

This report is about the situation of the public libraries in the Philippines. The research covers librarianship and the clients' use of the public libraries. The study provides the results and findings of the research conducted by the National Library of the Philippines

STATUS OF PHILIPPINE PUBLIC LIBRARIES & LIBRARIANSHIP

Final Research Report

NATIONAL LIBRARY OF THE PHILIPPINES

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Handog sa Bayang Pilipino

FOREWORD

Public libraries have been part of the Philippine cultural landscape for more than a century now. Many Filipino youths then and now have visited public libraries for several purposes mostly connected to education, literacy, social, economic and cultural issues and development. We can say that public libraries are essential to the growth of Philippine society.

The research entitled, “The Status of Philippine Libraries and Librarianship”, gives us the current situation of the public libraries in this fast paced changing world as well as the wishes and desires of the clients and public library users

Libraries are deemed to be conducive for learning and the primary source of knowledge for readers and researchers. It is of great importance that the library is up to date with its materials given the fast paced environment of today. The fast paced environment was brought about by the current technology that keeps on innovating every day. Thus, there is a need for libraries to acquire the latest collection and to install new facilities to accommodate the needs of the readers with respect to the latest innovations in their respective fields. However, looking at the setting of libraries in the Philippines, there is a great need to address their needs. Majority of the affiliated libraries of the National Library of the Philippines have problems in terms of accession records of the library, access to latest book collections and incomplete facilities. These problems are considered as a hindrance to make the library accommodating to the needs of the readers/researchers and to cater the needs of the students/researchers through providing them with up to date source materials.

The National Commission for the Culture and the Arts enjoin you to read this published material to learn about our present day realities of the public libraries and to advocate for its development and growth to continue becoming a knowledge repository for our citizens and the future generations.

PREFACE

As a Chairperson of this project, I share the same mission as the National Library of the Philippines which is to look after the welfare of the affiliated libraries. The National Library supports a network of libraries in different places of the Philippines. It monitors various aspects of the affiliated libraries to ensure that it will be able to carry out its daily operations. Moreover, the National Library in cooperation with the affiliated libraries carry the same purpose which are to spread knowledge and to promote research and development in various fields.

In order to ensure that the affiliated libraries can carry out its purpose from day to day basis, this research project was launched. It aims to gain knowledge about the current situation of the libraries and areas for improvement. Furthermore, this is also to inform readers as to the assessment of the current situations of libraries within the Philippines. In addition, the launching of this project will also be of help to the National Library of the Philippines during the development planning.

After months of tedious work to make this project happen, I am pleased to present this status report as we have realized the areas for development of the affiliated libraries. With this, it would be of help to the National Library as to how it can reach out to those libraries that needs more attention as they are still a developing library. It is our sincere hope that the research publication will be found useful and could provide further insights to the readers especially the public librarians, clients, sponsors of the public libraries, and policy makers.

**Eleanor C. Siyang
Chairperson**

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To the members of the team who exerted their efforts to conduct a study with regard to the status report of affiliated libraries of the National Library of the Philippines. It is indeed a job well done and an achievement to finish a project.

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Status Report of Philippine Public Libraries and Librarianship

Final Research Report

Executive Summary

The purpose of the research is to know the current situation of public libraries in the Philippines for development planning of the National Library of the Philippines (NLP). The objectives of the research entitled “Status Report of Philippine Public Libraries and Librarianship” are: to gather baseline data for the purpose of further studies and research on public libraries; to measure basic and various aspects of the public libraries in the country; to improve gathering of data on public libraries as a continuing monitoring task of the National Library of the Philippines, and be able to find out the needs of the public libraries in order to suggest and recommend solutions to concerned authorities.

The research is a quantitative and qualitative-descriptive study. It made use of survey as the main data collection method and supplemented by focus group discussions. It also made use of secondary to validate and appreciate the data findings. There were 433 public libraries surveyed, representing all the regional subdivisions across the country, as well as 648 user respondents coming from the regional representations of the public libraries.

The data collected from the samples show the following findings:

1. On public libraries:

- 1.1. Majority of the public libraries in the country are found in the municipalities (50%), barangays (21%), cities (19%) and provinces (9%). The actual total numbers of public libraries in the Philippines however, only make up 3% of the ideal as prescribed by the law.
- 1.2. Most of the existing public libraries are under the office of the Mayor (37%) and the Vice-Mayor (21%), followed by the barangay captains (16%), the Sanggunian (9%), the Vice Governor (6%), and the Governor (5%). However, 6% of the public libraries are under various national and local government offices such as the Public Information Office, Tourism and Cultural Affairs, Senior Citizens Affairs, the Department of Education, the National Library of the Philippines, and civil society organizations or private or non-profit organizations. While many of the public libraries are under the control and supervision of the local chief executives, the resources and support provided, as well as supervision needed by many of the public libraries are still wanting. There may be a need to clarify the strategic position of public libraries to become more advantageous in the development plans of the local governments.
- 1.3. Most of the librarians, officers in charge, and library staff are women (84%), with men account for only 15%. Application of gender mainstreaming policies may be beneficial to ensure that gender balance is achieved.
- 1.4. More than 71% of public libraries have only 1 to 5 personnel while in 12% of public libraries, there are none. In more progressive cities and provinces, public libraries can have as many as 6-10 personnel (10%), 11-15 (4%), or over 16 staff members (2%). There seems to be a direct link between the prioritization and economic capacity of the LGU and in the allocation of resources for the public libraries.

- 1.5. The public libraries have either one professional librarian (45%) or none at all (43%). This may be attributed either to the lack of economic capacity of the LGU to hire a professional librarian, or the lack of available licensed librarians.
- 1.6. Most public libraries have no accession records or list of collections (85%), with only 15% having these records or lists available. The unavailability of accession records or list of collections may be attributed to the lack and absence of licensed librarians in many of the public libraries. There is a need to encourage and train library staff to the basics and standards of library practice such as maintaining of accession records and list of collections.
- 1.7. Many (79%) of our public libraries have less than 10,000 volumes available in their respective local communities. This implies that users have limited access to information especially those needed in academic and school requirements. This can be related later on the profile of users.
- 1.8. As to furniture and equipment, public libraries are furnished with bookshelves (94%), chairs (94%), reading tables (92%), newspaper/magazine racks (80%), computers (72%), filing cabinets (70%), dictionary stands (63%), printers (61%), bulletin boards (54%), and charging desks (53%). However, less than half of the public libraries have card catalogue cabinets (44%), scanner (41%), typewriters (37%), photocopiers (33%), television sets (31%), projectors (16%), sound systems (16%), and barcode readers (5%). A few respondents said they have servers, cameras, sofa sets, air conditioning units, fax machines, DVD players, microfilm readers, laptops, access to Wi-Fi, electronic braille readers, and artifacts. The more advanced the equipment, the less available it is in public libraries. This reflects how much funding allocation is given by local governments to public libraries, as well as the interest and prioritization given to the public libraries.
- 1.9. Learning resources that are available in most public libraries are: serials/magazines/journals (83%); non-book materials (61%); audio visual materials (39%); and e-book/ e-journals (18%). Although a few, there were also responses having learning platforms, computer programs, and other sources of learning resources.
- 1.10. The services provided by many of the public libraries include: children's services (74%), services for persons with disabilities (39%), and ICT services (30%). Other services (12%) include senior citizen services, Chinese corner, community outreach, GAD services, audio visual rooms, literacy training, indigenous people, rehabilitation, home for the aged, and Tech4Ed.
- 1.11. A great majority, or almost 91% of public libraries follow the usual government office hours of 8:00 AM to 5:00 PM. However, there are libraries that go beyond these operating hours depending on the clients' needs; some libraries are open from 8:00 AM until 6:00 PM or from 7:00 AM to 6:00 PM. There are a few public libraries that are open from 8:00 AM to 8:00 PM or even 24-hours daily.
- 1.12. Over half (58%) of the respondents said that they receive assistance from other stakeholders in their respective communities while the rest (42%) said they have

not received any support or cooperation from the community other than their local government unit.

- 1.13. Those public libraries that received assistance and cooperation from the communities identified the donors as: private individuals (51%); Rotary Club (14%); Asia Foundation (9%), NGOs (7%), LGU (6%), Department of ICT (5%); people's organizations (2%), Bangko Sentral ng Pilipinas (1%); and the Ayala Foundation (1%).
- 1.14. The list of other activities provided in the public libraries include storytelling (30%), reading tutorial services (5%), book mobile services (5%), computer literacy program (5%), art workshops (3%), alternative learning system (2%), and training seminars (1%).

2. On the Users of Public Libraries

- 2.1. Majority of the users of public libraries are young. More than two thirds (78%) of the public library clients are adolescents belonging to the 11 to 18-year-old age group. This is followed by senior citizens (7.4%) and schoolers (5.45%), and young adults (5.4%).
- 2.2. The clients of the public libraries are students (73%) and professionals (14%). Other types of clients that make up the rest of public library users (12%) are reviewees preparing for licensure or civil service examinations, skilled workers, persons with disabilities, senior citizens, and the unemployed.
- 2.3. Two-thirds of the population of public library users are female and the rest are male.
- 2.4. The users of the public libraries are mostly schooled and educated. Thirty-six percent are college students, and close to 30% are high school students. Other public library users are professionals, post graduates, and reviewees.
- 2.5. The most frequently used library materials by clients, in order, are: books, computers, newspapers, magazines, journals, review materials, dictionaries, encyclopedias, clippings, novels, and research papers and dissertations.
- 2.6. Nearly 80% of public library clients visit daily or weekly, 4% visit 2-3 times a week, and 1% go 3-5 times a week. A tenth come monthly, while the remaining 6% said they seldom visit.
- 2.7. Majority of the respondents said that they were satisfied with public library services, with 61% saying they were very satisfied and 38% saying they were satisfied. Less than 1% said that they were not satisfied.
- 2.8. The most common purposes or reasons for using public libraries are related to school and academic needs of students: studies (71%), research (45%), and school requirements (30%). Other reasons include: group discussion (23%), teaching (9%), attend training (9%) and to review for board examinations (3%).

- 2.9. The problem most encountered by users is accessibility of the public library both in location and hours of operation. The users of public libraries who are mostly students and professionals find it difficult to get to the library and get there before it closes. A close second, is the obsolete materials found in public libraries. The insufficient number of personnel (3rd) and materials (4th) were also problems encountered by users. "Other" problems may be attributed to the lack of books, chairs and tables and available computers. There were some responses that mentioned the lack of amenities such as comfort rooms (toilets) which is a basic necessity for any facility that renders services to the public.
- 2.10. Suggestions and recommendations on the improvement of public libraries include: increasing library space, furnishings and equipment, and learning materials (67%). Others suggested that the public libraries make available (upgraded) computers and internet access (12%), install basic facilities such as toilets (7%), have proper ventilation (6%), and strictly implement rules and regulations, including maintaining cleanliness and silence (3%).

Conclusions and Recommendations

1. Public libraries are still relevant despite the increased usage of computers and Internet in the country. The use of these technologies can complement the services provided by the public libraries since their basic purpose is to provide access to truth, knowledge and skills development.
2. Public libraries need to be strengthened and improved as institutions, since there is an increasing trend in the number of its actual clients, most of whom are students and professionals. These types of clients must be supported since they comprise the country's human resources. Local government must understand the strategic role and value of the public libraries in their communities.

Support to the public libraries by local and national governments must include improving infrastructure and facilities, increasing and improving learning resources, equipment and furniture, as well as increasing human resources, especially employing licensed librarians. Thus, increase in budget, funding allocations, and supervisions should be prioritized by local governments. The National Library of the Philippines should lead other agencies such as the Department of Interior and Local Government (DILG), the Department of ICT (DICT), and relevant information agencies in pooling resources for the improvement of public libraries.

3. The NLP and LGUs must give ample attention to building capacity of public library personnel to ensure improved quality of services.
4. The positive and strategic roles of the public libraries must be promoted to ensure that the public appreciates their roles in developing human resources. The NLP and supportive organizations of professional librarians must be able to promote and collaborate with the Department of Education (DepEd) and Commission of Higher Education (CHED) to promote programs in library science and related courses to ensure the increase in number of course takers that can be fielded in or employed by public libraries.

5. Continue and improve the research and development, and the monitoring and evaluation program of the NLP for stronger institutional planning, capacity development and support to public libraries in the Philippines.

Suggestions for Further Research

The following are suggested topics for further studies and for better appreciation of public libraries in the Philippines:

1. The impact of public libraries in the socio-economic development of communities will assess the relevance, effectiveness and efficiency of public libraries in relation to the socio-economic development of the communities.
2. The valuation of public libraries to users' demand and use vis a vis actual cost of development and maintenance to understand the cost effectiveness and upkeep of public libraries in the country.
3. The impact of innovation and technology in the public library use and development will help understand how the use of computer and internet can be a complementary service of the public libraries.
4. A comparative study of LGU support to public libraries on how public libraries promote governance and e-government services will be of interest to national and local governments in the country to look into best practices in promoting knowledge and services in the positive use of ICTs that can contribute to the socio economic and cultural development of communities.

1. Introduction

The International Federation of Library Associations (IFLA) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) define a public library as “an organization established, supported and funded by the community, either through local, regional or national government or through some other form of community organization. It provides access to knowledge, information and works of the imagination through a range resources and services and is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment” (Gill, 2001). It exists to serve communities, is a “democratic equalizer, open to all and providing access to information that helps people improve their individual, family, and community lives (Scott, 2011).” In many jurisdictions, public library services contribute to youth development, community health, agriculture, and community and economic well-being. Aptly put, the IFLA UNESCO Public Manifesto says: “The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups” (Elbert and Atuti, 2011).

The National Library of the Philippines (NLP) assists over 1,455 public libraries, throughout the Philippines in terms of training, staff development and partial book allocations. The law, Republic Act (RA) 7743, *“An Act Providing for the Establishment of Congressional, City, and Municipal Libraries and Barangay Reading Centers Throughout the Philippines”* and related local policies require the local governments at the provincial, city, municipality, and barangay levels establish public libraries and reading centers in their respective jurisdictions in coordination with the NLP, the Department of Interior and Local Government (DILG), and the Philippine Information Agency (PIA). However, 1,455 libraries are a small number compared to around 40,000 public libraries which still need to be established and affiliated with the NLP.

The Public Libraries Division (PLD) of the NLP is responsible for monitoring and ensuring that all public libraries are aware of the community’s needs, but there is a lack of data available to measure and evaluate what needs to be developed. Once a library becomes affiliated with the NLP, the NLP should receive monthly reports from them. However, the PLD only retrieves about 15% of these reports mostly sent through traditional mail. The PLD notes that other challenges faced in data gathering is the fact that only 24% of public libraries have internet connections, while some public libraries in remote public libraries do not even have electricity.

In line with the above-mentioned issues, the NLP designed a baseline research project, “Status of Public Libraries in the Philippines and Librarianship” which aims to address the lack of data on public libraries and librarianship, and may provide evidence to help in developing these institutions.

1.1. Purpose and Objectives of the Research

The Status Report of Philippine Public Libraries and Librarianship research is designed:

1. To gather baseline data for the purpose of further studies and research regarding public libraries;
2. To measure various aspects of the public libraries in the country;
3. To serve one of the requirements as a basis for affiliation to the NLP;
4. To implement the gathering of public libraries' data as a continuing project of the NLP; and,
5. To improve public libraries in the country by providing solutions and recommendations to the concerned authorities.

1.2. Conceptual Framework

The design of the research follows the conceptual framework illustrated in Figure 1 below:

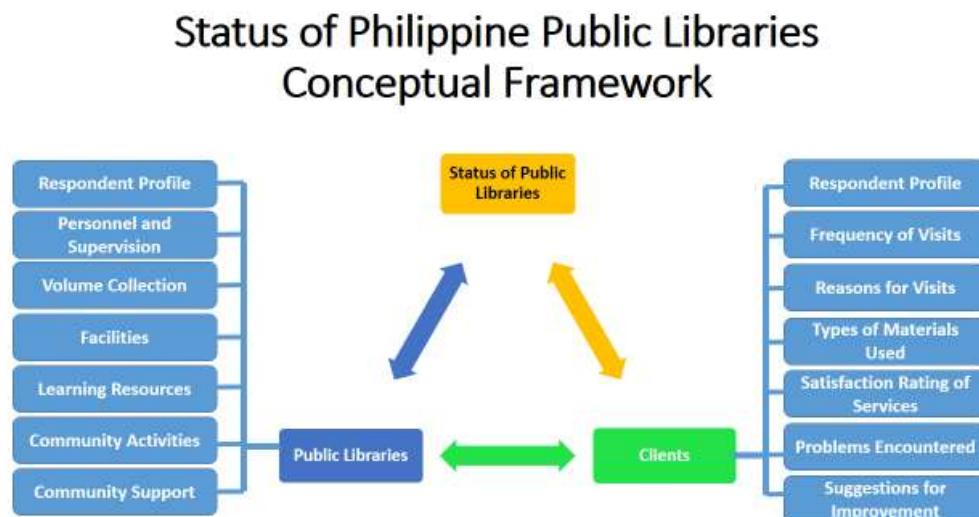


Figure 1. Conceptual Framework of the Study

The framework traces the relationship between the public library and its clients so that the status of the public libraries can be described. The situation of the public

libraries in the Philippines is seen through the quality of the public library facilities, the librarianship, and the clients' use and view about their visits to the facilities.

The variables used for the public libraries are: the respondents' profile, personnel and supervision, volume collection, facilities, learning resources, community activities and community support. For clients, the variables used are: the respondent profiles, frequency and reasons for visits, types of materials or facilities commonly used, satisfaction rating, problems encountered, and suggestions for improvement.

1.3. Definition of Terms

The main variables of the research study are defined as follows:

- **Status** refers to the current situation of public libraries in the Philippines. The scope of this situational study covers the librarianship and the clients' profile.
 - **Librarianship** is the profession concerned with the application of the principles, theories, techniques, and technologies of printed and recorded knowledge which contribute to the establishment, preservation, organization, dissemination, and utilization of collections of library materials (Merced, 2005; Panti, 2004; Levine & Carter, 2013). In this study it refers to the administration of library resources and services which covers the following: personnel, library collection, library facilities, learning resources, and community assistance (support) and cooperation.
 - **Clients** are the users of the libraries. The study looks into the profile of the users such as the sex, age, educational attainment, frequency of library visits, rating on the services rendered by the libraries, type of materials used in the library, reasons for using the library, problems encountered in the use of the library, and suggestions for improvement of the library.
- **Public Libraries in the Philippines** refers to the different types of libraries based on political jurisdictions mentioned in RA 7743, "An Act Providing for the Establishment of Congressional, City, Municipal Libraries and Barangay Reading Centers throughout the Philippines".

A public library is "a library that is free to all the residents of a community, district or region and receives its financial support in whole or in part from public funds" (Levine & Carter, 2013). The public library is "located in, established and maintained by the barangay, municipal, city, province, or congressional district as the case may be and serves or caters primarily to their respective constituents" (RA 7743).

1.4. Significance of the Study

The main purpose of the study is to update the baseline of the public libraries affiliated with the NLP, and to find out the current and common situation of the public libraries. The results of the study will enable the NLP to plan for strategic and relevant policies, programs and projects as well as for policy making and for better implementation of existing ones. The study will also suggest further research studies relevant to the current and future prospects of public libraries in the Philippines.

1.5. Limitation of the Study

The research is bound by the scope of the research design, which is focused only on the variables presented in the conceptual framework. The research is also constrained by time, funds and resources of the NLP. The research team desired to cover several public libraries that have not been visited or have rarely submitted their progress reports, however, reasons listed below restricted the plans for this research.

Time and Budget. The research is limited because of the time frame and the allocated budget of the research project. The constraint is also based on the availability of the respondents at the time of the data gathering period. For example, there was difficulty in finding client respondents during data collection since some client groups were on semestral break. Furthermore, the turn-around time of formal responses from public library respondents had to be considered due to the low number of computers and lack of Internet connection.

Human Resources. The research was conducted as an inter-department activity. Data collectors or enumerators are from the different divisions of the NLP. Team work was necessary to ensure timely submission of the outputs.

Geographic locations and Security factors. The research areas assigned to field enumerators were determined and resolved by the NLP Research Committee. The area selection was based on the Directory of Public Libraries produced by Public Libraries Division (PLD). From the list, public libraries located in remote areas; areas considered as political hotspots, areas under armed conflict, and areas where security risks may be posed to the enumerators were excluded taking into account the safety of the staff. The list of areas visited and itineraries may be found in the appendix section.

1.6. Organization of the Report

The main report is outlined in 5 sections: (1) the introduction, (2) literature review, (3) methodology, (4) findings and summary, and (5) conclusions and recommendations. This report also provides an executive summary which highlights

the main findings of the research as well as its conclusion and recommendations. The appendix section provides the bibliography and other related materials pertinent to the research project.

2. Related Literature

This section of the report provides a review of literature that covers local and foreign studies most relevant to this research. Data from significant sources were also included to form part of the review.

2.1. Local Literature

Related Studies

The NLP publication on “*Public Libraries in the Philippines Today and Tomorrow*” comprehensively discussed the beginnings of the establishment of libraries in the Philippines till the time of publication in Year 2000. It also covers current realities faced by the NLP and public libraries then. These realities include the small fund allocation for public libraries, the lack of public librarians, lack of infrastructures and facilities, as well as learning resources. It provided literature on how the NLP overcame the challenges as well as cases of public libraries that were able to rise above the challenges.

Adoracion Mendoza and Manuel Martinez (2000) described the development of Philippine libraries since the Spanish era. They contended that the public libraries are tied up with the school system during the time of the Americans till now. They also mentioned that the law, Republic Act 7743 of 1994, which provided for the establishment of congressional city and municipal libraries and barangay reading centers throughout the country was faulty. While the law included and stated the provision for ‘congressional’ or district libraries, Mendoza and Martinez (2000) said that these libraries “did not fit in with the local government structure because congressional districts have never been part of the local administrative systems”. Furthermore, “no funding for local libraries came from the national government.” Currently local libraries are supported by local government and local communities.

Laws and policies related to the public libraries were listed in Mendoza and Martinez (2000) published research. These laws, and policies are as follows:

Republic Act No. 7743	An Act Providing for the Establishment of Congressional, City, and Municipal Libraries and Barangay Reading Centers Throughout the Philippines, Appropriating the Necessary Funds therefor and for Other Purposes. The law was passed on June 17, 1992.
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Republic Act No. 6966	Philippine Librarianship Act: Regulating the practice of librarianship and prescribing the qualifications of librarians. The law was passed on November 19, 1992.*
Republic Act No. 7356	An Act Creating The National Commission For Culture And The Arts, Establishing National Endowment Fund For Culture And The Arts, And For Other Purposes enacted on April 3, 1992
Presidential Proclamation No.837	Declaring the month of November 1991 and every year as Library and Information Services Month. The proclamation was issued on November 1991.
Presidential Proclamation No. 109	Designating the period from November 14 to 30 each year as the National Book Week.
Professional Regulation Commission Resolution No.02 s. 1992	Code of Ethics for Registered Librarians issued on August 14, 1992
Professional Regulation Commission Resolution No. 01 s. 1992	Rules and Regulations implementing the Philippine Librarianship Act issued on July 20, 1992
Commission on Audit Circular 94-012	Setting a policy regarding purchases and acquisition of library books and materials, fixing liability and accountability of government librarians, retirement and insurance of library books and materials and others.
Commission on Audit Circular No. 155	Requiring the settlement of and clearance from accountabilities of government officials and employees prior to their transfer or acceptance of their resignation issued on June 1992
Executive Order No. 496	Instituting the procedures and criteria for the selection and the recommendation of nominees for appointment to vacant positions in the Professional Regulatory Boards under the Professional Regulatory Commission issued on December 9, 1991.
Executive Order No. 118	Creating the Presidential Commission on Culture and Arts issued on January 30, 1987.
Presidential Decree No. 812	On Legal and Cultural Deposit issued on October 18, 1975.
Presidential Decree No. 285 as amended	On the compulsory licensing or reprinting of educational, scientific or cultural books and materials as a temporary or emergency measure whenever the prices thereof become so

* In February 2004, RA 6966 was repealed and gave way to Republic Act 9246 entitled "An Act Modernizing the Practice of Librarianship in the Philippines Thereby Repealing Republic Act No. 6966, Entitled, 'An Act regulating the Practice of Librarianship and Prescribing the Qualifications of Librarians' Appropriating Funds Therefor and for other Purposes."

	exorbitant as to be detrimental to the national interest, issued on September 3, 1974.
Presidential Decree No. 373	On tax exemptions for all donations to the National Museum, National Library and the Archives of the National Historical Institute, issued on January 9, 1974.
Presidential Decree No. 223	Creating the Professional Regulation Commission and prescribing its powers and functions, issued on June 22, 1973
Presidential Decree No. 49	Copyright Law: Decree on the Protection of Intellectual Property 1972. [†]
Republic Act No. 3873	Changing the name of the Bureau of Public Libraries to the national Library issued on June 18, 1964.
Republic Act No. 411	Providing for the establishment, operation and maintenance of municipal libraries throughout the Philippines and appropriating funds therefor enacted on June 18, 1949.
Republic Act No. 228	Amending the Revised Administrative Code in its provision on data and documents supplied to the Bureau of Public Libraries enacted on June 5, 1948.
Executive Order No. 94 s. 1947	Renaming the National Library to “Bureau of Public Libraries”
Commonwealth Act No. 367	Transferring the National Library from the national Assembly to the Department of Public Instruction and for other purposes enacted on August 23, 1938
Commonwealth Act. No. 4007	Abolishing the national Museum of the Philippine Islands, transferring its division of history and fine arts to the national Library, and all its other divisions to the Institute of Science enacted in 1932
Commonwealth Act. No. 3477	Creating the National Museum of the Philippine Islands providing for its powers, functions and personnel and funds and changing the name of the Philippine Library and Museum to the National Library enacted on December 7, 1928.
Act No. 2572	Consolidating the Philippine Public Library, the Division of Archives, Patents, Copyrights and Trademarks of the Executive Bureau and the Law and Library Division of the Philippine Assembly to form an organization to be known as “Philippine Library and Museum: under the administrative control of the Secretary of Public Instruction issued on February 4, 1916.
Act No. 1935	Consolidating all libraries belonging to any branch of the Philippine Insular Government for the creation of “The Philippine Library” and for the maintenance and regulation of the same issued on May 20, 1909.

[†] In 1997 the Philippine copyright law is expanded and is now part of the Intellectual Property Code of the Philippines, officially known as Republic Act No. 8293.

Act No. 1849 Providing for the establishment of a public library to be known as “The Philippine Public Library” making suitable appropriation therefor, and for other purposes enacted on June 3, 1908.

Additional laws and policies related to the public libraries are as follows:

Republic Act No. 9246	An Act Modernizing the Practice of Librarianship in the Philippines Thereby Repealing Republic Act No. 6966, Entitled “An Act Regulating the Practice of Librarianship and Prescribing the Qualifications of Librarians,” Appropriating Funds Therefor and For Other Purposes approved on February 19, 2004.
Republic Act No. 6557	An Act Establishing in the Municipality of Batac, Province of Ilocos Norte, the Crispina-Marcos Memorial Library and Museum enacted without Executive approval on September 30, 1972.
Republic Act No. 10124	An Act Changing the Nomenclature of the Tondo Congressional District Library in Tayuman, Tondo, Manila into Sentro ng Karunungan Library, Appropriating Funds Therefor and For Other Purposes approved on June 3, 2010.
Professional Regulatory Board for Librarians Resolution No. 05	Prescription, Adoption and Promulgation of the “Revised Standards for Philippines Public Libraries” issued on July 24, 2015.

In the same research study of Mendoza and Martinez (2000), a directory of public libraries in the Philippines particularly in Region I was provided. At the time of the research there were more than 780 public libraries but only 50% submitted accomplishments and activity reports to the NLP. Based on these reports, the problems encountered by public libraries were:

- The inactivity of some public libraries resulting to temporary or permanent closure;
- The poor performance due to inadequate library skills;
- The absence of an official advisory body for the public libraries;
- The lack of rural libraries to reach the remote areas in dire need of reading materials;
- The lack of maintenance of public libraries shown by reports of termite infestation, and dirty and dusty public libraries;
- The inadequate information about public libraries;
- The unequal distribution of public library materials;
- The absence of identification of pilot public libraries;[‡] and,
- The lack of information network with public libraries.

Mendoza and Martinez (2000) also mentioned that the library sector operates under the Philippine Librarianship Act and the Professional Regulation Commission (PRC), as well as the computerization efforts at the NLP, particularly the PUBLIN

[‡] In the initial implementation of the law (RA 7743) the NLP was required to identify pilot LGUs to establish public libraries.

(Public Libraries Information Network). However at this time this system is no longer in use. Other programs like book mobiles were also highlighted.

Another related study covering the baseline of public libraries in the Philippines from 2003 – 2005 which was the “*Survey of Public Libraries in the Philippines 2003 – 2005*” which was a project of the National Commission for Culture and Arts (NCCA) and the Philippine the Association of Teachers of Library and Information Science (PATLS). It showed the situation of the public libraries surveyed at that time. The study showed that there were already public libraries existing 10 years after the turn of the 20th century, however human and material resources were found lacking, with the public libraries requiring support from the local government. Summarized findings of this research include:

“The oldest public libraries are found in Region I, NCR, Region IV, Region V, Region VII, and Region VIII. These libraries were established between the periods 1910-1930. Only 20% of the 338 public libraries [surveyed] are operated by licensed librarians and majority of these public libraries are small as manifested by their reports with as low as 10-12 available seats up to an average of 21-30 seats, which is generally less than 100. A very large number of public libraries under this survey reported a book collection of less than 1,000 volumes. Most of them adopt the open access mode to their library collection, while the Dewey Decimal Classification is the most used classification scheme although some libraries reported to have unclassified collection. Only 3.56% of the public libraries have computerized library system. It is concluded that public libraries in the Philippines are still underdeveloped and need more attention from our government officials” (Buenrostro, 2005).

Complementing this research study is the “Assessment of Public Libraries in the Philippines” (Velasco, 2018), which concluded that:

- 1) Among the seven (7) librarian related factors included in the study, there is a statistically significant difference between monthly income and trainings and seminars related to library services, as to the level of effect on facilitation of library services, and to the level of hindrance to the implementation and performance of library services;*
- 2) There is no significant difference between and among the three (3) government related factors included in the study - in the level of facilitation or hindrance to the implementation and performance of library services;*
- 3) There is no significant difference between and among the three (3) community related factors included in the study. Neither in the level of facilitation or hindrance to the implementation and performance of library services;*

4) Majority of the librarians are within the modest salary grade and have not pursued advanced study, and are lacking in trainings and seminars related to library services;

5) Library services is one of the sectoral programs and services priorities of the city governments, as the focus of the Philippine administration are in key areas of education, agriculture, social services, and infrastructure;

6) Majority of the city libraries of the Philippines are equipped in terms of library staff, facilities, and collections both book and non – book;

7) Both the community related factors and the government related factors are not fully implemented or done to improve and benefit the library services;

8) The hypothesis stating that there is no significant difference between the variables in each of the three categories of factors: the librarian respondents' profile; the community related factors; the government related factors to their effect to the level of facilitation, and level of hindrance to the implementation and performance of library services is rejected" (Velasco, 2018: 144-145).

Related Data from the NLP-Public Libraries Division (PLD)

The NLP has 10 divisions. The Public Libraries Division (PLD) is responsible for linking with public libraries particularly in terms of information system and service orientation. In its monitoring tasks, the PLD requires each affiliated public library to submit monthly reports regarding their status. Some of the data gathered from the affiliated public libraries are summarized and are shown below.

1. NLP Affiliated Public Libraries

Table 1 below shows the total number of NLP-affiliated public libraries and the percentage of increase from Years 2000 to 2018.

Table 1. Total number of NLP-affiliated public libraries and percentage of increase from Years 2000 to 2018

Period/Year	Total	June 2018	%
	Public Libraries	Difference	Increase
2000*	780	653	83.7%
December 2015	1,376	57	4.1%
December 2016	1,398	35	2.5%
December 2017	1,416	17	1.2%
December 2018	1,455	0	0

Source: NLP-PLD (2015 to 2018) and * Mendoza and Martinez (2000)

The data provided by the PLD shows that there is an average of 2.6% increase of public libraries from 2016 to 2018. From the data supplied by Mendoza and Martinez (2000), it can be deduced that there was almost 84% increase of public libraries established since the Year 2000.

2. Active versus inactive NLP Public Libraries

The table below (Table 2) shows the December 2018 PLD data that provides the updated total number of public libraries, and shows the number of active, inactive, and closed public libraries. Active libraries are those that submit monthly reports to the PLD, and ensure that their librarians attend seminars, training, and conferences organized by the PLD. Those that are non-compliant for a certain number of years are tagged inactive and could be regarded as closed or no longer existing upon actual validation visits made by the NLP.

Table 2. Number of Active and Inactive or Closed Public Libraries as of December 2018

Library Type	Frequency				Percentage		
	No. of Libraries	Active	Inactive	Close	Active	Inactive	Close
Provincial	55	47	3	5	85%	5%	9%
Congressional	6	5	1	0	83%	17%	0%
Regional	1	1	0	0	100%	0%	0%
City	112	98	9	5	88%	8%	4%
Municipal	595	302	256	37	51%	43%	6%
Barangay	686	134	330	222	20%	48%	32%
TOTAL	1455	587	599	269	40%	41%	18%

Source: NLP-PLD (2018)

It can be gleaned from Table 2 data that 40% of the public libraries are active, 41% are inactive, and 18% are closed. At the LGU level, it can be surmised that the city libraries are most active (88%) closely followed by the provincial libraries (85%), the municipal libraries (51%), and the barangay reading centers (20%), although a significant number of the latter (48%) are inactive. These reading centers are the least active among these types of public libraries at the LGU level, and have the most number of libraries that have closed (32%).

3. Number of People who visited the Public Libraries

From year 2014 to 2017, the NLP-PLD provided the data (Table 3) that shows the number of people that visited the public libraries based on reports submitted by active public libraries. It can be said that there could be more visitors than the data provided if public libraries are all compliant in submitting their reports.

Table 3. Total Number of People Who Visited the Public Libraries Per Year 2014 – 2018

2014	2015	2016	2017	2018
733,122	1,552,658	1,802,474	2,475,733	2,780,872

Source: NLP-PLD

From the summarized data of the PLD, there is an increasing trend in the number of persons visiting the public libraries. In Year 2014 there was 238% increase; while in 2014 and in 2016 there was an increase of 59% and 37% respectively. Figure 2 below shows a breakdown of the number of public library users per LGU-type for year 2018.

Description	Library Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	GRAND TOTAL
Total No. of People Visited the Library	<i>Provincial</i>	81,317	42,745	65,218	90,973	280,253
	<i>City</i>	274,446	136,787	328,435	409,968	1,149,636
	<i>Municipal</i>	201,007	70,169	159,253	198,500	628,929
	<i>Congressional</i>	21,795	4,468	19,404	17,455	63,122
	<i>Regional</i>	0	274	0	-	274
	<i>B.R.C.</i>	16,096	4,084	11,736	7,409	39,325
	<i>Branch</i>	49,077	39,275	43,047	40,150	171,549
	TOTAL	643,738	297,802	814,513	1,024,819	2,780,872

Figure 2. Total Number of People Who Visited the Public Libraries per LGU Type in 2018

The data show that there were more people that visited city public libraries (41%) than the provincial (10%) and municipal public libraries (23%) in 2018. The area population, proximity to schools, and availability of library collections and facilities could be factors that have contributed to the increased numbers, aside from the motivational factors of users.

4. Library-in-Charge: Licensed vs. Non-Licensed Librarians

The PLD supplied information about the number of licensed librarians vis a vis the number of non-licensed personnel who are in charge of the public libraries. Table 4 shows the total number of licensed librarians and non-licensed library-in-charge and the breakdown per LGU-type.

**Table 4. Total Number of Librarians vs Non-Licensed Library-In-Charge in NLP
Affiliated Public Libraries as of June 2018**

Library Category	Licensed Librarians	%	Library-In-Charge/Non Licensed	%	Total	%
Provincial	30	55%	25	45%	55	4%
Congressional	1	50%	1	50%	2	0%
Regional	1	100%	0	0%	1	0%
LFP	3	75%	1	25%	4	0%
City	55	43%	72	57%	127	9%
Municipal	52	9%	542	91%	594	41%
Barangay	0	0%	658	100%	658	46%
TOTAL	142	10%	1,299	90%	1441	100%

Source: NLP-PLD (2018)

In the summarized data it appears that there are only 10% licensed librarians as library in charge from among the total of LGU-types of public libraries. The data is 10% lower than the survey study in 2005. The regional and locally funded project (LFP) public libraries showed the highest numbers of licensed librarians followed by the provincial and city public libraries. Inversely those with the highest number of non-licensed library in charge are from the municipal public libraries. The law, however, does not require licensed librarians in Barangay Reading Centers.[§]

Relevant data from the Department of Interior and Local Government (DILG), Department of Education (DepEd), and the Department of Information and Communications Technology (DICT) are briefly discussed in this review.

Related Data from the DILG

Figure 3 below shows the total number of current local government units by region. These consist of the provincial, cities, municipalities, and barangays.

[§] Implementing Rules and Guidelines of RA 7743 Article III 3.4a states that Barangay Reading Center In-Charge Educational Requirements is 2-yr course of college education and Eligibility is sub-professional.

REGIONAL SUMMARY
NUMBER OF PROVINCES, CITIES, MUNICIPALITIES AND BARANGAYS, BY REGION
AS OF September 30,2018

RegProvMunBgy	REGION	PROV.	CITIES	MUN.	BRGYS
130000000	NCR	-	16	1	1,710
140000000	CAR	6	2	75	1,177
010000000	I (ILOCOS REGION)	4	9	116	3,267
020000000	II (CAGAYAN VALLEY)	5	4	89	2,311
030000000	III (CENTRAL LUZON)	7	14	116	3,102
040000000	IV-A (CALABARZON)	5	19	123	4,019
170000000	MIMAROPA	5	2	71	1,460
050000000	V (BICOL REGION)	6	7	107	3,471
060000000	VI (WESTERN VISAYAS)	6	16	117	4,051
070000000	VII (CENTRAL VISAYAS)	4	16	116	3,003
080000000	VIII (EASTERN VISAYAS)	6	7	136	4,390
090000000	IX (ZAMBOANGA PENINSULA)	3	5	67	1,904
100000000	X (NORTHERN MINDANAO)	5	9	84	2,022
110000000	XI (DAVAO REGION)	5	6	43	1,162
120000000	XII (SOCCSKSARGEN)	4	5	45	1,195
160000000	XIII (CARAGA)	5	6	67	1,311
150000000	ARMM	5	2	116	2,490
	TOTAL	81	145	1,489	42,045

Source: <http://www.dilg.gov.ph/facts-and-figures/Regional-and-Provincial-Summary-Number-of-Provinces-Cities-Municipalities-and-Barangays/32>

Figure 3. Regional Summary of Total Number of LGUs

Using the above the data, and following the law RA 7743, the number of public libraries and reading centers in the country should be the same as the current data presented by the DILG. However, to show the discrepancy of public libraries in numbers, data from the PLD are presented vis a vis the total number of LGUs from the DILG in Table 5.

Table 5 – Number of Public Libraries vs Number of Local Government Units

Region	Provincial	City	Municipal	Barangay	Total no. of Public Libraries	Total Number LGUs	%
I – Ilocos	4	8	69	41	122	3,396	4%
II - Cagayan Valley	4	3	35	30	72	2,409	3%
III - Central Luzon	4	8	51	34	97	3,239	3%
IV - A CALABARZON	5	14	72	69	160	4,166	4%
IV - B – MIMAROPA	3	2	24	4	33	1,538	2%
V – Bicol	4	7	46	41	98	3,591	3%
IV - Western Visayas	5	13	49	6	73	4,190	2%
VII - Central Visayas	1	9	38	9	57	3,139	2%
VIII - Eastern Visayas	4	4	50	25	83	4,609	2%

IX- Zamboanga Peninsula	3	3	27	89	122	1,979	6%
X - Northern Mindanao	2	8	42	121	173	2,120	8%
XI - Davao	0	5	13	13	31	1,389	2%
XII - SOCCSKSARGEN	2	3	26	81	112	1,249	9%
XIII – CARAGA	4	3	21	20	48	1,389	3%
ARMM	5	2	11	2	20	2,613	1%
CAR	5	2	15	8	30	1,260	2%
NCR	0	15	1	59	75	1,727	4%
TOTAL Number of Public Libraries per LGU level	55	109	590	652	1,406	44,003	3%
Total number of LGUs per level	81	145	1,489	42,045			
% of Public Libraries per LGU level	68%	75%	40%	2%			

The numbers above show that the current PLD figures of public libraries across the country account for only 3% of the LGUs that should have established public libraries and reading centers. The table also shows the percentage of existing libraries vis-à-vis the LGU types: there are 68% in the provincial level, 75% in the city level, 40% in the municipal level and 2% for the barangay level.

Related Data on Elementary and Secondary Public School Libraries

Data from the Department of Education shared with the PLD showed the number of schools with rooms that function as school libraries at the elementary and the secondary levels of the public schools. The table below provides a summary.

Table 6. Total Number of Public Schools vs. Total Number of Library Schoolrooms in the Public Schools per Region

Philippines	Total Schools		Number of Schoolroom Libraries		Percentage of Public Schools with Schoolroom Libraries	
	Elementary	Secondary	Elementary	Secondary	Elementary	Secondary
CAR	1,523	297	468	229	31%	77%
NCR	516	267	507	289	98%	108%
NIR*	1,644	407	528	288	32%	71%
Region 1	2,396	549	1,042	374	43%	68%
Region 2	2,195	397	507	292	23%	74%
Region 3	2,995	674	933	422	31%	63%
Region 4-A	2,720	726	967	559	36%	77%
Region 4-B	1,856	407	495	322	27%	79%
Region 5	3,145	673	729	468	23%	70%
Region 6	2,418	421	800	304	33%	72%
Region 7	2,187	594	644	354	29%	60%
Region 8	3,633	517	600	303	17%	59%

Region 9	2,110	398	390	284	18%	71%
Region 10	2,096	389	500	274	24%	70%
Region 11	1,668	346	406	274	24%	79%
Region 12	1,737	487	425	310	24%	64%
CARAGA	1,644	413	514	297	31%	72%
ARMM	2,023	291	413	210	20%	72%
Grand TOTAL	38,506	8,253	10,868	5,853	28%	71%

* NIR refers to Negros Island Region; in August 2018 the President dissolved the regional name.

The data shows that the region with the greatest number of schoolroom libraries are in the National Capital Region (NCR). It also shows that there are more schoolroom libraries in the public secondary schools than in the elementary level in all regions. Regions 8 and 9 have the lowest numbers of schools with schoolroom libraries at the elementary level. At the secondary level the regions with the lowest numbers of public schools with library rooms are found in Regions 8, 7, 3 and 12.

Related Data and Information on the Department of Information and Communications Technology (DICT) and other Organizations

The DICT was created in 2016 through Republic Act 10844. Its forerunners, had established community services to promote computer literacy and related education platforms and programs for use in the community. It had partnered with several public libraries to serve as community telecenters or electronic centers that provide access to computers, the Internet, as well as e-Government services. PLD data shows that in 2018 there were 119 public libraries that have DICT-Tech4Ed information platforms.

At present the DICT community projects which extends support to public libraries for digital services are the Tech4Ed project, the free Internet, and other related computer literacy programs. In the study of Velasco (2018) the collaboration between and among public libraries with the DICT and other agencies were aptly described.

“For the past three (3) years, a breakthrough in public libraries in the Philippines has been observed in terms of their programs and services through the National Library of the Philippines (NLP). This was a partnership and collaboration with library associations, non-government organizations (NGOs), national government agencies (NGAs), and others namely; DICT for Technology for Education, Employment, Entrepreneurs, and Economic Development (Tech4ED) Center, a national digital inclusion initiative establishing e-Centers that provide critical e-government and ICT-enabled services in communities with minimal or no access to information and government services; Association of Librarians in Public Sector (ALPS),Inc., for their Leadership, Enhancement and Development (LEAD) Programs, a training for public librarians; Mama Sita’s for their support in public libraries’ activities; National Commission for Culture and the Arts – National Committee on Libraries and Information Services (NCCA-NCLIS), a financial

support arm of NLP's programs and projects; International Network of Emerging Library Innovators – Association of Southeast Asian Nations (INELI-ASEAN) for Library Innovators – for public librarians enhancement of leadership skills; Department of Science and Technology – Science and Technology Information Institute (DOST-STII), provides the Science and Technology Academic and Research-Based Openly Operated Kiosk Stations (STARBOOKS), a portal that can be accessed without internet connection and it contains local and foreign Science & Technology resources in 3 text, video, and audio formats including journals, investigatory materials, and livelihood videos; Beyond Access (BA) for training public librarians on digital literacy, a library as a welcoming space, workforce development, e-government services, among others; Library Renewal Partnership (LRP) and The Asia Foundation for the information resources to augment public libraries' collections. These library programs, services and projects are to create valuable outcomes and impacts on public libraries. However, based on the Public Libraries Division (PLD), NLP records as of June 2017, only 10% of the affiliated public libraries with NLP are providing these services at present (Velasco, 2018: 3-4)

The DICT collaboration with the NLP and other international programs such as the Beyond Access provides support for developing digital skills, community digital literacy, and building community and national level partnerships. Since the Philippines has launched the Philippine Digital Strategy (PDS) as part of its efforts to pursue inclusive economic growth and address persistent poverty at the community level, the DICT and its partners see the strategic importance of the public libraries to serve as access points for ICTs. The program aimed to strengthen the capacity of the country's public libraries to support this set of national goals (Beyond Access, n.d.)

2.2. Foreign studies and literature

“*Connecting People for Development: Why public access ICT matter*” is a 5-year research study of public access venues in five (5) countries including the Philippines focusing on the scale, character and impacts of public access ICT venues that include public libraries, tele-centers (government-funded community e-Centers), and internet or cyber cafes. The research found that “for libraries, government support was by and large the most dominant form of support with an average of 90%, and the other source is NGOs of 15% respectively, naming them as one of their top two sources.” It also revealed that users of public access venues surveyed in all countries were young. In the Philippines, these young users accounted for 85% of the country's total respondents. Twenty-three percent (23%) were in the 12 to 25 age group. Many users were students. It also found that public access users are educated. They come from families belonging to the lower to middle income groups. Public access options are not plentiful; thus the location of these access points matters. Daily or frequent users account for 50% of the total respondents. The study found that libraries offer a different mix of value-added services. The public evidently

prefers libraries as public access venues over tele-centers and cybercafés. Moreover, it concluded that “where people had choices public libraries were highly valued”. In Chile and the Philippines, users were willing to forgo more to reach a library than a cyber café (Sey et al, 2013).

Another study, the “*Gender Demographics and Perception in Librarianship*” authored by Patricia Mars (2018), contends that the “feminization” of the library field, based on both the actual female majority and the unfortunate stereotypes, affected the salaries and career potential of women librarians in America since the 19th century. Such process also has effect of limiting gender diversity in librarianship. Nevertheless, the situation which women dominated allowed them to engage with library missions and influence the direction of future libraries. Librarianship became a field where women are the driving workforce. However, social mores limit female advancement in the workplace as women were viewed as gentle caretakers, excellent in nurturing librarian roles, but unfit for management. Women were not frequently given leadership roles or empowered within the system. Instead librarianship developed the unpleasant stereotype of being “women’s work” and additional stereotypes emerged as well, painting female librarians as dull strict spinsters. The stereotype influenced the growth of an already female majority professional and men still do not become librarians at nearly the same rate as women to this day. Libraries must work to reverse the feminization of the field to banish stereotypes, allow for upward mobility, and increase gender diversity of librarians through graduate degree programs that should incorporate courses in leadership and business management. Library Science students should be trained to recognize wage inequality and leadership bias in the field and more importantly should be trained to advocate for themselves and for their colleagues (Mars, 2018).

According to the *IFLA UNESCO Guidelines for Public Library Service 2001* notes the roles and purposes of public libraries. It says that the primary purposes of the public library are to provide resources and services in a variety of media to meet the needs of the individual and groups for: education, information and personal development including recreation and leisure. Public libraries have an important role in the development and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge ideas and opinions. They should support literacy campaigns. The Guidelines say that in some countries the need for educational development is seen to be paramount and focus of public libraries to support formal education. There are a variety of ways in which public libraries can support both formal and informal education. It will depend on the local context and the level of available resources on ways these could be achieved (Gill et al, 2001).

Public libraries should regard access to information as a basic right of a person. It also must be able to create opportunities to develop personal creativity and pursue new interests important to human development. The public library can provide access in a variety of different media to a rich and varied store of knowledge and creative achievement which individuals cannot acquire on their own behalf. Public libraries’ unique contribution is providing access to major collections of the world’s literature and knowledge including literature of their own community (pp.4-12).

The Guidelines highlight the importance of the public library to meet the needs of all groups in the community regardless of age, physical abilities, and economic and social circumstances, specifically the responsibility to meet the needs of children and young people. It also mentions the important role of the public library to focus for cultural and artistic development in the community, and help shape and support cultural identity of the community. The public library should be a public space and a meeting place that provides a positive social experience. It is an agency of change, providing freedom of information, access for all, and must be based on the local needs of the community (pp. 4-12).

Furthermore the Guidelines summarized that for a public library to fulfill its roles satisfactorily it must have adequate resources, the ability to sustain and develop services that meet the needs of the local community, and provide materials in all formats updated regularly to meet the changing needs of groups and individuals including newly published and replacement materials. Human resources must include adequate levels of staff with appropriate training and sufficient funds to support whatever methods of service delivery needed to meet its vital role in the community (pp.4-12)

3. Methodology

3.1. Research Method

The research method of the study is both quantitative and qualitative-descriptive research and was accomplished through a mixed approach in data gathering methods. The study seeks to provide information about the variables that were identified in the conceptual framework of this study. Its concern is to look into the trends and issues, as well as understand the context of these trends and issues.

3.2. Sampling Methods and Procedures

Samples of this research is representative of all the public libraries affiliated with the NLP. The sampling method used is stratified sampling and random sampling. Stratified sampling is a scheme used to ensure that adequate number of public libraries from different local government units are represented.

Random and convenience sampling is used in the selection of the clients who at the time of the scheduled visits of the enumerators were present and are willing to participate in the survey.

3.3. Sampling Frame

Public Libraries Surveyed

More than 30% of the total public libraries affiliated with the National Library of the Philippines were covered in the survey method across the country. Table 7 provides the distribution of public libraries surveyed per region and by levels of local government units. It should be noted that the number of affiliated public libraries are unevenly distributed. There are certain regions that have more than others.

Table 7. Actual Number of Public Libraries Surveyed by Types per Region

Region	Regional	Congressional	Provincial	City	Municipal	Barangay	Total Surve	%
							yed	
I – Ilocos	-	1	4	8	40	1	54	12.47
II - Cagayan Valley	-	-	3	1	13	11	28	6.47
III - Central Luzon	-	-	4	5	16	3	28	6.47
IV - A CALABARZON	-	-	4	13	31	13	61	14.09
IV - B – MIMAROPA	-	-	2	1	5	5	13	3
V – Bicol	-	-	2	2	18	3	25	5.77
IV - Western Visayas	-	-	3	1	23	-	27	6.24
VII - Central Visayas	-	1	1	5	12	5	24	5.54
VIII - Eastern Visayas	-	-	2	2	10	5	19	4.39
IX- Zamboanga Peninsula	-	-	1	2	11	8	22	5.08
X - Northern Mindanao	-	-	2	6	8	8	24	5.54
XI - Davao	-	-	-	2	0	9	11	2.54
XII SOCCSKSARGEN	-	-	2	1	11	1	15	3.46
XIII – CARAGA	-	-	2	2	4	0	8	1.85
ARMM	1	-	-	1	2	0	4	0.92
CAR	-	-	4	1	5	1	11	2.54
NCR	-	1	-	15	1	17	34	7.85
NIR	-	-	1	15	9	0	25	5.77
TOTAL	1	3	37	83	219	90	433	100
Total number of Libraries	-	-	55	109	590	652	1,406	-
(Rep per total number of public libraries)	-	-	67%	76%	37%	14%	31%	-

The table shows that 31% of the total number of public libraries affiliated with the National Library of the Philippines are represented in the survey. The cities (76%) and the provincial public libraries (67%) are highly represented. Although lower than the total sampling percentage, the municipalities and barangays are reasonably represented given the limitations of the study.

Clients Surveyed

At random library users were surveyed face to face. They were those who were present at the public library at the time of the survey and were willing to participate in the survey. Table 8 shows the actual number of clients surveyed per region.

Table 8. Actual Number of Clients Surveyed per Region

Region	Frequency	Percent
NCR	86	13.27
Region 1	105	16.20
Region 11	35	5.40
Region 12	18	2.78
Caraga	17	2.62
Region 2	19	2.93
Region 3	17	2.62
Region 4-A	18	2.78
Region 4-B	61	9.41
Region 6	108	16.67
Region 7	137	21.14
Region 8	27	4.17
Total	648	100.00

3.4. Data Collection methods and Instruments

This research made use of quantitative and qualitative data collection method such as the survey method, focus group discussion, and secondary sources (archival documents).

3.4.1. Survey

The survey was conducted using three (3) modes: face to face visits, phone interviews, and online submission of answered questionnaire. The distribution of actual surveys is shown in Table 9.

Table 9. Modes of the Survey – Data Collection

Mode	Frequency	Percentage
Visited public libraries	175	40
Answers Thru phone	98	23
Online/email	160	37
Total	433	100

The highest frequency of responses were received from face-to-face interviews (40%) followed by online submissions (37%), and phone interviews (23%).

Survey Instruments

The survey instrument was composed of: (1) General Information; (2) Personnel; (3) Library Collection; (4) Library Facilities; (5) Learning Resources and Library Services; (6) Community Assistance and Cooperation; and (7) List of Other Activities.

There was an additional questionnaire answered by clients composed of (1) Client/Library Use Profile, (2) Type of Materials Used, (3) Reason for Library Use, (4) Satisfaction Rating, (5) Problems Encountered, and (6) Suggestion and Recommendation. See sample questionnaire used in the Appendix section.

Survey Procedures

The following were the procedures done in using the survey method:

- The survey instrument was developed by the NLP
- Enumerators were selected from various division of the NLP (Appendix section provides the list of enumerators per region).
- The PLD prepared the assignment of enumerations in each area based on the familiarity with the geographic layout as well as the administration of public libraries in the area.
- The NLP distributed a formal letter with the questionnaire attached to public library respondents. The distribution was based on the PLD Directory, and the social media accounts of their personal/professional contacts. The instrument encompassed the administration, personnel, library collection, facilities and learning resources, and users of these institutions. Respondents followed the instructions written on the “Terms of Submission” and corresponding deadline for submission. One week was given for the turn-around time meaning respondents submitting the accomplished questionnaire.
- Retrieval of these questionnaires were primarily done by the enumerators. If there were no replies from the public library respondents after a week, the enumerators contact them through telephone calls. The survey interviews were conducted if the respondents willingly answered the

questions by phone call. When there were no replies either through email and phone calls, the enumerators proceeded to library visits and face to face interviews.

3.4.2. Focus Group Discussions

Focus group discussions (FGDs) were conducted to validate and evoke interpretation of the results of the survey data. Two groups participated in the FGDs. The first group was with public library staff and representatives from various public libraries, and the second FGD involved the enumerators and researchers. Guide questions were prepared to guide the FGD process (See Appendix).

The FGD was organized by the Research Committee and followed a program of activities. The actual results presentation was conducted by a facilitator/researcher who presented the purpose and results of the survey as well as probed into the research results. The respondents, whose consent to the exercise were solicited, in turn individually replied, commented, and explained the interpretation of the initial survey findings presented and the answers on the questions raised by the facilitator. Each participant had an opportunity to answer the questions.

3.4.3. Use of Secondary Data

Another method used to collect and validate data was through the use of secondary data. The PLD received monthly information from the public libraries as part of the NLP's monitoring and evaluation scheme. The information provided by the PLD supported some of the findings from the study. See Annex for the sample PLD Monthly survey form.

3.5. Data Analysis

For data organization and analysis, the researchers used the frequency distribution and percentage method. The frequency distribution method is "the basic building block of statistical analytical methods and the first step in analyzing survey data". This helps researchers (a) organize and summarize the survey data in a tabular format, (b) interpret the data, and (c) detect outliers (extreme values) in the survey data set." Thus, for this research, data analysis for every variable is organized and summarized in a matrix or a tabular form as representation of the survey data set. It also shows a list of either qualitative or quantitative values that a variable takes in a data set and the associated number of times (frequencies) each value occurs (Lavrakas, 2008:239).

Another method used is content analysis. It is a method that researchers used to review and analyze documents based on text, figures, and visual prints (Writings@CSU, 2004). This analytical method is used in the FGD text

documentation and the secondary data collected from NLP/PLD which were used for data validation and interpretation.

3.6. The Research Report

To facilitate the submission of the final research report, the NLP required the assistance of an external research writer. Under the supervision and overall guidance of the Chairperson and in close collaboration with the Research Committee Members, the writer drafted the outline and main report for comments and revisions. She assisted in clarifying and cleaning the data to ensure accuracy of the information. The writer also facilitated a focus group discussion (FGD) to validate the findings and evoke interpretation of the data (see Appendix for FGD procedures). Once revised the final output was submitted.

4. Findings, Analysis and Interpretation

4.1. Public Library Survey

4.1.1. Types of Library

The types of library refer to those covered in the definition of public library as articulated in the law RA 7743. These include the barangay (reading center), city, municipal, and provincial libraries. Table 10 presents the numbers of the types of library surveyed in the research.

Table 10. Types of Library

Types of Library	Frequency	Percent
Barangay	90	21%
Municipal	219	50.57%
City	83	19.16%
Provincial	37	8.54%
Congressional	3	0.69%
Regional	1	0.23%
Total	433	100%

The distribution table shows that more than 50% of the respondents were municipal libraries respondents, 21% were from barangay libraries, over 19% were from the city libraries, and 8.54% were from the provincial level. There were a few respondents from congressional and regional public libraries.

Except for the barangay reading centers, the number of municipal, city, provincial, congressional and regional libraries closely represent the actual

percentage distribution of these types of public libraries as shown in previous table (Table 7).

4.1.2. Control and Supervision

Table 11 presents the distribution of answers to the question of where control and supervision of the public library lies.

Table 11. Office Overseeing the Public Library

Office	Frequency	Percent	Rank
Mayor	160	36.95	1
Vice Mayor	93	21.48	2
Barangay Captain	68	15.70	3
Sanggunian	37	8.55	4
Vice Governor	27	6.24	5
Others: Public Information Office, Tourism & Culture Affairs Office, NGO, Congressional, Education dept., Senior Citizens Affairs, NLP, SPC Power Corporation	25	5.77	6
Governor	23	5.31	7
Total	433	100.00	

The Office of the Mayor has the highest frequency among the answers at 36.95% followed by the Office of the Vice Mayor (21.48%). The Barangay Captain was third with 15.7% of reading centers housed under their office, followed by the Sanggunian (8.55%). The trend is consistent with the types of local government levels the public libraries belong.

The law (R.A. 7743) states that the local government units will be responsible for the creation and establishment of the public libraries at the congressional (or provincial), city, municipality and the barangays specifically on most of the infrastructure, equipment, and library materials as well as the appointment of the librarians through the local chief executives (and the heads of the barangay through the Department of Interior and Local Government).

However, in the FGD with Public Library staff, it was articulated that the sustainability of the public library is dependent on the political decision of the incumbent local chief executive, and that the law was not explicit on which office the supervisory or monitoring roles falls. The local chief executive can appoint the Vice Mayor, the Sanggunian, or other offices to oversee the operations of the public library.

It was observed by the public librarians that if the public library is directly under the office of the local chief executive, the progress of the library is more promising. Others said that a policy that states the organizational identity of the public library as a separate department, similar to the case of Quezon City Library, gives it a clearer mandate, organizational positions, and budget allocation.

4.1.3. Library Respondent Profile

4.1.3.1. Sex

The variable refers to the biological reference whether the respondent (librarian, staff, or officer in charge of the public library) is male or female. Table 12 presents the frequency distribution of the sex of the respondent.

Table 12. Sex of the Librarian/Officer in Charge

Sex	Frequency	Percent
Female	364	84.06
Male	69	15.94
Total	433	100.00

A huge majority (84%) of the respondents from the public libraries are female. In the study of Patricia Mars (2018), it was found that librarianship is a female dominated profession. Women influence the direction of the future libraries, however, in many cases women were not frequently given leadership roles or not empowered within the system.

Velasco (2018) revealed that, “majority of the city librarian respondents belong to 34-40 age bracket, dominantly middle-aged librarians, are female, most of them are married and are earning a gross monthly income of PhP21,000-30,000, are bachelor degree holders, are Roman Catholic, and have attended 0-5 seminars, and trainings related to library services for the last 5 years...” It was also found that “majority of the librarian respondents are unaware of their current city governments’ budget.” However, the study of Velasco (2018) is limited to city public libraries (p.141).

In the FGD, representatives from the public libraries and the NLP staff say that the profession and the work which require nurturing, care, and patience with work details and in dealing with clients tend to appeal more to women. It may be helpful for the NLP to consider applying gender and development (GAD) approaches such as gender sensitivity, attainment of gender balance and gender mainstreaming in the workplace. The public libraries can benefit from the GAD policies of the government in budget planning for programs and projects that require at least 5% of the government agency’s budget (R.A. 10964 & R.A. 9710).

4.1.4. Number of Library Staff

The number of library staff refer to the number of people who formally work in the library. Table 13 presents the result of this variable.

Table 13. Total Number of Staff

Total number of library staff	Frequency	Percent
None	52	12.01
1 – 5	309	71.36
6 - 10	45	10.39
11 -15	16	3.70
16 and above	11	2.54
Total	433	100.00

More than 71% of respondents answered that the total number of staff in their respective public libraries have 1-5 personnel. Significant to the findings is the 0-none personnel category which accounted for 12%, while public libraries with 6-10 staff category had 3.70%.

However, the research conducted by Velasco (2018) found that majority of the city libraries have 1-10 staff members. Of which they have 1-5 number of professional librarians and 1-10 number of support staff of the surveyed libraries. Majority of the respondents have sufficient or adequate number of staff (Velasco, 2018).

The number of staff employed is dependent on the capacity and the priorities of the LGUs regarding their budget. There seems to be a direct link between the economic capacity of the LGUs and the sustainability of public libraries. Public libraries with more than 11 library staff members belong to progressive provinces and cities.

4.1.5. Number of Librarians

Librarians refer to individuals that are bona fide holders of a Certificate of Registration and Professional Identification Card issued by the Professional Regulatory Board for librarians and by the Professional Regulation Commission. They have taken up a four-year Library Science course, and passed the licensure examinations. Table 14 presents the frequency distribution of the number of professional librarians in this survey.

Table 14. Total Number of Librarians

Total number of librarians	Frequency	Percent
0	190	43.88
1	196	45.27
2	24	5.54
3	12	2.77
4	6	1.39
5	1	0.23
6	1	0.23
7	1	0.23
8	1	0.23

24	1	0.23
Total	433	100.00

Among the respondents, 45.27% answered that they have one professional librarian in their public library, followed by no professional librarian in their category (43.88%), and the public libraries with two (2) professional librarians made up 5.54% of the total. The frequency distribution indicated that most public libraries in the Philippines have either one professional librarian or none at all.

In the FGD, a little more than half of the participants are licensed public librarians, among those of the latter were once library staffs who did not have librarianship preparation. Nevertheless, they studied to attain a degree in Library Science as well as took the licensure examinations. They encouraged participants who have no Library Science background to take courses in the field as well as related courses to enrich their knowledge and skills in librarianship. Mars (2018) also enjoined women public librarians to take more training that will help them become better librarians for their respective communities.

Librarians provide access to information in a professional manner. They guide users to access the right information reducing fake or trash information. Librarians also connect their customers to useful resources in many fields of disciplines, culture, and practice. Progressive and advance societies offer progressive knowledge and access to information through libraries ran by professionals. Thus, it is advantageous if Librarians in public libraries for the benefit of communities. The IFLA and UNESCO guidelines for public library services do encourage the professionalization as well as the continuing education of library staff and librarians themselves so that they can provide more up-to-date plans and services for the communities they serve.

4.1.6. Availability of Accession Record/ List of Collection

Availability of access record refer to the “list of records or volumes added to an archival (library) collection, showing the chronological order of the addition and including accession number, bibliographic information, and cost of acquisition. The Accession Catalog or Accession File” (business dictionary.com). Accession records are able to organize and keep track of the book collections in the library. Table 15 presents the answers to this survey question.

Table 15. Availability of Accession Record/List of Collection

Availability of accession record / list of collection	Frequency	Percent
No	367	84.76
Yes	66	15.24
Total	433	100.00

The survey reveals that 84.76% answered that they have no accession record or list of collections and only 15% said that accession records or list of collections are

available in their respective public libraries. Having accession record or list of collections is a practice of Librarians. The result seems not surprising since there are limited number of or no Librarians at all in many public libraries surveyed.

4.1.7. Number of Volumes in the Library

The number of volumes in the library refer to the number of physical books which are part of a larger book collections. Table 16 presents the number of volumes acquired in the public library.

Table 16. Number of Volumes in the Library

Number of volumes you have in your library	Frequency	Percent
10,000 to 50,000	65	15.01
51,000 to 100,000	11	2.54
Above 100,000	5	1.15
Below 10,000	343	79.21
Non-updated record of collection	9	2.08
Total	433	100.00

Nearly 80% of respondents who answered that their public libraries have less than 10,000 volumes, 15% had volumes between 10,000 to 50,000, and 2.54% had volumes between 51,000 to 100,000. Reasons for having low volumes could be attributed to the low priority and low capacity of the local government to build their public library collections.

Velasco (2018) found that in terms of collections, most of the city public libraries have 1 to 5000 total number of volumes, have 1 to 5000 total number of titles, have 1 to 5,000 number of non-book materials and have confirmed that their collections are not enough. The current annual library budget is between PhP1,000 to 1,000,000 budget for Year 2017 and they have confirmed that their budget gradually increased for the last five (5) years. Other sources of funds are from donations. Supplies and maintenance and other operating expenses (MOOE) are the topmost types of funds that they needed the most.

4.1.8. Equipment and Furniture in the Libraries

Public libraries require infrastructure and physical spaces that can accommodate facilities or amenities to organize, display and store the volumes of collections, the furniture/furnishings, and equipment that enable positive user experience. The public librarians/persons in charge were asked to check the equipment and furniture found in their libraries. Table 17 presents the results.

Table 17. Equipment and Furniture in the Public Library

Equipment & Furniture found in your library	Frequency	Percentage	Ranking
Photocopier	145	33.49	14
Projector including those borrowed from the city or municipal halls	72	16.63	16
Television	136	31.41	15
Dictionary stand	273	63.05	7
Filing cabinets	302	69.75	6
Printer	266	61.43	8
Barcode reader	21	4.85	18
Sound system	71	16.40	17
Bulletin board	237	54.73	9
Book shelves	409	94.46	1
Chairs	407	94.00	2
Reading tables	400	92.38	3
Newspaper/Magazine rack	348	80.37	4
Computer	311	71.82	5
Charging desk	232	53.58	10
Card catalogue cabinets	193	44.57	11
Scanner	180	41.57	12
Typewriter	162	37.41	13
Others: Server, Camera, Sofa Sets, Air-Con, Fax machine, DVD player, Microfilm reader, Laptop, Wi-Fi, Electronic Braille, Zamboanga del Norte Artifacts			

Furniture and equipment ranked according to frequencies of responses from highest to lowest are: bookshelves, chairs, reading tables, newspaper/magazine rack, computer, filing cabinets, dictionary stand, printer, bulletin board, charging desk, card catalogue cabinets, scanner, typewriter, photocopier, television, projector, sound system, and barcode reader. These are also the basic furniture and equipment necessary to establish a library facility. Nearly all of the respondents (94%) answered that these were needed.

Other equipment present in public libraries include Server, Camera, Sofa Sets, Air-Con, Fax machine, DVD player, Microfilm reader, Laptop, Wi-Fi, Electronic Braille, and Zamboanga del Norte Artifacts. The more advanced and sophisticated equipment have lesser frequencies.

Velasco (2018) found that among the facilities in city libraries, the following are the most common: reading areas/rooms, Internet access and computers, and laptops and tablets are available for public use. It was also found that supplies and maintenance and other operating expenses are the topmost types of funds that they needed the most. Again, this shows that interest, prioritization and economic capacity of the local government affects the provision of equipment.

4.1.9. Learning Resources

Libraries facilitate access to knowledge and are learning spaces. The public libraries offer learning resources and these are presented in Table 18.

Table 18. Learning Resources in Public Libraries

Learning Resources	Frequency	%	Ranking
Serials/Magazines/Journals	361	83	1
Audiovisual materials – CDs, DVDs (gadgets apps not requiring internet)	169	39	3
Non-book materials – maps, globes, photos, board games, play cards etc....	265	61	2
e-book / e-journals (require computer and internet)	77	18	4
Others	E-Lib, Tech4Ed platform, Newspapers, Online Government Research Learning Resources (KRN-Bangko Central,) STARBOOK, board games, puzzles, livelihood tapes, educational CDs, 3D object, Archives (collection of Sanguine Agenda, Historical Data), STARBOOKS, free usage of internet with WiFi		

Aside from books, learning resources checked were first the serials/magazines/journals (83%); second the non-book materials (61%); third audio visual materials (39%); and fourth e-book/ e-journals (18%). The others added by respondents are learning platforms, computer programs and sources of or learning resources such as E-Lib, Tech4Ed, STARBOOKS, Newspapers, Online Government Research Learning Resources (KRN-Bangko Central,), board games, puzzles, livelihood tapes, educational CDs, 3D objects, Archives (collection of Sanggunian Agenda, Historical Data), and free usage of internet with Wi-Fi.

4.1.10. Services Provided by the Library

Public libraries provide services to meet the needs of the users or clients. Library services refer to mostly information services and facilitation of learning, as well as activities rendered to clients such as children, students, and the general public. Table 19 presents the library services provided by the surveyed public libraries.

Table 19. Services Provided by the Public Library

Library Services Provided by the Library	Frequency	%	Ranking
Children's Services	322	74	1
ICT Services	129	30	3
PWDs' Services	171	39	2
<i>Others: (Senior Citizens Services, Chinese Corner, Community outreach, GAD Services, AVR Discovery Center, Literacy Trainings, Indigenous People, Rehabilitation Centers, Home for the Aged, Tech4ED)</i>	50	12	4

The results show that most public libraries (74%) offer children's services, including story-telling, mascot and puppet shows, film showing, art workshops for children and the like.

There were 39% of public libraries providing services to PWDs (persons with disability). These services include assistive technologies, computer literacy, and other related livelihood training. While 30% offer ICT services, including include e-Government services and ICT training/workshops.

Others services provided are for the senior citizens, Chinese corner, community outreach, GAD services, AVR Discovery Center, and free literacy training, Indigenous People rehabilitation centers, Home for the aged, and Tech4ED (12%). It will be interesting to know how many among the clients avail of these services. In the similar study of Velasco (2018) it was found that most of the city public librarians are eager to launch a new service/program every year and eager to carry it out to provide or offer more services to the public.

4.1.11. Operating Hours

Public libraries render at least eight (8) hours of services from Monday to Friday. However, there are some public libraries that operate depending on client needs. Table 20 provides when public libraries operate.

Table 20. Public Library Operating Hours

Operating Hours	Frequency	%
7:00 AM - 5:00 PM	6	1.38%
7:30 AM - 5:30 PM	3	.69%
7:00 AM - 6:00 PM	1	.23%
7:00 AM - 7:00 PM	1	.23%
8:00 AM - 11:00 AM	1	.23%
8:00 AM - 12:00 NN	2	.46%
8:00 AM - 4:00 PM	1	.23%
8:00 AM - 5:00 PM	394	90.99%
8:00 AM - 6:00 PM	10	2.3%
8:00 AM - 6:30 PM	1	.23%

8:00 AM - 7:00 PM	3	.69%
8:00 AM - 8:00 PM	1	.23%
8:00 AM - 12:00 MIDNIGHT	1	.23%
9:00 AM - 5:00 PM	3	.69%
9:00 AM - 6:00 PM	3	.69%
10:00 AM - 5:00 PM	1	.23%
24 / 7 (24 hours)	1	.23%
TOTAL	433	

A great majority (91%) follow the usual government office hours of 8:00 AM to 5:00 PM. However, there are libraries that operated from 8:00 AM to 6:00 PM, and 7:00 AM to 6:00 PM. There are also some that are open for 12-hours. Some open later at 9:00 AM but close at 6:00 PM.

In the FGD, the participants said that they follow the no-noon break policy. This suggests that public libraries, especially those with high client demands, are able to adjust their operating times based on needs in the community.

4.1.12. Community Assistance and Cooperation

Aside from LGU support, public libraries need support and cooperation from the community. Table 21 presents the answer to whether the public library receive assistance and cooperation from members in the community.

Table 21. Community Assistance and Cooperation

Community Assistance and Cooperation	Frequency	Percent
No	183	42.26
Yes	250	57.74
Total	433	100.00

There were 250 respondents (57.74%) that said that they received assistance from other stakeholders in the community aside from the LGU. The remaining 42.26% responded 'no', which is significant because it could imply that the public library is solely dependent on local government support.

4.1.13. Other Sources of Support

Aside from the NLP, public libraries get assistance and cooperation from civil society groups such as non-government organizations, people's organizations, private organizations, and individuals. Table 22 presents the answers to the question on the groups that support the public library.

Table 22. Other Sources of Support

Other organizations that support public libraries	Frequency
Rotary Club	30
Asia Foundation	21
Ayala Foundation	4
Bangko Sentral ng Pilipinas	3
DICT	12
LGU (solely)	13
NGO	14
People Organization	6
Private Individuals	109

The survey shows that support coming from private individuals is more than what is received from groups and organizations. Among the private organizations, the Rotary Club, the Asia Foundation, Ayala Foundation, and other non-government organizations provide support to public libraries. Other government agencies aside from the LGU that lend assistance and cooperation are the Department of Information and Communications Technology (DICT) and the Bangko Sentral ng Pilipinas (BSP).

Results from the FGD and findings of Velasco (2018) showed that many of the public libraries, no matter how progressive, rely on donations and support from library partners aside from the LGU.

4.1.14. List of Other Library Activities

Public libraries are, and can be more, dynamic facilities for their clients. Beyond its main role as repository of books and archival materials, there are other activities that they offer to foster learning and facilitate relevant education and access to information. Table 23 presents the answers of the respondents on the other library activities rendered by the public library in the community.

Table 23. Other Activities of the Public Library

List of Other Activities	Frequency
Story Telling	129
Computer Literacy Program	19
Reading tutorial service	23
Alternative Learning System	7
Art workshop	12
Book mobile service	22
Training/Seminars	4

The activities with the highest frequencies are story telling activities, reading tutorial services, book mobile services, computer literacy programs, art workshops, and training seminars.

Findings from the FGD, and Velasco (2018) revealed that the public librarians desire to have leadership training for the youth, community services (e.g. public spaces) and financial literacy. They desire to have technical services, children’s services, and ‘others’ (such as official publications, family literacy, and teens’ section services). Most of them are willing to sustain and measure the impact of the library services.

4.2. Client User Survey

Clients and users are the ultimate reason for the existence of public libraries. The research deemed it necessary to get the views of the clients and users to validate the relevance of the roles, functions, and services provided by public libraries.

4.2.1. Type of Clients

Public library users or clients (customers) could be anyone in the community. Occupation or current pre-occupation of the users are shown in Table 24.

Table 24. Type of Clients

Type of Client	Frequency	Percent
Student	476	73.46
Professional	88	13.58
Skilled Worker	3	0.46
PWD	1	0.15
Other (Reviewee, Post graduate, senior citizens, unemployed)	80	12.35
Total	648	100.00

Majority of the clients of public libraries are either students (73%) or professionals (14%). Students are of all ages including those from elementary to post graduate levels and those preparing for licensure examinations or reviewees. Professionals are graduates and board exam passers such as teachers, lawyers, doctors, and the like. Other types of clients (12%) are reviewees (those preparing for licensure or civil service examinations) skilled workers, persons with disabilities (PWDs), senior citizens, and the unemployed.

The FGD validates the findings above. Velasco (2018) also found that majority of the city public libraries have 21% - 30% of estimated percentage of population served.

4.2.2. Sex of Clients

For women empowerment, GAD advocates and those with gender lens, sex disaggregation of data is important. Knowing this information provides more

opportunity to assess facilities and services of the public libraries to ensure that the needs of the clients whether male or female are met. Table 25 presents the sex of clients.

Table 25. Sex of Clients

Sex	Frequency	Percent
Female	388	59.88
Male	236	36.42
No answer	24	3.70
Total	648	100.00

More than half of the population of public library users are female and a third are male. The no answer category means there were some respondents who chose not to disclose this information. Further, the sex field for the online survey was not required/mandatory.

Results from the FGD and findings from Velasco (2018) also showed that female dominates the user group / sector who frequently visits the library and most of the user group / sector are children, senior citizens, out-of-school-youth and employees.

4.2.3. Age of Clients

Just like the sex indicator, the age of the clients is an important measure in assessing library services and facilities in ensuring the adequacy and relevance of learning resources, and safety and security. Table 26 gives the frequency distribution and percentage of the age range of clients.

Table 26. Age of Clients

Age	Frequency	Percent
Pre-schooler (3 - 6 years old)	1	0.15
Schooler (7 - 10 years old)	35	5.40
Adolescent (11 - 18 years old)	508	78.40
Young adult (18 - 35 years old)	35	5.40
Adult (36 - 59 years old)	7	1.08
Senior Citizen (60 years old onwards)	48	7.41
No response	14	2.16
Total	648	100.00

Majority of the users of public libraries are young. More than two thirds or 78% of the public library clients are adolescents from the age range of 11 to 18 years old. This is followed by senior citizens (7.4%) and schoolers (5.4%) and young adults (5.4%). Again, some respondents did not choose to disclose their age. The FGD and secondary data culled from local and foreign sources validate this finding.

4.2.4. Educational Attainment of Clients

Educational attainment refers to the highest degree of education an individual has completed at the time the survey was administered. Table 27 shows the frequency distribution and percentage of the educational attainment of clients in the public libraries.

Table 27. Educational Attainment of Clients

Educational Attainment	Frequency	Percent
Elementary	47	7.25
High school	192	29.63
College	237	36.57
Other	172	26.54
Total	648	100.00

Corollary to the client types, the users of the public libraries are mostly schooled and educated. Thirty-six percent of respondents are college students, while nearly 30% are high school students. The rest are professionals, post-graduates, and reviewees who use the public libraries. Elementary level clients (7%) may be school-aged clients.

4.2.5. Materials Frequently Used by Clients

Users of the public libraries come to the libraries to use or find information. Table 28 shows the frequency distribution of the materials often used by the clients.

Table 28. Materials Frequently Used by Clients

Frequently used materials in the library	Frequency	Ranking
Books	287	1
Computer	66	2
Newspaper	48	3
Magazine	39	4
Journals	18	5
Review materials	12	6
Dictionary	10	7
Encyclopedia	8	8
Clippings	6	9
Novel	3	10
Research papers / Dissertation	3	10

The materials above show the materials most frequently used by clients are the following. The materials often used by the clients can be attributed to the current pre-occupation and occupation of the client types.

These results were validated in the FGD. Velasco (2018) concluded that children’s books, and education books are the topmost topics/subjects clients are interested in, and the usual activity that most of the clients do is to read books.

4.2.6. Frequency of Visits in the Library

How often would clients visit the library? Table 29 shows the frequency distribution and ranking of the frequency of visits of clients in the public libraries.

Table 29. Frequency of Visits in the Public Library

How often do you visit the library	Frequency	Percentage	Ranking
Daily	234	39%	1
Weekly	223	37%	2
Monthly	63	10%	3
Seldom	36	6%	4
2 - 3 times a week	26	4%	5
3- 5 times a week	9	1%	6.5
Sometimes	9	1%	6.5
If needed	4	0.06%	8
Rarely	2	0.02%	9

Public library clients mostly come either daily or weekly (81%), 10% would come monthly, and 6% rarely visit.

Since most public library clients are students, public libraries should be able to address their academic needs and requirements. In the FGD most of the public librarians disclosed that many schools have no adequate libraries if not none at all.

4.2.7. Library Services Satisfaction Rating of Clients

Customer satisfaction rating is used to measure success or failure of brands in business. Zeithman and Bitmar (2000) defined users’ satisfaction as the means which users determine that a product or service meet the required needs and expectations. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information.¹ Table 30 provides the frequency distribution and percentage of the satisfaction rating of clients of public libraries.

Table 30. Satisfaction Rating of Clients of Public Libraries

How will you rate the service rendered in the library	Frequency	Percent
Not satisfied	5	0.77
Satisfied	247	38.12
Very satisfied	396	61.11
Total	648	100.00

Sixty-one percent answered that they were very satisfied, and 38% respondents that answered satisfied with the services rendered by the public libraries. Only a handful said that they were not satisfied.

The data suggests that the satisfaction that users derive from the library by using the various types of information resources and services fulfill their information need for their various daily, weekly, or monthly requirements (Ikenwe and Adegbilero-Iwari, 2014 cited in Tiemo, 2016)

4.2.8. Reasons for Using the Library

Table 31 shows the reasons that refer to the end-purpose that encourage clients to visit public libraries.

Table 31. Clients' Reasons for Library Use

What make you use of your library	Frequency	Ranking
Teaching	58	6
For school requirements	192	3
For leisure	94	5
For studies	463	1
Group discussion	148	4
For research	290	2
For training	56	7
Others		
<i>To review for board exam etc.</i>		17

The highest ranked among the purposes for using the public libraries is for studies (71%) followed by the reasons for research (45%), for school requirements (30%), all of which are related to school and academic needs of students. Other reasons include for group discussion (23%), teaching (9%), attend training (9%) and to review for board examinations (3%).

4.2.9. Problems Encountered by Users of Public Libraries

Table 32 shows the problems encountered by public library users (difficulties or inadequacies of the library facilities).

Table 32. Problems Encountered by Users of Public Libraries

Problems encountered by the user	Frequency	Ranking
Obsolete materials	63	2
Accessibility of library location	64	1
Insufficient number of personnel	57	3
Insufficient materials	53	4
Others		

<i>Insufficient Books / Chairs / Tables</i>	3
<i>No available comfort rooms</i>	3
<i>Lack of available computers</i>	3

The problem most encountered by the users is the accessibility of public libraries. Most of the users of the library are students and professionals, so time of access and distance of the public libraries matter. The second most encountered problem are the obsolete materials in the library, followed by the insufficient number of personnel, and materials. The “Others” category can be related to the latter such as insufficient books, chairs and tables and lack of available computers. No available comfort rooms could refer to the absence of toilets which is a basic necessity for any facility that renders services to the public.

4.2.10. Suggestions and Recommendations for Improvement

Suggestions and recommendations for improvement refer to ways the public library can provide more satisfactory and quality services in the future. Table 33 provides the frequency distribution of the respondents’ suggestions and recommendations for improvement of public library services.

Table 33. Client Suggestions and Recommendations for Improvement

Suggestion / Recommendation for improvement of the library	Frequency
Increase space of the library, number of Books/Tables/Chairs/Computers	128
Proper ventilation	11
Availability of comfort rooms	13
Availability of computers and internet	32
Strictly implementing the rules and regulations (Cleanliness/Maintaining Silence)	6

Respondents who answered this question mostly raised suggestions and recommendations related to the increase in library space, furnishings and equipment, and learning materials (67%). Others suggests that the public libraries make available (upgraded) computers and internet (12%), basic facilities such as toilets (7%), proper ventilation (6%), and strict implementation of rules and regulations including cleanliness and maintaining silence (3%).

As a public facility that promotes the literacy and education of the population beneficial to the growth and development of the community and the nation, the public libraries must ensure that basic amenities, facilities and learning resources are accessible and available to the public especially their frequent user types.

In the same vein, during the FGD and workshops with selected Public Librarians and Library staff, the following suggestions for improvement were articulated (Research Terminal Report, December 2018). Some of these suggestions discussed are:

1. For better appreciation of LGUs and other stakeholders - Future LGU Officials have to give status reports on public libraries in their areas of jurisdictions, and include having public libraries as one of the indicators or criteria in the awarding of the Seal of Good Local Governance (DILG-LGA);
2. To build capability and increase capacity for empowerment and better performance of library in charge and library staff - Librarians/Library-In-Charge should be invited during the book launch of the *Status of Philippine Public Libraries and Librarianship Report*; propose Provincial Librarians to be the Department Head with the level of Librarian V; pursue and strive further studies when handling as Officer-In-Charge in the library to be updated and grow in the field; have perseverance in dealing with local officials; have initiatives to attend meetings with Sangguniang Bayan; have programs for promotion and empowerment; collaboration with other public librarians; offer scholarships to knowledgeable people; be approachable and have welcoming attitudes; and courtesy call to Local Officials or Chief Executives to be able to raise and address issues;
3. For better services in the public libraries: accession record must be made available in the library; must have log book to record the daily users in the library; construct and provide toilets in the library; provide ramp for PWD and Senior Citizens; increase number of equipment like photocopier, wherever possible to collect fees for services; availability and upgrading of the internet connections; have information dissemination campaign to enjoin new and sustain current library users/customers; extended library hours either by shifting, by offsetting, or overtime pay; for library staff adjust for Customers/Clients; provide additional activities to have in the library like film showing, puppet show, e-government services, livelihood trainings.
4. For advocacy and resource generation: promote certain features of the localities which can provide income; have a corner in the library to sell souvenirs; ensure new image of the building facility of the public library.
5. Finally, the participants were in agreement and said that “The library is the best place to stay”, so we must improve and innovate our services”. The FGD participants shared their aspirations on the specific features that they would like to see their public libraries 5 years from now.

5. Summary, Conclusions and Recommendations

The purpose of the research is to know the current situation of public libraries in the Philippines. The objectives of the research entitled *Status of Public Libraries in the Philippines* are to gather baseline data for the purpose of further studies and research on public libraries; to measure basic and various aspects of the public libraries in the country; to improve gathering of data on public libraries as a continuing monitoring task of the NLP, and be able to find out the needs of the public libraries in order to suggest and recommend solutions to concerned authorities.

The research made use of survey method as a main research method and was supplemented by focus group discussions and secondary data for validation and appreciation of data findings. There were a total of 433 public libraries surveyed with representations from all the regional subdivisions across the country as well as 648 user respondents also coming from the regional representations of the public libraries.

The data collected from the samples show the following findings:

On public libraries:

Majority of the public libraries surveyed in the country are found in the municipalities (50%), barangays (21%), cities (19%) and provinces (9%). The actual total numbers of public libraries in the Philippines However, only make up 3% of the ideal as prescribed by the law. Most of the existing public libraries are under the office of the Mayor (37%) and the Vice-Mayor (21%), the barangay captains (16%), the Sanggunian (9%), the Vice Governor (6%), and the Governor (5%). However, 6% are also under various local government offices such as PIO, Tourism and Cultural Affairs, Senior Citizens Affairs, the Department of Education, the NLP, CSOs or private or non-profit organizations. While many of the public libraries are in the control and supervision of the local chief executives, the resources and support provided, as well as supervision needed by many of the public libraries are still wanting. There may be a need to clarify the strategic position of public libraries to become more advantageous in the development plans of the local governments.

Most of the librarians, officers in charge and library staff are women (84%); and men account for 15%. Application of gender mainstreaming policies may be found beneficial to ensure that gender balance is achieved. More than 71% of public libraries have only 1 to 5 personnel; in some other public libraries or 12% there are no other staff reported. More progressive cities and provinces have 6-10 personnel 6 to 10 (10%) and a few others have 11-15 staff (4%) and more than 16 staffs (2%). There seems to be a direct link between the prioritization and economic capacity of the LGU and in allocation of resources. The public libraries have either one professional librarian (45%) or none at all (43%). This may be attributed not only to the economic capacity of the LGU but also because there is lack of available professional librarians.

Most public libraries have no accession records or list of collections (85%); only 15% have these available. The unavailability of accession records or list of collections can be attributed to the lack and absence of professional librarians in many of the public libraries. There is a need to train and encourage library staff to the basics and standards of library practice such as this the maintenance of accession records and list of collections. Many or 79% of our public libraries have less than 10,000 volumes available in their respective local communities. This implies that users have limited access to information especially those needed in academic and school requirements as can be read later on the profile of the users. As to furniture and equipment, the top ten found in many of the public libraries are bookshelves (94%), chairs (94%), reading tables (92%), newspaper/magazine rack (80%), computers (72%), filing cabinets (70%), dictionary stand (63%), printers (61%), bulletin boards (54%), and charging desks (53%). Less than half of the public

libraries have: card catalogue cabinets (44%), scanner (41%), typewriter (37%), photocopier (33%), television set (31%), projector (16%), sound system (16%), and barcode reader (5%). A few respondents said they have servers, camera, sofa sets, air con, fax machine, DVD player, microfilm reader, laptop, Wi-Fi, electronic braille and some artifacts. The more advanced the equipment the less responses were given. These reflect the funds allocated by the local government to its public libraries and may also infer the interest and prioritization given to the public libraries. Learning Resources that many public libraries have are first the serials/magazines/journals (83%); second the non-book materials (61%); third audio visual materials (39%); and fourth e-book/ e-journals (18%). The others added by respondents are learning platforms, computer programs and sources of learning resources.

The library services provided by many of the public libraries include children's services (74%), PWD services (39%) and ICT services (30%). Other services (12%) include senior citizen services, Chinese corner, community outreach, GAD services, AVR, literacy training, indigenous people, rehabilitation, home for the aged, Tech4Ed.

A great majority or almost 91% follow the usual government office hours that is 8:00 AM to 5:00 PM. However, there are libraries that go beyond the usual such as 8:00 AM to 6:00 PM category; the 7:00 AM to 6:00 PM. There are also a few others that operate from 12-hour service 8:00 AM to 8:00 PM or even open for 24 hours daily in a week.

Over half or 58% of the respondents said that they received assistance from other stakeholders in their respective communities; less than half or 42% said that they have not received any support or cooperation from the community. Those public libraries that receive assistance and cooperation from the communities identified the donors: private individuals (51%); Rotary Club (14%); Asia Foundation (9%), NGOs (7%), LGU (6%), Department of ICT (5%); people's organizations (2%), Bangko Sentral ng Pilipinas (1%); and Ayala Foundation (1%). The list of other activities in the public libraries include story telling (30%), reading tutorial services (5%), book mobile services (5%), computer literacy program (5%), art workshops (3%), alternative learning system (2%), and training seminars (1%).

On the Users of Public Libraries

The clients of the public libraries are students (73%) and professionals (14%). Other types of clients (12%) are reviewees (those preparing for licensure or civil service examinations) skilled workers, persons with disabilities (PWDs), senior citizens, and the unemployed. More than half of the population of public library users are female and a third are male. Majority of the users of public libraries are young. More than two thirds or 78% of the public library clients are adolescents from the age range of 11 to 18 years old. This is followed by senior citizens (7.4%) and schoolers (5.4%) and young adults (5.4%). The users of the public libraries are mostly schooled and educated. Thirty-six (36%) and close to thirty (30%) are College and High school students and those others in the previous findings that there were professionals, post graduates and reviewees who use the public libraries. Elementary level clients accounting for 7% could be directly linked with the school age of the clients as well.

Ranked in order the materials frequently used by clients are the following: (1st) books, (2nd) computers, (3rd) newspaper, (4th) magazines, (5th) journals, (6th) review materials (7th) dictionary, (8th) encyclopedia, (9th) clippings, (10th) novel and research papers and dissertation. Two thirds of the clients would come either daily or weekly; 4% visits 2 to 3 times a week and a few or 1% 3 to 5 times a week. A tenth would come monthly; six per cent seldom visits. There were 61% and 38% respondents who respectively answered that they were very satisfied and satisfied with the services rendered by the public libraries. Only a handful said that they were not satisfied (0.77%)

The highest ranked among the purposes for using the public libraries is for studies (71%) followed by the reasons for research (45%), for school requirements (30%), all of which are related to school and academic needs of students. Other reasons include for group discussion (23%), teaching (9%), attend training (9%) and to review for board examinations (3%). Ranked one as the problem mostly encountered is the accessibility of the public library because of location. Since most of the users of the library are students and professionals time of access and distance will matter. With only a difference of one respondent in the frequency distribution ranked second is the obsolete materials in the library. Also, closely ranked are insufficient number of personnel (3rd) and materials (4th). The "Others" category can be related to the latter such as insufficient books, chairs and tables and lack of available computers. No available comfort rooms could refer to the absence of toilets which is a basic necessity for any facility that renders services to the public. Respondents who answered this question mostly raised suggestions and recommendations related to the increase in library space, furnishings and equipment, and learning materials (67%). Others suggests that the public libraries make available (upgraded) computers and internet (12%), basic facilities such as toilets (7%), proper ventilation (6%), and strict implementation of rules and regulations including cleanliness and maintaining silence (3%).

Conclusions and Recommendations

Public libraries are relevant despite the active entry and use of computer and internet technologies in the country. These are actually complementary since the basic purpose of libraries is for the public to access to truth and knowledge and development. The actual clients of the public libraries are students and professionals. The public libraries need to be strengthened and improved. These types of clients must be supported by increasing the establishments and improved services of public libraries since they are the human resources that will comprise the socio-economic foundations of any community.

Local government must be able to understand the strategic role and value of the public libraries in their communities. Support to the public libraries by local and national governments include improvement of infrastructure and facilities, increase and improvement of learning resources, increase in human resources in relation to user population as well as equipment and furniture. Thus, fund allocations, increase in budget, and supervision must be given priority by the local governments in coordination with the National Library of the Philippines and the other agencies such

as the Department of Interior and Local Government, the Department of ICT and information agencies.

Capacity building of the public library personnel must be given ample attention to ensure the positive use of the libraries by the public. The positive and strategic roles of the public libraries must be promoted to ensure that the public appreciate its use in building progress and development of human resources. The National Library of the Philippines and supportive organizations of professional librarians must also be able to promote and collaborate with the Department of Education and Commission of Higher Education to include programs in library science and related courses to ensure the increase in number of course takers who can be fielded or employed in public libraries.

Furthermore, the NLP must continue and improve the research and development and the monitoring and evaluation program of the PLD for stronger institutional planning, capacity development and support to public libraries in the Philippines.

Suggestions for Further Research

The following are suggested topics for further studies, for better appreciation of public libraries in the Philippines, and for further development planning.

- The impact of public libraries in the socio-economic development of communities will help assess the relevance, effectiveness and efficiency of public libraries in relation to the socio-economic development of the communities;
- The valuation of public libraries to users' demand and use vis a vis actual cost of development and maintenance to understand the cost effectiveness and upkeep of public libraries in the country;
- The impact of innovation and technology in the public library use and development will help understand how the use of computer and internet can be a complementary service of the public libraries.
- A comparative study of LGU support to public libraries and how public libraries promote governance and e-government services. This study may be of interest to national and local governments in the country.

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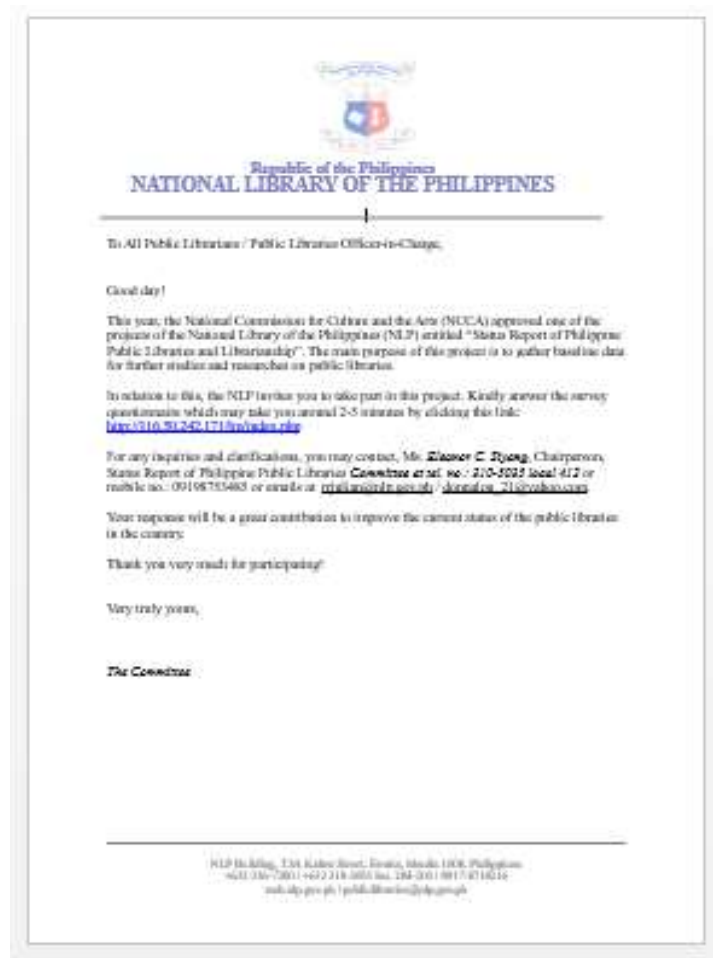
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7. Appendix

- a. Survey Questionnaires –
 - 1) Cover Letter
 - 2) Library in Charge
 - 3) Clients
- b. Focus Group Discussion Process and Questions and Documentation with List of Participants.
- c. Research Project Team and List of Enumerators per Region
- d. List of Libraries Visited

COVER LETTER FOR QUESTIONNAIRE



Dear Participants,

Good day!

This year, the National Commission for Culture and the Arts (NCCA) approved one of the projects of the National Library of the Philippines (NLP) entitled "Status Report of Philippine Public Libraries and Librarianship". The main purpose of this project is to gather baseline data for further studies and researches on public libraries.

In relation to this, the NLP invites you to take part in this project. Kindly answer the survey questionnaire which may take you around 2-5 minutes by clicking this link: <http://116.50.242.171/lm/index.php>.


For any inquiries and clarifications, you may contact, Ms. _____, Chairman, _____ Committee at tel. no.: _____ or mobile no.: _____ or email her at _____.

Your response will be a great contribution to improve the current status of the public libraries in the country.

Thank you very much for participating!

Very truly yours,

SURVEY QUESTIONNAIRE – LIBRARY IN CHARGE

	NATIONAL LIBRARY OF THE PHILIPPINES T.M. Kalaw Street, Ermita, Manila, 1000 Philippines Status Report of Philippine Public Libraries and Librarianship Survey Questionnaire	
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I. General Information

Library Name : _____
Complete Address : _____
(Street, Barangay, City/Municipality, Province)

Types of Library : __ Provincial
 __ City
 __ Municipal
 __ Barangay

The library is under the office of the:

 __ Governor __ Sanggunian
 __ Vice Governor __ Barangay
Captain
 __ Mayor ___
Others: _____
 __ Vice Mayor

II. Personnel

Name of Librarian/In Charge (Surname, First Name, M.I.)

Sex _____ Position/Designation _____

Contact(s) Number: _____

Fax No. _____

Email:

Total No. of Librarian(s) _____

Total Number of Library Staff _____

III. Library Collection

Availability of accession record /list of collection? Yes _____ _____ No

Number of volumes you have in your library

_____ Below 10000 _____ 10000 to 50000
_____ 51000 to 100000 _____ Above 100000

IV. Library Facilities

Floor Area of your Library's (approximate) _____ sq. m.

Equipment found in your library

_____ Newspaper/Magazine rack	_____ Dictionary Stand	_____ Bulletin Board
_____ Charging desk shelves	_____ Card catalogue cabinets	_____ Book
_____ Reading tables	_____ Filing cabinets	_____ Chairs
_____ Computer	_____ Printer	_____ Scanner
_____ Photocopier	_____ Barcode reader	_____ Typewriter
_____ Projector	_____ Sound system	
_____ Television		

Others: _____

V. Learning Resources

_____ Serials/Magazines/Journals
_____ Audiovisual Materials
_____ Non-book Materials
_____ E-book/E-journals
_____ Others, please specify: _____

V. Library Services Provided by the Library (*Please check if applicable*)

___ Children's Services
___ ICT Services
___ PWDs' Services
___ Others (Please Specify)

Hours and Operation

Number of days in a week your library is open: _____

Operating hours: **Monday – Friday :** _____

Others: _____



VI. Community Assistance and Cooperation Yes No

Please identify other NGO, PO (People Organization), Private Individual and Private Corporations who support public library in your community. (Use other sheet of paper if necessary)

- 1.
- 2.
- 3.

VII. List Other Activities _____

SURVEY QUESTIONNAIRE – CLIENTS

 <p>NCCA</p>	<p>NATIONAL LIBRARY OF THE PHILIPPINES</p> <p>T.M. Kalaw Street, Ermita, Manila, 1000 Philippines</p> <p>Status Report of Philippine Public Libraries and Librarianship Survey Questionnaire</p>	
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I. Client / Library user profile

Name (optional): _____

Library Name:_____

Address:_____

elementary high school college

others:_____

professional skilled workers

senior citizens male female

Age: pre-schooler (3-6) schooler (7-10) adolescent (11-onwards)

PWD male female

Frequently use materials:_____

How often do you visit the library? (i.e. daily, weekly, monthly etc.)

How will you rate the services rendered in the library? Very Satisfied Satisfied
 Not Satisfied

Comments_____

1. What type of materials do you use in the library? Please check all applicable items.

- | | |
|---|--|
| <input type="checkbox"/> Books | <input type="checkbox"/> Magazine |
| <input type="checkbox"/> local newspapers | <input type="checkbox"/> Journals |
| <input type="checkbox"/> government reports | <input type="checkbox"/> photographs |
| <input type="checkbox"/> pictures | <input type="checkbox"/> sound recordings |
| <input type="checkbox"/> diaries | <input type="checkbox"/> video recordings |
| <input type="checkbox"/> correspondences | <input type="checkbox"/> news clippings |
| <input type="checkbox"/> manuscripts | <input type="checkbox"/> oral history recordings |
| <input type="checkbox"/> published local histories | <input type="checkbox"/> Dictionary |
| <input type="checkbox"/> Encyclopedia | <input type="checkbox"/> Memorabilia |
| <input type="checkbox"/> others, please specify _____ | |

1. what make you use of your library? Please check all applicable items.

- | | |
|---|---|
| <input type="checkbox"/> teaching | <input type="checkbox"/> group discussion |
| <input type="checkbox"/> for school requirements | <input type="checkbox"/> for research |
| <input type="checkbox"/> for leisure | <input type="checkbox"/> for training |
| <input type="checkbox"/> for studies | |
| <input type="checkbox"/> others, please specify _____ | |

Problems encountered by the user/client

- Obsolete materials
- accessibility of library location
- Insufficient number of personnel
- insufficient materials
- others

Suggestion/recommendation for improvement of the library

FOCUS GROUP DISCUSSION GUIDE AND LIST OF PARTICIPANTS

Instructions, Process and Guide Questions
For the NLP Focus Group Discussion (FGD) 27 November 2018
National Library of the Philippines
M. Macapagal
Final Draft Guide as of November 16, 2018

The Purpose of the FGD

The purpose of the FGD 1 is to validate, and evoke interpretation of the research findings and results of the study: "Status Report of Philippine Public Libraries and Librarianship".

Process of the FGD

There will be two FGD processes which will be attended by the following groups: one with the librarians who were respondents of the survey and are selected as representatives of the library levels (barangay, municipality, city, and provincial); and the other is with NLP staff who participated in the data collection process of the survey research. Each FGD will be conducted from a minimum of 3 hours and 4 hours max.

Group 1 Participants

The selection of participants from the first group will also come from on one hand a representation of progressive libraries, and on the other hand those who come from libraries that can be considered needing more improvement. Each FGD will be composed of at least 10 and at most 20 individuals.

The FGD will be conducted by a facilitator/researcher who will present the purpose and results of the survey as well as probe into the research results. The respondents, whose consent to the exercise will be solicited, in turn will individually reply, comment, and explain answers on the questions raised by the facilitator or provide opinions about the survey results. Each participant will have an opportunity to answer the questions.

Group 2 Participants

The second group, the NLP staff who have participated in data collection, will be based on availability on the scheduled FGD.

Logistic requirements of the FGDs

The NLP organizing the FGD will have to prepare the following:

1. Room (preferably with aircon) where 20 individuals can comfortably be seated and move around and can be provided with free flowing coffee and/or drinking water; U-shape arrangement of chairs and tables - at the center is space for the presenter and presentations;
2. Screen and projector with HDMI cable;
3. At least 2 microphones: one for facilitator and another for participants;
4. Documenter from the NLP– one who can take notes and transcribe the important highlights of the participants' responses to questions.
5. A digital recorder to record the process and answers of the respondents/participants.
6. At least 4 sheets of Manila paper or about 20 sheets of bond paper per FGD
7. Writing board
8. Board Markers (pentel pen) for writing
9. Masking tape or tape to hold workshop documentation.

10. Scissors
11. Copies of Research results (tables) for participants - at least one copy for two participants.

Guide Questions:

- A. For library personnel on tables showing results for both the libraries and library clients:
 1. Is the result true in your jurisdiction?
 2. Why do you think the results (high frequency vs. low frequency distribution) are such for each table?
 3. How do you want your library to become 5 years from now?
 4. What challenges must be overcome in the near future?
 5. What can be done? What can you recommend?
 6. How can you use this research?
 7. What are your future plans for your library?

- B. For NLP staff who participated in the data collection
 1. How did you choose samples
 2. How did you gather the data
 3. What challenges did you encounter?
 4. How did you overcome the challenges?
 5. Why do you think the results (high frequency vs. low frequency distribution) are such for each table?
 6. What do you think is the usefulness of this research?
 7. What are your recommendations for future researches?

FGD Participants

Attendance Validation of Results (November 27, 2018)

Name	Library Name
1. Badar, Pedrita	<i>Davao City Library & Information Center</i>
2. Braga, Corazon	<i>Rizal Provincial Library</i>
3. Cabana, Ismaelinda	<i>Quezon Provincial Library</i>
4. Clarito, Jessica	<i>Butuan City Library</i>
5. Fabian, Soledad	<i>Antipolo City Public Library</i>
6. Garcia, Justina	<i>Laguna Provincial Library</i>
7. Geronimo, Joseph	<i>Baybayin Barangay Library (Laguna)</i>
8. Lubong, Nova	<i>Navotas city Public Library</i>
9. Noble, Cora	<i>Caloocan City Public Library</i>
10. Olidana, Rosemarie	<i>Polangui Municipal Library (Albay)</i>
11. Occena, Ma. Fe	<i>Sibalom Municipal Library (Antique)</i>
12. Palmares, Sisley	<i>Cadiz City Public Library</i>
13. Panisa, Rio Lynne B.	<i>Provincial Library of Negros Occidental</i>
14. Purisima, Janet	<i>Don Salvador Benedicto Public Library</i>
15. Robles, Priscila	<i>Manila City Library</i>
16. Silang, Mila	<i>Batangas City Public Library & Information Center</i>
17. Taguinod, Vilma	<i>Malabon City Library</i>
18. Raquino, Lucila	<i>Quezon City Public Library</i>
19. Villasis Jr. Reynaldo C.	<i>Paranaque City Public Library</i>

RESEARCH PROJECT TEAM AND ENUMERATORS

Name	Position	Age	Gender	Division
1.Jennifer Dimasaca	Librarian IV	39	F	Public Libraries Division
2.Eleanor Siyang	Librarian III	49	F	Research and Publications Division
3.Marietta Valdez	Librarian III	57	F	Filipiniana Division
4.Zenaida Maravilla	Librarian III	61	F	Filipiniana Division
5. Danilo Fernandez	Librarian III	46	M	Catalog Division
6.Mabelin Cabiad	Librarian II	39	F	Collection Development Division
7.Donnalou Hermosura	Librarian II	40	F	Filipiniana Division
8.Marites Arsenio	Librarian II	39	F	Research and Publications Division
9.Vida Dorea Mendoza	Librarian II	40	F	Public Libraries Division
10.Kristel Irish Mae Rey	Librarian I	27	F	Filipiniana Division
11.Rhodora Julian	Librarian I	40	F	Filipiniana Division
12.Michael James Reyno	Librarian I	26	M	Public Libraries Division
13.Ginalene Magallano	Admin. Asst. III	37	F	Finance and Administrative Division
14.Marvin Dimasaca	Admin. Aide IV	40	M	Finance and Administrative Division