

**ACCESS TO INFORMATION RESOURCES, INFORMATION SEEKING
BEHAVIOR, AND SATISFACTION WITH LIBRARY SERVICES
AMONG THE COLLEGE STUDENTS OF CARLOS HILADO
MEMORIAL STATE COLLEGE**

A Thesis

**Presented to
The Faculty of the School of Graduate Studies
CENTRAL PHILIPPINE UNIVERSITY**

**In Partial Fulfillment
Of the Requirement for the Degree
MASTER IN LIBRARY AND INFORMATION SCIENCE**

**RUVY M. TUBLE
October 2011**

**ACCESS TO INFORMATION RESOURCES, INFORMATION SEEKING
BEHAVIOR, AND SATISFACTION WITH LIBRARY SERVICES
AMONG THE COLLEGE S OF CARLOS HILADO
MEMORIAL STATE COLLEGE**

by

RUVY M. TUBLE

ABSTRACT

This study was conducted to determine the students' access to information resources, information seeking behavior, and level of satisfaction with library services, the impact of their personal characteristics as well as their parent's educational attainment on their access to information resources, information seeking behavior, and level of satisfaction with library services, and if significant relationship exists among these variables. The study adapted a descriptive-relational survey design and data were collected using a questionnaire administered to three hundred sixty-seven (367) students randomly selected from the four campuses of Carlos Hilado Memorial State College on January 26 – February 9, 2011. The questionnaire was content-validated and was pre-tested for reliability. Data were encoded and processed using the Statistical Package for Social Sciences (SPSS) software for MS Windows Version 16.0 and were analyzed using frequency count, percentages, mean, Phi, Cramers' V, Gamma and Chi-square.

Students assessed the library information resources as "readily accessible" and that the information they found or accessed were "very reliable" in terms usefulness, suitability, and adequacy to their needs. Their information seeking behavior differs in

terms of the resources they use. The library resources are not the first or on top for them, since they prefer to access the information they needed through Internet cafés outside school premises. Library services likewise meet the expectations and needs of the students therefore exhibited a high satisfaction rating.

Furthermore, the college and campus where the students belong to has something to do with access to information resources, information seeking behavior, and level of satisfaction with library services. Their being male or female has some bearing on their information seeking behavior and their age group likewise influences their level of satisfaction with library services. Access to information resources, information seeking behavior, and level of satisfaction with library services were significantly interrelated.

Accordingly, it is suggested that the library policies and services of the four campuses should be conjunctionally designed to provide a common framework thereby enabling the students to receive the same quality of access and services regardless of where they are physically based. Also, the library user instruction program should be enhanced to empower students with the benefit of using library information resources in all formats and be proficient in library use. Improvement of Internet services by providing users with adequate computers, greater speed, longer hour/time of use, user-oriented rules must be undertaken to entice them on using the services inside the campus rather than to pay for access from internet cafés. Likewise, librarians must continually participate in technology-based trainings to enhance knowledge and skills in order to be capable of handling the current information needs of the present generation of students.