

CHALLENGES AND OPPORTUNITIES OF ONLINE LIBRARY SERVICES IN THE NEW NORMAL: THE WESTERN MINDANAO STATE UNIVERSITY EXPERIENCE

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Abstract

As higher education institutions strictly follow health protocols due to the COVID-19 pandemic, moving of classes including the closing of libraries is a way of helping the government to mitigate the spread of Coronavirus. To that effect, libraries have also responded to the challenging needs in the educational system. In the Western Mindanao State University library where online services are offered, where the purpose of this study attempted to look into the challenges and opportunities faced by its stakeholders and the extent of satisfaction. The quantitative-qualitative research design employing a descriptive survey method was used. In the selection of respondents, systematic random sampling was also employed, and the five (5) point Likert-type questionnaire checklist was utilized. While a purposive sampling was also employed to library personnel. A total of 384 respondents coming from the students, faculty administrative personnel/staff, and library personnel were utilized. Based on the findings, OLC or the Online Library Cart facilitated by a social media platform was a big help to educators and learners in the academic community. The challenges and opportunities have also brought in the delivery of online services' operation. The low internet connectivity and lack of personnel competency in the online delivery, among others were considered as challenges. In attaining quality library service, increase in the acquisition of e-resources, upgrading of personnel's skills as well as strengthening the culture of partnership and collaboration are major factors to create an avenue to improve library services, the online delivery, in particular. The overall mean of 4.74 revealed a high level of satisfaction result from the three groups of respondents, implying that WMSU library online services are very much effective and functioning excellently. It is, therefore, concluded that online services offered by the WMSU Library should be sustained not only to respond to the COVID-19 pandemic but also to support the challenging needs of blended learning education in Western Mindanao.

Keywords: *online services, challenges of online services, online library services*

A. INTRODUCTION

Over the years, the library has already shown hybrid services to its clientele. In this time of the pandemic, libraries in different parts of the world have changed the way they used to be. Whereby, online services have been seriously employed by people from all walks of life. It is at this time that libraries allow their delivery of providing e-resources to users especially students in the academic community more effectively. Moreover, according to Hisle (2004), the use of information technology and online searching in well-known academic and research libraries has provided major developments to its services.

In this sense, the role of libraries has drastically changed from that of the collection development and organization of library materials, library services and access to relevant materials, and the technical skill of information professionals and support personnel. The massive impact of technology on libraries will forcefully change the way users seek and search information.

During this pandemic, academic libraries especially the Western Mindanao State University (WMSU) have continued providing services with the use of available e-resources and networked resources and services to its clientele. These services have expanded and enhanced to cater to students wherever and whenever possible in their respective provinces and localities. These resources, be it physical or electronic continue to be accessible on social media platforms where most of our clients are in.

Moreover, the library is dedicated to supporting the students and faculty by providing limited face-to-face assistance during this time to ensure the health and safety of staff and clients. Available services offered by this time are emails, phone calls, text brigades/messaging, the use of common social media platforms, book reservations, and the interlibrary loan for available electronic resources. The library offers help through the Ask a Librarian chat service via Online Library Cart or the OLC, where students have access to librarians' help in real-time through virtual chat. Renewals of physical documents can no longer be done in person; they must be done

online using their respective library account. Along with this, three research problems were posited, to wit: 1.) What are the online services offered by the WMSU library?; 2.) What are the challenges and opportunities faced by library personnel in the delivery of online library services?; and 3.) "What is the level of customer satisfaction towards online services offered by WMSU library when categorized according to Students, Faculty, and Administrative Personnel/Staff?

At this time, it can be inferred that resources become incredibly vast and diverse in terms of topics and forms that the Western Mindanao State University Library is already paving the way to new academic learning in support of the university's changing needs. Thus, the researcher would like to assess the impact of online library services offered by Western Mindanao State University as a basis for continuous improvement in serving library stakeholders in diversity.

Furthermore, this study will serve as baseline data in adapting services, the online library services in particular to support flexible learning education. This will also help libraries, librarians, and educational institutions in their decision on the acquisition and enhancement of e-resources and services amidst diversity and challenges brought by the COVID-19 pandemic. Lastly, this will aid future researchers as a reference for making reviews and used as a model for similar studies.

B. LITERATURE REVIEW AND THEORY

In various readings on library service delivery, Abdullah's (2011) statement that the Library could not make everyone happy, but that the Library had to prioritize customer segments/needs paints a picture that library customer satisfaction is dependent on the services it provides. Providing electronic resources is only part of the solution; it is also important to continue developing methods, such as automation, to make access to these resources as simple as possible, and to minimize barriers to easy and independent access (Sivak, 2011).

It was noted that for centuries, libraries have functioned as repositories of information and knowledge, providing the critical underpinnings for any civilization's socioeconomic, political, and cultural development (Alemna, 2000 as cited by Kumah, 2015). A library must not only improve its collection, services, and facilities to meet the evolving demands of library users in a rapidly evolving information age, but it must also continue to solicit their feedback to determine the effectiveness of the resources and services provided (Mairaj, 2013). Sustaining and reinforcing services such as online and offline access to digital resources can be a good way to increase library user satisfaction.

The International Coalition of Library Consortia (ICOLC) stated on March 13, 2020, asked vendors to lift licensing restrictions and open access to the 391 million students due to school and library closures caused by the COVID-19 pandemic. Paywalls between users and online collections have been removed by the publishers and vendors in response to the statement. Despite increased access to online collections, utilization of its resources was still at its lowest. In this case, regardless of how many online services are available, students and faculty still prefer print items.

In a time of the pandemic, Penn State reported that the HathiTrust Emergency Temporary Access Service (ETAS) provided "reading access to more than 48 percent of the Libraries' print collections." As a result of the large number of print books returned by students before leaving campus due to COVID-19, librarian Nora Dimmock of Brown University's John Jay Library identified the need to shift "more intentionally" to eBooks over print books in future purchasing decisions (Connel, 2021).

In terms of online usability, a comparative research method was adopted by Kumah (2015) to compare library and internet use. The data was used to measure their usage on the internet and the library. It was assumed that the graduate students used the internet more frequently than the library. It was indicated in the outcomes of the study that students do not bypass the library in satisfying their information needs.

Most library services are well patronized, while most Internet services are much underutilized.

Panda (2020) investigated the current situation of the Indian Digital Population in the "new normal" in which mobile technology assists libraries in overcoming new challenges in providing adequate library services. As Connell (2021) suggests, services for distance students may become a higher priority.

Due to the membership in the Association of Research Libraries (ARL) includes academic, public, national, and special research libraries, Sasso (2019) concentrated solely on academic library services to distance learners and educators. Knowing this, it was obvious that the first selection criteria must be that ARL member institutions are academic libraries. Each library website from the remaining 114 institutions was reviewed again to see if there was a website and/or library guide dedicated to distance learning library resources and services. Forty-nine institutions were removed from consideration because they did not meet this criterion.

"A good library is the heart of every campus." As a symbol of scholarship and service, the physical entity that is an academic library does not limit its ability to reach beyond its walls. Ending his dissertation with a quote, he explained the influence and impact of the library (Sasso, 2019). "The university is the library" (Chepesiuk, 1994).

Furthermore, Brewer and Grondin (2017) reported that, following the completion of their initial research, the University Library has begun developing library guides that are embedded in the first six courses taken by all undergraduate students. The incorporation of the guides into the curriculum should increase the use of the guides and the associated library resources. Additionally, Brewer and Grondin explained that ongoing, gradual user experience testing can benefit library resource design. These findings indicate that the library guides should be subjected to additional user testing. As the design of the library pages changes, it is important to ensure that

students can still follow the steps in finding resources in the library guide page with minimal interference.

With the aforementioned theories and studies, the conceptual framework is presented below.

Figure 1 . Conceptual Framework

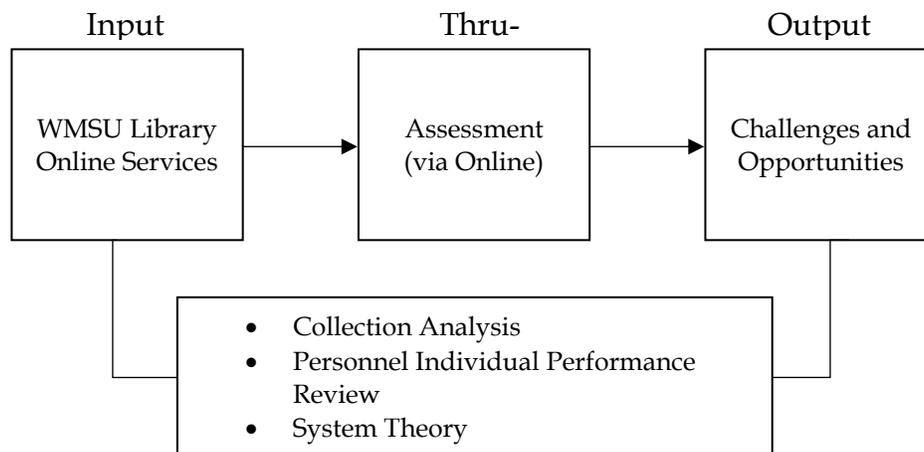


Figure 1 shows the system process from Input through Output with the underlying theory and other procedures as factors influencing the whole process. WMSU Library Online services are considered as the baseline of the study and as the input in the process. The data collected from the input will then be used as the basis for the assessment; challenges and opportunities are identified as the output or the end-product of the system.

Based on the different theories presented, this research is anchored on System theory, which is the most useful concept in understanding school operations. This theory also adheres to the idea that a library, as an organization in the academic community has its major functions and has interrelated elements in support of students' learning.

In summary, the library plays a vital role in data acquisition, storage, analysis, interpretation, and dissemination of information among the library users to cope with the challenging needs of every educational institution. Technological advancements have revolutionized library services in the electronic age. The usage of library resources and services in worldwide lockdown has brought out opportunities to learn and maximize their time and skills with the technological advancements brought by the prevailing situations in the country, the COVID-19 pandemic.

C. METHODOLOGY

This study used a quantitative-qualitative research design employing a descriptive survey method. It attempted to determine the level of satisfaction in terms of online library services offered by the WMSU library in Zamboanga City. This method is considered appropriate since in death with quantified data to answer questions.

In most studies, the survey is a common and widely used design among the different types of descriptive research. Wherein, appropriate studies will be given a big picture or idea of the population under study. It will also help to show the existing conditions of the phenomena, or determine the relationships that exist between specific variables or events (Ardales, 2001). Moreover, the collection of data from respondents or informants is also one of the major activities in the descriptive research method. Thereby, survey questionnaires and interviews will be made to direct contact or informants. Thus, it employed the quantitative-qualitative method in treating, analyzing, and interpreting the data to provide reliable and valid results.

Respondents and Locale

In this study, there were 384 respondents were utilized including students, administrative personnel and staff, faculty, and library personnel of WMSU. This institution is a premier and the largest university in Region IX. It is considered as one if not the oldest university in Mindanao and has a student population of over 13,000.

It has two campuses: the main campus of 79,000 sq. meters. and 9,147 sq. meters is in the city (Barangay Baliwasan) and the satellite campus of 200,000 sq. meters occupied by the College of Agriculture and the College of Forestry in San Ramon, 20 km. from the city. This university ranked sixth among 68 universities all over the country, according to a survey on the Top Academic Institutions in the Philippines conducted by the Commission on Higher Education. Moreover, the university library is a three-story building and an independent area on the campus under the office of the Vice-President for Academic Affairs and has a total collection of more than 26,000 volumes of print materials and other e-resources.

Research Instruments and Validation

The major phase of this study is crafting the right research instrument for gathering the desired data. The construction of a survey questionnaire was made by the researcher using the five-point Likert scale guided by the problem stated to answer. There are ten (10) statements as indicators where respondents indicate their extent of agreement and disagreement with each statement. Statements are simply describing the functionality and effectiveness of online library services in these difficult times. More so, the questionnaire used was validated by a competent, research expert and full-fledged Professor of the university.

Table 1 shows the scales used in determining the impact and effectiveness of online library services offered by WMSU.

**Table 1. Scales Used in Determining
the Impact and Effectiveness of Online Library Services**

Numerical Rating	Adjectival Rating	Interpretation
4.20 - 5.00	Strongly Agree	Delivery is very much effective and functioning excellently
3.40 - 4.19	Agree	Delivery is moderately effective and functioning very well
2.60 - 3.39	Undecided	Delivery is effective and functioning well
1.80 - 2.59	Disagree	Delivery is less effective and functioning poorly
1.00 - 1.79	Strongly Disagree	Delivery is not effective and functioning very poor

Sampling Procedure

To determine the sample size, the Sample Calculation formula for the known population was employed illustrated herein as:

Sample Calculation:

$$n = \frac{\frac{z^2 \cdot p(1-p)}{e^2}}{1 + \left(\frac{z^2 \cdot p(1-p)}{e^2 N}\right)} = \frac{\frac{(1.96)^2(0.5)(0.5)}{(0.05)^2}}{1 + \frac{(1.96)^2(0.5)(0.5)}{(0.05)^2(14,786)}} = 374$$

Where,

e = margin of error

z = z-value for 95% confidence

p = proportion

N = population

n = sample

Table 2 shows the population and sample distribution.

Table 2. Population and Sample Distribution

Type of Respondents	Frequency (N= Total Population)	Total Enumeration/ (n= sampling size)
Student	13,303	337
Admin Staff/Non-teaching	439	11
Faculty	1,044	26
Total	14,786	374
Library Personnel	10	10
Total	10	10

This study also employed systematic random sampling in selecting the students. Whereby, obtaining an interval for each type of respondent has been made as to the

starting point for selection. For instance, the interval of 25 was utilized for Student respondents. In that case, respondents' names that are in 25, 50, 75, 100, and so on until such desired number of respondents were obtained. Likewise, the selection of other types of respondents was similarly observed. However, a purposive sampling for the interview was employed for library personnel respondents since the total informants who are directly involved with the online library transactions is very small, all of them are included as respondents.

Data Gathering Procedure and Delimitations

In administering and gathering the data, the online survey questionnaires were made via google form and were employed right after the library transactions has been made for each client regardless of the number of transactions has been facilitated. As facilitated by online form via google, the retrieval of the questionnaires was easy and automatically done. The gathered responses were properly tabulated, encoded, computed, analyzed, and interpreted according to the order of questions presented in the study.

Moreover, the study dealt primarily with the Online Library Services delivery of WMSU during the time of pandemic specifically for the period of one (1) year from June 2020 to May 2021.

Treatment of Data

Different statistical tools were used to organize, analyze as to treat the data that were obtained from the responses. To note, that the data were treated with the utmost confidentiality. There was also some part that the descriptive statistics was used in the data analysis. Documentary Analysis was being studied and presented to determine the online library services offered by the Western Mindanao State University; Focus group discussion (FGD) or Interview was also used to know the personal experiences faced by library personnel in the delivery of online services by

WMSU. Lastly, Arithmetic Weighted mean was utilized to calculate and to indicate the satisfaction level of clients towards the delivery of online library services.

D. RESULTS, DISCUSSIONS, AND ANALYSIS

The quantitative and qualitative data obtained from the 384 responses of Western Mindanao State University library in Zamboanga City are covered and discussed herein. The discussion is presented according to the sequence of the problems raised in this study.

In this discussion, the first problem that this study presented to answer was, "**What are the online services offered by the WMSU library?**" The online services offered by WMSU were analyzed through its present condition considering the availability of materials and competence of library personnel to deliver its services.

The basic online services that are continuously rendered are services via WMSU library Website and transactions via WMSU library email like document delivery, promotion of online content, online display and exhibits, online events and orientation, access to digital and free e-books, online commons, and online reservations among others. With the new normal condition, a social media platform via Facebook page was used since most of the clients are socially oriented in this type of platform. In this service, the WMSU library developed the so-called OLC or the Online Library Cart through the Facebook page for this is also widely and commonly used by most library stakeholders. Using this platform is a way of bringing the library at their fingertips with interactive ways of accessing and retrieving information are done.

The OLC or Online Library Cart is a service conceptualized by the University Library in response to the pandemic outbreak where most of the universities including WMSU, closed their campuses to prevent the further spread of the virus. The goal of OLC is mainly to bridge the gap between the learners and the quality of learning materials that is usually only available in a physical library. As the WMSU

library advertised it "The Library at your fingertips!". The OLC offers Free Access to eBooks, Online book Reservations, Online Pathfinder, Online Commons, and the Newest addition, the WMSU Digital Library powered by Odilo. Specific policies and procedures are stipulated in the Reader's guidebook 2020.

In terms of online delivery of documents, OLC, as a whole, follows a systematic process that involves key personnel trained to do a specific task on a certain level of the process. This group of people is called the Online Library Task Force or the OLTF. ORA or the Online Resource Agent are library personnel that is trained to communicate and assist OLC clients with their requests. LOV or the Library Online Verifier do verification on clients that enter the OLC, they categorize clients based on their profile information for future demographical reports. ORP or the Online Resource Provider is tasked to search and provide related resource materials based on the request received. ODTA or the Online Delivery Transport Agent sends all materials selected by the clients through email. eCO or the e-Collator is responsible for all of the statistics and surveys in the OLC. OTeS or the Online Technical Specialist ensures the OLC system is running smoothly, they troubleshoot, create, test, and deploy new features and services in the OLC. Lastly, OReM or the Online Resource Moderator (The University Librarian) Oversees the overall transactions of OLC and personnel of OLTF.

In terms of e-collection, 2,000 e-documents are in place for free eBooks transactions and the newest addition to the roster of services in the OLC is the WMSU Digital Library in partnership with Odilo. this platform gives the Crimson or WMSU community access to more than 20,000 quality digital resources ranging from eBooks, Audiobooks, Videos, digital courses, and many more. The Digital Library easily gained its popularity to many in the Crimson Community for its intuitive and vast selection of tailored materials for the University itself.

"By going mobile, a library takes a giant step toward becoming around-the-clock service" - Vollmer (2010).

The discussion on the second problem that this study presented to answer was, **"What are the challenges and opportunities faced by library personnel in the delivery of online library services?"** To answer this question, focus group discussion/Interview was used to know the personal experiences faced by library personnel in the delivery of online services in WMSU.

Three (3) general questions were given to all library personnel who are directly involved in this transaction such as (1) What are the challenges that you faced in delivering online library services?; (2) Are their opportunities also to be considered?; (3) Any comments/suggestions in providing these services? More so, general responses are presented in table form.

Table 3 shows the responses of library personnel during FGD.

Table 3. Summary of Responses on the Online Library Services faced by Library Personnel

Challenges	Opportunities	Comments/Suggestions
➤ Construction of the right responses	➤ Show the role and importance of libraries in the virtual world.	➤ Increase e-resources especially for Filipiniana or local publications.
➤ Limited Filipiniana or local e-resources	➤ That library is seamless and borderless.	➤ More training for personnel on technical and communication skills on the online delivery of services.
➤ Erratic Internet Connectivity	➤ Learn to find ways in responding to clients the quickest.	➤ Back-ups for the storage of e-resources can be considered.
➤ Flock of clients	➤ Hone the knowledge with Mobile learning.	➤ Open communication with team members may also be needed.
➤ Modifying responsibilities	➤ Adaptability to e-learning	➤ Consider linking the stand-alone library system used by WMSU library into
➤ Pending request unanswered due to lack of trained personnel on the use of digital library	➤ Learn how to navigate OERs.	
➤ Power Interruption	➤ Increase of e-resources to enhance the weaker collection.	
➤ Copyright of e-resources	➤ Big help to the academic community	
➤ Time Management	➤ Become more active and knowledgeable in delivering the OLC.	
➤ Technical error	➤ More advance, can provide information in one click.	
➤ Proper coordination of the online library task force regarding	➤ Help shape new ideas.	



Challenges	Opportunities	Comments/Suggestions
the rules in giving eBooks per client. ➤ If client's expectation was not met – Online clients' behavior ➤ More hours needed ➤ Health concerns	➤ Easy and multiple access and retrieving of information. ➤ Allowing the books to be displayed on the screen as if they were printed books. ➤ Learn to work as a team via online. ➤ Age is not a hindrance - willingness to learn	the online circulation services place. ➤ No request shall be left pending.

As gleaned in table 3, responses, as provided by the informants for opportunities and challenges seem to be equal, although these challenges can be turned out into positive effects to continuously improve in the delivery of its services.

During the interview, the informants have multiple responses that have shown the same personal experiences like erratic or poor internet connectivity, technical error, and power interruption followed by technical competence or digital skills in the delivery of online services, modifying responsibilities, copyright concerns/issues, more hours needed and health concerns, among others. On the other hand, more opportunities have also created these online library services such as easy access and retrieval of information, helping shape new ideas, and becoming more knowledgeable and proactive as far as delivering e-resources is concerned. In addition, teamwork is also manifested among the group since library personnel is of different ages. This proves that age is not a hindrance if the willingness to learn is more priority.

In the discussion, it was also stressed out by the informants that the OLC introduced by the WMSU library is a big help according to the educators and learners in the academic community. It is because it intends to set up on how to ensure online access to users wherever they are as this will also help librarians to embrace or shift their role from traditional to a new way of assisting clients in the digital age due to

pandemic. Moreover, OLC has been more advantageous than other library services because it shows how accessible libraries are and how it drastically evolved in assisting clients' needs easily.

However, it was also manifested in the responses taken from the informants that being an agent of this OLC that the difficulty especially in communicating with the clients, queries need to be analyzed and prepare right responses the quickest possible is very important. Hence, technical and communication skills for library professionals may also be one of the areas to be honed in providing easy and quality services for clientele.

Further, the lack of digital skills in online delivery was also manifested. This was shown during the launch of the free Digital Library offered by ODILO for six (6) months where a surge of clients wanted to access the said digital library accordingly. The clients were also acquainted and oriented on the use of OLC especially the resources and methods on how to access these services. Indeed, it demonstrated the biggest challenge for the team to respond to all the clients showing that the library is beyond walls and it's a 24/7 service.

In terms of clients' attitudes, according to one of the online agents, some clients are very much demanding and difficult to deal with. In this sense, the patience and ethical responsibilities of library personnel in the delivery of quality online services are the most important. Accordingly, this is the time when libraries must show their significant roles and skills in the delivery of authentic information to public readers. As such, library personnel functions on a work-from-home mode not necessarily during specific office hours. Librarians now try to adapt their own institution's initiatives for the new normal, and also how other libraries were responding (Hinchliffe & Eisenberg, 2020).

The challenges and opportunities given by the direct library personnel who are considered as the informants in this study involved creating an avenue to improve and sustain its services in these challenging times, the COVID-19 pandemic, and after. All comments and suggestions from the informants were taken into account to improve library technology and services used and offered for stakeholders. Services for distance students might become a greater point of emphasis (Connell, 2021).

At this point, the third problem that this study is presented to answer was, **"What is the level of customer satisfaction towards online services offered by WMSU library when categorized according to Students, Faculty, and Administrative Personnel/Staff?"** To answer this question, the table below shows the summary result of responses provided by students, administrative personnel, and faculty of WMSU towards online library services provided.

Table 4. The extent of Customer Satisfaction Towards Online Library Services by the Students, Faculty and Administrative Personnel/Staff

Indicators	Student		Faculty		Admin		Area Mean
	Mean	Verbal Desc.	Mean	Verbal Desc.	Mean	Verbal Desc.	
S1. The University Library provides online resources in various disciplines.	4.97	SA	4.96	SA	5.00	SA	4.98
S2. The online references are relevant to the research needs of its clientele.	4.18	A	4.69	SA	4.73	SA	4.53
S3. The e-books and other online databases are available online through WMSU library webpage and Facebook page.	4.97	SA	4.69	SA	4.91	SA	4.86
S4. The online resources posted are of the current edition.	4.01	A	4.58	SA	4.55	SA	4.38
S5. The University Library provides easy access to information through online references and databases.	4.98	SA	4.88	SA	4.91	SA	4.93
S6. The Library Online Reference Personnel (LORP) are knowledgeable to answer online queries.	4.06	A	4.65	SA	4.73	SA	4.48

Indicators	Student		Faculty		Admin		Area Mean
	Mean	Verbal Desc.	Mean	Verbal Desc.	Mean	Verbal Desc.	
S7. The LORP answers promptly and politely to online queries.	4.97	SA	4.92	SA	5.00	SA	4.97
S8. The LORP answers online queries beyond library serving hours (8 AM - 5 PM with No Noon Break).	3.96	A	4.65	SA	4.55	SA	4.39
S9. The WMSU Library Online Services are user-friendly.	4.94	SA	4.96	SA	5.00	SA	4.97
S10. Overall, the WMSU Library Online Services are highly commendable.	4.88	SA	4.92	SA	5.00	SA	4.94
Grand Mean	4.59	SA	4.79	SA	4.84	SA	4.74
Legend:						ACROSS ALL RESPONDENTS	
SA = Strongly Agree						Overall Mean	Verbal Desc.
A = Agree							
U = Undecided						4.74	SA
Da = Disagree							
SDa = Strongly Disagree							

As shown in Table 4, among the 10 indicators from the three groups of respondents, statement numbers 2, 6, and 8 generated lower results with 4.38, 4.48, and 4.39, respectively. The ratings were described as "Agree", which means that the delivery stated on that indicators are moderately effective and functioning very well. This further implies that online resources posted must be of the current edition, the competency in the delivery of services by online reference personnel maybe look into, and the library hours to serve diverse clientele beyond the prescribed serving hours is also a vital consideration since a seamless service in the library nowadays is getting visible.

In this circumstance, librarians must reach out to the user population and meet their need for current, relevant information (Okike, 2020), as cited by Panda (2020). Moreover, Buenrostro (2006) emphasized the importance of librarians staying up to date on the latest developments in library and information management. As a result,



the need to train the user community on how to make the best use of the resources must also be considered.

Moreover, similar satisfactory results from the three groups of respondents were yielded. A grand mean of 4.59 for students, 4.79 for faculty, and 4.84 for administrative personnel/staff. The ratings were described as “Strongly Agree”, which also means that the delivery of online services articulated on the 10 indicators as perceived and experienced by the respondents are very much effective and functioning excellently. This also implies that the online services performance of the WMSU library provides quality services as a response to the COVID-19 pandemic. Results were also manifested from the administrative personnel's excellent ratings of 5.0 to some areas such as indicators 1, 7, 9, and 10.

According to Abdullah (2011), the library could not please everyone, so it had to prioritize customer segments/needs. According to Sasso (2019), a good library is the heart of every campus. The physical entity that is an academic library, as a symbolic structure of scholarship and service, in no way limits the ability to reach beyond its walls.

The overall mean of 4.74 described as “Strongly Agree”, which also means that the delivery is very much effective and functioning excellently clearly shows that the online services offered by the WMSU library have excellent and satisfactory results. This further implies that the online library services are not only offered to respond COVID-19 pandemic but also to provide services towards blended learning education.

As specified by Brewer & Grodin (2017) that the ongoing and gradual user experience testing is beneficial to the library resources design. It is also helpful to the librarians for their awareness of the problems that their students run into and eventually develop a more student-centered library resource. In this sense, whatever

category of clients that WMSU library has, the transformation of library services brought the pandemic is not a factor unsatisfactory library performance result. It further denotes that diverse stakeholders depend on the services provided by their libraries by bringing the library at their fingertips in these challenging times.

E. CONCLUSION

The findings of the study concluded that the basic online services of WMSU Library were enhanced through the use of OLC or the Online Library Cart facilitated by a social media platform that is widely and commonly used by most of library stakeholders. A way of bringing the library at their fingertips.

As provided by the informants, a lot of challenges and opportunities in the delivery of quality services were experienced. The low internet connectivity, power interruption, lack of personnel competency in the online delivery, and clients' ethical behavior among others were considered challenges. Creating an avenue to improve library services - online delivery, in particular, is one of the major opportunities. The need to increase digital or e-resources, upgrading of personnel's skills through training via online or limited face-to-face, strengthen the culture of partnership, collaboration, open communication among colleagues, and teamwork are factors to attain quality library services.

A similar level of satisfaction from the three groups of respondents was generated as far as online services offered by the WMSU library are concerned. In comparison with the three types of respondents, the following grand means were generated: 4.59 for students; 4.79 for faculty; and 4.84 for administrative personnel/staff and with an overall mean of 4.74 described as "Strongly Agree". This simply implies that the extent of satisfaction shows excellent and satisfactory results. It further implies that for whatever category of clients that WMSU library has, the transformation of library services brought the pandemic is not a factor of having an unsatisfactory library evaluation performance. It is, therefore, concluded that online services offered by the

WMSU Library should be sustained not only to respond to the COVID-19 pandemic but also to support the challenging needs of blended learning education in Western Mindanao.

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