



ILOILO CITY PUBLIC LIBRARY: ACCESSIBILITY, AVAILABILITY, AND SERVICES

KAYZIEL MARIE T. SUN
Administrative Aide VI

DepEd - School Division Office of Iloilo City
kayzielmarie.sun@gmail.com

ABSTRACT

This descriptive-survey study employed a mixed-method approach to assess the accessibility, availability, and service performance of the Iloilo City Public Library. Data from 60 adult users were analyzed using descriptive statistics, the Kruskal–Wallis H test, and thematic analysis. Findings indicate that the library is perceived as very highly accessible, highly available, and providing very high service quality. No significant differences were found in accessibility and service quality across user profiles, while availability differed significantly by age. Despite favorable evaluations, users reported issues related to space limitations, outdated resources, insufficient technology, absence of an online catalog, ventilation concerns, and restricted operating hours. The study concludes that while the Iloilo City Public Library remains a vital and relevant public institution, strategic improvements are necessary to better meet the evolving needs of its library users.

Keywords: *Iloilo City Public Library, Accessibility, Availability, Services*

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



INTRODUCTION

Public libraries have long played an integral part in the promotion of our society's education, culture, and literacy. It is one of the sources of knowledge and a home for learners. It offers free access to numerous learning resources, reference and educational materials such as magazines, newspapers, scientific publications, journals, encyclopedias, periodicals, fictional books, and others. Moreover, public libraries have been providing extensive access to knowledge and information to individuals of various ages, backgrounds, educational levels, income levels, and occupations long before electronic and online technologies were established. With libraries, the insatiable pursuit for life-long learning is now feasible.

Apart from disseminating information, public library also is a peaceful learning and recreation space for the general public. Not just a learning space, but it's also a space for relaxation and working for both students and employees. Utilization of the public library has varied in the ages. Public library has now offered many services, and amenities to cater the dynamic needs of library users. But still, despite the changes, the main aim to disseminate and collect information for the benefit of the masses is still applied.

The Iloilo City Public Library serves as the primary public library among the reading centers and public libraries in Iloilo City, providing services to the Ilonggo community. It is located at Arguelles-Fajardo Street, Jaro, Iloilo City. The main goal of the library is to promote learning among youths and to support students in their research study. Furthermore, the said library is a tribute to the Ilongos' national hero.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Because there is a growing demand for a secure and comfortable place to work and study, most individuals choose coffee shops, study hubs, and computer shops as their learning environment for group activities, discussions, study sessions, and paper works. On the other hand, the original and traditional place for learning and studying is gradually overlooked. It costs money for the utilization of these said facilities, while public libraries are free of charge. Public libraries are intended to be a facility for learners, students, and employees. It serves as a study and working hub for them.

The abrupt shift in learning location among students, employees, and other users raises concerns. Thus, this study aimed to identify and describe the status or current condition of the public library by determining different variables such as its accessibility, availability, and services performance, in order to present its current utility value.

MATERIALS AND METHODS

Research Methodology

This chapter presents the methodological framework of the research, encompassing the study design, the respondents, the sampling procedure, instruments utilized for data collection, the data collection process, as well as the data analysis and the statistical tools applied in analyzing the findings.

Research Design

The descriptive-survey design was used in this study. Creswell and Creswell (2018) state that survey research requires acquisition of data from a selected group of people of a

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



population via survey and interview methods in order to describe attitudes, opinions, behaviors, or characteristics of that population.

The design or method of research is appropriate for the present study since its aim was to identify the status or current condition of the Iloilo City Public Library by determining its accessibility, availability, and services performance, in order to assess its current utility value. The researcher determined the level of extent of accessibility, availability, and services of the Iloilo City Public Library as reported by the library users.

Research Method

As this study aimed to answer the accessibility, availability, and services of the Iloilo City Public Library, the mixed method of research, qualitative and quantitative survey, was used in this study. According to Creswell and Creswell (2018), mixed methods research entails the integration of quantitative alongside qualitative methods within one study.

This design requires the collection and analysis of numerical and non-numerical data, with integration occurring at one or more stages of the research process.

Respondents of the Study

The study participants were users of the Iloilo City Public Library. They include students, employed, and unemployed individuals aged 18 years and above.

These respondents were categorized according to age, employment status, work/residence/school location, frequency of visit, and purpose of visit. A total of 60 respondents assessed the extent of accessibility, availability, and services of Iloilo City Public Library. Convenience sampling was employed to select the respondents

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Sampling Design

The respondents, who would assess the accessibility, availability, and services of Iloilo City Public Library, were obtained using convenience sampling. According to Simkus (2023), convenience sampling refers to a non-probability approach that involves selecting participants based on their immediate accessibility and ease of contact. The participants were selected according to their willingness and availability for participation in the research.

Adopted in this study was the formula suggested by Gay (1976), as cited in Calaycay (2020). This formula indicates that, in descriptive research, selecting 10% of the total population is generally considered an appropriate sample size. For this study, the active and recent library users were estimated to be approximately 600, excluding users aged below 18 years.

Research Instruments

The primary data-gathering instrument in this study was the researcher-made questionnaire for the library users. For the researcher-made questionnaires, it was divided into three parts. Part one was composed of personal information of the respondents such as their age, employment status, work/residence/school location, frequency of visit, and purpose of visit.

Part two contained indicators or statements in relation to accessibility, availability, and services of the Iloilo City Public Library.

Lastly, part three contained the qualitative questions regarding Iloilo City Public Library problems encountered by library users and recommended solutions.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



The researcher duly observed the guidelines for face validity and content validity in both the questionnaire.

Validity of the Research Instrument

Content validation of the research instrument was conducted through the presentation of the preliminary version to the research adviser for evaluation and input. Content validity is a fundamental aspect of measurement, as it ensures that a research instrument adequately represents and measures the intended constructs (Hartig & Köhler, 2020). The draft questionnaire was subsequently subjected to content validation by a panel of expert jurors.

Before undertaking initial reliability testing, their recommendations were carefully reviewed and incorporated. The eight-point content validation criteria are provided in Appendix D, and all recommended modifications were incorporated into the final questionnaire before reliability assessment.

Reliability of the Research Instrument

A pilot test was administered to evaluate the reliability of the researcher-made survey questionnaire, which was administered to thirty (30) public library users from Sta. Filomena District Library and Iloilo City Public Library. Responses collected during this pilot phase were excluded from participation in the final study and utilized exclusively for preliminary evaluation.

The pretesting involved administering the questionnaire to a small sample representative of the target population under conditions closely resembling those of the actual survey. Data obtained during the pilot test were analyzed to compute the reliability coefficient.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Following expert validation, the questionnaire underwent further pilot testing and reliability analysis conducted by a professional statistician. The findings produces a Cronbach's alpha coefficient of 0.87 (see Appendix F), indicating a good level of internal consistency.

This finding confirmed that the instrument was reliable and suitable for its intended use.

Data Gathering Procedure

Prior to initiating the research, a formal letter of request was presented to the Head Librarian of the Iloilo City Public Library. The research adviser and the Dean of the PHINMA University of Iloilo Graduate School formally acknowledged the request.

After her approval, the researcher prepared the sets of questionnaires and distributed the printed copies or online Google Docs questionnaire QR code to the sixty (60) respondents for pilot testing who will be given enough time to accomplish the survey questionnaires of at least (3) three days. However, for printed copy questionnaires, the respondents were only given a day to answer, since respondents might not be able to return to the library as soon as possible.

During the planning stage, the researcher carefully considered ethical principles to ensure the protection of all informants. An information letter was prepared and distributed to the respondents, thoroughly outlining the objectives, nature, and coverage of the study.

The respondents were given assurance of strict confidentiality and anonymity. They were further notified that their involvement was completely voluntary, and they retained the

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



option to discontinue their participation at any stage without incurring any adverse effect or impact on their rapport with the researcher.

The questionnaire was answered independently by the respondents, while guidance was provided by the researcher when necessary, with the aim of preventing any bias on the participants' responses and perspectives. Once the questionnaires were completed, the responses were amassed and systematically arranged for subsequent analysis and interpretive evaluation.

Data Analyses

The mixed methods design efficiently scrutinized key elements of the data collected by combining quantitative and thematic analyses for a comprehensive understanding. Numerical data derived from structured questions were subjected to descriptive statistical analysis, which allowed for the summarization and quantification of essential survey information. Frequency distributions and percentage analyses were utilized to characterize the respondents' demographic attributes, providing insights into the pattern of variables including employment status, age, work/residence/school location, frequency of visit, and purpose of visit.

In addition, the mean was used to determine the extent of Iloilo City public library's accessibility, availability, and service. Using Guilford's frequency distribution, mean scores derived from the five-point Likert-type scale were categorized and analyzed to interpret the quantitative data. The minimum value of one (1) was deducted from the maximum value of five (5), resulting in a range of four (4), then divided by the five categories. The quotient of

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



0.80 served as the interval measure for classifying the mean scores into grouped categories,

as presented below:

Extent of Iloilo City Public Library's Accessibility

Scale of Means	Description	Interpretation
4.21 - 5.00	Strongly Agree	Very Highly Accessible
3.41 - 4.20	Agree	Highly Accessible
2.61 - 3.40	Undecided	Moderately Accessible
1.81 - 2.60	Disagree	Fairly Accessible
1.00 - 1.80	Strongly Disagree	Poorly Accessible

Extent of Iloilo City Public Library's Availability

Scale of Means	Description	Interpretation
4.21 - 5.00	Strongly Agree	Very Highly Available
3.41 - 4.20	Agree	Highly Available
2.61 - 3.40	Undecided	Moderately Available
1.82 - 2.60	Disagree	Fairly Available
1.00 - 1.80	Strongly Disagree	Poorly Available

Scale of Means	Description	Interpretation
4.21 - 5.00	Strongly Agree	Very High Service Quality
3.41 - 4.20	Agree	High Service Quality

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



2.61 - 3.40	Undecided	Moderate Service Quality
1.83 - 2.60	Disagree	Fair Service Quality
1.00 - 1.80	Strongly disagree	Poor Service Quality

Extent of Iloilo City Public Library's Service

Statistical tools

Both descriptive and inferential statistical tools were applied in the study, with means, percentages, and frequency counts utilized for descriptive analysis, and the Kruskal–Wallis H test employed for inferential analysis at a 0.05 level of significance.

Frequency Count. It describes the profile of the respondents belonging to a category of the independent variable.

Percentage. Percentage shows the portion or percent of the 150 library users in their distribution among categories.

Mean. It refers to a measure of central tendency obtained by totaling all values in a population or sample and subsequently dividing the sum by the number of observations (Broto, 2010, as cited in Calaycay, 2020).

Aligned with Creswell and Creswell's (2018) perspective, descriptive statistics—such as the mean—are valid tools for summarizing sample data. Although convenience sampling constrains the generalizability of findings to a wider population, it does not prevent the use of these measures in accurately portraying the characteristics of the library users included in the study.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Kruskal-Wallis H Test. It is a nonparametric inferential procedure employed to examine differences among multiple independent groups (Broto, 2010, as cited by Calaycay, 2020).

In the current study, it was employed to assess the differences in the extent of Iloilo City Public Library's accessibility, availability, and service among the respondent's age, employment status, work/residence/school location, frequency of visit, and purpose of visit.

RESULTS AND DISCUSSIONS

This research was conducted in March 2026 to assess the Iloilo City Public Library's level of extent of accessibility, availability, and services to determine its current condition and utility value. The research design employed was the descriptive-survey method, which enabled the researcher to gather and analyze data. For qualitative data, thematic analysis was used to identify common problems encountered by users and their suggested solutions. The respondents of this study were sixty (60) Iloilo City public library users composed of students, employed, and unemployed individuals aged 18 years and above, selected through convenience sampling.

The study yielded the following findings:

Majority of the respondents were aged 18–29, predominantly students, residing in Jaro, and reported visiting the library less than once a month.

Overall, the library was perceived as very highly accessible by users taken as a whole. Overall, findings from the Kruskal–Wallis H test suggest no significant differences in the extent

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez, Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas, Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



of library accessibility based on age, employment status, location, frequency of visit, or purpose of visit

In terms of availability, the library was perceived as highly accessible by users taken as a whole. Overall, the Kruskal–Wallis H test results revealed a significant difference in availability only across age, with no significant variations observed for employment status, location, frequency of visit, or purpose of visit.

Overall, the findings indicate that library services are perceived as having very high service quality across most respondent groups. Overall, The Kruskal–Wallis H test findings show no statistically significant variation in the extent of library services across age, employment status, location, frequency of visit, or purpose of visit.

Library users commonly experienced challenges related to insufficient seating and study spaces, limited and outdated book collections, accessibility and location constraints, technological limitations (such as unstable internet, limited computers, and nonfunctional reprographic services), poor ventilation, difficulty locating materials due to the absence of an OPAC, and limited operating hours.

In summary, library users recommended expanding study spaces and seating, updating and diversifying print and digital collections, improving ICT infrastructure and OPAC implementation, enhancing ventilation and user comfort, strengthening community engagement and public awareness, and extending library operating hours to create a more accessible, comfortable, and user-centered public library.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Conclusions

From the study's findings, the following conclusions were derived:

Most library users were students aged 18–29, predominantly from the Jaro district, who visited infrequently and primarily used the library for studying and academic purposes; this indicates that the facility functions mainly as a student study space.

This study concludes that the Iloilo City Public Library generally functions as an effective public learning space, as users perceive its accessibility, availability, and services to be at high to very high levels.

In terms of accessibility, the library was rated as "Very Highly Accessible" by respondents overall. Statistical analysis revealed no significant differences across age, employment status, location, frequency of visit, or purpose of visit. This suggests that access to the library is consistently experienced among diverse user groups, reflecting equitable service delivery and physical access despite some reported location-related inconveniences.

Regarding the availability of resources, amenities, and facilities, the library was perceived as "Highly Available" as a whole. While perceptions of availability differed significantly across age groups, no significant differences were found when respondents were grouped based on employment status, location, visit frequency, or purpose of visit. This suggests that although age may influence expectations or usage patterns, the library generally provides sufficient resources to meet users' needs.

Regarding library services, findings revealed a very high level of perceived service quality across most respondent groups. Statistical tests showed no significant differences

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza

INSTABRIGHT e-GAZETTE

ISSN: 2704-3010

Volume VII, Issue III

February 2026

Available online at <https://www.instabrightgazette.com>



based on user profile variables, demonstrating that library services—particularly staff assistance and service delivery—are consistently experienced as satisfactory and effective by users, regardless of their background or usage characteristics.

Despite these positive evaluations, the study concludes that several persistent challenges limit optimal library utilization. These include insufficient seating and study spaces, outdated and limited collections, inadequate ICT facilities, poor ventilation, the absence of an OPAC system, and restricted operating hours. Consequently, users recommended targeted improvements focused on expanding physical spaces, upgrading print and digital resources, strengthening technological infrastructure, enhancing environmental comfort, increasing community engagement and visibility, and extending library hours. Addressing these concerns through well-defined policies and strategic planning is essential to further enhance the Iloilo City Public Library’s role as an inclusive, accessible, and user-centered public institution.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



References

- Anusuya, R., Kumar, H., Jain, K., Jain, D., Jain, A., & Singh, D. (2025). Library management system. *Journal of Science, Computing and Engineering Research*, 8(4), 1–6.
<https://doi.org/10.46379/jscer.2025.080403>.
- Arul Jothi, P. (2025). User satisfaction with facilities and services in public libraries: A study of Ramanathapuram District, Tamil Nadu. *International Journal of Research in Library Science*, 11(2), 91–99.
<https://doi.org/10.26761/IJRLS.11.2.2025.1879>.
- Ashikuzzaman, M. (2018). Public library: Functions and objectives. *Library & Information Science Education Network*.
<https://www.lisedunetwork.com/public-library-2/>.
- Bello, B.P. & Adepegba, I.M. (2023). Digital transformation: Revitalizing public libraries as inclusive hubs for national development. *Library Philosophy and Practice*, Article 8061.
<https://digitalcommons.unl.edu/libphilprac/8061>.
- Burgstahler, S. (2023). Equal access: Universal design of libraries. University of Washington.
<https://doit.uw.edu/brief/equal-access-universal-design-of-libraries/>.
- Calaycay, B. (2020). Records Management System Practices of Iloilo Science and Technology University (ISAT-U): Accessibility, Adequacy, and Utilization. PHINMA University of Iloilo, Graduate School.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza

INSTABRIGHT e-GAZETTE

ISSN: 2704-3010

Volume VII, Issue III

February 2026

Available online at <https://www.instabrightgazette.com>



Citizen Information (2023). Public library services.

<https://www.citizensinformation.ie/en/travel-and-recreation/sport-and-leisure/public-library-services/>.

Creswell, J.W. & Creswell, J.D. (2018). *Research design: qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE Publications.

Ejeda, L.M.L. (2025). *Library services sa syudad sang Iloilo ginpasangkad*. Philippine Information Agency.

<https://pia.gov.ph/news/library-services-sa-syudad-sang-iloilo-ginpasangkad/>.

Ezekwe, F.A. (2019). Availability and utilization of information and communication technology resources by undergraduate library users in Anambra State University libraries, Nigeria.

Library Philosophy and Practice, Article 2473.

<https://digitalcommons.unl.edu/libphilprac/2473/>.

Ferro, C.S., Pacardo, M.G., Yap, J.M., & Alayon, S.B. (2024). Librarians' and paraprofessionals' digital literacy competencies and digital programs of public libraries in Western Visayas, Philippines. *Digital Library Perspectives*, 41(1), 119–144.

<https://doi.org/10.1108/DLP-06-2024-0097>.

Hartig, J. & Köhler, C. (2020). A bias-corrected RMSD item fit statistic: An evaluation and comparison to alternatives. *Journal of Educational and Behavioral Statistics*, 45(3), 251–273.

<https://doi.org/10.3102/1076998619890566>.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza

INSTABRIGHT e-GAZETTE

ISSN: 2704-3010

Volume VII, Issue III

February 2026

Available online at <https://www.instabrightgazette.com>



IFLA & UNESCO (2022). IFLA-UNESCO public library manifesto 2022.

<https://unesdoc.unesco.org/ark:/48223/pf0000385149>.

Khan, J. & Jindal, R. (2019). Library services. *Research Journal of Library Sciences*, 7(1), 22–27.

<https://www.isca.me/RJLS/Archive/v7/i1/4.ISCA-RJLS-2018-008.pdf>.

Lagas, S. & Isip, J. (2023). Challenges to digital services in Philippine academic libraries. *Philippine Journal of Librarianship and Information Studies*, 43(1), 27–38.

<https://phjlis.org/index.php/phjlis/article/view/133>.

LIS Academy (2024). Enhancing library comfort: Amenities and services for a better user experience.

<https://lis.academy/public-library-system-services/enhancing-library-comfort-amenities-services/>.

Mariano, A.B.C. & Janio, R.V. (2018). Above and beyond: A look at library clients past regular hours. *PAARL Research Journal*, 5(1), 1–15.

<https://ejournals.ph/article.php?id=18462>.

Mugali, S. (2021). Building community engagement in public libraries. *International Journal of Research and Analytical Reviews*, 8(2).

<https://ijrar.org/papers/IJRAR21D2438.pdf>.

National Institute of Building Sciences (2017). Public library.

<https://www.wbdg.org/building-types/libraries/public-library>.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez,
Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas,
Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Patil, R. & Kumbar, B. (2020). Public library services for differently abled persons: Literature review with global perspective. https://www.researchgate.net/publication/360156523_PUBLIC_LIBRARY_SERVICES_FOR_DIFFERENTLY_ABLED_PERSONS_LITERATURE_REVIEW_WITH_GLOBAL_PERSPECTIVE.

Pharcy, M.S., Hossain, A., & Kikon, P. (2022). Evaluation of public library services by the users of Murshidabad District, West Bengal. *Library Philosophy and Practice*. <https://digitalcommons.unl.edu/libphilprac/6681>.

Public Library Association (2025). Expanding possibilities: Public libraries and adult learning—Insights and innovations from the field. American Library Association.

Republic of the Philippines (1994). Republic Act No. 7743. https://lawphil.net/statutes/repacts/ra1994/ra_7743_1994.html.

Rashid, M.H.A. (2023). The role of library circulation. *Library & Information Management*. <https://limbd.org/the-role-of-library-circulation/>.

Simkus, J. (2023). Convenience sampling: Definition, method and examples. *Simply Psychology*. <https://www.simplypsychology.org/convenience-sampling.html>.

SunStar Iloilo (2022). Iloilo City Library honors Ilonggo heroes. <https://www.sunstar.com.ph/iloilo/local-news/iloilo-city-library-honors-ilonggo-heroes>.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez, Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas, Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza



Swayne, M.R.E., Calzo, J.P., Felner, J.K., & Welsh Carroll, M. (2023). Developing evidence for building sanitation justice. *PLOS ONE*, 18(7), e0288525. <https://doi.org/10.1371/journal.pone.0288525>.

Tejaningrum, A. (2019). Implementation the trilogy Juran in SMEs business case study in Indonesia. *IOP Conference Series: Materials Science and Engineering*, 506, 012031. <https://doi.org/10.1088/1757-899X/506/1/012031>.

Tuble, R.M. (2020). The performance of public libraries in Negros Occidental, Philippines. *Philippine Social Science Journal*, 2(2), 123–138. <https://philssj.org/index.php/main/article/view/89>.

UNESCO (2021). Media & Information Literacy Curriculum for Educators & Learners. United Nations Educational, Scientific and Cultural Organization.

Villahermosa, N.L., Mabanto, I., Menil, A.S., Abergas, C.C., & Arnado, A.A. (2023). Impact assessment of library users' utilization: Enhancement of library services. *International Journal of Current Research*, 15(4), 24209–24214. <https://doi.org/10.24941/ijcr.44665.04.2023>.

Wu, Z. (2023). Study on the access convenience of public library layout. *Academic Journal of Management and Social Sciences*, 5(3), 43–46. <https://doi.org/10.54097/5uw81uok>.

Editorial Team

Editor-in-Chief: Alvin B. Punongbayan

Associate Editor: Andro M. Bautista

Managing Editor: Raymart O. Basco

Web Editor: Nikko C. Panotes

Manuscript Editors / Reviewers:

Chin Wen Cong, Christopher DC. Francisco, Camille P. Alicaway, Pinky Jane A. Perez, Mary Jane B. Custodio, Irene H. Andino, Mark-Jhon R. Prestoza, Ma. Rhoda E. Panganiban, Rjay C. Calaguas, Mario A. Cudiamat, Jesson L. Hero, Albert Bulawat, Cris T. Zita, Allan M. Manaloto, Jerico N. Mendoza
