

Utilization of Main Library Information Resources amidst Pandemic

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ABSTRACT

Libraries are depositories of print and non-print information resources, vital in any institution for preserving and conserving human knowledge. As a result of the pandemic, many libraries were forced to close, significantly impacting how people utilized libraries. The primary purpose of the study is to determine the level of utilization of BC Main Library Information Resources by fourth-year undergraduate students amidst the COVID-19 pandemic. Furthermore,

the study attempted to identify the information resources available at BC Main Library, identify the problems impeding optimal utilization of library information resources during the pandemic, and offer solutions to the challenges discovered. This employed a descriptive quantitative survey method, with respondents receiving questionnaires online. Findings revealed that the majority of respondents acknowledged the availability of information resources in the Bicol College Main Library, and they utilized these resources even amidst the pandemic. Due to the limits imposed by the pandemic, students had challenges using these resources. The suggested measures are critical in addressing students' difficulties when using these resources. More studies on improving awareness should be performed, and the provision of orientations, training, and capitalizing on new technology was highlighted as measures to promote library awareness and utilization.

Keywords — Institutional Research, utilization, library information resources, COVID-19 Pandemic, Bicol College, Philippines

INTRODUCTION

Libraries are reckoned as vital institutions for conserving and preserving human knowledge worldwide. Every educational institution requires a library responsible for acquiring, organizing, storing, retrieving, and disseminating material and repackaging such information into formats needed by users (Agyeiku, 2021). It also gives direct support and instructions to its users to use its information resources, create access, and protect intellectual freedom (American Library Association [ALA], 2021). The utilization of information resources is imperative for every educational community that teaches the learning process and enhances values, skills, and personal growth. It refers to materials the library collects to meet its users' needs and expectations (Salubi et al., 2018).

Library information resources are the essential ingredients that provide critical services in teaching and learning. The American Library Association describes the library as the basis of any higher education institution and a hub that links ideas and people. Libraries represent an extensive collection of information sources and related resources easily accessible for reference, consultation, and lending to a specific community. A library is a physical building or room, a virtual location, or both that houses a collection of educational materials that anyone can access physically or digitally (American Library Association [ALA], 2022). The resources could be physical, digital, or considerable space within a recognized

institution. As perceived by, Olorunfemi (2021), academic libraries are a critical component of higher education; they help promote collaboration and knowledge dissemination to meet the information demands of educational institutions and their communities through the availability of current information. Information resources are the foundation of all teaching, learning, and research. Students demand proper access to the library and information resources, which indicates that the library must ensure that the resources are collected, processed, and readily usable at any moment or as disasters such as the COVID-19 Pandemic occur worldwide.

The Coronavirus outbreak has forced many institutions worldwide, including libraries, to close, and they have to modify how they serve their clients as smoothly and economically as possible. This outbreak has had a significant impact on how people utilize libraries. Coronavirus Disease, or COVID-19, is a contagious disease caused by a recently discovered coronavirus (Zhu et al., 2020). On the Eleventh of March 2020, the World Health Organization (WHO) announced that Novel Coronavirus Disease (COVID-19) has been infecting millions of people and causing death as a worldwide uproar. Many governments have entered “lockdown” mode to combat the virus’s spread, thousands of deaths, and projected exponential expansion (Grady, 2020). According to the Centers for Disease Control and Prevention in the United States, the most remarkable technique for preventing the spread of coronavirus disease (CDC) is avoiding face-to-face contact with people (CDC, 2020). Schools have shifted to online learning, businesses have closed, and many cities and states have issued shelter-in-place orders at one point or another. Airline travel has also declined (Haleem et al., 2020). The Coronavirus 2019 (COVID-19) pandemic is wreaking havoc on the economy and education globally, particularly in developing countries like the Philippines.

In the Philippines, President Rodrigo Duterte issued a directive suspending activities of many institutions, including schools, museums, business establishments, and others, in response to the rise of the COVID-19 Pandemic, wherein everything changed overnight, including educational institutions. In early March, President Duterte issued a directive suspending classes at all levels and government work to prevent the virus’s spread. Ensuring the continuity of learning, many higher education institutions CHED issued Memo Order No. 4, s. 2020 states the principles for implementing flexible learning used by general and special Higher Education Institutions (HEIs). As cited by the CHED Memo Order No. 4, s. 2020, Flexible learning is an instructional design system that produces space, proximity, and community convenience and encompasses but is

not restricted to the use of technology. Although instructional technologies and distance education delivery methods are frequently employed, this might vary based on technology levels, hardware and software availability, internet access, computer literacy, and approaches. At the same time, LGUs outside the NCR is responsible for making a sound judgment on whether to suspend classes in their areas. In Albay, the Municipal Government of Daraga issued a directive on suspending courses at all levels, both private and public schools, including Bicol College, as part of the precautionary efforts to control and minimize the virus's spread (Manjares, 2020). Furthermore, the Commission urged institutions to supplement remote learning methods for their classes, such as online education, despite the suspensions to maximize the academic term.

This worldwide curtailment greatly influences educational institutions' libraries, which serve as a knowledge repository for students' learning. Even though the pandemic and lockdown have significantly impacted the library, the library's role in assisting students' information requirements must continue. Users should have access to resources and services that are available, accessible, and usable. Regardless of the situation, every library should have adequate information resources available for its users for education, supporting the continuity of learning during this Pandemic. Likewise, the incidence of COVID-19 made a substantial change in the library's services, management, and operations. The Pandemic encourages traditional library services to transform into digital information services and library work patterns following COVID-19 guidelines (Laaro, 2021).

Due to the COVID-19 Pandemic, only a few students visit the library. The main focus of this study is to determine the level of utilization of Bicol College Main Library information resources during the COVID-19 Pandemic. The study may help gain insight and assist librarians and college administration in addressing the issue of library information resource utilization and assist students in making efficient and effective use of these resources, which will undoubtedly aid in their academic success. Furthermore, there was no research on library information resources at the BC main library during the COVID-19 Pandemic.

FRAMEWORK

The two (2) theories that guide the researcher in performing this investigation are the foundation of this study. The first is Emily Saurman's (2016) Modified Theory of Penchansky and Thomas's Theory of Access, and the second theory is

the Expectation – Confirmation Theory for Usage of Library and Information Resource (ECTULIR) by Salubi et al. (2018). As shown in Figure 1, the Theoretical Paradigm.

According to Penchansky and Thomas' theory, there are five (5) dimensions of access. The five aspects include accessibility, availability, acceptance, affordability, and adequacy in the design process, execution, and assessment. Saurman (2016) modified the theory by including awareness as a dimension. She proposed that awareness be an essential component of access. According to Saurman (2016), admission is a metric for determining how successfully a user and a service fit together; the more significant it suits, the easier it is to gain access. This theory suggests that the evidence of entry is the resource usage by people who require and benefit from it. As the idea suggests, accessible service is available within a decent length of time and proximity of the user. A readily available service has sufficient resources and services to meet the quantity and demands of library users and the locations it serves. Good service reflects the librarian's and staff's attitudes and the attitudes of library customers toward service qualities and social and cultural concerns. *Affordable services* refers to the direct costs of both library administration and patrons. Ultimately, a service keeps people informed with relevant library users through efficient information and communication techniques, including context analysis and information literacy.

This concept has a wide range of applications in libraries. This theory will help explain the significance of the availability and utilization of library information resources, which was the study's primary focus, precisely objectives number one and two of this study. The idea aided in recognizing the importance of information resources being available and useable, and it indicates that libraries should construct new library services and assess their effectiveness. The study's central emphasis is on the usage of library information resources, and it is vital to comprehend the other aspects that determine how the users successfully utilize the library information resources, including the five dimensions of access. An idea like this could help develop services and promote methods to increase accessibility, significantly impacting how people utilize resources.

The second theory is the Expectation – Confirmation Theory for Usage of Library and Information Resources (ECTULIR), developed by Salubi et al. (2018), which states that if library resources and services satisfy users, their expectations and post-usage satisfaction with the library's information resources and services will improve, resulting in positive confirmation. When the output of the resources and services does not meet the user's expectations, it becomes

negative, reducing their use and satisfaction and their perception of the quality and value of library resources and services. Therefore, this theory proposes that library service's high quality and worth have a relation to patrons' views and pleasure with the available resources.

Since research concentrates on students' opinions of library resources and services, this theory is applicable for a better understanding of how users evaluate the worth and quality of library resources and services and how it influences library utilization in general. Similarly, this study addressed the obstacles students had during the pandemic and specific strategies to help decrease the challenges mentioned in the third and fourth objectives of the study, respectively, and both affect the user's view and satisfaction with the library.

The researchers developed the Access – Expectation Applied Theory based on the two theories employed, believing that successful utilization of library information resources can be achieved by following the 6'As (Accessibility, Availability, Acceptance, Affordability, Adequacy, Awareness). And if these are implemented at the library, library users will have high expectations and satisfaction. This library technique will assist the library's administration and students in making the most use of the library. Therefore, this theory guides and helps the researcher make the investigation effective.

OBJECTIVES OF THE STUDY

The study aimed to determine the level of utilization of BC's main library information resources in a time of the COVID-19 Pandemic. Specifically, the study sought to (1) identify the information resources available at BC main library, (2) determine the level of utilization of BC main library information resources in a time of the pandemic, (3) determine the challenges hindering the effective utilization of library information resources during the pandemic, (4) recommend solutions to the challenges encountered.

METHODOLOGY

Research Design

The descriptive quantitative survey method was employed in the research. Descriptive research is a quantitative research strategy that aims to collect measurable data from a study population for data analysis.

Research Site

The research was carried out at Bicol College, located in Cor. R.F. Rizal and J.P. Rizal Sts. Tabuena, Sagpon, Daraga, Albay. This institution currently offers graduate and undergraduate degrees. The school has enough geographic area to house numerous libraries, including the Annex library, Elementary library, Junior High School library, and Law Library. However, the researchers mainly concentrated on the Main Library because it has the most library users. The institution is ideal for the study because the researcher's concept of study focuses on library utilization during a pandemic. Bicol College was one of the active schools affected by the outbreak, and the school possesses the features required by the researchers to complete the paper.

Participants

Participants in the study were 4th-year undergraduate students who enrolled for the first semester of the academic year 2021-2022. According to the registrar's office, there are six-hundred-seventy-five (675) fourth-year students. The researchers calculated the sample size from the total population with a 10% margin of error, yielding 87 total respondents. Students from various departments, including the College of Criminal Justice Education, the College of Business Education, the College of Accountancy, the College of Teacher Education, the College of Computer Studies, and the Liberal Arts Department, comprised the respondents.

Data Collection

The researchers considered several steps during the data collection process. Firstly, the researchers issued a letter of request to the BC President thru the registrar requesting authorization to carry out the research, as well as asking for the entire quantity of populations of fourth-year students and securing the students' emails and details about how to contact the students from the respective Deans of each departmental colleges. Since the COVID-19 epidemic, this study was conducted entirely online. Following approval to conduct the study, the researchers send the questionnaires to the respondents via google forms, email, messenger, or other online platforms.

Instrumentation

The self-survey questionnaire was prepared and was used as a tool for collecting information necessary to determine the level of utilization of Library Information Resources amidst the Pandemic. The research instrument/tool component

was derived from extensive literature and was based on previous studies. The questionnaire was validated by conducting a dry run of the instruments on 10 students of library users. Findings revealed that they understood the questionnaire. There were four sections to the survey questionnaire: the availability of information resources in the BC Main library, the level of utilization of BC Main library information resources during the pandemic, challenges to effective library information resource utilization during the Pandemic, and recommendations for effective utilization of library information resources. Following approval from the research panelists on the validity of the questionnaire, the researchers proceeded to the next stage of the research process, data collection. A total of 87 questionnaires were distributed online. The data collection was placed over two weeks.

Ethical Considerations

Since the data collection was done online, the researchers made sure to state in the survey questionnaire the purpose of the study, the confidentiality of the respondents, and the data that will be collected and humbly request assistance from the respondents before they will participate in the study, assuring them that their participation is voluntary and not forced.

Statistical Analysis

The collected data from the respondents were analyzed using frequency counts and simple percentages. Also, the researchers used Likert Scale to assign a numerical value to the level of utilization of library resources to analyze it statistically. These are the adjectival interpretation of the level of utilization of library resources: (4) 3.51-4.00 = highly utilized; (3) 2.51-3.50 = utilized; (2) 1.51-2.50 = less utilized; (1) 1.00-1.50 = not utilized. The results revealed that respondents adjectivally interpreted Bicol College Main Library information resources' degree of use or the level of utilization amidst a pandemic as "Utilized" with a total average weighted mean of (3.00).

RESULTS AND DISCUSSION

There are four portions to the presentation: the availability of information resources in the BC Main library, the level of utilization of BC Main library information resources during the pandemic, challenges to effective library information resource utilization during the pandemic, and recommendations for effective utilization of library information resources.

Availability of Information Resources in Bicol College Main Library

The result shows that all the respondents are familiar with the information resources available in the BC Main Library. Furthermore, among all the information resources identified, findings revealed that 79 out of 87 respondents answered the dictionary, which got the highest percentage of 90.8%, is among the most known resources available. While 35 out of 87 respondents answered that audio-visual materials got the lowest percentage of 40.2% reflected as the least available library resources available.

Altogether, as revealed by the table, 90.8% or 79 out of 87 respondents perceived Dictionary to be available in the BC Main Library, eighty-three-point 83.9% or 73 out of 87 respondents perceived Encyclopedia to be available in the BC Main Library, 80.5% or 70 out of 87 respondents perceived Research/ Technical Information sources (Thesis and Dissertations, Technical Reports) to be available in the BC Main Library, 78.2% or 68 out of 87 respondents perceived Textbooks to be available in the BC Main Library, 73.6% or 64 out of 87 respondents perceived Handbooks to be available in the BC Main Library, 66.7% or 58 out of 87 respondents perceived Geographical Sources (Maps, Globe, Atlas, etc.) to be available in the BC Main Library, 58.6% or 51 out of 87 respondents perceived Yearbooks, Biographical Sources and Bibliographies (Library and Union Catalog) to be available in the BC Main Library, 57.5% or 50 out of 87 respondents perceived Almanacs and Continuing Resources (Newspapers, Annuals, Websites, etc.) to be available in the BC Main Library, 56.3% or 49 out of 87 respondents perceived Manual to be available in the BC Main Library, 52.9% or 46 out of 87 respondents perceived Indexes and Abstract Sources and Electronic Resources (internet databases) to be available in the BC Main Library. The information resources identified by less than half of the respondents, as revealed in the table, are Directories, got a percentage of 49.4% or 43 out of 87 respondents, Government Publications got a percentage of 46% or 40 out of 87 respondents and Audio-Visual materials that got a percentage of a 40.5% or 40 out of 87 respondents respectively.

The investigation findings found that the Bicol College Main Library has information resources available to students for study and research. The study results were supported by previous studies that declare that libraries currently consist of books and other items that hold information and knowledge. They come in a selection of formats, including print, audio-visual, and electronic. As cited by Ilori (2019), textbooks, periodicals, abstracts and indexes, serials, reports, Compact Disk-ROM databases, videotapes/cassettes, floppy disks, magnetic disk

drives, desktop computers, and microfilms/microfiche are all examples of library information resources used to provide library services, in accordance to what Popoola and Haliso said (2009). According to Hussaini et al. (2018), libraries should have at least three primary sources of information, including books, periodicals, and full-text databases, because these are the most commonly used library resources by users. Bicol College Main Library proved that they possess these resources available to their clients, as evidenced in the study's findings.

From the outcome of the study, it can also be inferred that the information resources available in the library are also the most utilized since they are the most known available resources, as stated by the respondents. Also, as observed by Sejane (2017), the awareness of existing library resources was critical in influencing resource utilization. It was believed that when a user is aware of these resources, they are more likely to use them. The broader you understand the library's resources, the more you'll use them. That is why more than the availability of the resources in the library, it is also critical to consider its awareness to the users. Saurman (2016) proposed that awareness should be an essential component of access. She believes that strong communication and information methods, which involve consideration of context and information literacy, help the service maintain awareness with targeted library users. Even though the library has information resources readily available to its users, it will be useless if those resources are not utilized caused of unawareness by the library users. Marketing and making available library resources known to library customers is fundamental in increasing library information resource awareness and utilization.

Level of Utilization of Library Resources amidst COVID-19 pandemic

The results revealed that respondents adjectivally interpreted Bicol College Main Library information resources' degree of use or the level of utilization amidst a pandemic as "Utilized" with a total average weighted mean of (3.00). The study discovered that Research/Technical Information Sources (Thesis and Dissertation and Technical Reports, etc.) had the highest weighted mean of (3.53), which is interpreted as "highly utilized," indicating that it is the most frequently utilized information resource among all available resources. On the other hand, Audio-Visual Materials had the lowest weighted mean of (2.79), which is adjectivally interpreted as "utilized," indicating that these are the information resources barely used by the respondents.

Furthermore, the level of utilization of library information resources like Dictionary had the second highest weighted mean of (3.17) is adjectivally interpreted as "utilized", Textbooks had the third highest weighted mean of (3.13)

is adjectivally interpreted as “utilized”, Encyclopedia had the fourth highest weighted mean of (3.06) is adjectivally interpreted as “utilized”, Handbooks had the fifth highest weighted mean of (3.04) is adjectivally interpreted as “utilized”, Electronic Resources (internet databases) had the sixth highest weighted mean of (3.02) is adjectivally interpreted as “utilized”, Continuing Resources had the seventh highest weighted mean of (3.01) is adjectivally interpreted as “utilized”, Bibliographies and Indexes and Abstract Sources (Maps, Globe, Atlas, etc.) both had the eighth highest weighted mean of (3.00) is adjectivally interpreted as “utilized”, Biographical Sources had the tenth highest weighted mean of (2.95) is adjectivally interpreted as “utilized.”

Directories and Government Publications both had the eleventh highest weighted mean of (2.93) is adjectivally interpreted as “utilized”, Geographical Sources and Manual both had the thirteenth highest weighted mean of (2.92) is adjectivally interpreted as “utilized”, Yearbooks had the fifteenth highest weighted mean of (2.81) is also adjectivally interpreted as “utilized”, and Almanacs had the sixteenth highest weighted mean of (2.80) is adjectivally interpreted as “utilized.” These resources are interpreted as “Utilized,” as evidenced by the results. The respondents utilized information resources considerably in the library. Most items have a mean more than the scale’s mean (2.50). The fact that the resources in the library are “utilized” by the respondents means that libraries are still significant to the students learning amidst a pandemic.

The result revealed that, amidst the pandemic, most respondents “highly utilized” the Research/Technical information resources when they went to the library, as it received the highest weighted mean of (3.53). The findings are supported by Mumtaz and Khan’s (2020) study, which discovered that theses and dissertations, and journal articles that serve as a foundation for literature searches were the most regularly utilized reference materials in the library by undergraduate students. Aside from that, since the study’s respondents were fourth-year students of Bicol College, the study’s time frame is carried out during the first semester of the academic year 2021-2022. Based on the prospectus of fourth-year students, this is when students have their Research/Theses Writing one (1) subject, so, understandably, this library resource is the most utilized as reflected in the result of the study. How students use resources is determined by how critical they are to their education. If the students don’t need the resources, they will never use them. It is supported by Saurman (2016), that says access is a measure of how well a user and a service fit together; the more significant the fit, the better the access. It is the same as utilization. If the library users don’t need the material, they will most likely not use it. But, regardless of whether students need

it or not at the moment, the library should make sure to make it available to the library users. These have a special place in any library and are treated as a valuable collection. Libraries must adequately process and manage their collections to ensure their availability to researchers and library users.

On the other hand, all the other library resources, mainly; Dictionary, Textbooks, Encyclopedia, Handbooks, Electronic Resources, Continuing Resources, Bibliographies, Indexes, and Abstract Sources, Biographical Sources, Directories, Government Publications, Geographical Sources, Manual, Yearbook, Almanacs respectively, were found to be “utilized” amidst a pandemic by the respondents. Along with the dictionary, respondents found the textbook to be one of the library resources with the highest mean, as shown in the results. This demonstrates that, despite the pandemic, students continued to use the library, with textbooks being one of the most popular. While according to Cox (2020), the pandemic brings significant changes to the library’s collection. Specifically, he says that the value of the print collection will decline, and there should be a focus on strengthening electronic resources brought about by the pandemic.

Findings revealed that electronic resources are “utilized” by the respondents and have one of the highest means compared to other library resources. Rafiq et al. (2021) said that COVID—19 brings attention to the importance of electronic resources and internet access for education. Adayi et al. (2020) affirmed that libraries should promote online services to decrease library visitation by deploying digital resources like e-books, e-journals, e-newspaper, etc. Almanacs, Yearbooks, and Audio-Visual Materials are “utilized” by the respondents but have the least mean among the other library resources. Almanacs and Yearbook resources are considered reference source materials in a library. They both are published annually and contain historical and statistical information. These resources may not be the most utilized books by the respondents because of their necessity, but it is still crucial in the library.

Similarly, although having the lowest mean of all the resources, as evidenced by the study’s findings, the library cannot deny the value and relevance of audio-visual materials in students’ lives. Audio-Visual Materials are significant in all levels of education, from pre-school to college, because they offer a fantastic approach to learning through audio and videos. Students’ creativity is shaped via engagement and experience. As a result, audio-visual materials are widely regarded as critical tools for improving the student learning experience, training, and research. Despite the adjustment induced by the lockdown, it is clear that the value of library resources, whether print or electronic, remains high among respondents.

Challenges in the utilization of library information resources amidst pandemic

The researchers' self-survey questionnaire had already identified potential challenges students might face when using BC Main Library Information Resources during a pandemic.

The findings revealed that limited students accommodated in the library due to IATF restriction got the highest frequency of sixty-nine (69) respondents. It ranked as the number one (1) challenge in the respondent's utilization of library information resources. Due to the pandemic's restrictions, including physical separation, libraries must limit the number of students accommodated in the building. It affects the statistics of library users. It involved the student's utilization of information resources as some students would still want to go to the library and borrow books physically. Still, they can't do it regularly because of the restrictions.

Low internet connectivity ranked as the number 2 challenge with the frequency of fifty-two (52) respondents. This means that students understand the value of having a fast internet connection because it is critical to their studies. Especially according to Rafiq et al. (2021), in a pandemic, it is best to promote online services to decrease physical visitation in libraries. This online service requires the use of the internet, and the students would be able to utilize these online library services if there is a fast internet connection offered to them.

Limited library hours due to new safety protocols in the library was also considered by forty (40) respondents and is ranked as the number three (3) challenge in the utilization of library information resources. It shows that students want to spend much more time in the library. Spending much more time in the library would mean greater utilization of library information resources. This result can make greater realization in the library by providing longer library hours.

Limited access to print materials was recognized by thirty-six (36) respondents and ranked fourth (4). Students still prefer to use print resources because they are portable, readily available, and comfortable; however, limitations in their utilization of print materials at the library due to the pandemic provide a challenge. A fundamental goal of the library profession is access to various points of view on current and historical topics. All recommendations for limited access should be rigorously discussed and analyzed to ensure that the purpose isn't to suppress opposing opinions or to construct a wall between users and information. Libraries must maintain rules and procedures that fulfill the various needs of their users while also protecting their patrons' right to access data (ALA, 2022).

Awareness of the BC Main Library's social media page was recognized by thirty-four (34) respondents and ranked fifth (5), and unwillingness to research and read inside a library was recognized by three (4) respondents and ranked sixth (6) as challenges in the utilization of Library Information Resources amidst the pandemic. Aside from marketing the library's resources and services, Shonhe and Jain (2017) stress the necessity of establishing whether users are satisfied with the resources and services provided and the reasons for not fully utilizing the library.

Recommendations for Effective Utilization of Library Information Resources

The researchers' self-survey questionnaires had already identified possible recommended measures for increasing the utilization of information resources in the Bicol College Main Library amidst a Pandemic.

The recommended measures to improve the utilization of information resources include: (1) Provide more accommodation in the library as long as library clients abide by IATF protocols, (2) May consider having additional efforts towards mass digitization and provision of electronic resources, (3) Provision for longer library hours, (4) Provision for faster internet connection by increasing the bandwidth and added line solely for the library, (5) Additional effort towards marketing the social media page of the BC Main Library.

Providing more space in the library as long as library clients follow IATF protocols is highly recommended and is ranked first (1) with seventy (70) respondents. It strongly connects to the number one (1) challenge students' face when using information resources during a pandemic. This suggestion will considerably aid in enhancing the student's use of library resources, as more space or room in the library will imply more resource utilization. However, because we are still in a pandemic, library users should remember to follow the IATF's health protocols.

With sixty-two (62) respondents, providing a faster internet connection by increasing bandwidth and adding a line solely for the library ranked as the number two (2) recommendation. Students are requesting faster internet connections because they desperately need them. This recommendation will be highly beneficial to the student's studies. It is constructive because it allows students to access a wide range of material and help with library promotion. Librarians can provide efficient and effective online services while increasing library users by providing valuable information about library holdings through a faster internet connection by increasing bandwidth and adding a line exclusively for the library.

With forty-seven (47) respondents, the number three (3) recommendation was to consider increasing efforts toward mass digitization and the provision of electronic resources. The findings revealed a high frequency of respondents, implying that the respondents are in desperate need of digitized materials and e-resources as a replacement due to the pandemic, resulting in limited access to print materials. This finding is supported by Cox (2020), who claims that the pandemic caused significant changes in academic libraries' collections, services, spaces, and operations. Regarding the collection in the library, the value of print collections will decline. There will be a greater emphasis on mass digitization, more time and money will be spent developing electronic resources, and reliance on resource-sharing agreements and document delivery services will increase when students are restricted to the library because of the situation. Students rely heavily on search engines such as Google, Yahoo, Microsoft Bing, and others. This demands more extensive training in the use of electronic resources. As the hub of academic institutions, the library is best suited to satisfy the demand for combining conventional knowledge resources with new and developing information technology (ALA, 2022).

Additional efforts to market the BC Main Library's social media page ranked fourth (4) with thirty-eight (38) respondents, and provision for longer library hours ranked fifth (5) with thirty-one (31) respondents. The findings revealed that these recommendations were the most minor recommended measures, with less than half of the sample respondents recommending them. Even though they are the fewest recommendations, they are nevertheless critical in enhancing library resource usage since libraries must keep library customers informed about their offerings through effective communication and information techniques. Libraries can use various information dissemination techniques, including online reference services, social networks, websites, SMS/Messenger, and OPACs. Because information resource availability does not imply access and use, academic libraries must promote their resources and services to attract users (Shonhe, 2017).

CONCLUSIONS

Students have access to print and non-print information resources at the Bicol College Main Library for study and research, and they are aware of their availability. Most fourth-year students utilized library information resources during the pandemic, with Research/Technical information resources being the highest utilized information resources among all available resources in the BC Main

Library. Students face challenges in utilizing library information resources amidst the pandemic. The majority of respondents agreed with the recommendations identified in this study. It is suggested that more studies on how to improve awareness should be performed, and the provision of orientations, training, and capitalizing on new technology was highlighted as measures to promote library awareness and utilization.

TRANSLATIONAL RESEARCH

Proposed Bicol College Main Library Information Resources Action Plan 2023-2024

Rationale:

This Action Plan identifies priority actions to be taken for the year 2023-2024 to make both print and non-print information resources available and accessible as important in research activities of the student activities.

The outline of this plan includes goals/ objectives stated in declarative sentences to address their specific action issues and focus on the needs of the clientele and serve as evaluation indicators, activities are the specific action to attain the/goals/objectives, timeframe indicates the period to which the activity will be conducted, persons involved are all those who take part in the activity, expected outcomes include the results of the activity, estimated budget this specifies how much more or less approximate amount and performance indicator measures of the achievement of the action taken.

The Bicol Main Library Action plan is based on the research conducted by the researcher on the availability of information resources and the use of print and non-print information resources of BC Main Library in support of student research and learning activities.

Proposed Bicol College Main Library Information Resources Action Plan 2023-2024

Goal 1: Enhance the information resources available in the Main Library

Activity	Objectives	Time Frame	Persons Involved	Expected Outcomes	Budget Allocation	Source of Fund	Success Indicator
<ul style="list-style-type: none"> Inventory of the available information resources in the library. 	Identify the information resources available at BC Main Library.	January to February 2023	Librarians and Staff	Determined the Information Resources selected in the library.	None	None	Information Resources Inventory
<ul style="list-style-type: none"> Selection of information resources. 		March to April 2023	Librarians Staff and Faculty, Library		500,000	Administration and Library Fees	Information Resources Selected
<ul style="list-style-type: none"> Acquisition of information resources. 		May to June 2023	Board Committee and		500,000	Administration and Library Fees	Information Resources Acquired
VPAA							

Goal 2: Ensure that the BC Main Library Information Resources are well-used.

<ul style="list-style-type: none"> Recording the users' Statistics on the utilization of Information Resources. 	Determine the level of utilization of BC Main Library Information Resources in time of the pandemic.	Continuous process for the year 2023-2024	Librarians and staff	Data on the utilization of information resources is recorded, and the amount of utilization is determined.	None	None	Utilization of information resources
<ul style="list-style-type: none"> Analyze usage and trend data of Information Resources. 		January 2023 to 2024	Librarians and Staff				Information Resources level of utilization determined

Goal 3: Make a plan to address the challenges that are impeding the effective utilization library information resources during the pandemic.							
• Recording the users' statistics on the utilization of Information Resources.	Determine the level of utilization of BC Main Library Information Resources in a time of the pandemic.	Continuous process for the year 2023-2024	Librarians and Staff	Data of utilization of information resources.	None	None	Utilization of information resources
• Analyze usage and trend data of Information Resources.		January 2023 to 2024	Librarians and Staff	Recorded level of utilization determined.			Information Resources level of utilization determined
Goal 4: Implement the solution.							
• Recommendations for the challenges are compiled and recorded.	Recommend Solutions to the challenges encountered.	January 2023 to 2024	Librarians and staff, Library Board Committee and	Information Resources Action Plan	None	None	Approved action plan
• Action Plan is prepared.			VPAA				

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