

## **The Iligan City Public Library and Services: Its Community Sectors' Awareness and Responses**

**By**

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### **ABSTRACT**

This descriptive study was conducted in Iligan City, northern coast of Mindanao, occupying the Southern portion of the Philippine archipelago. This is a survey of 462 respondents coming from the cross-section of the communities during the Calendar Year 2012 to assess if the City Public Library was able to level the library services as based on its collections. Moreover, personal interviews were conducted, daily statistics on library users was utilized, and survey questionnaire on awareness, patronage, gauge of services against needs, other information sources information needs, and library resources were done in data gathering. Findings revealed that of the 313,291 total population (as of 2012 census) which is the target users of the city public library, only 8,397 or 2.68% actually made use of its library services. Out of this, an overwhelming majority or 88.46% are students, followed by the children with 4.74% and the professionals with 3.87% patronage. There has been no patronage from the handicaps and inmates and very least from the out-of-school-youth, non professionals, and senior citizens. Factors affecting these wide gaps between the legitimate and the actual users include: awareness in ICPL's existence and the mandate of Republic Act 7743, geographical accessibility, policies of ICPL, library services, and the presence of other information centers within the city. These findings imply that the Iligan City Public Library must plan massive reach-out programs in order to bring the library resources closer to all sectors of its intended users which are the whole of the Iligan City community.

**Keywords.** Social Sciences, Library Science, Public Libraries, Library Services, Library Users, Descriptive study, Iligan City, Mindanao, Philippines

### **INTRODUCTION**

Historical sketches on libraries show that the library as a component part of the history of civilization, its story interwoven with the story of the people it has served. The needs to which libraries from their earliest existence have responded are as diverse as the conditions out of which they have grown. In the story of libraries, however, certain types of needs recur frequently enough to be identified with each of these types of needs. Many of the basic needs which are served by librarians today- public libraries in particular- such as education, research, information, civic responsibility, aesthetic appreciation, and recreation- are also served by other agencies and groups. The library, in a collective sense, is the agency devoted solely to the purpose of recollecting,

making available and securing the widest and most effective use of records of civilization by the society of which it is a part (David, 1979 as cited in by Montebon, 2010). Thus, the need of any highly industrial and technical society, in such a day as this when fast and radical changes are taking place throughout the world, the need for the library is almost without limit (Gates, 1968 as cited in by Lopera, 2011).

To realize the above presentations, the Republic Act 411 of 1949 which called for the establishment of 1,000 new town libraries over a period of five (5) years and which has been expanded by R.A. 7743 of 1994 was created which mandates that as an “indispensable societal instrument, public libraries are committed to provide an equal and easy access to information resources and stock of knowledge which are the key factors towards an improved quality of life and the country’s economic progress and global excellence.” This Act provides for the establishment of congressional, city, and municipal libraries and barangay reading centers throughout the Philippines, appropriating the necessary funds thereof and for other purposes.

Generally, a public library aims to provide information services to promote education of people of all sectors in the community to provide materials for wholesome reactions and useful use of leisure time of the people. This means that the public library is mandated to serve not only the students and the professionals but is equally mandated to serve the street children, the out-of-school youth and the non-professionals.

Realizing this and the need for a central source of information at the city level, the Iligan City Public Library (ICPL) was founded as a project by the Rotary Club of Iligan in Rotary Year 1966-1967. Since then, it has been in existence for this purpose.

## **FRAMEWORK**

The public library’s most vital function remains as a prime repository of national heritage. Its collection mirrors the national psyche and provides an identity common to a people, their way of life, ideas, and aspirations. Its main obligation is to make national culture accessible to all classes of people in the society. This task includes the collection, organization, display, dissemination, and preservation of materials reflecting the national heritage but making the people better understand and appreciate this heritage.

Another important role played by the public library in enriching culture is promoting the use of the national heritage. Priority in acquisition is given to works written in the language and the vernaculars. Works of local writers are also given preference in the library’s acquisition program. The library can help elevate the national language for serious works at the same time in bringing valuable writings to the segment of the reading public, which would prefer it. Thus, the so-called local history collection, which is the incumbent function of the public library. A more specific purpose of a public library is to put together, preserve and administer books and related educational materials in organized collections, to promote through guidance and encouragement, an enlightened citizenry and enriched personal lives (David, 1979) as cited in by (La Cerna, 2009).

In actual practice, utilization of library services is often selective maybe due to the method by which library services are delivered, inadequacy of library resources (which could be due to budgetary constraints), geographical location, inadequacy of manpower resources, and lack of

community awareness or responsiveness to the services offered. Or maybe there is a failure or oversight on the part of the librarians to meet the very stated mission and vision for which the public library is being created.

To understand the process of librarianship, we must begin to devote greater effort to examining and re-examining societal needs as to the fountainhead for the services and materials of the library. Information needs of a society change in accordance with the development that is taking place in the nation. As a contributor towards national development, libraries should act as catalyst of change. One of the roles of libraries is to extend the benefits of global information resources to the local communities through the introduction of new technologies in libraries (Jaafar, 1996 as cited in by Fajardo, 2009). Until and unless the problems are tackled at the grassroots level, and unless the current trends in library servicing the cooperative ventures and networking be embraced into the mainstreams of library servicing, it is unlikely that the situation will improve and it is this light that libraries and librarians could continue to overcoming the problems through the intelligent use of information (Yaacob, 1996 as cited in by Yancey, 2011).

### **OBJECTIVES OF THE STUDY**

This study aims to assess the role of the Iligan City Public Library towards the Iligan City community as its users. It also intends to recommend strategies to solve or narrow the gap between the target and actual users of the Iligan City Public Library and to propose programs to reach out to the majority of the identified unreached sector of the community.

### **MATERIALS AND METHODS**

To cover all the diverse sectors of the Iligan Community, the respondents were categorized as follows: children, students, out-of-school youth, professionals, non-professionals, senior citizens, handicapped, inmates, and n.e.c. ( or none elsewhere classified). Children below 4 years of age were not included since preparatory school age usually begins at 4. These were further classified into legitimate or target users and the actual users. Though Iligan City has quite number of manufacturing industries, the industrial workers' sector was excluded in this study because a portion of it is already reflected in the professional sector.

Since distance is one of the determinants of one's visit or patronage of a public library, the forty-four (44) barangays were first divided into two (2) categories: accessible and inaccessible. Then, selection of respondents was made from six (6) accessible barangays (Poblacion, Mahayahay, Saray-Tibanga, Tipanoy, and Ubaldo Laya) and three (3) inaccessible barangays (Mandulog, Dulag, and Digkilaan). Random samples of 20% from each sector of the actual public library users extracted and used as respondents of this study.

**Table A. Sectoral Distribution of Population**

Community Sectors	Target Users of Iligan City Public Library (ICPL)				Respondents	
	* Legitimate N=313,291 (2012 Census)	%	** Actual (n=8,397)	%	Patrons 20% of Actual Users	Non- Patrons
Children	64,500	20.59	398	4.74	80	16
Students	55,450	17.70	7,248	88.46	150	50
Out-of-School Youths	17,900	5.71	53	0.63	11	5
Professionals	17,535	5.60	325	3.87	65	15
Non-Professionals	29,237	9.33	95	1.13	20	10
Senior Citizens	17,265	5.51	98	1.17	20	10
Handicaps	1,400	0.45	0	0	0	5
Inmates	500	0.16	0	0	0	5
n.e.c.	109,504	34.95				
<b>TOTAL</b>	<b>313,291</b>	<b>100%</b>	<b>8,397</b>	<b>100%</b>	<b>346</b>	<b>116</b>

*Legend:*

n.e.c. - none elsewhere classified

\* - Taken from the 2012 Iligan City Socio-Economic Profile

\*\* - Taken from the Users' Logbook of ICPL

Survey questionnaires and personal interview were the tools used in data gathering. The survey questionnaire consisted of awareness, patronage, and gauge of services against needs, other information sources, information needs, and library source. The personal interviews were made on some patrons of the ICPL, some members of different professional organizations, and other sources to determine the type of services they extended to the public. The daily sitting statistics was used in the data gathering.

From the daily loan and sitting statistics maintained by the ICPL, the following information were obtained: a) type of materials borrowed; b) subject inquiries, which enabled the researcher to determine the actual information needs of the ICPL users from the different sectors of the community. These statistical records showed that the bulk of the ICPL users are students, most of which are from the nearby national high school and the prominent MSU-Iligan Institute of Technology. Questionnaires were distributed to the different sectors coming from the different barangays in the city. Of the 500 questionnaires fielded, only 642 were retrieved, utilized, and analyzed. The 2012 Iligan City Socio-Economic Profile from the City Planning and Development Office provided that data about the city's statistical profile.

## RESULTS AND DISCUSSIONS

**Table 1: Profile of Difference Between Legitimate and Actual Public Library Users**

Community Sectors	Target Users				
	Legitimate (N=313,291)	Percent	Actual (n=8,397)	Percent	Actual Against Legitimate
Children	64,500	20.59	398	4.74	0.62
Students	55,450	17.70	7,428	88.46	13.40
Out-of-School Youths	17,900	5.71	53	0.63	0.30
Professionals	17,535	5.60	325	3.87	1.85
Non-Professionals	29,237	9.33	95	1.13	0.32
Senior Citizens	17,265	5.51	98	1.17	0.57
Handicaps	1,400	0.45	0	0	0
Inmates	500	0.16	0	0	0
n.e.c.	109,504	34.95			
<b>TOTAL</b>	<b>313,291</b>	<b>100%</b>	<b>8,397 (2.69%)</b>	<b>100%</b>	<b>17.06%</b>

Out of the total legitimate or target users (313, 291) the actual public library patrons constitute only 8,397 or 2.68% and from this percentage total of actual users, the biggest number of clients were the students. It should be noted that however their big patronage, they only represent 15.48% of the entire student population. It is still insignificant result which could be attributed to the fact that the schools where the students belong have their own school or academic libraries where they are the legitimate users.

The next bigger number of library patrons were the children with 398 which is 4.74% of the actual users and yet only 0.62% against the total (64,500) children population. At the city public library, there is a special section for the children. However, due to the teeming presence of high school and college students, the children's section was usually occupied even though the librarians did not reach out or orient parents to bring their children to enjoy the library's children's sources.

The professionals ranked third in its patronage of the public library constituting 325 or 3.87% actual users out of the total patrons of 8,397. Again, it should be noted that this number is only 3.13% of the total 17,535 professionals in Iligan City. In this study, statistics shows 0.63% (53 out of 8,397) patronage came from the out-of-school youth population. Aside from them, the next least users were the non-professionals. They include the plain housewives, farmers, fishermen, drivers, vendors, etc. Information says that it is the third biggest sector in the community, yet there are only 95 (1.13% actual users) of the total (29,237) non-professionals population.

There was no patronage from the handicaps and the inmates, apparently because there was no special reach-out programs provided for them. The public library has the collections of Braille materials for the blind, however, there were no trained library personnel to put them into use, and hence, they just kept the materials unused.

In one hand, age has long been considered a retardant to library use. Older people used the library less than young people did as they reached toward retirement, much of their decline to visit the learning environment because some other priorities (<http://www.statelibrary.dcr.state.nc.us/jnr/pldevv2.html>; retrieved 2006). This could be the reason why there were only 1.17% (98) senior citizen users against its total (17,265) population. Another possible reason was the fact that the public library did not have much to offer to them like a music section, where the aged could listen to their old favorite tunes; the memorabilia corner where they could muse over; the senior citizen forum where they could while away their boring free times at home; and the like, and if at all there is a faint semblance of this kind of service at the public library, not ever announced to the aged sector at all.

On the other hand, this profile is corroborated by the findings of (Afan, 1983) as cited in by (Oro, 2008) where the biggest users percentage-wise, of the public library were the high school students, followed by the college students, the children, the professionals and the last, the out-of-school youth. In connection further to the aforesaid findings, Muñasque's paper presented at the 7<sup>th</sup> Congress of Southeast Asian Librarians, disclosed that public library use is at best reaching only 7% of the population, a fact which does not speak well of public librarianship. This picture does not exclude in any way the public library of Iligan City, Philippines.

**Table 2: Awareness Profile of Non-Library Patrons**

Community Sectors (Non-Patrons)	Respondents	Existence		Mandate	
		Yes	No	Yes	No
Children	16	4	12	0	16
Students	50	22	28	18	32
Out-of-School Youth	5	2	3	0	5
Professionals	15	14	1	14	1
Non-Professionals	10	5	5	3	7
Senior Citizens	10	3	7	4	6
Handicaps	5	1	4	0	5
Inmates	5	2	3	1	4
<b>TOTAL</b>	116	53	63	40	76

As shown in the table, there is a wide gap in the profile of actual against legitimate or target users of the public library. In its existence, and of the mandate of Republic Act 7743 sources of data on this particular portion of the research are the 116 legitimate but non-patron respondents. For obvious reasons, the usual library clients are excluding. On mere awareness on the city's public library presence, almost half of the respondents replied positively (22 out of 50), while almost half of the professional respondents indicated its awareness. The least aware respondents were the handicaps and then inmates. Totally, there was an almost equal distribution of responses as their respondents' awareness on the existence of the public library as pointed by the findings of the survey.

Nevertheless, majority (76 or 65.55%) of them were not aware of the mandate of the Republic Act 7743. Obviously, the most informed sectors were the professionals and the students,

while the least informed were the persons with disability or handicapped, the out-of-school youth, the inmates, and the children. Gozo (1994) as cited in by Nunag (1998) disclosed similar results that majority of the residents of her hometown were not aware of the existence of their municipal and/or city public library.

**Table 3: Respondents' Reasons for Awareness of the Public Library Existence**

Reasons	Frequency	Percent	Rank
1. It is near my residence/office/place of work.	206	51.63	1
2. Through a friend/relative/associate or other librarian/s.	104	22.30	3
3. Others	89	26.07	2
TOTAL	399	100%	

The 399 respondents as to how they became aware of the public library's existence had cited several reasons. More than one-half of them (51.63% leaned about the city public library because it is located near their school, residence, office or place of work. This explains why most of its users or clients are the students from the nearby schools. This also shows that these clients are mostly from barangays within the vicinity of the public library. Others answered that they became aware of the public library because it is located along the road where it is visible to passersby, they learned about it through the radio or from their children who regularly researched at the said public library.

This would imply that in the absence of reach-out services of the public library was among the reasons why most of the legitimate or target users have not been aware of its existence.

**Table 4 : Respondents' Reasons for Unawareness of the Public Library Existence**

Reasons	Frequency	Percent	Rank
1. Have not heard about it/nobody told me about it	9	16.99	2
2. I do not know what it is	3	5.66	3
3. I thought it is the library of the nearby public high school	39	73.58	1
4. No answer	2	3.77	
TOTAL	53	100%	

The continuous presence of so many high school students from the nearby school which constitute 73.58% led to the people's expectation that such is a school library. In fact, some, it not most students of the said school shared the same opinion. While some (16.99%) did not hear about the existence of a public library in the city, 5.66% did not what it is all about. This should pause a big a challenge for the city public librarians. Massive out-reach program to announce that the Iligan City Public Library is existed for the unreached clients, to justify the vision and mission for which it was created. Sanchez (1976) as cited in by (Sardo, 2005) remarked that it is not enough that the government plan for the availability of information resources but users of information should be informed that they exist and should know how to obtain them.



**Table 5 : Non-Patrons' Willingness Profile to Avail of Public Library Services Once Given Orientation**

	<b>Frequency</b>	<b>Percent</b>	<b>Rank</b>
Yes	95	81.90	1
No	18	15.52	2
No answer	3	2.58	3
<b>TOTAL</b>	<b>116</b>	<b>100%</b>	

Geographical accessibility from the target users' residence, school, or place of work is another factor that inhibits coming in to avail of the library resources. The nature of library services in distant barangays or in the rural areas presents a unique challenge towards information service. The major hindrance in catering to these other legitimate users is how to get the resources to the people who are wildly scattered. Despite this imposing hindrance, 95 or 81.90% of the 116 non-patrons of the public library were still willing to avail of its library services when oriented of what their public library has for them. This is a good indication of the people's thirst for information that can be quenched by the resources found in the library (INFLANET, 2000).

Considering the limited resources (logistically and manpower) of the public library, this restraining factor really poses a problem. In fact, this is one of the reasons why the 18 respondents were not willing or were not interested to avail the public library's services even if they are oriented of the privileges as mandated by the Republic Act 7743.

**Table 6 : Reasons of Non-Willing Legitimate Users to Avail of Public Library Services Despite of the Orientation**

<b>Reasons</b>	<b>Frequency</b>	<b>Percent</b>	<b>Rank</b>
1. I am too busy/no time to go there	7	38.89	1
2. Too far from my school/residence/ place of work	6	33.33	2
3. I do not know how to read and write	2	11.11	4
4. Not interested	3	16.67	3
<b>TOTAL</b>	<b>18</b>	<b>100%</b>	

Being so busy thus having no time to go or visit a library was the reason of 38.89% of the respondents. While 6 or 33.33% mentioned prohibitive distance, which makes it possible to go the public library, 16.67% manifested no interest at all. The least reason was illiteracy. These reasons for unwillingness should be contained in order for these members of the community to become active users of the information sources (Galapin, 2000).

**Table 7 : Non-Patrons' Reasons for Not Using the Public Library**

<b>Reasons</b>	<b>Frequency</b>	<b>Percent</b>	<b>Rank</b>
<i>Policy Restrictions:</i>			
1. Not allowed inside/parents or teachers did not bring us there.	10	8.62	5
2. I am not allowed to borrow or bring home books.	12	10.34	4



3. Library hours do not suit my schedule.	26	22.41	2
4. Library collections/services are not suitable for my needs.	3	2.59	9
5. No orientation.	40	22.41	1
<i>Acquisition Policies:</i>			
6. No computer/limited on high technology information sources.	15	12.93	3
7. Negative attitude of librarians	5	10.34	6
8. Others.	4	3.45	9
9. No answers.	1	0.86	10
<b>TOTAL</b>	<b>116</b>	<b>100%</b>	

Policies are primarily established to serve as guidelines in the implementation of a goal or objective. In a library, public library in particular, certain policies are also observed to help the librarians and the patronizing public. It is not however the intention of library administrators to restrict the users' privileges in availing of the services which in the first place are there for them to make use of. Table 7 presents the reasons why the 116 non public library patron respondents did not avail of its library services.

No orientation or non-awareness of the privileges stated in the mandate of Republic Act 7743 was the primary reason why the 40 or 34.49% respondents were not patronizing the public library. Ranking second is the library policy on library hours which do not conform with the 26 04 22.41% respondents' own schedule and third, is the non-availability of new high technology sources or access to internet. This is attributed to the fact that with the information revolution, information needed should be made accessible at the easiest and fastest means (Apugan, 1998).

Provision for out-reach programs should be incorporated in the policies of the public library. This refers to the library services which are extended beyond traditional library services and could even go out of the walls of the library building. Mobile libraries are the most effective out-reach program (Afan, 1983) as cited in by (Jaucian, 2003). It is the transportation of books to users by means of special vehicles- a car, a boat, a wagon, or a tricycle constructed for library purposes. This has been the recurring wish of the public librarians to have a book mobile. Due to financial and manpower constraints this remains unfulfilled wish. However, efforts have already been exerted and follow-ups with the National Library and other concerned agencies were constantly being made to transform the dream into reality. This will also benefit those who are too busy and have no time to visit the library and those who are located quite far from the library because library services will be brought to them. For the illiterates, adult education programs may not only concern interpreting cultural and recreation programs but it will also provide lifelong education to people (UNESCO, 2004).

In summary, reasons 1-5 all fall under policy restrictions. This contradicts Heintze's opinion that the public library should be "open for use on equal terms to all members of the community, regardless of occupation, the creed or race." At the public library "not being allowed inside" happens only when a would-be client, particularly students, is not able to present an identification card. This is necessary to safeguard library collections from unscrupulous users.

Nevertheless, those who explain the necessity of their research yet could not present any form of identification are requested to log-in and are allowed to enter. This usually applies to out-of-school youth, the senior citizens, the unemployed, non-professionals, and sometimes the students. Another policy restriction is applied to lending out of library materials. Borrowers are required to apply for the city public library membership card to avail of the lending privileges.

The city public library has a full sitting capacity of 100 users at a time. There were instances when clients, particularly students, came in droves that limit had been set – 100 students of the same school at a time. With numerous schools in Iligan, the city public library would really come out inadequate in terms of sitting capacity.

The library staff consists of 2 regular licensed librarians, 2 regular and 2 probationary library personnel which have different functions like the administrative, technical, readers', and periodical's services. There is also a clerk, who, aside from the routinely clerical duties, e.g. typing, filing, payroll preparation, etc. also man's the library checkpoint and sometimes substitutes as liaison officer. Another employee is the bookbinder who is at the same time the liaison officer. As such she is always out of the library processing papers at the city hall which results to a voluminous backlog in the binding of serials.

At present, the city public library has a book collection of not less than 12,000 volumes, a regular subscription of 3 titles of national newspaper, 1 tabloid, 2 titles of weekly magazines about international issues, 1 sports magazine, and 1 about agriculture. The library has also regularly receives free subscriptions from government agencies such as the Department of Science and Technology (DOST), IRRI, Commission on Population, etc. Aside from the printed materials, the city public library also has in its holdings of AV equipment such as television, sound system, and videotapes, on various livelihood programs.

Since the bulk of the city public library's clients are students, most of them usually look for copies of their assigned textbooks at the shelves. Failure to find them, they feel the inadequacy of their public library to provide their needs, not knowing that the public library is there only to augment and not to replace the functions of their own school or academic libraries. The city public library is only a division under the City Mayor's Office. As such, it only receives a portion of the budgetary allocation for the whole department. In spite of the inadequacies, however, the 95 or 81.90% of the non-patrons, still willing to avail the library's services made known the library services their felt-need.

**Table 8 : Actual Services Needed by Non-Patron Respondents**

Needed Services	Frequency	Percent	Rank
1. Educational toys for children.	4	4.21	6
2. Film showing (educational, livelihood programs, entertainment).	8	8.42	5
3. Flexible storytelling/puppet showing/library hours	26	27.37	1
4. Liberal lending/admission policy.	22	23.16	2
5. Accessibility to network information.	15	15.79	4

6. Mobile library.	18	18.95	3
7. Braille, sign language educational materials, etc.	2	2.11	7
<b>TOTAL</b>	<b>95</b>	<b>100%</b>	

There is a very little difference in the number of respondents who requested the top 3 choices of needed library services: 1) *flexible library hours* which suggested that the regular hours of 8:30 am to 11:30 am and 1:30 pm to 5:30 pm, Monday to Friday be adjusted in such a way that those who cannot come on the scheduled library hours can still be accommodated; 2) *liberal lending/admission policy* in which referred to the "No ID – No Entry" policy be tamed to allow (within the limit of the public library capacity) to see for themselves and make use of the library resources; and 3) *mobile library* which aims to reach far lung barangays and those who cannot come due to disabilities and other hindrances because the role of the public library concerns delivery of information to the whole community (Krishnan, 1996) as cited in by (Hernandez, 2010).

**Table 9 : Other Information Centers in Iligan City, Philippines**

<b>Information Centers</b>	<b>Technology Available</b>	<b>Updated Holdings</b>
Academic Libraries	Computer Units	CD ROMS, Access to Internet
Special Libraries	Computer Units	Information on Product Operations/Journals/Legal Information/ Access to Internet
LRCs/School Libraries	Computer Units & other Audio-Visual Equipment	Visual Aids, Books on Academic Needs, Access to Internet
Philippine Information Agency	Computer Units & other Audio-Visual Equipment	CD ROMS, Serials, Books, Pamphlets on Government Thrusts
City Tourism Office	Computer Units	Brochures, Directories, Iligan History, Internet Access
Maranet	Computer Units	Internet Access
Computrade Phils., Inc.	Computer Units	Internet Access
Mobilcom	Computer Units	Teleconferencing, E-mail, Voice & Data Communication
Microtouch Computer System	Computer Units	CD ROMS, Access to Internet
Internet Cafes	Computer Units	Access to Internet

The last factor that accounts for the difference in the profile of actual against the legitimate or targets public library users is the existence of other information centers within the city. Aside from the public library, there are other information centers in the city of Iligan which serve as alternative or sometimes the main source of information of researchers or information seekers.

They are the 1) Academic Libraries which is the primary source of information of students and faculty in the tertiary and graduate levels. In terms of collection, Mindanao State University-Iligan Institute of Technology has the biggest volume of materials considering that aside from its main library, it has also a library for every college or department. Aside from its collection of printed materials, it has also several computers with access to information networking. The students are allowed (subject to their rules and regulations) access to the internet for their research and printing for a minimal fee whenever is needed. They also have several CD ROMS which provide updated and fast retrieval of information. Other academic libraries with updated high technology holdings are the St. Peter's College, St. Michael's College, Iligan Capitol College, Lyceum of Iligan Foundation, and Iligan Medical Center College. They have computer units which are internet hooked, CD ROMS, and printed materials of varied disciplines;

2) Special Libraries which are maintained by the industrial plants to serve the product needs of their employees. They allow non-employees access to their materials when needed, especially to students whose researches are related to their product operation;

3) Learning Resource Centers/School Libraries which have the collections of Computer Units and other Audio-Visual Equipment and books intended for the young users. Some of these are the flip charts, flash cards, various toys, and educational games;

4) Philippine Information Agency (PIA) is a government entity which, as an information center, with these functions: a) to organize, mobilize, supervise, and sustain operations of the Community Development Information Centers (CDICs) in the area; b) to provide public with accurate, timely, and relevant information through print and broadcast media; c) to provide public information assistance through referrals to the concerned government agencies and non-government organization; d) to gather feedback on people's attitude, beliefs, values on government policies, programs, and projects, their needs and other matters affecting public life; e) to serve as the distribution center of information materials; f) to provide library services; g) to conduct communication skills training; and g) to provide and conduct audio-visual services on government programs and projects. It is also serves as venue for conference, dialogues, for training and seminars of government and non-government agencies. In this agency, they include in their collections the CD ROMS, various periodical, and books.

5) Public Information Office which is a section in the City Mayor's Office which is responsible for the dissemination of information on the various projects and activities of the city government. The office gives referral services to information seekers as to the proper department of the city government where the information could be obtained. Its collections include records of various activities being undertaken by the city government, especially at the City Mayor's Office.

6) City Tourism Office which is division in the City Mayor's Office, whose principal function is the promotion of the City of Iligan. It has in its collection brochures and directory of Iligan's history. Computers are used as communication equipment. Mode of services is through a guided tour around the city, especially to its different beautiful spots.

7) Maranet of MARATel, Computrade Phils., Inc., Mobilcom, and Microtouch Computer System are private and commercial information centers that provide access to information networking for a fee. Other features available teleconferencing, e-mail, voice and data communication. They also have CD ROMS that can be accessed by researchers, again for minimal fee.

8) Internet Cafés are providers of ranges of information which anyone can obtain. Anyone who craves for fast information will visit these one-stop-one- shop centers that provided the World Wide Web to their customers. Most cafes (if not all) provide services like desk publishing, encoding, photo scanning, computer-assisted design (CAD) and computer games. Moreover, one can send mails through the net using the electronic mail or-email and even free and unlimited text messages through websites like the [www.unimobile.com](http://www.unimobile.com). For the information seekers, instead of going to libraries, sometimes with limited and/or outdated books, they simply go to the internet cafés, clicked the mouse and automatically find themselves within the portals of the US Library of Congress or they could choose to interview experts and chat them on any information of interest.

**Table 10 : Evaluation of Actual City Library Users on the their Success with the Library Services**

<b>Evaluation</b>	<b>Frequency</b>	<b>Percent</b>	<b>Rank</b>
Always	166	47.98	1

Sometimes	145	41.92	2
Never	35	10	3
<b>TOTAL</b>	<b>346</b>	<b>100%</b>	

Notwithstanding the earlier mentioned factors that account for the differences between the legitimate or target and actual public library users, the 346 patron-respondents fairly evaluated by library services extended to them by the city public library. When asked to evaluate the actual services in response to their actual needs, almost one-half (166 or 47.98) of the actual users manifested satisfaction on the services they are getting as they always find the answers to their queries from its resources or through referrals. Only 10% were never satisfied, yet they continue to go to the city's public library. The difference between the "always" satisfied and "sometimes" satisfied, however is very slight, (6.06%) yet this could motivate the public library management to reach out the other legitimate users. If the present form of library services rendered by the public library satisfies the currently served clients, then it would be fulfilling to extend services to the rest of its users (Acedera, 1981) as cited in by (Martinez, 2011).

## CONCLUSIONS

With the data presented and analyzed, it is concluded that the unreached sectors of the Iligan City community are the handicaps or persons with disability and those sick in the hospitals, the inmates behind prison bars, and a very large portion of the non-professionals, the children, the out-of-school youth and the senior citizens. Since the very large portion of the ICPL's clients is students, most of their information needs are on subject matters relating to their academic research.

## RECOMMENDATIONS

Based on the findings and conclusion of the study, the following strategies are recommended to narrow the gap between the actual and target users, taking cognizant of the presence of other information sources within the city. The focus is on the identified unreached sectors:

- 1) Reach-out Programs. This is primarily to reach all the 44 barangays of Iligan. The most effective out-reach program that can serve the greatest cross-section of the population is the book mobile. It will bring reading materials to the inmates and the reading handicaps, the out-of-school youth, the none=professionals (like the housewives and other) and senior citizens who cannot come to the library for various reasons. Other forms of reach-out programs especially to the children, young adults, and out-of-school youth are storytelling, puppet shows, educational games, toys, realia, film showing, summer workshops, and reading clubs. For the other sectors like the professionals, researchers, etc., the current awareness and SDI will be very helpful;
- 2) Build Special Collections for the Unreached Sectors. The information should be available to the disabled. Braille for the blinds should be coupled with a trained staff for this to become effective, audio equipment and multi-media CD-ROMS. Sign language for the deaf mute or leisure reading materials in the vernacular which may be solicited and distributed for free to far flung barangays, the sick and inmates.
- 3) Computerization. This concerns all aspects of librarianship. Fast technical processing of materials means its immediate accessibility to its users. The widespread application

of information technology tools should further enhance the role of libraries at least in facilitating a new function to transmit more information to greater and wider network users.

- 4) Establish Linkages with other Information Centers. With the presence of other information sources within the city, the IPCPL can initiate the effort and act as the center for other libraries or institutions with similar interests. As a starter, a union catalog may be prepared which can be the basis of referrals for materials not available within ones library. Later when the link has been established and institutionalized and all libraries or information centers are fully automated, inter-library cooperation through networking may be realized.
- 5) An In-depth Follow-up Study to Focus on the following:
  - 5.1 Student-Users' Profile
  - 5.2 Barangay-Users' Profile
  - 5.3 Library Services for the Illiterates
  - 5.4 Actual Information Needs Profile for Possible Funding Support
- 6) Facilities of the ICPL should Target to Meet the Users' Needs:
  - 6.1 Expand the library to accommodate more users
  - 6.2 Additional personnel to augment the present library staff
  - 6.3 Special materials and trained personnel for the handicaps and other unreached sectors
  - 6.4 Vehicle for the book mobile
  - 6.5 Full implementation of all the public libraries' enabling laws in the country

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