



Perception of the Criminology Students on the Library Services of Northwestern University Educational Resource Center

Jonah B. Badua¹, Nora V. Clemente², Elvie Santiago³, Junalyn Pagdawan⁴

¹College of Criminal Justice Education, Northwestern University, Laoag City Philippines
Email: jonah.badua@nwu.edu.ph

²Educational Resource Center, Northwestern University, Laoag City Philippines
Email : nora.clemente@nwu.edu.ph

³Educational Resource Center, Northwestern University, Laoag City Philippines
Email : elvie.santiago@nwu.edu.ph

⁴College of Criminal Justice Education, Northwestern University, Laoag City Philippines
Email: junalyn.pagdawan@nwu.edu.ph

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Abstract—*The library is an essential facility of an educational institution that helps students' academic learning and enables them to empower their knowledge. This study assessed the Educational Resource Center library services as evaluated by 144 Criminology students for SY 2019-2020. It used a descriptive method and a document review. Frequency, ranks, percentage and weighted mean were utilized in the treatment of data. Findings revealed that respondents go to the library to work on their assignments, group study and borrow books. They spent two times a week and once a week in the library and often stayed at the reading area. Very few used the serial and audiovisual room. The students mostly asked for assistance on the basic library information to students. The observance of silence is a priority in choosing a library space. The students are satisfied with the services of the educational resource center. The results of this study imply the continual improvement of library services.*

Keywords— *criminology, library, satisfaction, services, utilization.*

I. INTRODUCTION

The library is an institutional asset and a knowledge repository. It is responsible for collecting, processing, organizing, storing, and disseminating information resources in print and electronic format to meet users' needs. The university libraries support teaching, learning and research in ways consistent with the institution's mission and goals. Libraries are recognized as the "heart" of the learning community for students and faculty to conduct their research and advance their knowledge (Oyewusi & Oyeboade, 2009). They are centers for learning on campus and provide expanded informal learning space for the students (James and John,

2018). It provides resources for research projects, gives a sense of scholarship with interactive and collaborative learning, and provides easy access for gathering recent information about new technologies and advancements. The library promotes the advancement of knowledge and is integral to the teaching and learning process (Kiriri, 2018).

The librarians adapted new library operational systems to enhance the user experience to provide better library services. Digital initiatives are emerging to ensure the provision of broader library services. Reference work and collection management are being disregarded as a duty of librarians. Librarian responsibilities include research

support, data management, bibliometrics, digital initiatives, scholarly communication, and user experience (Ducas, Oystryk, Speare, 2020).

Library services are rendered to meet the information needs of their users. Library services are viewed as varied activities for effective and efficient patronage and given the required information for research work. To ensure the functionality of a library several studies have been made.

In a satisfaction survey conducted, library use had improved. However, lack of adequate facilities, inadequate/outdated information resources, internet /ICT services in Nigeria public libraries are the significant factors affecting user satisfaction of public library services in this 21st century of information and communication technology (Ikenwe & Adegbilero, 2014). Utilization of library information resources and library services contributed 49.8 percent and 38.5 percent, respectively, to the prediction of teaching effectiveness of the respondents hence the use of library resources and services is encouraged to improve their teaching effectiveness. Library users engaged for library loan services (52.3%), user-education services (56.5%), electronic services (50.3%) and photocopying/reprographic services (50.8%). They are satisfied with user education photocopying/reprographic services but expressed dissatisfaction with other library services. They are dissatisfied because of outdated library materials, the unfriendly attitude of library staff to users and lack of awareness of the library services offered. The library does not subscribe to recent electronic databases, inadequate seats and reading tables, and unstable power supply affecting the use of electronic library resources. According to the subject area, books are not always found on the right shelves, and challenges respondents face in using library services (Obinyan & Akande, 2019).

Kiriri (2018) disclosed that postgraduate students used the library more often than their undergraduate counterparts. The library is viewed positively to a great extent. The users are highly satisfied with book resources (Rani, 2018). Library collections and resources are good while its library set-up and atmosphere, library staff and accessibility of library services as "very good" (de Polonia et al., 2021), while IT facilities and services as poor (Tuble & Bayoneta, 2019). Students have a low level of knowledge, are slightly satisfied, and experienced challenges in using the OPAC (Caborero et al., 2020). Library information resources are vital in academic libraries. The success of any library depends on its resources and the utilization of the resources. All the listed resources are available. Users go to the library information resources to obtain general information, examination,

assignment, and research (Aladeniyi et al., 2018). The library information resources occasionally, while textbooks were the most utilized library resources. Only a few respondents indicated that they were having challenges utilizing library information resources.

The information resources and services in academic libraries are procured to meet the information needs of the students. It is crucial to assess the library services of the students to determine their needs. The university must be sensitive to the student's requirements from a library and offer services and tailor those services to meet the students' interests. Hence, this survey needs to assess the level of satisfaction of criminology students.

Assessment of university library services is a management tool purposely applied to determine how the library served the needs and expectations of its users. It effectively and efficiently identifies the strengths and weaknesses of its services to sustain and improve the service delivery in an institution. Assessment of library quality service depends on the availability of information resources (both print & electronic), services rendered, and utilization of facilities by the university library users. It also includes the current and relevant information and resources proper arrangement on shelves. The usefulness of its catalogs and finding tools in providing access to its collection, the ability and cooperation of the library staff to use the facilities available in bringing these information resources and services to the attention of the users, the attitude of the staff in rendering services, are some of the requirements necessary for measuring service quality.

Northwestern University maintains its Educational Resource Center (ERC) to support the academic needs of students by providing library services. The center is equipped with a state of the art facilities and offers online services to ensure customer satisfaction. In support of the Quality Management System of the university, the ERC continually improves its services. Therefore this assessment is undertaken to determine its efficiency in delivering library services to the students. This study will serve as an avenue to improve its services and create innovative strategies to encourage more library users. It will also become compliant with ISO and accreditation requirements.

1.1 Research Framework

Total Quality Management (TQM) by William Deming is the continual process of detecting and reducing or eliminating errors in manufacturing, streamlining supply chain management, improving the customer experience, and ensuring that employees are up to speed with training. Total quality management aims to hold all parties involved in the production process accountable for

the final product or service (Barone, 2021). Its a quality improvement body of customer-based and service-oriented methodologies to a set of customer-based practices that intend to improve quality and promote process improvement. It rests upon fourteen points of management he identified, the system of profound knowledge, and the Stewart Cycle (Plan-Do-Check-Act). Customer Satisfaction (CSAT) tracks how satisfied customers are with your organization's products and services. It's a psychological state that is measured by the customer's expectations. Knowing those expectations can dramatically increase your customer's loyalty to your brand.

1.2 Research Problems

This study assessed the Educational Resource Center library services as evaluated by the Criminology students for SY 2019-2020.

It specifically answered the following questions:

1. What are the common reasons for criminology students visiting the library?
2. What is the extent of utilization of the Educational Resource Center by the criminology students as to
 - 2.1 regularity on the use library resources,
 - 2.2 section of the library, and
 - 2.3 assistance rendered by the library staff?
3. What is the degree of importance on the factors in choosing a library space?
4. What is the level of satisfaction of the criminology students to the Educational Resource Center services as to the:
 - 4.1 presence of library resources, and
 - 4.2 librarians?
5. What strategic recommendations are formulated to improve library services?

II. METHODOLOGY

This study used a quantitative-descriptive method and involved the responses of 144 criminology students that was gathered using the survey questionnaire from the Educational Resource Center. Proper coordination was made to the university librarian Adherence to ethical considerations were undertaken in the conduct of this study like voluntary participation, confidentiality and data privacy. Data were analyzed using frequency, rank, percentage and weighted mean. Four point likert scale was used.

III. RESULTS AND DISCUSSIONS

Common Reasons of Criminology Students in Visiting the Library

The identified reasons of using the library by the Criminology students is hereby presented and answered through multiple checking.

Results revealed that most students (86 or 60.00%) use the library to work on their assignments and group study (82 or 56.9%). Likewise, 66 or 46.00 % of respondents go to the library to borrow books, and 54 or 38.00% did independent research in the library. Of the different services of the library, the viewing room (2 or 1.38%) is the least that is being utilized because students can just watch educational videos using their cellphone, laptops and computers. The students are obedient in doing their assignments and brainstorming with their classmates enables them to learn from each other and the use of library in this endeavor is very essential. It manifests that students maximized the use of the library for their class activities and realized the relevance of library services. They can do many things in the library to be productive in their studies. Library greatly helps in the academic requirements of students. It also shows that the Educational Resource Center is equipped with facilities conducive to learning.

On the other hand, 26 or 18.10% used the library for relaxation. It shows that the school library provides comfort and convenience to the students. A library with a good ambiance helps in the learning process of students. The viewing room obtained the lowest (2 or 1.38%) because the library has an internet connection that the students can just instantly use to watch relevant movies and videos online that are related to their field of study. A study finds that students go to the library to refer to notes kept by the faculty and refer to journals to get the required quality information for their assignments and project work. A library is a place to find accurate and reliable information and access some very rare information not found anywhere else (Cravalho & Mandrekar, 2020).

Extent of Utilization of the Educational Resource Center by the Criminology Students

This part presents the the utilization of the Educational Resource Center in terms of the library resources, library section, and assistance rendered by the library staff.

Most of the respondents avail themselves of the library services two times a week with 47 (33.00%) and once a week with 44 (31.00%). Two (2 or 1.38%) students said that they did not visit the library. Criminology students value the importance of using library resources

and services. They have the interest to learn and gain more knowledge. The respondents often visit the ERC to spend their library hours. Going to the library is a part of the academic routine of the criminology students for them to learn. It shows that students are maximizing the resources and services of the library. It implies that library resources and services are significant to the students' academic development. Most users visit once a week, followed by having it once a month, and few students go if required (Shanmugam, 2012).

In the utilization of the library section, respondents used the reading area with a frequency of 96 or 67.00 %. Next is the Internet section (31 or 22.00%) and the reference section (28 or 19.40%). There are very few students using the serial and Audio Visual Room which obtained the lowest frequencies. Respondents consumed much of their library hours reading because of their eagerness to learn more about their field of study. Faculty require reading assignments, and often it is the area where they also have their review in preparing for quizzes or exams. The internet section is common to the students since it helps them do their research and the internet access is open at the library. Serial Section and AV room are not commonly used. The utilization of the library section depends on the academic needs of students. Students always find time to read their lessons, especially if the faculty members give assignments in the reading area where they usually have their review to prepare for their examinations. The internet is already a part of their learning, and it is mostly utilized because of its easy access. The internet is necessary for libraries, allowing one to enter the electronic information era. The internet has become a boon for library & information professionals (Sahoo & Sharma, 2015). The internet service is an essential component of a digital service in libraries (Atanda et al., 2021).

The assistance provided by library staff on the basic library information to students (47.22%) got the highest percentage, followed by general information for a class assignment (44.44%). Detailed library assistance and extensive research consultation was also availed with 37 or 26.00%. Only 7.63% of the library users did not ask for assistance from the librarian. Results signify that the library staff provides full assistance to the students and is committed to satisfying the needs and demands of the students. The library staff is hands-on in assisting the students. Few students are also doing self-help in availing library services since they are already familiar with the library set-up and they often visit the library.

Degree of Importance on the Factors in Choosing a Library Space

The degree of importance on the factors in choosing a library space is hereby presented.

Silence obtained the highest weighted mean of 3.79 and was found to be Very Important in choosing a study space. The respondents greatly expect silence in the library for them to focus on their studies, and it is their top priority. Silence is the usual impression that is felt in a library setting. They also answered that comfortable temperature, proximity to books, computer access, comfortable sitting and group workspace are important aspects of the library of which it was noted also a Very Important. All these factors plays a vital role for a library to make it functional and to have a significant impact to the students academic development. At the Educational Resource Center all these essential requirements are present and being enjoyed by the students.

Meanwhile comfortable low level noise, natural light, access to power socket, desk space and faculty area were considered as important by the respondents. These requirements highly supports the library in providing quality services to the students.

As evident in its composite mean of 3.49, all the criteria are important for library users in selecting a study space and the ERC is compliant with all these requirements therefore students often visits the library and enjoy all the amenities provided.

Satisfaction of the Criminology Students to the Educational Resource Center Services

This section presents the level of satisfaction of criminology students to the Educational Resource Center as to library resources and services and the assistance being rendered.

Results disclosed that the respondents are satisfied (2.88) that the library had helped them prepare to fulfill the vision and mission of NWU, enriched their education (2.87) and became important to their education (2.86) and provides materials that support their course (2.85). There is a manifestation that the ERC and the university are committed to providing quality education through their services. Continuous acquisition of library holdings is very important to satisfy the needs of students. It contributed to honing students' skills and preparing them for their future careers. However, despite of obtaining a satisfied rating some students commented that references should be updated and latest. Theses of students should be available in the library. Other comments are to improve Internet access. Respondents are satisfied (2.84) with all

the criteria for the library resources and services. It signifies that they are expecting more from the library to attain quality services, however the ERC are also exerting much effort for continual improvement. .

In the aspects of librarians, their availability obtained the highest mean, 3.39 of which the respondents were satisfied and observed as courteous (3.33). The visibility of librarians gives a feeling of satisfaction to the respondents. The library staff is bounded with their CHAMPS culture in serving their clients. Their interaction was good enough in assisting the students. The library staff adheres to its ethical standards and decorum in rendering its services.

In its composite mean the respondents are satisfied with 3.30 and they are delighted to the librarians. However, to provide quality service, continual improvement is still needed. It agreed with Kiriri's (2018) findings that library employees are given positive views. Rani (2018) disclosed that library staff should be unassuming, very much carried on and helpful while serving. They are cordial and accommodating. The users are delighted with book resources.

Lastly the level of satisfaction of the Criminology students is manifested in its overall mean of 3.08 which is just satisfied. It implies that they expect to experience a better service from the Educational Resource Center.

Research Output

Strategic Recommendations:

Proposed Strategies to Enhance The Educational Resource Center Services

1. Intensify ERC utilization campaign in coordination with the colleges.
2. All faculty to allocate a simultaneous library time for students during their classes.
3. Push for the utilization of the serial collections, AV Room and e-Book
4. Upgrade the Viewing Room into a 3D digital movie room.
5. Strict implementation on the library rules and regulations.
6. Sustain cleanliness and orderliness.
7. Sustain the CHAMPS culture in the performance of duties and responsibilities.
8. Regular acquisition of new library holdings.
9. Upgrade the internet connections.

IV. CONCLUSIONS

The library became the favorite venue of the respondents to work on their assignment and group study, and very few use the viewing room. The Criminology students value the importance of spending time in the library once and twice a week in the reading area and asked assistance on basic library information and general information for a class assignment. A well-equipped library and observance of silence are considered in choosing a space. Concern on poor internet connection and a need to update library holdings. The respondents are just satisfied with the services of the Educational Resource Center.

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