal with users in a caring fashion" with f-value of Overall, there are no significant changes in expectations between the groups, therefore the null hypothesis is not rejected. Visitors who visit three times per week have the highest expectations (WM = 4.76), while those who visit only seldom have the lowest (WM = 4.58).

Table 32: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Affect of Service When They are Grouped According to Frequency of Use of Library.

Affect of Service Indicator	Frequency	N	Subset for alpha = 0.05
			1
1. Employees who instill confidence in users	Occasionally	79	4.51
	Once in a Month	26	4.54
	Once in a week	88	4.56
	Twice in a Week	37	4.57
	Daily	55	4.62
	Three Times in a Week	56	4.84

Table 32 presents a Post Hoc Analysis of the service indicator "Employees who instill confidence in users," categorized by the frequency of library visits. The significance level is set at alpha = 0.05. Users who visit the library three times in a week have the highest expectations for employees who instill confidence, with a mean score of 4.84 while users who visit the library occasionally have the lowest expectations, with a mean score of 4.51. Users who visit once in a month, once in a week, and twice in a week have moderate expectations, with mean scores ranging from 4.54 to 4.57. Daily visitors also have relatively high expectations, with a mean score of 4.62. The data indicates that the frequency of library visits is associated with varying levels of expectations for employees who instill confidence in users. More frequent visitors (three times in a week) have the highest expectations, while occasional visitors have the lowest. This suggests that regular users may develop higher standards and expectations for the quality of service provided by library employees. Libraries might consider this variation in expectations when planning and training staff to ensure they meet the needs of their most frequent users.

Table 33: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Information Control When They are Grouped According to Frequency of Use of Library.

Information Control Indicators	Frequency of Visits	WM	F- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Daily	4.67	1.507	0.187	Do not Reject Ho	Not Significant
	Once in a week	4.57				
	Twice in a Week	4.54				
	Three Times in a Week	4.63				
	Once in a Month	4.65				
	Occasionally	4.41				
2. A library Website enabling me to locate information on my own	Daily	4.67	0.90	0.443	Do not Reject Ho	Not Significant
	Once in a week	4.47				
	Twice in a Week	4.49				
	Three Times in a Week	4.57				
	Once in a Month	4.58				
	Occasionally	4.46				
3. The printed library materials I need for my work	Daily	4.69	2.235	0.051	Do not Reject Ho	Not Significant
	Once in a week	4.52				
	Twice in a Week	4.43				
	Three Times in a Week	4.52				
	Once in a Month	4.69				
	Occasionally	4.34				
4. The electronic Information resources I need	Daily	4.67	1.499	0.190	Do not Reject Ho	Not Significant
	Once in a week	4.65				
	Twice in a Week	4.46				
	Three Times in a Week	4.64				
	Once in a Month	4.69				
	Occasionally	4.47				
5. Modern equipment that lets me easily access needed information	Daily	4.67	1.051	0.388	Do not Reject Ho	Not Significant
	Once in a week	4.59				
	Twice in a Week	4.49				
	Three Times in a Week	4.66				
	Once in a Month	4.58				
	Occasionally	4.46				
6. Easy-to- use access tools that allow me to find things on my own	Daily	4.67	1.052	0.387	Do not Reject Ho	Not Significant
	Once in a week	4.56				
	Twice in a Week	4.46				
	Three Times in a Week	4.57				
	Once in a Month	4.69				
	Occasionally	4.46				
7. Making information easily accessible for independent use	Daily	4.69	2.110	0.064	Do not Reject Ho	Not Significant
	Once in a week	4.55				
	Twice in a Week	4.54				
	Three Times in a Week	4.68				
	Once in a Month	4.62				
	Occasionally	4.37				
8. Print and/or electronic collections I require for my work	Daily	4.64	1.109	0.355	Do not Reject Ho	Not Significant
	Once in a week	4.48				
	Twice in a Week	4.43				
	Three Times in a Week	4.66				
	Once in a Month	4.62				
	Occasionally	4.47				
Overall Weighted Mean	Daily	4.67	1.870	0.099	Do not Reject Ho	Not Significant
	Once in a week	4.55				
	Twice in a Week	4.48				
	Three Times in a Week	4.62				
	Once in a Month	4.64				
	Occasionally	4.43				

Table 33 presents whether there are significant differences in library users' expectations for information control based on the frequency of their visits. Across all aspects of information control, there are no statistically significant variations in expectations between different user categories (based on visit frequency); therefore, the null hypothesis is not rejected. Specifically, the following aspects were considered: "Making electronic resources accessible from my home or office" (f-value = 1.507, p-value = 0.187), "A library website enabling me to locate information on my own" (f-value = 0.960, p-value = 0.443), "The printed library materials I need for my work" (f-value = 2.235, p-value = 0.051), "The electronic information resources I need" (f-value = 1.499, p-value = 0.190), and "Modern equipment that lets me easily access needed information." Overall, there are no significant changes in expectations between groups; hence, the null hypothesis is not rejected. It's noted that monthly visitors demonstrate slightly greater expectations (WM = 4.64), while occasional visitors have the lowest (WM = 4.43).

Table 34: Test of Significant Difference of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Frequency of Use of Library.

Library as a Place Indicators	Frequency of Visits	WM	F-value	p-value	Decision	Conclusion
1. Library space that inspires study and learning	Daily	4.76	1.095	0.363	Do not Reject Ho	Not Significant
	Once in a week	4.77				
	Twice in a Week	4.81				
	Three Times in a Week	4.86				
	Once in a Month	4.88				
	Occasionally	4.67				
2. Quiet space for individual activities	Daily	4.76	2.767	0.018	Reject Ho	Significant
	Once in a week	4.63				
	Twice in a Week	4.59				
	Three Times in a Week	4.77				
	Once in a Month	4.81				
	Occasionally	4.42				
3. A comfortable and inviting location	Daily	4.78	0.896	0.484	Do not Reject Ho	Not Significant
	Once in a week	4.68				
	Twice in a Week	4.65				
	Three Times in a Week	4.80				
	Once in a Month	4.88				
	Occasionally	4.76				
4. A getaway for study, learning, or research	Daily	4.76	0.765	0.576	Do not Reject Ho	Not Significant
	Once in a week	4.74				
	Twice in a Week	4.68				
	Three Times in a Week	4.82				
	Once in a Month	4.92				
	Occasionally	4.75				
5. Community space for group learning and group study	Daily	4.78	1.113	0.353	Do not Reject Ho	Not Significant
	Once in a week	4.75				
	Twice in a Week	4.76				
	Three Times in a Week	4.89				
	Once in a Month	4.92				
	Occasionally	4.73				
Overall Weighted Mean	Daily	4.77	1.445	0.208	Do not Reject Ho	Not Significant
	Once in a week	4.71				
	Twice in a Week	4.70				
	Three Times in a Week	4.83				
	Once in a Month	4.88				
	Occasionally	4.67				

Table 34 presents the results of a statistical analysis that examined whether there are notable variations in library users' expectations of library services based on the frequency of their visits. The analysis revealed that only one indicator, "Quiet space for individual activities," showed a significant difference (with an f-value of 2.767 and p-value of 0.018). This led to the rejection of the null hypothesis, indicating that the expectations of the groups varied significantly. As for the other indicators: "Library space that inspires study and learning" (f-value of 1.095, p-value of 0.363), "A comfortable and inviting location" (f-value of 0.896, p-value of 0.484), "A getaway for study, learning, or research" (f-value of 0.765, p-value of 0.576), and "Community space for group learning and group study" (f-value of 1.113, p-value of 0.353), there were no significant differences in expectations among the various visit frequency categories. Therefore, the null hypothesis is not rejected. The overall conclusion is that there are no significant changes in expectations between the groups. It was found that once-a-month visitors have the highest expectations (WM = 4.88), while occasional visitors have the lowest (WM = 4.67).

Table 35: Post Hoc Analysis of the Library Users' Expectations of Library Services in Terms of Library as a Place When They are Grouped According to Frequency of Use of Library.

Library as a Place Indicator	Frequency	N	Subset for alpha = 0.05
			1
1. Quiet space for individual activities	Occasionally	79	4.42
	Twice in a Week	37	4.59
	Once in a week	88	4.63
	Daily	55	4.76
	Three Times in a Week	56	4.77
	Once in a Month	26	4.81

Table 35 presents a Post Hoc Analysis of the service indicator "Quiet space for individual activities," categorized by the frequency of library visits. The significance level is set at alpha = 0.05. Users who visit the library once in a month have the highest expectations for quiet spaces, with a mean score of 4.81 while users who visit the library occasionally have the lowest expectations, with a mean score of 4.42. Users who visit twice in a week have a mean score of 4.59. Users who visit once a week have a mean score of 4.63. Daily visitors have relatively high expectations, with a mean score of 4.76. Users who visit three times in a week have a mean score of 4.77. The frequency of library visits is associated with varying levels of expectations for quiet spaces for individual activities. Users who visit less frequently (once in a month) have the highest expectations, while occasional visitors have the lowest. This suggests that infrequent visitors may place a higher value on having a quiet space available when they do visit. Libraries might consider these variations in expectations when planning and managing their spaces to ensure they meet the needs of both frequent and infrequent visitors.

Significant Difference in the library users' perceptions when they are Grouped According to Profile

Table 36: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Affect of Service When They are Grouped According to Age.

Affect of Service Indicators	Age	WM	F- value	p- value	Decision	Conclusion
1. Employee s who instill confidence in users	12 Years Old & Below	3.88	0.615	0.652	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.92				
	22 to 35 Years Old	3.76				
	36 to 59 Years Old	4.00				
	60 Years Old & Above	3.56				
2. Giving users	12 Years Old & Below	4.00	1.551	0.187	Do not	Not

individual attention	13 to 21 Years Old	4.02			Reject Ho	Significant
	22 to 35 Years Old	3.73				
	36 to 59 Years Old	4.11				
	60 Years Old & Above	3.89				
3. Employees who are consistently courteous	12 Years Old & Below	4.38	0.809	0.520	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.05				
	22 to 35 Years Old	3.92				
	36 to 59 Years Old	4.22				
	60 Years Old & Above	3.89				
4. Readiness to respond to users' questions	12 Years Old & Below	3.88	1.830	0.123	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.98				
	22 to 35 Years Old	3.63				
	36 to 59 Years Old	3.83				
	60 Years Old & Above	3.67				
5. Employees who have the knowledge to answer user questions	12 Years Old & Below	3.88	1.776	0.133	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.97				
	22 to 35 Years Old	3.63				
	36 to 59 Years Old	3.94				
	60 Years Old & Above	3.56				
6. Employees who deal with users in a caring fashion	12 Years Old & Below	4.13	0.249	0.910	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.99				
	22 to 35 Years Old	3.97				
	36 to 59 Years Old	3.78				
	60 Years Old & Above	3.89				
7. Employees who understand the needs of their users	12 Years Old & Below	3.75	1.244	0.292	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.88				
	22 to 35 Years Old	3.69				
	36 to 59 Years Old	3.78				
	60 Years Old & Above	3.11				
8. Willingness to help users	12 Years Old & Below	4.25	0.078	0.989	Do not Reject Ho	Not Significant
	13 to 21 Years Old	4.14				
	22 to 35 Years Old	4.09				
	36 to 59 Years Old	4.17				
	60 Years Old & Above	4.11				
9. Dependability in handling users' service problems	12 Years Old & Below	3.50	2.049	0.087	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.80				
	22 to 35 Years Old	3.48				
	36 to 59 Years Old	3.78				
	60 Years Old & Above	3.00				
Overall Weighted Mean	12 Years Old & Below	3.96	1.110	0.351	Do not Reject Ho	Not Significant
	13 to 21 Years Old	3.97				
	22 to 35 Years Old	3.77				
	36 to 59 Years Old	3.96				
	60 Years Old & Above	3.63				

Table 36 shows the results of a statistical analysis to see if there are significant changes in library users' perceptions of service affect when grouped by age. As shown, "Employees who instill confidence in users" with an f-value of 0.615 and p-value of 0.652; "Giving users individual attention" with an f-value of 1.551 and p-value of 0.187; "Employees who are consistently courteous" with an f-value of 0.809 and p-value of 0.520; "Readiness to respond to users' questions" with an f-value of 1.830 and p-value 0.123; "Employees who have the knowledge to answer user questions" with an f-value of 1.776 and p-value of 0.133; "Employees who deal with users in a caring fashion" with an f-value of 0.249 and p-value of 0.910; "Employees who understand the needs of their users" with an f-value of 1.244 and p-value of 0.292; "Willingness to help users" with an f-value of 0.078 and p-value of 0.989; and "Dependability in handling users' service problems" with an f-value of 2.049 and p-value of 0.087, all the indicators of

affect of service, the differences in perceptions among the various age groups are not statistically insignificant, therefore the null hypothesis is not rejected. Overall, there are no significant differences in views between groups, therefore the null hypothesis is not rejected. Users aged 36 to 59 years old have significantly higher perceptions (WM = 3.96), whilst those aged 60 and up have the lowest (WM = 3.63).

Table 37: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Age.

Information Control Indicators	Age	WM	F- value	p- value	Decision	Conclusion
1. Making electronic Resources accessible from my home or office	12 Years Old & Below	1.63	0.001	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.45				
	22 to 35 Years Old	2.84				
	36 to 59 Years Old	2.72				
	60 Years Old & Above	1.89				
2. A library Website enabling me to locate information on my own	12 Years Old & Below	1.63	8.319	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.44				
	22 to 35 Years Old	2.87				
	36 to 59 Years Old	2.67				
	60 Years Old & Above	1.89				
3. The printed library materials I need for my work	12 Years Old & Below	2.75	2.953	0.020	Reject Ho	Significant
	13 to 21 Years Old	3.58				
	22 to 35 Years Old	3.18				
	36 to 59 Years Old	3.28				
	60 Years Old & Above	3.00				
4. The electronic information resources I need	12 Years Old & Below	2.50	7.413	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.70				
	22 to 35 Years Old	3.21				
	36 to 59 Years Old	3.33				
	60 Years Old & Above	2.33				
5. Modern equipment that lets me easily access needed information	12 Years Old & Below	2.50	8.331	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.78				
	22 to 35 Years Old	3.49				
	36 to 59 Years Old	3.00				
	60 Years Old & Above	2.22				
6. Easy-to-use access tools that allow me to find things on my own	12 Years Old & Below	2.25	9.800	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.83				
	22 to 35 Years Old	3.30				
	36 to 59 Years Old	3.17				
	60 Years Old & Above	2.11				
7. Making information easily accessible for independent use	12 Years Old & Below	3.00	5.117	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.75				
	22 to 35 Years Old	3.22				
	36 to 59 Years Old	3.11				
	60 Years Old & Above	2.78				
8. Print and/or electronic journal collections I require for my work	12 Years Old & Below	2.38	3.801	0.005	Reject Ho	Significant
	13 to 21 Years Old	3.55				
	22 to 35 Years Old	3.13				
	36 to 59 Years Old	3.00				
	60 Years Old & Above	2.89				
Overall Weighted Mean	12 Years Old & Below	2.33	8.143	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.64				
	22 to 35 Years Old	3.16				
	36 to 59 Years Old	3.03				
	60 Years Old & Above	2.39				

Table 37 depicts the considerable disparities in perceptions of library services linked to information control across age groups. As shown above, “Making electronic resources accessible from my home or office” got an f-value of 5.607 and p-value of 0.001; “A library website enabling me to locate information on my own” with an f-value of 8.319 and p-value of 0.001; “The printed library materials I need for my work” received an f-value of 2.953 and p-value of 0.020; “The electronic information resources I need” with f-value of 7.413 and p-value of 0.001; “Modern equipment that lets me easily access needed information” got an f-value of 8.331 and p-value of 0.001; “Easy-to-use access tools that allow me to find things on my own” with an f-value of 9.800 and p-value of 0.001; “Making information easily accessible for independent use” with an f-value of 5.117 and p-value of 0.001; and last indicator “Print and/or electronic journal collections I require for my work” with an f-value of 3.801 and p-value of 0.005, across all aspects of information control, the differences in perceptions among the various age groups are statistically significant and the null hypothesis is rejected. Overall, there are significant differences in views between groups, therefore the null hypothesis is rejected. Users aged 13 to 21 years old had the highest perceptions (WM = 3.64), while those aged 60 and more have the lowest (WM = 2.39).

Table 38: Post Hoc Analysis of the Library Users’ Perceptions of Library Services in Terms of Information Control When They are Grouped According to Age.

Information Control Indicators	Age	N	Subset for alpha = 0.05		
			1	2	3
1. Making electronic resources accessible from my home or office	12 Years Old & Below	8	1.63		
	60 Years Old & Above	9	1.89		
	36 to 59 Years Old	18	2.72	2.72	
	22 to 35 Years Old	98	2.84	2.84	
	13 to 21 Years Old	208		3.45	
2. A library Website enabling me to locate information on my own	12 Years Old & Below	8	1.63		
	60 Years Old & Above	9	1.89		
	36 to 59 Years Old	18	2.67	2.67	
	22 to 35 Years Old	98	2.87	2.87	
	13 to 21 Years Old	208		3.44	
3. The printed library materials I need for my work	12 Years Old & Below	8	2.75		
	60 Years Old & Above	9	3.00		
	22 to 35 Years Old	98	3.18		
	36 to 59 Years Old	18	3.28		
	13 to 21 Years Old	208	3.58		
4. The electronic information resources I need	60 Years Old & Above	9	2.33		
	12 Years Old & Below	8	2.50		
	22 to 35 Years Old	98	3.21	3.21	
	36 to 59 Years Old	18	3.33	3.33	
	13 to 21 Years Old	208		3.70	
5. Modern equipment that lets me easily access needed information	60 Years Old & Above	9	2.22		
	12 Years Old & Below	8	2.50	2.50	
	36 to 59 Years Old	18	3.00	3.00	3.00
	22 to 35 Years Old	98		3.49	3.49
	13 to 21 Years Old	208			3.78
6. Easy-to-use access tools that allow me to find things on my own	60 Years Old & Above	9	2.11		
	12 Years Old & Below	8	2.25	2.25	
	36 to 59 Years Old	18	3.17	3.17	3.17
	22 to 35 Years Old	98		3.30	3.30
	13 to 21 Years Old	208			3.83
7. Making information easily accessible for	60 Years Old & Above	9	2.78		
	12 Years Old & Below	8	3.00		
	36 to 59 Years Old	18	3.11		

independent use	22 to 35 Years Old	98	3.22		
	13 to 21 Years Old	208	3.75		
8. Print and/or electronic journal collections I require for my work	12 Years Old & Below	8	2.38		
	60 Years Old & Above	9	2.89		
	36 to 59 Years Old	18	3.00		
	22 to 35 Years Old	98	3.13		
	13 to 21 Years Old	208	3.55		
Overall Weighted Mean	12 Years Old & Below	8	2.33		
	60 Years Old & Above	9	2.39		
	36 to 59 Years Old	18	3.03	3.03	
	22 to 35 Years Old	98	3.16	3.16	
	13 to 21 Years Old	208		3.64	

The Post Hoc Analysis Table 38 provides insights into the expectations of different age groups for various information control indicators in the library. Highest overall perceptions are in users aged 22 to 35 years old (WM = 3.03) while the lowest overall perceptions are in users aged 12 years old and below (WM=1.96). The subset analysis groups age categories based on their mean scores for each indicator, showing significant differences at an alpha level of 0.05. The higher the subset number, the higher the perceptions. The data indicates significant variations in library user perceptions based on age. Users aged 60 years and above generally have high perceptions for electronic resources and ease of access, while younger users (12 years old and below) have the lowest perceptions across most indicators. Notably, users aged 22 to 35 years old show consistently high overall perceptions. This pattern suggests that libraries should prioritize enhancing electronic resource access and usability to cater to the high perceptions of older users and young adults, while also focusing on engaging and user-friendly resources for younger users to increase their satisfaction.

Table 39: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Age.

Library as a Place Indicators	Age	WM	F- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	12 Years Old & Below	3.25	3.315	0.011	Reject Ho	Significant
	13 to 21 Years Old	3.81				
	22 to 35 Years Old	3.32				
	36 to 59 Years Old	3.56				
	60 Years Old & Above	2.67				
2. Quiet space for individual activities	12 Years Old & Below	1.88	6.979	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.47				
	22 to 35 Years Old	2.86				
	36 to 59 Years Old	2.83				
	60 Years Old & Above	1.67				
3. A comfortable and inviting location	12 Years Old & Below	2.75	4.715	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.77				
	22 to 35 Years Old	3.48				
	36 to 59 Years Old	3.11				
	60 Years Old & Above	2.33				
4. A getaway for study, learning, or research	12 Years Old & Below	3.00	4.572	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.92				
	22 to 35 Years Old	3.66				
	36 to 59 Years Old	3.17				
	60 Years Old & Above	2.67				
5. Community space for group learning and	12 Years Old & Below	2.13	6.928	0.001	Reject Ho	Significant
	13 to 21 Years Old	3.70				
	22 to 35 Years Old	3.15				

group study	36 to 59 Years Old	2.89	5.924	0.001	Reject Ho	Significant
	60 Years Old & Above	1.89				
Overall Weighted Mean	12 Years Old & Below	2.60				
	13 to 21 Years Old	3.74				
	22 to 35 Years Old	3.29				
	36 to 59 Years Old	3.11				
	60 Years Old & Above	2.24				

Table 39 shows an investigation of library customers' perceptions of the library as a place, broken down by age group. This means that all of these indicators: "Library space that inspires study and learning" with an f-value of 3.315 and p- value of 0.011; "Quiet space for individual activities" with an f-value of 6.979 and p- value of 0.001; "A comfortable and inviting location" with an f-value of 4.715 and p- value of 0.001; "A getaway for study, learning, or research" with an f-value of 4.572 and p-value of 0.001; and "Community space for group learning and group study" with an f-value of 6.928 and p-value of 0.001, the Overall, views differ significantly between age groups, and the null hypothesis is rejected. Users aged 13 to 21 years old had the highest perceptions (WM = 3.74), while those aged 60 and more have the lowest (WM = 2.24).

Table 40: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Age.

Library as a Place Indicator	Age	N	Subset for alpha = 0.05	
			1	2
1. Library space that inspires study and learning	60 Years Old & Above	9	2.67	
	12 Years Old & Below	8	3.25	
	22 to 35 Years Old	98	3.32	
	36 to 59 Years Old	18	3.56	
	13 to 21 Years Old	208	3.81	
2. Quiet space for individual activities	60 Years Old & Above	9	1.67	
	12 Years Old & Below	8	1.88	
	36 to 59 Years Old	18	2.83	2.83
	22 to 35 Years Old	98	2.86	2.86
	13 to 21 Years Old	208		3.47
3. A comfortable and inviting location	60 Years Old & Above	9	2.33	
	12 Years Old & Below	8	2.75	2.75
	36 to 59 Years Old	18	3.11	3.11
	22 to 35 Years Old	98	3.48	3.48
	13 to 21 Years Old	208		3.77
4. A getaway for study, learning, or research	60 Years Old & Above	9	2.67	
	12 Years Old & Below	8	3.00	3.00
	36 to 59 Years Old	18	3.17	3.17
	22 to 35 Years Old	98	3.66	3.66
	13 to 21 Years Old	208		3.92
5. Community space for group learning and group study	60 Years Old & Above	9	1.89	
	12 Years Old & Below	8	2.13	
	36 to 59 Years Old	18	2.89	2.89
	22 to 35 Years Old	98	3.15	3.15
	13 to 21 Years Old	208		3.70
Overall Weighted Mean	60 Years Old & Above	9	2.24	
	12 Years Old & Below	8	2.60	2.60
	36 to 59 Years Old	18	3.11	3.11
	22 to 35 Years Old	98	3.29	3.29
	13 to 21 Years Old	208		3.74

The Post Hoc Analysis Table 40 provides insights into users' expectations for various indicators related to the library as a place, segmented by age groups. Highest overall perceptions are users aged 13 to 21 years old (WM = 3.74) while the lowest overall perceptions are users aged 60 years old and above (WM = 2.24). The subset analysis groups age categories based on their mean scores for each indicator, showing statistical differences at an alpha level of 0.05. Higher subset numbers indicate higher perceptions. Younger users (13 to 21 years old) have the highest perceptions across all indicators, suggesting they highly value library spaces that inspire learning, provide quiet areas, and offer community and comfortable spaces for study and group activities. Older users (60 years and above) exhibit the lowest perceptions for all indicators, indicating a lesser emphasis on these aspects compared to younger users. The data highlights significant variations in expectations for the library as a place based on age. Younger users (13 to 21 years old) consistently have the highest expectations for all the listed indicators, while older users (60 years and above) have the lowest. Libraries should prioritize creating inspiring, comfortable, and versatile spaces that cater to the high perceptions of younger users while ensuring that the needs of older users are also met.

Table 41: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Affect of Service When They are Grouped According to Gender.

Affect of Service Indicators	Gender	WM	t- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	Male	3.96	1.552	0.122	Do not Reject Ho	Not Significant
	Female	3.77				
2. Giving users individual attention	Male	4.05	1.939	0.053	Do not Reject Ho	Not Significant
	Female	3.84				
3. Employees who are consistently courteous	Male	4.10	1.344	0.180	Do not Reject Ho	Not Significant
	Female	3.95				
4. Readiness to respond to users' questions	Male	3.95	1.493	0.136	Do not Reject Ho	Not Significant
	Female	3.77				
5. Employees who have the knowledge to answer user questions	Male	3.93	1.142	0.254	Do not Reject Ho	Not Significant
	Female	3.79				
6. Employees who deal with users in a caring fashion	Male	4.09	2.211	0.028	Reject Ho	Significant
	Female	3.86				
7. Employees who understand the needs of their users	Male	3.83	0.610	0.542	Do not Reject Ho	Not Significant
	Female	3.76				
8. Willingness to help users	Male	4.23	1.923	0.055	Do not Reject Ho	Not Significant
	Female	4.03				
9. Dependability in handling users' service problems	Male	3.76	1.146	0.252	Do not Reject Ho	Not Significant
	Female	3.61				
Overall Weighted Mean	Male	3.99	1.741	0.083	Do not Reject Ho	Not Significant
	Female	3.82				

Table 41 assesses whether there are substantial gender disparities in library customers' opinions of library services in terms of their affect. There was just one significant difference in the expectation for "Employees who deal with users in a caring fashion" (t-value = 2.211, p-value = 0.028), hence the null hypothesis is rejected. While for other aspects such as "Employees who instill confidence in users" with a t-value of 1.552 and p-value of 0.122; "Giving users individual attention" with a t-value of 1.939 and p-value of 0.053; "Employees who are consistently courteous" with a t-value of 1.344 and p-value of 0.180; "Readiness to respond to users' questions" with a t-value of 1.493 and p-value of 0.136; "Employees who have the knowledge to answer user questions" with a Overall, there is no substantial difference in views among genders, hence the null hypothesis for this feature is not rejected.

Table 42: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Gender.

Information Control Indicators	Gender	WM	t- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Male	3.32	2.090	0.037	Reject Ho	Significant
	Female	2.99				
2. A library Website enabling me to locate information on my own	Male	3.29	1.776	0.077	Do not Reject Ho	Not Significant
	Female	3.02				
3. The printed library materials I need for my work	Male	3.51	1.519	0.130	Do not Reject Ho	Not Significant
	Female	3.32				
4. The electronic information resources I need	Male	3.60	1.846	0.066	Do not Reject Ho	Not Significant
	Female	3.36				
5. Modern equipment that lets me easily access needed information	Male	3.67	1.353	0.177	Do not Reject Ho	Not Significant
	Female	3.50				
6. Easy-to-use access tools that allow me to find things on my own	Male	3.69	1.921	0.056	Do not Reject Ho	Not Significant
	Female	3.43				
7. Making information easily accessible for independent use	Male	3.57	0.641	0.522	Do not Reject Ho	Not Significant
	Female	3.48				
8. Print and/or electronic journal collections I require for my work	Male	3.44	1.209	0.228	Do not Reject Ho	Not Significant
	Female	3.27				
Overall Weighted Mean	Male	3.51	1.766	0.078	Do not Reject Ho	Not Significant
	Female	3.30				

Table 42 examines the attitudes of library customers regarding information control services, broken down by gender. The only statistically significant difference is in the perception of "making electronic resources accessible from my home or office" (t-value = 2.090, p-value = 0.037), hence the null hypothesis is rejected. Males perceive electronic resources as more accessible from home or the office than females. Other aspects, such as locating information through the library website with a t-value of 1.776 and p-value of 0.077, printed materials with a t-value of 1.519 and p-value of 0.130, electronic resources with a t-value of 1.846 and p-value of 0.066, modern equipment with a t-value of 1.353 and p-value of 0.177, easy-to-use access tools with a t-value of 1.921 and p-value of 0.056, accessibility of information for independent use with a t-value of 0.641 and p-value of Overall, there is no substantial difference in how males and females perceive information control in the library, hence the null hypothesis is not rejected.

Table 43: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library As a Place When They are Grouped According to Gender.

Library as a Place Indicators	Gender	WM	t- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	Male	3.65	0.535	0.593	Do not Reject Ho	Not Significant
	Female	3.57				
2. Quiet space for individual activities	Male	3.30	1.413	0.159	Do not Reject Ho	Not Significant
	Female	3.06				
3. A comfortable and inviting location	Male	3.63	0.444	0.657	Do not Reject Ho	Not Significant
	Female	3.56				
4. A getaway for study, learning, or research	Male	3.74	-0.138	0.890	Do not Reject Ho	Not Significant
	Female	3.76				
5. Community space for group learning and group study	Male	3.54	1.506	0.133	Do not Reject Ho	Not Significant
	Female	3.29				
Overall Weighted Mean	Male	3.57	0.867	0.387	Do not Reject Ho	Not Significant
	Female	3.45				

Table 43 presents a statistical examination of customers' impressions of library services, classified by gender, across many characteristics of the library as a Place. As shown, "Library space that inspires study and learning" with a t-value of 0.535 and p-value of 0.593; "Quiet space for individual activities" with a t-value of 1.413 and p-value of 0.159; "A

comfortable and inviting location" with t-value of 0.444 and p-value of 0.657; "Community space for group learning and group study" with t-value of 1.506 and p-value of 0.133; for all the indicators, the conclusion is insignificant, meaning that there is no significant difference. The overall weighted mean likewise reveals no significant difference between male and female impressions, with a t-value of 0.867 and p-value of 0.387, corroborating the conclusion that gender had no significant influence on perceptions of library services in this study.

Table 44: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Affect of Service When They are Grouped According to Civil Status.

Affect of Service Indicators	Civil Status	WM	t- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	Single	3.88	0.444	0.658	Do not Reject Ho	Not Significant
	Married	3.78				
2. Giving users individual attention	Single	3.94	0.082	0.934	Do not Reject Ho	Not Significant
	Married	3.93				
3. Employees who are consistently courteous	Single	4.02	0.169	0.866	Do not Reject Ho	Not Significant
	Married	4.00				
4. Readiness to respond to users' questions	Single	3.89	1.560	0.120	Do not Reject Ho	Not Significant
	Married	3.56				
5. Employees who have the knowledge to answer user questions	Single	3.89	1.502	0.134	Do not Reject Ho	Not Significant
	Married	3.56				
6. Employees who deal with users in a caring fashion	Single	3.99	1.267	0.206	Do not Reject Ho	Not Significant
	Married	3.74				
7. Employees who understand the needs of their users	Single	3.83	1.683	0.093	Do not Reject Ho	Not Significant
	Married	3.44				
8. Willingness to help users	Single	4.13	0.085	0.933	Do not Reject Ho	Not Significant
	Married	4.11				
9. Dependability in handling users' service problems	Single	3.71	1.791	0.082	Do not Reject Ho	Not Significant
	Married	3.37				
Overall Weighted Mean	Single	3.92	1.493	0.144	Do not Reject Ho	Not Significant
	Married	3.72				

Table 44 examines how customers perceive library services based on their civil status. Perceptions are measured using a variety of service factors relating to the affective quality of service offered by library staff. As shown in all the indicators, "Employees Who Instill Confidence in Users" with a t-value of 0.444 and p-value of 0.658; "Giving Users Individual Attention" with a t-value of 0.082 and p-value of 0.934; "Employees Who Are Consistently Courteous" with a t-value of 0.169 and p-value of 0.866; "Readiness to Respond to Users' Questions" with a t-value of 1.560 and p-value of 0.120; "Employees Who Have the Knowledge to Answer User Questions" with a t-value of 1.502 and p-value of 0.134; "Employees Who Deal with Users in a Caring Fashion" with a t-value of 1.267 and p-value of 0.206; "Employees Who Understand the Needs of Their Users" with a t-value of 1.683 and p-value of 0.093; "Willingness to Help Users" with a t-value of 0.085 and p-value of 0.933; and "Dependability in Handling Users' Service Problems" with t-value of 1.791 and p-value of 0.082, conclude as insignificant, meaning no significant difference in perceptions between single and married users for any of the indicators, therefore the null hypothesis is not rejected. Overall, single and married users had similar perceptions of library services. Both groups share similar general perspectives on the level of service given by the library.

Table 45: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Civil Status.

Information Control Indicators	Civil Status	WM	t- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Single	3.23	3.206	0.001	Reject Ho	Significant
	Married	2.30				
2. A library Website enabling me to locate information on my own	Single	3.23	3.319	0.001	Reject Ho	Significant
	Married	2.30				
3. The printed library materials I need for my work	Single	3.44	2.134	0.040	Reject Ho	Significant
	Married	3.07				
4. The electronic information resources I need	Single	3.53	2.900	0.007	Reject Ho	Significant
	Married	2.93				
5. Modern equipment that lets me easily access needed information	Single	3.67	4.094	0.001	Reject Ho	Significant
	Married	2.74				
6. Easy-to-use access tools that allow me to find things on my own	Single	3.63	3.099	0.002	Reject Ho	Significant
	Married	2.85				
7. Making information easily accessible for independent use	Single	3.57	2.018	0.044	Reject Ho	Significant
	Married	3.07				
8. Print and/or electronic journal collections I require for my work	Single	3.40	2.226	0.033	Reject Ho	Significant
	Married	2.89				
Overall Weighted Mean	Single	3.46	3.120	0.002	Reject Ho	Significant
	Married	2.77				

Table 45 presents how single and married library customers view different components of information control and accessibility given by the library. The investigation reveals significant differences in opinions of information control services between single and married customers for all investigated factors. As shown in the table above, "Making Electronic Resources Accessible from My Home or Office" has a t-value of 3.206 with a p-value of 0.001; "A Library Website Enabling Me to Locate Information on My Own" has a t-value of 3.319 with a p-value of 0.001; "The Printed Library Materials I Need for My Work" has t-value of 2.134 with a p-value of 0.040; "The Electronic Information Resources I Need" has t-value of 2.900 with a p-value of 0.007; "Modern Equipment That Lets Me Easily Access A p-value of less than 0.05 indicates statistically significant differences between groups; hence the null hypothesis is rejected. Single users had a much better opinion of the library's information control services than married users. This difference is significant across all investigated features; hence, the null hypothesis for these library services is rejected.

Table 46: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Civil Status.

Library as a Place Indicators	Civil Status	WM	t- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	Single	3.66	2.265	0.030	Reject Ho	Significant
	Married	3.15				
2. Quiet space for individual activities	Single	3.26	2.967	0.003	Reject Ho	Significant
	Married	2.33				
3. A comfortable and inviting location	Single	3.67	4.874	0.001	Reject Ho	Significant
	Married	2.67				
4. A getaway for study, learning, or research	Single	3.82	3.275	0.001	Reject Ho	Significant
	Married	3.00				
5. Community space for group learning and group study	Single	3.50	3.465	0.001	Reject Ho	Significant
	Married	2.44				
Overall Weighted Mean	Single	3.58	4.035	0.001	Reject Ho	Significant
	Married	2.72				

Table 46 shows the considerable disparities in library patrons' impressions of the library as a place based on their civil status (single or married). The analysis reveals significant differences in views of the library environment between single and married customers for all investigated indicators. As shown in the table, "Library Space that Inspires Study and Learning" has t-value of 2.265 with p-value of 0.030; "Quiet Space for Individual Activities" has t-value of 2.967 with p-value of 0.003; "A Comfortable and Inviting Location" has t-value of 4.874 with p-value of 0.001; "A Getaway for Study, Learning, or Research" has t-value of 3.275 with p-value of 0.001; and "Community Space for Group Learning and Group Study" has a t-value of 3.465 with p-value Overall, single individuals have a substantially higher positive view of the library as a location than married users. This difference is highly substantial; hence the null hypothesis is rejected in these cases.

Table 47: Test of Significant Difference of the Library Users' Perception of Library Services in Terms of Affect of Service When They are Grouped According to Category.

Affect of Service Indicators	Category	WM	F- value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	College Student	3.91	1.448	0.218	Do not Reject Ho	Not Significant
	HS Student	3.69				
	Elementary Student	3.93				
	Employee	4.22				
	Senior Citizens	3.56				
2. Giving users individual attention	College Student	3.96	0.349	0.845	Do not Reject Ho	Not Significant
	HS Student	3.84				
	Elementary Student	4.00				
	Employee	4.04				
	Senior Citizens	3.89				
3. Employees who are consistently courteous	College Student	4.12	3.496	0.008	Reject Ho	Significant
	HS Student	3.72				
	Elementary Student	4.29				
	Employee	4.26				
	Senior Citizens	3.89				
4. Readiness to respond to users' questions	College Student	3.96	1.289	0.274	Do not Reject Ho	Not Significant
	HS Student	3.67				
	Elementary Student	3.79				
	Employee	3.91				
	Senior Citizens	3.67				
5. Employees who have the knowledge to answer user questions	College Student	3.94	1.210	0.306	Do not Reject Ho	Not Significant
	HS Student	3.70				
	Elementary Student	3.71				
	Employee	4.09				
	Senior Citizens	3.56				
6. Employees who deal with users in a caring fashion	College Student	4.11	3.584	0.007	Reject Ho	Significant
	HS Student	3.66				
	Elementary Student	4.07				
	Employee	4.13				
	Senior Citizens	3.89				
7. Employees who understand the needs of their users	College Student	3.87	1.409	0.231	Do not Reject Ho	Not Significant
	HS Student	3.66				
	Elementary Student	3.79				
	Employee	3.96				
	Senior Citizens	3.11				
8. Willingness to help users	College Student	4.22	2.871	0.023	Reject Ho	Significant
	HS Student	3.85				
	Elementary Student	4.29				
	Employee	4.35				

	Senior Citizens	4.11				
9. Dependability in handling users' service problems	College Student	3.81	2.570	0.038	Reject Ho	Significant
	HS Student	3.44				
	Elementary Student	3.57				
	Employee	3.91				
	Senior Citizens	3.00				
Overall Weighted Mean	College Student	3.99	2.303	0.058	Do not Reject Ho	Not Significant
	HS Student	3.69				
	Elementary Student	3.94				
	Employee	4.10				
	Senior Citizens	3.63				

Table 47 examines how different user groups view various components of library services connected to the affect of service. There are significant differences in perceptions among user groups for the indicators "Employees who are consistently courteous has f-value of 3.496 with p-value of 0.008," "Employees who deal with users in a caring fashion has f-value of 3.584 with p-value of 0.007," "Willingness to help users has f-value of 2.871 with p-value of 0.023," and "Dependability in handling users' service problems has f-value of 2.570 with p-value of 0.038," there are significant differences in perceptions among user groups, therefore the null hypothesis is rejected. For indicators "Employees Who Instill Confidence in Users" has f-value of 1.448 with p-value of 0.218; "Giving Users Individual Attention" has f-value of 0.349 with p-value of 0.845; "Readiness to Respond to Users' Questions" has f-value of 1.289 with p-value of 0.274; "Employees Who Have the Knowledge to Answer User Questions" has f-value of 1.210 with p-value of 0.306; and "Employees Who Understand the Needs of Their Users" has f-value of Overall, evaluations of library services do not differ significantly between user groups; however, there is a trend toward better ratings by employees and elementary pupils compared to older residents, so the null hypothesis is not rejected.

Table 48: Post Hoc Analysis of the Library Users' Perception of Library Services in Terms of Affect of Service When They are Grouped According to Category.

Affect of Service Indicator	Category	N	Subset for alpha = 0.05
			1
3. Employees who are consistently courteous	HS Student	98	3.72
	Senior Citizens	9	3.89
	College Student	188	4.12
	Employee	23	4.26
	Elementary Student	14	4.29
6. Employees who deal with users in a caring fashion	HS Student	98	3.66
	Senior Citizens	9	3.89
	Elementary Student	14	4.07
	College Student	188	4.11
	Employee	23	4.13
8. Willingness to help users	HS Student	98	3.85
	Senior Citizens	9	4.11
	College Student	188	4.22
	Elementary Student	14	4.29
	Employee	23	4.35
9. Dependability in handling users' service problems	Senior Citizens	9	3.00
	HS Student	98	3.44
	Elementary Student	14	3.57
	College Student	188	3.81
	Employee	23	3.91

Table 48 presents a Post Hoc Analysis of the "Affect of Service Indicator" across different user categories, with a significance level (alpha) of 0.05. Employees generally receive the highest ratings across all service indicators, indicating that library employees themselves perceive a high level of service quality. Elementary Students also provide high ratings, particularly for courteousness (4.29) and willingness to help (4.29). HS Students and Senior Citizens tend to rate the services lower across the indicators. Senior Citizens rate the lowest in dependability (3.00) and are relatively low in other categories as well. HS Students rate lowest for courteousness (3.72) and caring fashion (3.66). All user categories rate "Employees who are consistently courteous" and "Willingness to help users" higher than "Dependability in handling users' service problems". The ratings suggest a perceived gap in dependability, especially from the perspective of Senior Citizens and HS Students. The data indicates areas of strength and areas needing improvement, providing a clear direction for enhancing library services to better meet the needs of all users.

This verifies Choshaly, S. H., & Mirabolghasemi, M. (2018), who found that undergraduate students visit libraries more. Library administrators must prioritize and meet this category's demands. It's also been shown that services, information control, and library space improve library users' contentment.

Table 49: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Category.

Information Control Indicators	Category	WM	F-value	p-value	Decision	Conclusion
1. Making electronic Resources accessible from my home or office	College Student	3.36	8.516	0.001	Reject Ho	Significant
	HS Student	3.28				
	Elementary Student	1.50				
	Employee	2.65				
	Senior Citizens	1.89				
2. A library Website enabling me to locate information on my own	College Student	3.34	8.399	0.001	Reject Ho	Significant
	HS Student	3.31				
	Elementary Student	1.57				
	Employee	2.70				
	Senior Citizens	1.89				
3. The printed library materials I need for my work	College Student	3.56	2.770	0.027	Reject Ho	Significant
	HS Student	3.29				
	Elementary Student	2.64				
	Employee	3.39				
	Senior Citizens	3.00				
4. The electronic information resources I need	College Student	3.56	5.048	0.001	Reject Ho	Significant
	HS Student	3.59				
	Elementary Student	2.57				
	Employee	3.35				
	Senior Citizens	2.33				
5. Modern equipment that lets me easily access needed information	College Student	3.73	7.906	0.001	Reject Ho	Significant
	HS Student	3.71				
	Elementary Student	2.57				
	Employee	3.26				
	Senior Citizens	2.22				
6. Easy-to-use access tools that allow me to find things on my own	College Student	3.69	7.338	0.001	Reject Ho	Significant
	HS Student	3.71				
	Elementary Student	2.43				
	Employee	3.30				
	Senior Citizens	2.11				
7. Making information easily	College Student	3.63	2.325	0.056	Do not Reject Ho	Insignificant
	HS Student	3.55				

accessible for independent use	Elementary Student	2.86				
	Employee	3.39				
	Senior Citizens	2.78				
8. Print and/or electronic journal collections I require for my work	College Student	3.52	3.431	0.009	Reject Ho	Significant
	HS Student	3.29				
	Elementary Student	2.36				
	Employee	3.13				
	Senior Citizens	2.89				
Overall Weighted Mean	College Student	3.55	6.664	0.001	Reject Ho	Significant
	HS Student	3.47				
	Elementary Student	2.31				
	Employee	3.15				
	Senior Citizens	2.39				

Table 49 shows the significant differences in library users' perceptions of information control when categorized by category. As the table indicates, most metrics demonstrate considerable disparities in attitudes between user groups. "Making Electronic Resources Accessible from My Home or Office" has an f-value of 8.516 with a p-value of 0.001; "A Library Website Enabling Me to Locate Information on My Own" has an f-value of 8.399 with a p-value of 0.001; "The Printed Library Materials I Need for My Work" has f-value of 2.770 with a p-value of 0.027; "The Electronic Information Resources I Need" has f-value of 5.048 with a p-value of 0.001; "Modern Equipment That Lets Me Easily Access Needed Information" has f-value 7.906 with p-value of 0.001. However, "Making Information Easily Accessible for Independent Use" has an f-value of 2.325 and a p-value of 0.056, indicating that perceptions of making information easily accessible for independent use do not differ significantly between user groups, hence the null hypothesis is not rejected. Significant disparities exist in how different user groups perceive the library's information control services.

Therefore, the null hypothesis is rejected. College and high school students value these services more than primary and senior residents.

Table 50: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Category.

Information Control Indicator	Category	N	Subset for alpha = 0.05		
			1	2	3
1. Making electronic resources accessible from my home or office	Elementary Student	14	1.50		
	Senior Citizens	9	1.89	1.89	
	Employee	23		2.65	2.65
	HS Student	98			3.28
	College Student	188			3.36
2. A library Website enabling me to locate information on my own	Elementary Student	14	1.57		
	Senior Citizens	9	1.89	1.89	
	Employee	23		2.70	2.70
	HS Student	98			3.31
	College Student	188			3.34
3. The printed library materials I need for my work	Elementary Student	14	2.64		
	Senior Citizens	9	3.00		
	HS Student	98	3.29		
	Employee	23	3.39		
	College Student	188	3.56		
4. The electronic information resources I need	Senior Citizens	9	2.33		
	Elementary Student	14	2.57	2.57	
	Employee	23		3.35	3.35

	College Student	188			3.56
	HS Student	98			3.59
5. Modern equipment that lets me easily access needed information	Senior Citizens	9	2.22		
	Elementary Student	14	2.57	2.57	
	Employee	23		3.26	3.26
	HS Student	98			3.71
	College Student	188			3.73
6. Easy-to-use access tools that allow me to find things on my own	Senior Citizens	9	2.11		
	Elementary Student	14	2.43	2.43	
	Employee	23		3.30	3.30
	College Student	188			3.69
	HS Student	98			3.71
8. Print and/or electronic journal collections I require for my work	Elementary Student	14	2.36		
	Senior Citizens	9	2.89	2.89	
	Employee	23	3.13	3.13	
	HS Student	98	3.29	3.29	
	College Student	188		3.52	
Overall Weighted Mean	Elementary Student	14	2.31		
	Senior Citizens	9	2.39		
	Employee	23	3.15	3.15	
	HS Student	98		3.47	
	College Student	188		3.55	

Table 50 presents a Post Hoc Analysis of the "Information Control Indicator" across different user categories in a library setting, with a significance level (alpha) of 0.05. College Students (M=3.55) consistently rate the highest across most information control indicators, indicating a high level of satisfaction with the library's information resources and accessibility. HS Students (M = 3.47) also rate relatively high, especially in areas such as access to modern equipment and easy- to-use tools. Elementary Students (M=2.31) consistently rate the lowest across most indicators, indicating they may have more difficulty accessing and using the library's information resources. Senior Citizens (M=2.39) also rate relatively low, especially in areas such as modern equipment and easy-to-use tools. Higher ratings are generally given for electronic resources, modern equipment, and access tools by College Students and HS Students. Lower ratings for electronic access and modern equipment are seen among Elementary Students and Senior Citizens, suggesting these groups may face more challenges with technology and digital resources.

These results confirm Choshaly and Mirabolghasemi (2018) that public libraries play a vital role in education and learning, especially for students at various educational levels by providing access to a diverse range of resources, including digital materials and educational support that contributes significantly to their educational mission.

Table 51: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Category.

Library as a Place Indicators	Category	WM	F- value	p- value	Decision	Conclusion
1. Library space that inspires study and learning	College Student	3.77	2.319	0.057	Do not Reject Ho	Not Significant
	HS Student	3.49				
	Elementary Student	3.07				
	Employee	3.43				
	Senior Citizens	2.67				
2. Quiet space for individual activities	College Student	3.38	5.727	0.001	Reject Ho	Significant
	HS Student	3.17				
	Elementary Student	1.86				
	Employee	3.04				
	Senior Citizens	1.67				

3. A comfortable and inviting location	College Student	3.87	6.633	0.001	Reject Ho	Significant
	HS Student	3.39				
	Elementary Student	2.71				
	Employee	3.39				
	Senior Citizens	2.33				
4. A getaway for study, learning, or research	College Student	3.98	5.236	0.001	Reject Ho	Significant
	HS Student	3.57				
	Elementary Student	3.00				
	Employee	3.65				
	Senior Citizens	2.67				
5. Community space for group learning and group study	College Student	3.62	6.383	0.001	Reject Ho	Significant
	HS Student	3.41				
	Elementary Student	2.00				
	Employee	3.35				
	Senior Citizens	1.89				
Overall Weighted Mean	College Student	3.72	5.758	0.001	Reject Ho	Significant
	HS Student	3.41				
	Elementary Student	2.53				
	Employee	3.37				
	Senior Citizens	2.24				

Table 51 shows the "Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Category," which investigates how different user groups view various library characteristics as a physical location. As shown in the table above, only the indicator "Library space that inspires study and learning" has an f- value of 2.319 and a p-value of 0.057, indicating that there is no significant difference in how different user groups perceive the library space's ability to inspire study and learning, so the null hypothesis is not rejected. For the majority of the indicators, "Quiet Space for Individual Activities" has f-value of 5.727 with p-value of 0.001; "A Comfortable and Inviting Location" has f-value of 6.633 with p-value of 0.001; "A Getaway for Study, Learning, or Research" has f-value of 5.236 with p- value of 0.001; and "Community Space for Group Learning and Group Study" has f-value of 6.383 with a p-value of 0.001 shows that there are significant differences in how different user groups perceive the Overall, there are considerable disparities in how various user groups view the library as a location; hence the null hypothesis is rejected. College students and employees like the library setting more than elementary students and senior folks.

Table 52: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Category.

Library as a Place Indicator	Category	N	Subset for alpha = 0.05		
			1	2	3
2. Quiet space for individual activities	Senior Citizens	9	1.67		
	Elementary Student	14	1.86		
	Employee	23		3.04	
	HS Student	98		3.17	
	College Student	188		3.38	
3. A comfortable and inviting location	Senior Citizens	9	2.33		
	Elementary Student	14	2.71		
	HS Student	98	3.39	3.39	
	Employee	23	3.39	3.39	
	College Student	188		3.87	
4. A getaway for study, learning, or research	Senior Citizens	9	2.67		
	Elementary Student	14	3.00	3.00	
	HS Student	98	3.57	3.57	
	Employee	23	3.65	3.65	
	College Student	188		3.98	

5. Community space for group learning and group study	Senior Citizens	9	1.89		
	Elementary Student	14	2.00		
	Employee	23		3.35	
	HS Student	98		3.41	
	College Student	188		3.62	
Overall Weighted Mean	Senior Citizens	9	2.2444		
	Elementary Student	14	2.5286	2.5286	
	Employee	23		3.3739	3.3739
	HS Student	98		3.4061	3.4061
	College Student	188			3.7234

Table 52 presents a Post Hoc Analysis of the "Library as a Place Indicator" across different user categories in a library setting, with a significance level (alpha) of 0.05. College Students (M=3.7234) consistently rate the highest across most place indicators, indicating a high level of satisfaction with the library's physical spaces and environment. HS Students (M=3.4061) and Employees (M=3.3739) also rate relatively high, showing they find the library's spaces conducive to individual and group activities. Senior Citizens (M= 2.2444) consistently rate the lowest across most indicators, indicating they may find the library's spaces less accommodating or comfortable. Elementary Students (M=2.5286) also rate lower compared to older students and employees, suggesting a need for more child- friendly or accessible spaces. Higher ratings are given by College Students and HS Students, particularly for comfortable and inviting locations, and getaway spaces for study and research. Lower ratings from Senior Citizens and Elementary Students suggest these groups may face challenges in finding library spaces suitable for their needs, especially for individual activities and group learning spaces.

This conforms the study conducted by Pharcy, Hossain, and Kikon (2022) that in order to promote the utilization of public libraries, it is necessary to provide users with additional amenities such as computer facilities, photocopiers, refreshments, newspapers, magazines, subject-specific publications, and journals.

Table 53: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Affect of Service When They are Grouped According to Frequency of Visits.

Affect of Service Indicators	Frequency of Visits	WM	F-value	p- value	Decision	Conclusion
1. Employees who instill confidence in users	Daily	3.82	4.800	0.001	Reject Ho	Significant
	Once in a week	3.58				
	Twice in a Week	4.03				
	Three Times in a Week	3.75				
	Once in a Month	3.58				
	Occasionally	4.32				
2. Giving users individual attention	Daily	3.78	3.482	0.004	Reject Ho	Significant
	Once in a week	3.77				
	Twice in a Week	4.11				
	Three Times in a Week	3.80				
	Once in a Month	3.81				
	Occasionally	4.30				
3. Employees who are consistently courteous	Daily	3.85	4.067	0.001	Reject Ho	Significant
	Once in a week	3.83				
	Twice in a Week	4.03				
	Three Times in a Week	3.96				
	Once in a Month	3.92				
	Occasionally	4.43				
4. Readiness to respond to users' questions	Daily	4.02	5.497	0.001	Reject Ho	Significant
	Once in a week	3.44				
	Twice in a Week	3.89				
	Three Times in a Week	3.82				

	Once in a Month	3.77				
	Occasionally	4.25				
5. Employees who have the knowledge to answer user questions	Daily	4.00	6.906	0.001	Reject Ho	Significant
	Once in a week	3.42				
	Twice in a Week	3.97				
	Three Times in a Week	3.68				
	Once in a Month	3.81				
	Occasionally	4.34				
6. Employees who deal with users in a caring fashion	Daily	3.91	3.937	0.002	Reject Ho	Significant
	Once in a week	3.65				
	Twice in a Week	4.19				
	Three Times in a Week	3.95				
	Once in a Month	4.04				
	Occasionally	4.27				
7. Employees who understand the needs of their users	Daily	3.78	4.191	0.001	Reject Ho	Significant
	Once in a week	3.47				
	Twice in a Week	3.81				
	Three Times in a Week	3.79				
	Once in a Month	3.58				
	Occasionally	4.24				
8. Willingness to help users	Daily	4.05	3.164	0.008	Reject Ho	Significant
	Once in a week	3.90				
	Twice in a Week	4.27				
	Three Times in a Week	4.05				
	Once in a Month	4.04				
	Occasionally	4.46				
9. Dependability in handling users' service problems	Daily	3.64	4.512	0.001	Reject Ho	Significant
	Once in a week	3.36				
	Twice in a Week	3.78				
	Three Times in a Week	3.63				
	Once in a Month	3.35				
	Occasionally	4.16				
Overall Weighted Mean	Daily	3.87	6.026	0.001	Reject Ho	Significant
	Once in a week	3.60				
	Twice in a Week	4.01				
	Three Times in a Week	3.83				
	Once in a Month	3.76				
	Occasionally	4.31				

Table 53 shows the results of a test to determine the major variations in library users' impressions of various library services. These perceptions are examined across various frequencies of library visits. As illustrated in the table, there are considerable variances in user impression based on their frequency of visit in all of the following indicators: (1). Employees who instill confidence in users have an f- value of 4.800 and a p-value of 0.001; (2). Giving users specific attention has an f- value of 3.482 and a p-value of 0.004; (3). Employees who are consistently courteous have an f- value of 4.067 and p-value of 0.001; (4). Readiness to respond to user questions has an f-value of 5.497 and a p-value of 0.001; (5). Employees who know to answer user inquiries have an f-value of 6.906 and a p- value of 0.001; (6). Employees that interact with users in a caring manner have an f-value of 3.937 and a p-value of 0.002 (7). Employees that understand their users' demands have an f-value of 4.191 and p-value of 0.001; (8). Willingness to assist users has an f-value of 3.164 and a p-value of 0.008; and (9). Dependability in dealing with user service difficulties has an f- value of 4.512 and a p-value of 0.001, therefore the null hypothesis is rejected. There are significant general variances in user evaluations based on frequency of visit, with occasional visitors ranking their experience the highest (weighted mean = 4.31). This meant that the null hypothesis for the affect of the service indicator was rejected.

Table 54: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Affect of Service When They are Grouped According to Frequency of Visits.

Affect of Service Indicator	Frequency	N	Subset for alpha = 0.05	
			1	2
1. Employees who instill confidence in users	Once in a Month	26	3.58	
	Once in a week	88	3.58	
	Three Times in a Week	56	3.75	3.75
	Daily	55	3.82	3.82
	Twice in a Week	37	4.03	4.03
	Occasionally	79		4.32
2. Giving users individual attention	Once in a week	88	3.77	
	Daily	55	3.78	
	Three Times in a Week	56	3.80	
	Once in a Month	26	3.81	
	Twice in a Week	37	4.11	
	Occasionally	79	4.30	
3. Employees who are consistently courteous	Once in a week	88	3.83	
	Daily	55	3.85	
	Once in a Month	26	3.92	3.92
	Three Times in a Week	56	3.96	3.96
	Twice in a Week	37	4.03	4.03
	Occasionally	79		4.43
4. Readiness to respond to users' questions	Once in a week	88	3.44	
	Once in a Month	26	3.77	3.77
	Three Times in a Week	56	3.82	3.82
	Twice in a Week	37	3.89	3.89
	Daily	55	4.02	4.02
	Occasionally	79		4.25
5. Employees who have the knowledge to answer user questions	Once in a week	88	3.42	
	Three Times in a Week	56	3.68	
	Once in a Month	26	3.81	3.81
	Twice in a Week	37	3.97	3.97
	Daily	55	4.00	4.00
	Occasionally	79		4.34
6. Employees who deal with users in a caring fashion	Once in a week	88	3.65	
	Daily	55	3.91	3.91
	Three Times in a Week	56	3.95	3.95
	Once in a Month	26	4.04	4.04
	Twice in a Week	37	4.19	4.19
	Occasionally	79		4.27
7. Employees who understand the needs of their users	Once in a week	88	3.47	
	Once in a Month	26	3.58	
	Daily	55	3.78	3.78
	Three Times in a Week	56	3.79	3.79
	Twice in a Week	37	3.81	3.81
	Occasionally	79		4.24
8. Willingness to help users	Once in a week	88	3.90	
	Once in a Month	26	4.04	
	Three Times in a Week	56	4.05	
	Daily	55	4.05	
	Twice in a Week	37	4.27	
	Occasionally	79	4.46	
9. Dependability in handling users' service problems	Once in a Month	26	3.35	
	Once in a week	88	3.36	
	Three Times in a Week	56	3.63	3.63
	Daily	55	3.64	3.64
	Twice in a Week	37	3.78	3.78

	Occasionally	79		4.16
Overall Weighted Mean	Once in a week	88	3.60	
	Once in a Month	26	3.76	
	Three Times in a Week	56	3.83	
	Daily	55	3.87	3.87
	Twice in a Week	37	4.01	4.01
	Occasionally	79		4.31

Table 54 presents a Post Hoc Analysis of the "Affect of Service Indicator" based on the frequency of library visits, with a significance level (alpha) of 0.05. Users who visit the library "Occasionally" ($M = 4.31$) consistently rate the highest across all service indicators, indicating a very high level of satisfaction with the library services. Users who visit "Twice in a Week" ($M = 4.01$) also rate high across all service indicators. Users who visit the library "Once in a Week" ($M = 3.61$) generally rate lower compared to other frequency categories. Users who visit "Once in a Month" ($M = 3.60$) also have relatively lower ratings, suggesting less satisfaction compared to those who visit more frequently. Users who visit the library more frequently (e.g., daily or three times a week) tend to rate the services higher than those who visit less frequently. The overall satisfaction increases with the frequency of visits, indicating that more frequent users have a better perception of the library services.

Table 55: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Frequency of Visits.

Information Control Indicators	Frequency of Visits	WM	F- value	p- value	Decision	Conclusion
1. Making electronic resources accessible from my home or office	Daily	2.96	4.975	0.001	Reject Ho	Significant
	Once in a week	2.94				
	Twice in a Week	3.41				
	Three Times in a Week	2.68				
	Once in a Month	3.04				
	Occasionally	3.77				
2. A library Website enabling me to locate information on my own	Daily	2.98	4.960	0.001	Reject Ho	Significant
	Once in a week	2.94				
	Twice in a Week	3.32				
	Three Times in a Week	2.71				
	Once in a Month	3.04				
	Occasionally	3.77				
3. The printed library materials I need for my work	Daily	3.33	6.889	0.001	Reject Ho	Significant
	Once in a week	3.07				
	Twice in a Week	3.57				
	Three Times in a Week	3.16				
	Once in a Month	3.27				
	Occasionally	4.01				
4. The electronic information resources I need	Daily	3.33	3.514	0.004	Reject Ho	Significant
	Once in a week	3.28				
	Twice in a Week	3.65				
	Three Times in a Week	3.21				
	Once in a Month	3.54				
	Occasionally	3.89				
5. Modern equipment that lets me easily access needed information	Daily	3.44	3.126	0.009	Reject Ho	Significant
	Once in a week	3.63				
	Twice in a Week	3.84				
	Three Times in a Week	3.23				
	Once in a Month	3.27				
	Occasionally	3.89				
6. Easy-to- use	Daily	3.25	3.942	0.002	Reject Ho	Significant

access tools that allow me to find things on my own	Once in a week	3.50				
	Twice in a Week	3.86				
	Three Times in a Week	3.25				
	Once in a Month	3.31				
	Occasionally	3.99				
7. Making information easily accessible for independent use	Daily	3.42	5.085	0.001	Reject Ho	Significant
	Once in a week	3.20				
	Twice in a Week	3.78				
	Three Times in a Week	3.32				
	Once in a Month	3.31				
8. Print and/or electronic journal collections I require for my work	Occasionally	4.04	5.939	0.001	Reject Ho	Significant
	Daily	3.29				
	Once in a week	2.97				
	Twice in a Week	3.54				
	Three Times in a Week	3.13				
Overall Weighted Mean	Once in a Month	3.23	5.677	0.001	Reject Ho	Significant
	Occasionally	3.95				
	Daily	3.25				
	Once in a week	3.19				
	Twice in a Week	3.62				
	Three Times in a Week	3.09				
	Once in a Month	3.25				
	Occasionally	3.91				

Table 55 shows the findings of a test that looked at the major differences in library customers' perceptions of "Information Control." These perceptions are evaluated based on how frequently they visit the Manila City Library. As shown, "Making electronic resources accessible from my home or office" has f-value of 4.975 with p-value of 0.001; "A library website enabling me to locate information on my own" has f-value of 4.960 with p-value of 0.001; "The printed library materials I need for my work" has f-value of 6.889 with p-value of 0.001; "The electronic information resources I need" has f-value of 3.514 with p-value of 0.004; "Modern equipment that lets me easily access needed information" has f-value of 3.126 with p-value of 0.009; "Easy-to-use access tools that allow me to find things on my own" has f-value of 3.942 with p-value of 0.002; "Making information easily accessible for independent use" has f-value of 5.085 with p-value of 0.001; "Print and/or electronic journal collections I require for my work" has f-value of 5.939 with p-value of 0.001. All indicators in this aspect show substantial differences, hence the null hypothesis is rejected. Overall, user perceptions range significantly depending on their frequency of visits to the Manila City Library, with occasional users having the greatest overall perception (weighted mean of 3.91).

Table 56: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Information Control When They are Grouped According to Frequency of Visits.

Information Control Indicator	Frequency	N	Subset for alpha = 0.05	
			1	2
1. Making electronic resources accessible from my home or office	Three Times in a Week	56	2.68	
	Once in a week	88	2.94	
	Daily	55	2.96	
	Once in a Month	26	3.04	3.04
	Twice in a Week	37	3.41	3.41
	Occasionally	79		3.77
2. A library Website enabling me to locate information on my own	Three Times in a Week	56	2.71	
	Once in a week	88	2.94	
	Daily	55	2.98	
	Once in a Month	26	3.04	3.04
	Twice in a Week	37	3.32	3.32

	Occasionally	79		3.77
3. The printed library materials I need for my work	Once in a week	88	3.07	
	Three Times in a Week	56	3.16	
	Once in a Month	26	3.27	
	Daily	55	3.33	
	Twice in a Week	37	3.57	3.57
	Occasionally	79		4.01
4. The electronic information resources I need	Three Times in a Week	56	3.21	
	Once in a week	88	3.28	3.28
	Daily	55	3.33	3.33
	Once in a Month	26	3.54	3.54
	Twice in a Week	37	3.65	3.65
	Occasionally	79		3.89
5. Modern equipment that lets me easily access needed information	Three Times in a Week	56	3.23	
	Once in a Month	26	3.27	
	Daily	55	3.44	
	Once in a week	88	3.63	
	Twice in a Week	37	3.84	
	Occasionally	79	3.89	
6. Easy-to-use access tools that allow me to find things on my own	Three Times in a Week	56	3.25	
	Daily	55	3.25	
	Once in a Month	26	3.31	3.31
	Once in a week	88	3.50	3.50
	Twice in a Week	37	3.86	3.86
	Occasionally	79		3.99
7. Making information easily accessible for independent use	Once in a week	88	3.20	
	Once in a Month	26	3.31	
	Three Times in a Week	56	3.32	
	Daily	55	3.42	3.42
	Twice in a Week	37	3.78	3.78
	Occasionally	79		4.04
8. Print and/or electronic journal collections I require for my work	Once in a week	88	2.97	
	Three Times in a Week	56	3.13	
	Once in a Month	26	3.23	
	Daily	55	3.29	3.29
	Twice in a Week	37	3.54	3.54
	Occasionally	79		3.95
Overall Weighted Mean	Three Times in a Week	56	3.09	
	Once in a week	88	3.19	
	Daily	55	3.25	
	Once in a Month	26	3.25	
	Twice in a Week	37	3.62	3.62
	Occasionally	79		3.91

Table 56 presents a Post Hoc Analysis of the "Information Control Indicator" based on the frequency of library visits, with a significance level (alpha) of 0.05. Users who visit the library "Occasionally" ($M = 3.82$) consistently rate the highest across all information control indicators, indicating a very high level of satisfaction with the library's information resources and accessibility. Users who visit "Twice in a Week" ($M = 3.62$) also rate high across all information control indicators. Users who visit the library "Three Times in a Week" ($M = 3.30$) and "Once in a Week" ($M = 3.25$) generally rate lower compared to other frequency categories. Users who visit "Once in a Month" ($M = 3.23$) have relatively lower ratings, suggesting less satisfaction compared to those who visit more frequently. Users who visit the library more frequently (e.g., daily or three times a week) tend to rate the services higher than those who visit less frequently. The overall satisfaction increases with the frequency of visits, indicating that more frequent users have a better perception of the library services.

Table 57: Test of Significant Difference of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Frequency of Visits.

Library as a Place Indicators	Frequency of Visits	WM	F-value	p-value	Decision	Conclusion
1. Library space that inspires study and learning	Daily	3.55	6.863	0.001	Reject Ho	Significant
	Once in a week	3.20				
	Twice in a Week	3.89				
	Three Times in a Week	3.25				
	Once in a Month	3.42				
	Occasionally	4.30				
2. Quiet space for individual activities	Daily	2.95	6.175	0.001	Reject Ho	Significant
	Once in a week	2.82				
	Twice in a Week	3.49				
	Three Times in a Week	2.82				
	Once in a Month	2.92				
	Occasionally	3.92				
3. A comfortable and inviting location	Daily	3.44	8.153	0.001	Reject Ho	Significant
	Once in a week	3.18				
	Twice in a Week	3.89				
	Three Times in a Week	3.34				
	Once in a Month	3.27				
	Occasionally	4.30				
4. A getaway for study, learning, or research	Daily	3.64	5.774	0.001	Reject Ho	Significant
	Once in a week	3.45				
	Twice in a Week	4.03				
	Three Times in a Week	3.41				
	Once in a Month	3.65				
	Occasionally	4.32				
5. Community space for group learning and group study	Daily	3.29	6.300	0.001	Reject Ho	Significant
	Once in a week	3.09				
	Twice in a Week	3.46				
	Three Times in a Week	2.98				
	Once in a Month	3.23				
	Occasionally	4.20				
Overall Weighted Mean	Daily	3.37	7.729	0.001	Reject Ho	Significant
	Once in a week	3.15				
	Twice in a Week	3.75				
	Three Times in a Week	3.16				
	Once in a Month	3.30				
	Occasionally	4.21				

Table 57 shows the findings of a test that examined the substantial differences in library customers' opinions of the library as a location based on their frequency of visits. The perceptions are evaluated using a variety of variables relating to the library's physical environment and its function in facilitating study and learning activities. Across all indicators: The library space that inspires study and learning has an f-value of 6.863 with a p-value of 0.001. Quiet space for individual activities has f-value of 6.175 and p-value of 6.175. A pleasant and inviting place has an f-value of 8.153 and a p-value of 0.001. A retreat for study, learning, or research has f-value of 5.774 with p-value of 0.001, and Community space for group learning and group study has f-value of 6.300 with p-value of 0.001. There are substantial disparities in all measures, hence the null hypothesis is rejected. Overall, there are considerable differences in impressions of the library as a location based on visit frequency, with occasional visitors having the greatest overall perception (weighted mean = 4.21).

Table 58: Post Hoc Analysis of the Library Users' Perceptions of Library Services in Terms of Library as a Place When They are Grouped According to Frequency of Visits.

Library as a Place Indicator	Frequency	N	Subset for alpha = 0.05	
			1	2
1. Library space that inspires study and learning	Once in a week	88	3.20	
	Three Times in a Week	56	3.25	
	Once in a Month	26	3.42	
	Daily	55	3.55	
	Twice in a Week	37	3.89	3.89
	Occasionally	79		4.30
2. Quiet space for individual activities	Once in a week	88	2.82	
	Three Times in a Week	56	2.82	
	Once in a Month	26	2.92	
	Daily	55	2.95	
	Twice in a Week	37	3.49	3.49
	Occasionally	79		3.92
3. A comfortable and inviting location	Once in a week	88	3.18	
	Once in a Month	26	3.27	
	Three Times in a Week	56	3.34	
	Daily	55	3.44	
	Twice in a Week	37	3.89	3.89
	Occasionally	79		4.30
4. A getaway for study, learning, or research	Three Times in a Week	56	3.41	
	Once in a week	88	3.45	
	Daily	55	3.64	3.64
	Once in a Month	26	3.65	3.65
	Twice in a Week	37	4.03	4.03
	Occasionally	79		4.32
5. Community space for group learning and group study	Three Times in a Week	56	2.98	
	Once in a week	88	3.09	
	Once in a Month	26	3.23	
	Daily	55	3.29	
	Twice in a Week	37	3.46	
	Occasionally	79		4.20
Overall Weighted Mean	Once in a week	88	3.15	
	Three Times in a Week	56	3.16	
	Once in a Month	26	3.30	
	Daily	55	3.37	
	Twice in a Week	37	3.75	3.75
	Occasionally	79		4.21

Table 58 presents a Post Hoc Analysis of the "Library as a Place Indicator" based on the frequency of library visits, with a significance level (alpha) of 0.05. Users who visit the library "Occasionally" ($M = 4.21$) consistently rate the highest across all place indicators, indicating a very high level of satisfaction with the library's physical environment and spaces. Users who visit "Twice in a Week" ($M = 3.75$) also rate high across all place indicators. Users who visit the library "Once in a Week" ($M = 3.15$) and "Three Times in a Week" ($M = 3.16$) generally rate lower compared to other frequency categories. Users who visit "Once in a Month" ($M = 3.30$) have relatively lower ratings, suggesting less satisfaction compared to those who visit more frequently. Users who visit the library more frequently (e.g., daily or twice in a week) tend to rate the spaces higher than those who visit less frequently. The overall satisfaction increases with the frequency of visits, indicating that more frequent users have a better perception of the library's physical environment.

Chapter 5

SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

This chapter provides an overview of how the study was conducted, as well as the conclusions reached, and recommendations made based on the statement of the problems developed for this research.

Summary of Findings

This study was done to determine library users' expectations and perceptions of the Manila City Library's services. The researcher utilized the descriptive survey methodology. A survey based on the LibQUAL+™ was distributed and completed by 341 respondents. These respondents were library users who utilized the library services between May 06, 2024 and May 17, 2024.

The data collected were processed using the following statistical computations procedures: frequency and percentage distribution, weighted mean, and analysis of variance (ANOVA).

1. Profile of the Respondents

The library user demographics in terms of their age indicate that the highest percentage, 61.0%, was among users aged 13 to 21 (208 respondents) while the lowest is 12 years old and below with a 2.3% (8 respondents). In terms of sex, 50.7% (173 respondents) are female and 49.3% (168 respondents) are male.

Regarding civil status, 91.8% (313 respondents) were single, 7.9% (27 respondents) were married, and the least is 0.3% (1 respondents) were unspecified. As for respondent categories, the highest were college students with 55.1% (188 respondents) while the least were seniors, housewives, reviewers, or graduates with 2.6% (9 respondents). Most Manila City Library users visit the library once a week with 25.8% (88 respondents) were the highest and the least is once in a month with 7.6% (26 respondents) visits the library. 62.4% (206 response) of respondents visit the library for exam preparation while the least visit the library for employment news with 3.3% (11 respondents).

2. Library users' expectations in the library service of the Manila City Library

The Manila City Library's Affect of Service survey revealed that the library has high customer expectations, with a verbal interpretation of "Strongly Agree" with an overall weighted mean of 4.64. This means that users have high expectations for service quality, valuing employees who are responsive, understand their needs, and provide personalized attention.

In terms of library users' expectations of library services in terms of Information Control, users also have high expectations in this aspect, eight (8) indicators received a "Strongly Agree" verbal interpretation with an overall weighted mean of 4.55 and verbal interpretation of "Strongly Agree". This means that library users have high expectations of the Manila City Library collections, desiring access to electronic resources, modern equipment, easy-to-use access tools, comprehensive print and electronic journal collections, and a functional library website.

In Library as a Place aspects, the library users' expectations in library services of the Manila City Library received a "Strongly Agree" in all five (5) indicators with an overall weighted mean of 4.74. This means that the library users expect that the library is a comfortable, conducive, and inviting location to study or research.

3. Library users' perception in the library services of the Manila City Library

The study reveals that library user's perception in terms of affect of service all the indicators received a verbal interpretation "Somewhat Satisfied" with an overall weighted mean of 3.90. They are satisfied with the staff's willingness to help users, the courteousness of the staff, the care they show, the individual attention given to users, the confidence they instill, the readiness to answer user questions, the understanding of their needs, and the ability to handle user service problems.

In terms of information control, five (5) indicators received a "Neutral" verbal interpretation while three (3) indicators received a verbal interpretation of "Somewhat Satisfied" with the library's information control. With an overall weighted mean of 3.40 and a verbal interpretation of "Neutral", this means that the library users are satisfied with the services provided but they are not meet their expectations and need some improvement in the services.

In Library as a Place the top three indicators are "Somewhat Satisfied" with the library's physical space, while the other two indicators are neutral. The overall weighted mean of 3.51 with a "Somewhat Satisfied" verbal interpretation in this aspect means that the physical space somehow meet their expectations but there is a need for improvement to satisfy their expectations in the physical space of the Manila City Library.

4. Significant difference in the library user's expectation in the library services when grouped according to their profile variables.

The study found significant differences in library users' expectations of service based on age, sex, and civil status. Older users had the highest expectations with a weighted mean of 4.94, while younger users had the lowest expectation levels with a weighted mean of 4.54. Sex did not show significant differences, with Female has the highest expectations with a weighted mean of 4.64. In terms of civil status, married users had higher expectations with a weighted mean of 4.78 in areas like employee courtesy and dependability. Senior citizens had the highest expectations with a weighted mean of 4.94, while elementary and high school students had the lowest with weighted mean of 4.55 and 4.48 respectively. Frequent library visits did not significantly affect expectations, but frequent visitors (Three times in a week) had the highest expectations with a weighted mean of 4.76 while the lowest is for library users who visit "Occasionally" with a weighted mean of 4.58. This means that libraries should consider these variations when planning and training staff to meet the needs of their most frequent users.

Library client expectations of information control vary by age, sex, and civil status. Users aged 12 and under have the highest expectation levels with a weighted mean of 4.88, particularly in accessibility and usability of resources. Users aged 613 to 21 years old have lower expectation levels with a 4.47 weighted mean. In terms of sex female library users have a high expectation with a 4.59 weighted mean in this aspect of library services leading to acceptance of the hypothesis. In civil status, there is no significant differences between male and female library users with married users having the highest weighted mean of 4.78. However, employees and elementary students have higher expectations with a weighted mean of 4.71, and high school students the lowest with a 4.46 weighted mean which made the acceptance of the null hypothesis. There are no significant variations in expectations based on visit frequency, with a daily visit by library users being the highest with a weighted mean of 4.67 and occasionally who visit the library with a weighted mean of 4.43 being the lowest. Libraries should continue to cater to all user groups, ensuring consistent quality of information control services.

The study found that library expectations are consistent across different age groups, sex, and civil statuses, and frequency of visit in terms of the Library as a Place. Older users, particularly those aged 60 and above with a weighted mean of 4.89, have higher expectations, while 13 to 21 years old with a weighted mean of 4.68 being the lowest leading the acceptance of the null hypothesis. In terms of sex female has the highest expectation with a weighted mean of 4.76, while male is 4.73, which made the acceptance of the null hypothesis. In terms of civil status, married users have the highest expectations with a 4.86 weighted mean. There are no significant differences in expectations among the categories for all aspects of the library as a location indicator, with Senior Citizens having the highest expectations (4.89 weighted mean) and HS Students having the lowest 4.67 weighted mean). Libraries should consider these variations when planning and managing their spaces to meet the needs of both frequent and infrequent visitors.

5. Significant difference in the library user's perceptions in the library services when grouped according to their profile variables.

The study reveals no significant differences in library users' perceptions of service affect across different age groups. Users aged 13 to 21 reported the highest satisfaction with a weighted mean of 3.97, while those aged 60 and above reported the lowest satisfaction with a weighted mean of 3.63. When grouped by sex, the analysis reveals that there are no significant differences when they are grouped based on their sex with the male having the highest perceptions with a weighted mean of 3.99. Perceptions of library services based on civil status, the analysis shows no significant differences between single and married users in nine(9) indicators with single users being the highest perceptions with a weighted mean of 3.92. In terms of user groups, there are no significant differences indicating the acceptance of the null hypothesis. Employee library users' perceptions were the highest with a weighted mean of 4.10 while the senior citizens were the lowest with a weighted mean of 3.63. The analysis of library users' perceptions based on their frequency of visits reveals significant differences across nine (9) service indicators. These significant differences indicate that user evaluations differ based on how frequently they visit the library leading to the rejection of the null hypothesis with occasionally visitors being the highest with a weighted mean of 3.91 and three times in a week with a weighted mean of 3.09 being the lowest. Post hoc analysis findings that occasional and twice a week visitors rate the highest across all indicators while once a week and once a month visitors rate lower. More frequent visitors (e.g., daily or three times a week) tend to rate services higher than less frequent visitors.

When grouped according to their age, there are significant differences in perceptions among age groups across all the indicators which made the null hypothesis accepted. Users aged 13 to 21 years (WM = 3.64) has the highest perceptions while users aged 60 and older (WM = 2.39) has the lowest perceptions. The post hoc analysis revealed that the highest overall perceptions are the library users aged 22 to 35 year (WM = 3.03) while the lowest overall perceptions are the library users aged 12 years and below (WM = 1.96). In terms of sex, there is no significant difference in how males and females perceive information control in the library, and the null hypothesis is not rejected with male being the highest with a weighted mean of 3.51. When grouped according to civil status, significant differences in perceptions of information control indicators are found between single and married library users across all indicators, leading to the rejection of the null hypothesis. Single users (WM = 3.46) have a much better opinion of the library's information control services than married users (WM = 2.77). Significant disparities exist in how different user groups perceive the library's information control services, leading to the rejection of the null hypothesis for most metrics. College Students (M = 3.55) have the highest satisfaction across most indicators, particularly with electronic resources and modern equipment while Elementary Students (M = 2.31) have the lowest satisfaction across

most indicators, indicating difficulties in accessing and using the library's information resources. Post hoc analysis revealed that college and high school students value the library's information control services more than primary and senior library users. Higher ratings are generally given for electronic resources, modern equipment, and access tools by college and high school students while lower ratings for electronic access and modern equipment are seen among elementary students and senior citizens, suggesting these groups face more challenges with technology and digital resources. In terms of their frequency of visit all the indicators show substantial differences in perceptions based on the frequency of library visits, leading to the rejection of the null hypothesis. Highest perceptions are the occasional visitors with a weighted mean of 3.91 while three time in a week visitor being the lowest with a weighted mean of 3.09. Post hoc analysis revealed that occasional visitors with a mean of 3.82, highest satisfaction across all information control indicators, while once a month visitor with a mean of 3.23 indicating less satisfaction. User perceptions significantly vary with the frequency of visits to the library. Users who visit more frequently tend to have better perceptions of the library services.

In terms of age, the overall views differ significantly between age groups, and the null hypothesis is rejected. Users aged 13 to 21 years old had the highest perceptions ($WM = 3.74$), while those aged 60 and more have the lowest ($WM = 2.24$). Post hoc analysis revealed that users aged 13 to 21 years consistently have the highest perceptions across all indicators while users aged 60 years and above have consistently have the lowest perceptions across all indicators. Younger Users (13 to 21 years) value library spaces that inspire learning, provide quiet areas and offer community and comfortable spaces for study and group activities. Older Users (60+ years) exhibit lower perceptions for all indicators, suggesting they place less emphasis on these aspects compared to younger users. In terms of sex for all indicators, there is statistically insignificant, indicating no significant difference between male and female perceptions, being the male has the highest perception with a weighted mean of 3.57. Based on civil status, significant differences were found between single and married users for all the indicators, leading to the rejection of the null hypothesis. Overall, single individual ($WM = 3.58$) has a significantly more positive view of the library environment compared to married users. When grouped according to their category, significant differences were found in perceptions being the college has the highest ($WM = 3.72$) while senior citizens have the lowest ($WM = 2.24$). Considerable gaps exist in how different user groups perceive the library as a location, leading to the rejection of the null hypothesis for most indicators. Post hoc analysis revealed that Higher ratings from college and high school students, especially for comfortable and inviting locations and getaway spaces for study and research, contrast with the lower ratings from senior citizens and elementary students, who may face challenges in finding the library spaces suitable for their needs, particularly for individual activities and group learning spaces. Based on the library user's frequency of visit, significant differences were found in all indicators. These show substantial gaps in all measures, leading to the rejection of the null hypothesis with occasional visitors being the highest ($WM = 4.21$) while once in a week being the lowest. Post hoc analysis reveals that users who visit the library "Occasionally" ($M = 4.21$) and "Twice in a week" ($M = 3.75$) have the highest overall perception across all place indicators, indicating a very high level of satisfaction with the library's physical environment and spaces while users who visit "Once in a Week" ($M = 3.15$) and "Three Times in a Week" ($M = 3.16$) rate lower compared to other frequency categories and users who visit "Once in a Month" ($M = 3.30$) have relatively lower ratings, indicating less satisfaction compared to those who visit more frequently.

CONCLUSIONS

The findings of the investigation lead to the following conclusions:

1. The Manila City Library primarily serves young, single, and predominantly student patrons who use the library for academic and research purposes. Weekly visits are common, and while digital resources and leisure activities are also significant, there is a lesser focus on borrowing books, reading magazines, and attending programs. The findings highlight the need to maintain strong academic support services while also considering enhancements in other areas to cater to a broader range of users and their diverse needs.
2. Library users at the Manila City Library have uniformly high expectations across all evaluated aspects of service. They place a strong emphasis on Affect of Service wherein a high level of expectation in employee knowledge, courtesy, and trustworthiness; Information Control where accessible and convenient electronic resources are highly valued; Library as a Place, the need for comfortable and productive learning environments, with a particular emphasis on spaces that support collaborative activities. These high expectations underscore the importance of continuously improving service quality, expanding electronic resource offerings, and maintaining a conducive physical environment to meet and exceed user expectations.
3. The perceptions of library users at the Manila City Library indicate that they are typically content with the competence and benevolence of the library staff, particularly valuing their eagerness to assist. Nevertheless, there is potential for enhancement in terms of reliability and comprehending of consumer requirements. Information control services are generally regarded as neutral, with positive ratings for their use of current equipment and ease of access. However, there is room for improvement in terms of remote accessibility and the functionality of the library website. Users express a moderate level of satisfaction with the library as a physical facility, considering it to be an asset for studying and conducting research. However, there is a demand for enhanced spaces for both individual and group activities, as well as improved locations for quiet study and community engagement.
4. The test of significant difference in the library users' expectations in the library services in terms of Affect of Service shows that older users or the senior citizens had the highest expectations for affect of service indicators, whereas the younger users, the elementary and high school students had the lows. Gender did not show significant differences in expectation of services. With regards to civil status, married users had higher expectation, particularly regarding employee courtesy and dependability, the overall view of affect of service was consistent across different civil statuses. As for library users' frequency of visits, it did not significantly affect the overall expectation. In terms of Information Control, the library users' expectations vary by age, but not significantly by gender or civil status. Users aged 22 to 35 years generally have higher expectations across all the information control indicators. Users aged 12 and below have the highest expectations, particularly regarding the accessibility and usability of resources while users aged 60 and above have lower overall expectations but place high importance on easy access to information and the ability to use resources independently. There is no significant difference in expectations based on gender and civil status. Employees and elementary students have higher expectations for printed library materials. As for library users' frequency of visit in the library no significant differences in expectations, except for monthly visitors who show distinct expectations. With regards to Library as a Place, expectations are largely consistent across different age groups, genders, and civil statuses, with a few notable exceptions: older users, particularly those aged 60 and above, have higher expectations for quiet spaces. Senior citizens overall have the highest expectations, while high school students have the lowest. Both genders and single and married users have similar expectations regarding the library's role in inspiring study and learning,

serving as a retreat for research, and providing community spaces for group activities. There are no significant differences in expectations among the various categories for all aspects of the library as a location indicator, except for quiet spaces for individual activities. Less frequent users have the highest expectations for quiet spaces, while occasional visitors have the lowest.

5. The test of significant difference in the library users' perceptions in library services in terms of Affect of Service shows several insights into library users' perceptions based on age, gender, civil status, category, and frequency of visits. No significant differences in perceptions of service affect across different age groups for key indicators such as confidence, attention, and courteousness. Users aged 36-59 reported the highest satisfaction, while those aged 60 and above reported the lowest satisfaction. In terms of gender, there are no significant differences in perceptions of library services given by the library staff. For civil status no significant differences between single and married users across nine indicators. Single and married users share similar perceptions on the level of services provided. As for library users' category significant differences for four indicators, that lead to the rejection of the null hypothesis while for the rest of the indicators no significant differences were found. Employees and elementary students tend to give higher ratings, particularly for courteousness and willingness to help, while high school students and senior citizens rate dependability lower. Lastly, significant differences across nine service indicators based on the frequency of library visits, leading to the rejection of the null hypothesis. Occasional and twice-a-week visitors rate the highest across all indicators, while once-a-week and once-a-month visitors rate lower. More frequent visitors (e.g., daily or three times a week) tend to rate services higher than less frequent visitors.

Recommendations

Based on the study's findings, the following recommendations can be made to improve library services:

1. Enhance the reliability and responsiveness of staff in answering user issues to improve dependability in handling user issues. This may entail providing supplementary instruction to employees in problem-solving and customer service proficiencies, as well as establishing a more streamlined mechanism for monitoring and addressing consumer grievances and issues.
2. Organize frequent training to enhance the staff's interpersonal skills, specifically cultivating civility, empathy, and proactive assistance. Continuously provide staff training to ensure they have a comprehensive understanding of a wide range of subjects and technology relevant to library patrons' needs.
3. Ensure the dissemination of information regarding library services, activities, and events using various mediums, such as face-to-face interactions, online platforms, and physical printed materials.
4. Invest in modern technology to accommodate users' technological demands, such as computers, printers, high-speed internet, and other digital tools. Expand the library's collection of electronic resources to ensure that patrons have access to a wide variety of current digital materials. In addition, they should improve the operation and usability of the library website, transforming it into a powerful gateway for accessing resources, services, and information.
5. Perform a full assessment of the existing collection and pinpoint areas that require extension or upgrading. Consistently procure new materials and digital resources to ensure the collection remains relevant and comprehensive.
6. Manila City Library should enhance its community spaces by establishing dedicated group study rooms equipped with essential amenities such as whiteboards, projectors, and comfortable seating. Additionally, it should create

captivating and visually appealing library spaces that inspire and engage users, potentially achieved through deliberate design, art exhibitions, and comfortable furniture. MCL should also provide a harmonious design of the library that caters to both serene study rooms and dynamic, cooperative spaces.

7. This study could be validated with other research. Moreover, forthcoming researchers have the potential to widen the scope of the study by incorporating perspectives from different regions.

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