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### RESEARCH ARTICLE

#### THE LOCAL HISTORY SECTION OF BAGUIO CITY PUBLIC LIBRARY

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#### Abstract

The study focused on evaluating the present status of the Local History section within the Baguio City Public Library. It aimed to explore the frequency of utilization, purposes for usage, user satisfaction with the collections, services, and facilities, the importance of the section's materials, and the preferred strategies for improving the Local History section at the Baguio City Public Library. A survey questionnaire was utilized to gather data from individuals who utilized the services provided by the Local History section. The results indicated that the majority of respondents accessed the section rarely or at least once a month while a significant number of users utilized the Local History section always (daily). The main reasons for utilizing the Local History section were for research purposes, academic assignments, and other school-related activities. Additionally, some individuals accessed it for work-related reasons and personal information, while pleasure or entertainment purposes were the least. The Local History section received positive feedback from the respondents regarding its collections and services, showing a high satisfaction level. When the respondents were grouped into students and non-students, significant differences were observed. However, both groups expressed satisfaction with the physical facility provided by the Local History Section. Additionally, when respondents were grouped, the differences between students and non-students were not significant. The Local History section contains a variety of valuable resources. Respondents expressed extremely important resources including books, local government documents, journals, photographs, newspapers and magazines, maps, and more. Yearbooks were the least important among these resources. A comparison of respondents' feedback revealed significant differences. To improve the Local History section, respondents expressed expanding its physical space as the top priority. This was followed by adding more Local History materials like books, artifacts, photographs, and audiovisual resources. The least favored enhancement was merging the Local History section with the Filipiniana Section.

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#### Introduction:-

This chapter provides an overview of the study, it includes the study's background, conceptual framework, and statement of the problem.

**Background of the Study**

The International Federation of Library Associations and Institutions (IFLA) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) recognized local history collections as an important subset of the materials and services provided by public libraries. These collections are designed to preserve and promote the unique history and culture of a specific region, as well as provide access to this information for members of the community and researchers (Gill, 2001). The IFLA-UNESCO Public Manifesto 2022 emphasizes that local history collections are an integral part of a community's cultural heritage and contribute to the understanding of its history, development, and identity.

Moreover, the Reference and User Services Association of the American Library Association has emphasized the obligation of libraries to safeguard and maintain local historical and genealogical archives. This entails the preservation, conservation, and restoration of these collections as necessary, ensuring that these collections are available for use.

The vital role of local history collections in preserving and promoting community heritage has also been further emphasized by Ashikuzzaman (2013). Public libraries, especially in underserved and disadvantaged communities, are crucial in providing access to rare and valuable materials that are not found elsewhere, such as local history collections, manuscripts, and archives of cultural significance. These collections contribute to the cultural and artistic growth of a community and help shape its sense of identity.

As stated by Gill (2001), public libraries are important institutions for promoting cultural and artistic growth within a community. By collecting and preserving cultural resources, libraries can help shape the community's sense of identity, and provide opportunities for local residents to learn about their local culture and history. Setshwane and Oats (2015) have also given prominence to the importance of public libraries in collecting and preserving cultural resources, noting that this was one of the key responsibilities of public libraries, along with other important functions such as providing access to information and promoting lifelong learning. Miller (1971) emphasized the responsibility of libraries to gather and preserve local history for both current and future users. By making these resources accessible, libraries can provide a wealth of information about the community's past, and help foster a greater understanding of its present and future.

Public libraries are expected to provide relevant services to users, including access to local history databases, research assistance, and educational programs related to local history (Gill, 2001). The digitization of local history collections is of utmost importance, as it allows for wider accessibility and ensures their long-term preservation. Libraries prioritize the digitization of fragile or rare materials, making digital collections available to the public for online use. These digital collections are cataloged and properly tagged with metadata to enhance discoverability and accessibility (Koopman, 2006). Access to local history collections holds significant value for researchers, students, and community members who are interested in learning about the history and culture of a specific region.

To fulfill their mission effectively, public libraries rely on the development of local collections. Public libraries in Korea play a vital role in curating and preserving historical documents, photographs, and other cultural artifacts to cater to the specific needs of the local community. Chang (2020) offers a comprehensive framework for constructing and maintaining these collections, underscoring their significance in the overall function of public libraries, emphasizing the necessity for libraries to establish partnerships with local organizations, allocate adequate funding and staffing, and actively engage with the community to enhance awareness and utilization of these collections. Furthermore, the author delves into the various challenges and opportunities involved in the process, including aspects such as securing funding, acquiring qualified personnel, and fostering community involvement.

In the Philippines, the National Cultural Heritage Act of 2009 (RA 10066) recognizes the importance of local history collections as part of the country's cultural heritage and provides guidelines for their establishment, preservation, and availability. It emphasizes the role of public libraries in safeguarding and providing access to cultural heritage materials. As mandated by RA 10066, the National Library is responsible for acquiring and preserving rare and noteworthy contemporary Philippine books and manuscripts, while also supporting and coordinating library development nationwide.

The National Archives of the Philippines Act of 2007 (RA 9470) designates the National Archives of the Philippines (NAP) as the primary agency for managing, maintaining, and providing access to government records and historical

materials of national significance. While focusing primarily on archival records, the NAP also assists public libraries in preserving and managing local historical materials, providing guidance on archival practices, digitization, and the transfer of historical documents to libraries for public access.

In addition to these laws, several government institutions play key roles in managing and supporting cultural heritage and local history collections in public libraries: The National Commission for Culture and the Arts (NCCA) (RA 7356) supports the preservation, development, and promotion of Philippine arts and culture. Although not directly involved in managing local history collections, the NCCA provides support and guidance to cultural institutions, including public libraries, in preserving and promoting local heritage.

The National Historical Commission of the Philippines (NHCP), as mandated by RA 10086, promotes Philippine history and cultural heritage. While focusing primarily on historical research and preservation of historical sites, the NHCP also provides guidance and support for public libraries in managing local history collections. These legal provisions and government institutions work together to establish a foundation and framework for the establishment, preservation, and promotion of local history collections in public libraries throughout the country: an example of this is the Quezon City Public Library, where a specialized Filipiniana and Local History section has been established. In order to ensure convenient access, the Quezon City Public Library has adopted an open-shelf system for these materials. However, it is important to note that these resources are limited to in-room use and cannot be checked out.

The City of Baguio has implemented legislation governing the Local History section of the Baguio City Public Library (BCPL): City Council Ordinance Numbered 16, Series of 2021, also recognized as the “Modernizing and Expanding the Services of the Baguio City Public Library and Allocating Funds Thereof,” includes the Local History section as one of the many sections in BCPL, serving as gateways to knowledge and culture. The library provides resources and services that actively support literacy and education.

Public library collections dedicated to local history play a crucial role in meeting the diverse needs of users—they provide access to valuable materials that capture the historical essence of a town or country, allowing researchers and the general public to appreciate the rich heritage of their local communities (Teli, 2018). However, despite their significance, local history collections in public libraries often go unnoticed and underutilized due to insufficient promotion and outreach efforts, or a lack of interest and awareness within the community. Reports from various library staff members suggest that patrons are often unaware of the research assistance and services available to them at libraries (Pew Research Center, 2013).

BCPL offers a multitude of services designed to cater to the diverse needs of its users. With a comprehensive collection of books, magazines, newspapers, and various other materials in different formats, the library covers a wide range of subjects, including local history. This extensive collection ensures that users have access to a plethora of information and resources to explore (Zigzag Weekly, 2022). BCPL’s dedicated Local History section is a key feature, focusing on collecting, preserving, and showcasing the history and culture of Baguio City and the Cordillera region. This section holds approximately 978 volumes of material that provide invaluable insights into the local history. Conveniently located on the library’s second floor, adjacent to the Filipiniana section, it offers easy access for users interested in exploring the rich historical heritage of the area (Malanes, 2012).

The decision to evaluate the Local History section at BCPL was based on several observations, with approval from the library head, with the first observation being a notable lack of studies specifically focusing on evaluating the current state and condition of the section, despite its crucial role as a repository of invaluable local history materials; this observation highlighted the necessity for a thorough evaluation of the section’s current state and condition. Secondly, there is also an urgent need to improve the availability of specific historical materials and enhance navigation and reference services within the section.

In February 2023, an incident was reported in a news article published in the Baguio Chronicle, shedding light on a specific incident involving a student. The student was searching for archives related to the history of Cordillera during Martial Law, particularly the Anti-Chico Dam struggle and the activism of Macliing Dulag. Unfortunately, the student faced difficulty in locating relevant materials and received inadequate assistance from the librarian (Piluden, 2023). This firsthand account, which took place at the BCPL, underlined the urgency of conducting a comprehensive study to evaluate the Local History section and address the concerns raised by both library users and staff.

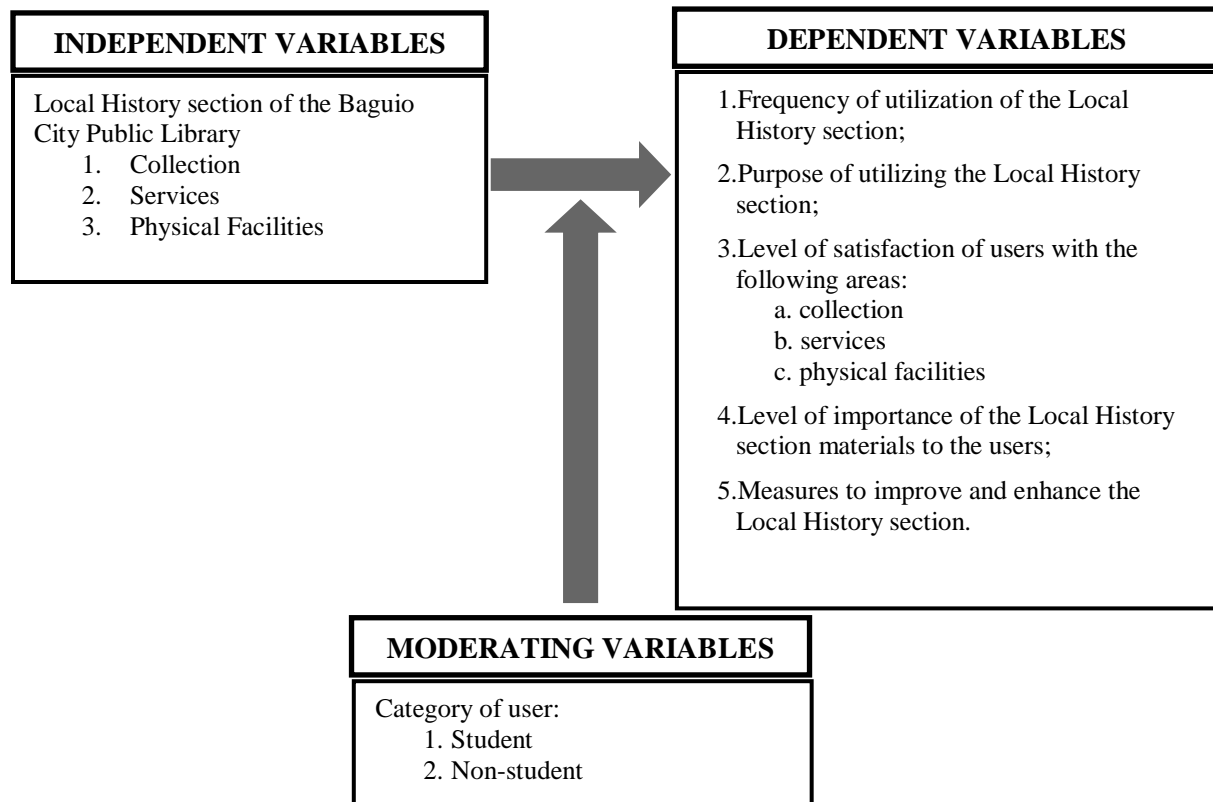
The primary purpose of this study is to gather comprehensive data and insights that will lead to significant improvements in the Local History section at BCPL. The aim is to enhance the availability, accessibility, and user experience of historical materials within the section and transform the Local History section into a reliable and invaluable resource for researchers, students, and other members of the community.

This study is significant to the administration, library personnel, and other individuals involved in Local History materials as it provides valuable insights into the current state of the Local History section. This too can serve as a basis in planning how to develop the Local History section further to optimize the utilization, purposes, satisfaction, and importance of the Local History materials, ultimately enhancing its value as a vital resource for the community.

### Conceptual Framework

The IFLA-UNESCO recognizes the importance of local history collections and services in public libraries, not only in terms of preservation but also in the promotion and utilization of cultural heritage (Gill, 2001). Local history collections form an essential component of public library services, playing a critical role in preserving and promoting cultural heritage (Marquis and Waggener, 2015). These collections encompass a diverse range of materials such as books, manuscripts, photographs, maps, and other relevant documents that are meticulously collected, organized, and preserved by librarians, local historians, or archivists (Marquis and Waggener, 2015; Philips, 2018). The local history collections had to be properly stored and preserved using appropriate measures to ensure long-term survival (Marquis and Waggener, 2015).

The Standards for Philippine Libraries, established by the Board of the Professional Regulations Commission in 2007, serve as a critical framework for ensuring that libraries in the Philippines provide quality service and management. While these standards cover a wide range of library operations, they also recognize the pivotal role of local history collections in preserving and promoting cultural heritage. Emphasizing the importance of utilization, the standards underscore the need for libraries to actively develop and maintain collections of local history. In terms of recognizing the significance of technology in enabling access, they also call for libraries to provide appropriate technological resources and other means to ensure access to local history collections.



**Figure 1:-** Paradigm of the study.

The Standards for Philippine Libraries are a testament to the government's commitment to advancing intellectual, cultural, and social development through quality library services. They act as a cornerstone of library management in the Philippines, providing crucial guidance and direction for libraries of all types and levels. In addition, the standards also reinforce the love of local history collections as valuable resources that contribute to the enrichment and engagement of library users with their cultural heritage (Board of Librarians. 2007; Professional Regulatory Board for Librarians, 2015).

The research paradigm in Figure 1 presents how the study was undertaken and the interrelationship of the different variables. The independent variables are the public library's collection, services, and physical facilities of the Local History section; these represent the factors that are under investigation and can potentially influence the outcomes of the study. The dependent variables include the frequency of utilization of the Local History section; the main purposes in using the Local History section; the level of satisfaction of users in terms of collection, services, and physical facilities; the level of importance of the Local History section's materials; and the possible actions to enhance the Local History section of BCPL. The moderating variables are the category of the users which is the student and non-student.

### **Frequency of Utilization**

Many different people in the community can benefit from utilizing local history materials. Islibrarians (2021) identified several groups of users who find value in Local History sections. These include researchers, undergraduate and postgraduate students, the Black and Minority Ethnic (BME) community, the LGBTQ+ community, other under-represented groups, people with disabilities, elderly people, commercial interests, community groups, tourists, local government offices and other officials, general library users, remote users, and future users.

Chandrasekar and Murugathas (2013) conducted research indicating that undergraduate students primarily use the library for learning and research. The study revealed that a large portion of the respondents visit the library on a daily basis or 2-3 times a week, with only a small portion rarely utilizing the library services.

A study conducted by Kaushamalika and Weerakoon (2020) at the Open University of Sri Lanka (OUSL) revealed that most users were young individuals 25 years old and below, who were female and single. The library visits varied among these users, with 21.95% frequent the library weekly, 21.65% utilize the library daily, and 20.35% twice a week. Occasional visits accounted for 15.24, while 10.97% visited twice a month and 8.84% monthly. The reasons for visiting the library include book references, information searches, borrowing and returning books, and assignment preparation. Some users also visit to read notes, study with friends, and engage in leisure reading. Journals and periodicals were utilized less frequently, and internet usage was limited.

Tyagi's (2011) study revealed that the library's main users consist of different groups, including teachers, students, unemployed individuals, and retirees. The findings indicate that most of the respondents visit the library daily, while some visit several times a week, and a small portion visit rarely. The majority of the users utilize the library for reading newspapers, followed by accessing subject-related books and magazines, with a small percentage using it for research purposes. Additionally, most users spend approximately one hour at the library, while some extend their visits to 2 to 3 hours, and a few did not specify their duration of stay.

The National Library of the Philippines (2018) conducted a study revealing that the majority of public library users visit regularly. Specifically, 81% visit daily or weekly, while 10% visit monthly and 9% visit infrequently. Among these users, students are the majority who utilize public libraries to fulfill their academic needs and requirements.

### **Purposes of Utilizing**

The primary purpose of the public library as stated by De Gruyter Saur (2010), is to offer a variety of materials and services in different formats to cater to the educational, informational, and personal growth requirements of both individuals and groups. Additionally, it was noted that public libraries also offer opportunities for recreation and leisure activities.

According to Bhar (2018), libraries are important because they collect, organize, and share accurate information about the history of a place. He also said that the collection of local history can aid students, researchers, historians, local leaders, people who help others, and writers learn about the past of their locality. These collections offer

primary sources that enrich their understanding of the community and its past and can be utilized to support academic research and writing. Burns' (1994) study on the utilization of local history collections in public libraries found that the majority of users were general patrons seeking personal histories, rather than scholarly researchers as presumed by the staff.

According to the University of Toronto Mississauga (2015), exploring local history reveals hidden stories in everyday objects and street names, so that people can develop a greater understanding and admiration of their community's past, which can ultimately change the individual's perspective on the present.

### **Level of Satisfaction**

Local history collections. Modak (2021) conducted a study on local history materials available in public libraries in Nabadwip that pertained to Sri Chaitanya Mahaprabhu. The study aimed to understand the information needs of library users such as tourists, historians, and writers, who are interested in learning about the aforementioned individual, identifying the types of resources that users required, how frequently they visited the library to access this information, and their satisfaction with the library's collection and services. The study discovered a range of resources available, such as books, journals, CDs, DVDs, manuscripts, and CD-ROMs.

In a study by Daugherty (1999) on local history and genealogy collections in Ohio public libraries, the focus was on understanding the utilization of collections and identifying effective planning strategies. The study found that most specialists in this field are aware of and aim to adhere to the guidelines set by the American Library Association for establishing and preserving local history collections.

Research has shown that user satisfaction in public libraries, especially in the Local History sections, is crucial for providing adequate information resources and services to the community. Taufiq, Rehman, and Ashiq (2020) investigated user satisfaction in public libraries in Lahore, Pakistan, highlighting the importance of sufficient resources and quality customer service. It is recommended that public libraries offer ample resources and community-oriented value-added services such as literacy programs to enhance the use of collections and services effectively.

Local history services. Local history services are important in public libraries, and user satisfaction is the key. Studies have looked into user satisfaction with public library services, including local history services. In a study conducted by Zhang, Chiu, and Ho (2022) in Wenzhou, China they examined patron satisfaction with self-service public libraries. The study highlighted the scarcity of studies that focus on this topic in Asia. The findings of this study offer valuable insights for enhancing library resources and services in China, emphasizing the significance of creating similar reading spaces in other public libraries to meet the evolving needs of patrons. Noh and Chang (2020) identified various factors, such as materials, facilities, location, staff, programs, and services that impact user satisfaction in public libraries.

Furthermore, Park (2012) compared user satisfaction in public libraries in South Korea and the United States. The study analyzed the impact of four key factors—faculty, facility, online service, and books—on customer satisfaction levels. The study found that the overall customer satisfaction level was higher in the United States than in South Korea, with facility and online service showing a relation to customer satisfaction level in the United States. The study suggests that South Korea should invest in increasing online service and educating faculty service, as well as managing more intensively in software-type field policies.

Lilley's (2000) study found that the library experience significantly impacts users' perceptions. Users create a "snapshot" of their experience, shaping their overall perception. External factors, family, and media also influence users' library experiences. Similarly, Calvert's (2001) study has also mentioned the concept of users forming "snapshots" that affect their expectations, emphasizing the importance of creating positive library experiences to ensure user satisfaction.

According to OCLC Research (2015), user perception plays a significant role in the effectiveness of library services. Libraries need to prioritize user-centered services and systems that meet their needs and expectations. Studies have shown that user satisfaction with library services is crucial, and libraries should strive to create a positive experience for users by adapting to their changing expectations and needs.

**Local history physical facility.** Local history facilities are essential for providing dedicated spaces for accessing and utilizing various local history collections. Several studies have examined user satisfaction with public library services, specifically focusing on local history services and facilities.

In Kaundra's (2013) study, it was discovered that users highly value a quiet and clean environment, seating facilities, relevant books, newspapers, and magazines, as well as professional and well-trained staff in local history sections. This study also identified areas of satisfaction and dissatisfaction, providing insights into user expectations and areas for improvement. Similarly, Lizazi-Mbaga and Mapulanga's (2021) investigation in Namibia revealed that while overall satisfaction with services, resources, and usage was reported, some users expressed dissatisfaction with factors such as limited space, irrelevant resources, staff attitudes, untidiness, inconvenient location, poor internet connectivity, inadequate ventilation, and excessive noise.

Manabat and del Mundo (2017) highlighted the importance of public libraries in Metro Manila in preserving local cultural heritage and promoting community engagement. However, challenges such as limited space, budget constraints, lack of equipment, staff training, and government support were noted by some respondents. Salman, Mugswi, and Mostert. (2017) identified obstacles in public library services in Nigeria, including policy issues, lack of professionals, inadequate facilities, and low awareness among potential users. Recommendations were made to enhance the framework of public library services in Nigeria for the benefit of the community.

Chinnasamy and Nachimuthu (2020) focused on user satisfaction at Anna Centenary Library in Chennai, Tamil Nadu. The study found that male undergraduate students were primary users, visiting daily for less than an hour. While users were satisfied with the library's infrastructure, satisfaction levels were lower for library collections, services, and staff support.

These studies highlight the importance of creating a conducive environment within Local History sections, addressing user satisfaction, and providing relevant resources and services to enhance user satisfaction. It is important for libraries to address users' evolving expectations in library services and facilities to ensure high levels of user satisfaction, relevance, and funding.

#### **Level of Importance of the Local History materials**

Local History materials are essential in public libraries as they provide users with an opportunity to explore and understand their community's past. These materials are newspapers, city directories, maps, photographs, oral histories, personal narratives, and government documents. (Ashikuzzaman, 2018; Marquis & Waggner, 2015; Teli 2018). Kaundra (2013) highlighted the importance of a serene environment, seating arrangements, relevant reading materials, and well-trained staff in Local History sections. Crittenden (1957) recommended preserving manuscripts, books, pamphlets, and newspaper articles in public libraries. White (2012) emphasized the significance of public libraries in safeguarding local history collections for future generations.

Lakshmi and Rajavel (2016) offer guidelines for librarians in preserving fragile and rare materials, stressing the need to understand deterioration causes and use proper preservation techniques. Libraries often house organic materials like manuscripts, books, and paintings, which are susceptible to decay. These materials consist of components such as paper, ink, and adhesive, that can contribute to deterioration. The study highlights libraries' role in knowledge preservation and the importance of safeguarding local history and genealogical materials for insights into the community's heritage.

Villanueva (2013) examines the preservation efforts of the University of the Philippines Baguio Cordillera Studies Collection Library and UP Baguio Cordillera/Northern Luzon Historical Archives. These initiatives aim to protect the cultural heritage and historical knowledge of the Cordillera Region. The study introduces the Cordillera Region and two institutions responsible for curating information related to indigenous groups. The Cordillera Studies Collection Library houses various materials depicting the region's history, heritage, customs, and traditions. The Cordillera/Northern Luzon Historical Archives focuses on historical documents and personal papers. Both institutions prioritize the preservation of artifacts through digitization projects. The research emphasizes the importance of preserving these sources for future generations, enhancing cultural preservation practices and historical research in the Cordillera Region.

### **Measures to Improve and Enhance**

Several studies have explored ways to enhance Local History sections in public libraries. Taranenko's (2017) study found that local history libraries extensively utilize information and communication technology (ICT) in various aspects of their activities. This includes digitizing documents, creating full-text resources, providing remote access to tools, cataloging corporate materials, offering virtual services, utilizing Web 2.0 technology, establishing comprehensive online representation, and producing multimedia content. These ICT advancements have significantly improved access to local history materials and contributed to the development of an information society.

Miller (1971) stressed the importance of technical services, such as cataloging and indexing, in libraries. Proper categorization and cataloging are vital for efficient access to library materials, including books, maps, images, films, audiovisuals, periodicals, and clippings. Indexing is particularly important as it enables efficient information retrieval for researchers. Miller argues that all resources and topics should be categorized, cataloged, and indexed to ensure their usefulness.

Ratner (1976) stressed the necessity of having qualified librarians or staff with a background in history or a degree in library science to manage the local history collections effectively. She recommends that these individuals receive specialized training in information retrieval for the public, while historians should be trained in research techniques. The decision to hire staff for local history collections should be made by the head librarian, considering their ability to organize, index, and provide reference services for the collection.

Smith and Rowley (2012) conducted research on digitization in public library local studies services. The study aimed to assess the progress of digitization efforts in enhancing access to local studies collections. While some services have made use of digitization to improve accessibility, financial constraints, and preservation concerns have limited its widespread adoption as a preservation strategy.

Moitra and Dutta (2019) studied the local history collection in government-sponsored public libraries in South 24 Parganas District, West Bengal. The research focused on collecting, preserving, disseminating, and utilizing local history materials. The study identified issues related to building local history collections and providing effective services. Recommendations included training programs, a clear Collection Development Policy (CDP), governing bodies, infrastructure, district-level guides, preservation policies, digitization initiatives, addressing funding constraints, recruitment of qualified staff, raising awareness among library users, and involving local historians in training programs.

In their study on public libraries in Assam, India, Pal, Ahmed, and Singh (2012) proposed several measures to enhance the preservation of local historical collections. These strategies include creating a network to share resources, digitizing materials for easy access, selecting suitable software and hardware configurations, organizing collections using standard metadata formats, and linking to digital libraries or websites. These findings highlight the importance of technology, proper categorization and cataloging, qualified staff, building local collections, and digitization in improving Local History sections in public libraries.

### **Statement of the Problem**

This study aimed to examine the status of the Local History Section of BCPL. It was guided by the following specific problems:

1. What is the frequency of utilization of the Local History section at the Baguio City Public Library?
2. What are the purposes of users in utilizing the Local History section at the Baguio City Public Library?
3. What is the level of satisfaction of users of the Local History section in terms of the following areas:
  - a. Collection
  - b. Services
  - c. Physical facilities
4. What is the level of importance of the Local History materials to the users?
5. What measures do users prefer to improve and enhance the Local History section of the Baguio City Public Library?

### **Hypotheses of the Study**

1. There is no significant difference in the satisfaction level in using the Local History section based on collection,

services, and facilities when respondents are grouped according to the type of users.

2. There is no significant difference in the importance level of the Local History Section materials when respondents are grouped according to the type of users.

### Methodology:-

This chapter comprises the research design, population and locale of the study, data collection instruments, data collection procedure, and treatment of data.

#### Research Design

The researcher employed a descriptive study, which aims to provide a comprehensive overview and summary of data related to a specific group, organization, or phenomenon (Gihar, 2022). This method involves collecting information about the local history section through surveys and observation, allowing for a detailed assessment of its current state and characteristics. The study focused on evaluating the local history section of the BCPL.

#### Population and Locale of the Study

The respondents of this study were users who utilized the services offered by the Local History section of the BCPL during the period of September 26, 2023 to October 28, 2023.

Table 1 presents the profile of the respondents in this study. Out of the three hundred (300) respondents, two user categories were identified. The findings show that students constitute two hundred twenty-nine (229) of the respondents, equivalent to 76.33%, while non-students make up seventy-one (71), which is 23.67% of the total. The students are classified into elementary, high school, and college, along with other student classifications. On the other hand, non-student include private employees, government employees, and individuals with other designations. The non-student category also covers unemployed individuals, housewives, college graduates, researchers, job-order workers, freelance writers, senior citizens, and retired individuals.

**Table 1:-** Profile of the respondents.

USER		FREQUENCY	PERCENT
Student	Elementary	1	0.33
	High School	48	16.00
	College Level	109	36.33
	Others	71	23.67
	sub total	229	76.33
Non-student	Private Employee	17	5.67
	Government Employee	15	5.00
	Others	39	13.00
	sub total	71	23.67
Total		300	100.00

#### Data Collection Instrument

The primary tool for data collection in the study was a self-constructed survey questionnaire. This has been reviewed and validated by the members of the thesis committee. Before distributing the questionnaires to the intended respondents, a pretest was conducted at the Benguet Provincial Library in La Trinidad, Benguet, involving 20 respondents. The pretest aimed to assess the reliability and validity of the survey tool (Hu, 2014). The split-half reliability method was employed, resulting in a strong reliability coefficient of 0.68.

The questionnaire has six parts and covers the following: demographic information, which encompassed user categories to understand the background of the respondents; frequency of utilization of the Local History section; purpose/s in using the Local History section; satisfaction with the Local History section in terms of collection, services, and facilities; assessment of the importance of Local History materials; and the possible actions to enhance the Local History section.

#### Data Collection Procedure

A formal request was submitted to the administration of BCPL, which detailed the study's objectives and sought permission to conduct the research within the library premises. Upon approval from the library's administration, the

researcher personally distributed the questionnaires to the target respondents.

The respondents of this study were users who utilized the services of the Local History section at BCPL. In order to ensure the quality of data collection, respondents were provided with guidance and ample time to complete the questionnaires. The researcher remained readily available to address any queries and offer assistance as needed, ensuring that the respondents comprehended the questions and could provide accurate responses. Upon completion of the questionnaires by the respondents, the researcher collected them in a manner that respected the privacy and confidentiality of the respondents.

### **Treatment of the Data**

The collected data underwent processing and analysis which involved encoding, categorizing, tabulating, ranking, and interpreting the data. In order to perform these tasks, a combination of tools, including Google Forms, Google Sheets, and Microsoft Excel was employed.

A detailed analysis of data was conducted using descriptive statistics. Methods such as frequency counts, percentages, and ranking were utilized to discover information on how often users utilize the services of the Local History section at the BCPL and the purpose/s behind their visit. These methods provide essential information on the frequency of engagement and reveal the motivations behind the respondent's interactions, providing clarity on their primary reasons for engagement.

The mean was utilized to evaluate the users' level of satisfaction with BCPL's Local History section, and the level of importance of the Local History Section materials. The following scales were used for interpretation.

#### **A) Level of satisfaction**

SCALE	RANGE	DESCRIPTIVE EQUIVALENT	INTERPRETATION
5	4.20-5.00	Very Satisfied (VS)	Satisfaction is exceptional
4	3.40-4.19	Satisfied (S)	Satisfaction is moderately exceptional
3	2.60-3.39	Moderately Satisfied (MS)	Satisfaction is generally contented
2	1.80-2.59	Slightly Satisfied (SS)	Satisfaction is minimal
1	1.00-1.79	Dissatisfied (D)	Satisfaction is lacking

#### **B) Level of importance**

SCALE	RANGE	DESCRIPTIVE EQUIVALENT	INTERPRETATION
5	4.20-5.00	Extremely Important (EI)	Local history material is indispensable
4	3.40-4.19	Very Important (VI)	Local history material is highly valuable
3	2.60-3.39	Moderately Important (MI)	Local history material is generally necessary
2	1.80-2.59	Less Important (LI)	Local history material is limited in value
1	1.00-1.79	Not at all Important (NI)	Local history material is irrelevant or unnecessary

The t-test for two independent variables was employed to compare the means of two groups to determine whether a

significant difference exists between them. Additionally, Levene's test was employed to assess whether the means exhibit equal and unequal variances. In this study, the t-test for two independent variables was applied to compare the satisfaction levels among students and non-students regarding the Local History section, and the level of importance of the Section's materials.

In the final section, frequency count, weighted mean, and ranking were utilized. Respondents were asked to rank their convictions regarding the improvement of the Local History section using a scale from 1 to 9, where 1 is the highest priority and 9 is the lowest. To compute the weighted mean, the values were organized in order of priority. The numerator was obtained by multiplying each weight ( $w$ ) by its corresponding value ( $x$ ), summing the products, and then dividing by the total sum (Vedantu, 2024). The formula for this calculation is expressed as:

$$\bar{x} = \frac{w_1x_1 + w_2x_2 + \dots + w_nx_n}{w_1 + w_2 + \dots + w_n}$$

where:

$x$  represents the repeating value

$w$  represents the number of occurrence of  $y$  weights.

$\bar{x}$  represents the weighted mean

The calculated weighted mean with the lowest value would be ranked as the top choice for improvement, while the calculated weighted mean with the highest value would be the least preferred option. By assessing the results, the researcher was able to weigh the enhancements and gauge the relative importance based on the number of respondents who selected each option. This process offered a clear understanding of key areas on how to improve the section.

## Results And Discussion:-

This chapter provides an analysis and discussion regarding the findings of the study. It covers the outcomes related to the frequency of using the Local History section and the primary reasons for its utilization, along with contentment with the Local History section in terms of collection, services, and facilities, evaluation of the significance of Local History materials, and the potential strategies to improve the Local History section.

### Frequency of Utilization of the Local History Section

Table 2 presents the frequency of utilization of the Local History section at the BCPL. The findings reveal that the majority of respondents (58.33%) rarely use the Local History section, either occasionally or at least once a month. About 27.33% of respondents use the section sometimes or at least one to two times a week, while a smaller group (10.33%) utilizes the section more frequently, utilizing the section three to four times a week. Only a small percentage of respondents (4%) consistently use the section always or daily.

Comparing the utilization of the two groups of respondents, the table shows that the majority of respondents from both groups rarely use the library, which is interpreted as once a month. While these findings present a low utilization of the Local History section, it is still an indication that somehow this is being utilized by different users for specific purposes. The rare use of the Local History section can be due to the limited need for the Local History collection in the day-to-day requirements of users. Only individuals with specific interests or professional needs utilize the collection in the Local History section.

The rare utilization is also because of the abundance of internet-based information. Many users prefer online resources or databases over physical materials available in the Local History section. Users can conveniently access a lot of information from their homes or mobile devices about Baguio City and Cordillera. By simply clicking a few buttons, users can already explore a wide range of information on local history topics and retrieve information for their research needs, without thinking about the library operating hours or physical location. This trend is supported

**Table 2:-** Frequency of utilization of the Local History Section.

FREQUENCY	STUDENT (76.33%)	NON- STUDENT (23.67%)	OVER- ALL	PERCENT- AGE (%)
Always (daily)	5	7	12	4.00
Often (3-4 times a week)	17	14	31	10.33
Sometimes (1-2 times a week)	73	9	82	27.33
Rarely (at least once a month)	134	41	175	58.33
Total	229	71	300	100.00

by Apuke and Iyedo's (2018) findings, which highlight respondents' reliance on smartphones and search engines like Google and Yahoo, and their belief that internet use allows them to conduct research in advance, multitasking, self-directed learning.

Moreover, the underutilization of the Local History section can be attributed to a lack of awareness among potential users. This lack of awareness can be due to several reasons, such as limited knowledge about the library services, the hidden location in Baguio City, and the lack of clear signage or visibility. As a result, potential users are unaware of the services and resources offered by the library, including the existence of the Local History section. The BCPL is located in an inconspicuous area, making it challenging for people to locate and notice. The library lacks clear signage or visibility to attract attention, causing potential users to overlook its presence or struggle to locate the library. This is consistent with the findings of the State Library Victoria (2005), which identified a lack of awareness as a significant barrier preventing individuals from accessing the full range of library services. Salman, Mugwisi, and Mostert (2017) further support this notion, emphasizing how the limited knowledge regarding the library's services greatly affects its utilization.

Additionally, limited operating hours can contribute to the underutilization of the Local History section. Individuals with busy schedules or conflicting commitments during the library's standard operating hours may face difficulties in visiting and making use of the available resources. This limitation can be challenging for students, professionals, and community members who have obligations during library operating hours. With the library operating from 8 am to 5 pm, users' access to the resources within the Local History section is significantly limited. The limited operating hours can cause inconvenience for users, as it hinders their ability to utilize the available resources. As a result, users are unable to access the Local History section during the library's standard hours of operation. This observation aligns with Wang (2012) who emphasized that students are unable to fulfill their needs due to the limited operating hours, as an additional two hours would greatly enhance academic outcomes by providing students with extra time to utilize the valuable tools and resources available at the library, which they may not have access to at home.

In particular, students' rare utilization of the library's Local History section can be attributed to various reasons. Students engage with this section only when they have assignments or research questions to answer. For instance, during the questionnaire distribution for this study, which coincided with the observance of Indigenous Month in the country, students were compelled to utilize the Local History section for their school activities. Furthermore, students are obliged to make use of the Local History section when they are unable to find enough information in their university library. The services offered by this section are accessible to students free of charge, as they are necessary for academic purposes. This behavior is consistent with Bernardo's (2016) findings, which indicate that users usually visit the library when they have specific needs or information deficits.

On the other hand, the very low library usage among non-students, particularly those no longer enrolled in educational institutions, can be attributed to different factors. These include shifting priorities associated with their respective roles and time limitations associated with their occupations. As individuals transition from being students, their focus and priorities often change. Non-students allocate their time and resources toward their professional

responsibilities, family commitments, and other personal pursuits. This idea is supported by a study conducted by Colorado Market Research Services, Inc., Denver (1974), which suggests that adults no longer enrolled in educational institutions gradually distance themselves from reading habits and may find the library less relevant to their daily lives. Bourgeois (2020) also emphasized time constraints as the most commonly reported barrier to library usage. They may no longer prioritize reading or accessing library resources as they once did during their academic years.

It is also evident that even though there is a limited number of individuals who regularly utilize the Local History section, they frequent the section on a daily basis. This indicates that users have a keen interest in and enjoy reading the Local History materials available. However, the collections are not permitted to be taken home and must be used within the library premises, which may be why some of the users feel the need to visit regularly to access them. This is due to the Local History resources being composed of unique or rare collections with limited copies and cannot be loaned out. It is also a measure for the library to preserve the collections for future users.

### Purposes of Using the Local History Section

Table 3 provides an overview of the reasons for utilizing the Local History section of the BCPL. The findings show that the most prominent purpose is for research needs, followed by academic assignments. The third category, "Others", reflects a range of unique interests or needs of users, reflecting the versatility of the Local History Section. On the other hand, personal information and pleasure/entertainment rank lower, occupying the fourth and fifth positions, respectively.

The study identified that the primary reason for utilizing the Local History section is to fulfill research needs; students primarily access the section for scholarly inquiries, while non-students also find it valuable in accessing historical information for various work-related activities. The BCPL's Local History section serves as a repository of cultural heritage, providing reliable information about the history of Baguio as well as the Cordillera Administrative Region. It not only supports research but also for a deeper connection with local heritage and community engagement.

Academic assignments ranked second because the majority of the respondents are students. The Local History sections contain materials that will answer the students' academic assignments. Both students and non-students appreciate the section for its relevance to school-related tasks, contributing to the preservation of the country's history and heritage. This finding resonates with Bernardo's (2016) study, which found that most respondents utilized the Baguio City Library for school-related tasks.

The Local History section of the public library shows versatility, as the "Others" category ranks third. This implies that the Local History section caters to a wide range of community needs, and shows that BCPL is committed to inclusivity that helps improve the standard of the community. Engaging with local history proves beneficial for both

**Table 3:-** Purposes of using the Local History Section.

PURPOSES	FREQUENCY			PERCENTAGE (%)	RANK
	STUDENT	NON-STUDENT	OVER-ALL		
Academic assignment	107	4	111	24.13%	2
Research needs	139	38	177	38.48%	1
Personal information	31	22	53	11.52%	4
Pleasure / entertainment	25	24	49	10.65%	5
Others:	60	10	70	15.22%	3
School Subject Activity					
GMA7-KMJS Content					
PhotoVoice Entry					
Cultural Mapping					
Total	362	98	460	100.00%	

students and non-students, as it allows them to connect with their heritage, thus enhancing community unity, and enabling them to develop a deeper understanding of Baguio City and the Cordillera Region. This aligns with Kammen's (2003) statement that discovering local history leads to a stronger sense of attachment to a place, effectively encouraging civic participation and building social trust.

The Local History section also fulfills the purpose of giving users access to their personal information and satisfies their intellectual curiosity. It demonstrates that respondents utilize this section to indulge their interests, enjoying looking through old photos and reading historical stories to learn and understand more about Baguio and important events from the past.

Finally, pleasure and/or entertainment ranks the lowest as the least common purpose, highlighting the role of the Local History section as a space for leisure or recreation. This underscores the role of public libraries as community spaces where individuals can unwind and find joy. This indicates that there are still individuals who find pleasure in reading literature on local history.

Furthermore, the findings show that students view the Local History section as an educational and learning tool rather than a place for leisure activities. In contrast, non-students utilize this section for both leisurely enjoyment and intellectual stimulation.

The students utilize the Local History section at the BCPL for research needs, followed by academic assignments, "Others", personal information, and lastly, for pleasure/entertainment. The students primarily utilize the Local History section at BCPL to meet their research needs. This suggests that students perceive the library's Local History collections as a valuable resource that caters to their specific research needs. For instance, senior high school students utilize this section for their research subject as part of their curriculum during the celebration of Indigenous Month. By utilizing the resources available in the Local History sections, students are able to conduct thorough research, analyze primary sources, and acquire a better understanding of indigenous knowledge.

In terms of academic assignments, the materials available in the Local History section are instrumental in aiding students. These resources serve as vital sources of information for fulfilling the students' educational needs. This emphasizes the essential role of the Local History section in fulfilling the educational needs of the students in the community.

Furthermore, students also recognize "Other" reasons, beyond the predefined options, for utilizing the Local History section at the Baguio City Public Library, particularly for "school subject activity" related to school subjects, such as Media and Information Literacy (MIL). The Local History section serves as an excellent learning avenue, providing authentic portrayals of various media and information sources, and encouraging reading and learning among students.

For personal information purposes, students explore the Local History section to satisfy their curiosity and deepen their understanding of the past. They utilize this section for personal information, enrichment, and intellectual exploration, driven by a desire to satisfy their intellectual interests and gain insights into significant events and landmarks.

Pleasure/entertainment was identified as the least common purpose among students when utilizing the Local History section. One comment from a user stated that they visit the Local History section "to read," which shows students can still effectively use the section to help them deepen their understanding of the historical narratives surrounding Baguio City, and by extension, the entire Cordillera Administrative Region. This indicates that students can find joy in reading local history materials, such as the collections found in the library: "Baguio calligraphy: poetry and fiction from the cordillera's" edited by Francis C. Macansantos and Luchie B. Maranan; "Collected short stories" by Sinai C. Hamada; "To my fellow Igorot youth: poems, stories, and essays" by Ryan CamadoGuinanan. This approach is in line with the conclusions of scholars Aktekin (2010) and Magro, Ramos de Carvalho, and Marcelino (2014), who emphasize the benefits of studying local history. By engaging with these resources, students can gain valuable insights into the contributions of small communities in significant events and eventually be encouraged to understand and value their local environment.

Among non-students, the most common purpose of using the Local History section is for research needs, followed

by pleasure/entertainment, personal information, “Others”, and then academic assignments. The data indicates that non-student users primarily utilize the Local History section at BCPL to meet their research needs. This indicates that non-student users rely on the wide range of resources available in the Local History section, like books, journals, and archives, which may not be available online. These resources are important because to them it is accurate and reliable information for their professional tasks or research projects. For instance, government employees make use of Local History materials in contributing to the National Commission for Culture and the Arts’ (NCCA) PhotoVoice Project on local heritage collections. This initiative is in line with the NCCA’s (2023) goal of raising community awareness about the importance of books and other printed local heritage resources available in libraries as tangible cultural heritage assets.

Non-students also utilize the Local History section for pleasure/entertainment purposes. This means that individuals outside the academic sphere find enjoyment in reading and discovering interesting facts about the culture, traditions, and development of Baguio City and the Cordillera region. To them engaging with Local History materials serves as their recreational activity or a means of relaxation. This aligns with Knology’s (2023) assertion that showcasing local historical documents and programs brings joy to community members, providing them with an enjoyable experience.

Non-students make use of the Local History section to acquire personal information. This implies that by utilizing the resources available in the section, such as newspaper articles, city directories, and other resources that document events and activities in the past, non-students can enrich their knowledge about early people, prominent families, and the community, and satisfy personal aspirations. This aligns with Ashikuzzaman’s (2013) assertion that public libraries also aim to foster personality development, support education, and contribute to the overall economic and cultural growth.

The “Others” category ranks fourth among non-students, encompassing reasons not covered by the predefined options such as reading, for GMA7-KMJS content, PhotoVoice entry, and engaging in cultural mapping. Various professionals and researchers, including those working on job orders, involved in special projects, and freelance writers often require historical information for their work-related projects and activities. For instance, researchers from a prominent TV network utilized local history materials to ensure the provision of reliable content for GMA7-KMJS.

The data also reveals that the least purpose of non-students in using the Local History section is academic assignments. Although non-students do not have academic obligations like students do, few non-students find value in the Local History materials, especially when they help with their family members’ school assignments, who cannot visit the library due to conflicts with school. This indicates that non-students find the Local History collection a valuable tool to support academic requirements for their children.

#### **Level of Satisfaction of the Local History Section Users**

This section outlines the satisfaction levels of the respondents regarding the BCPL Local History section. It encompasses evaluations of the collection, the services offered, and the overall state of the physical facility. It also discusses the factors contributing to user satisfaction and dissatisfaction.

#### **Level of Satisfaction of the Local History Section Users with Collections**

Table 4 displays the level of satisfaction of users with the collection of the Local History section at BCPL. The overall average mean satisfaction score equates to “Very Satisfied”. The table includes five different aspects of the Local history collections and other materials. organized according to the results, including readily accessible and available for use, properly organized and clearly labeled, meticulously maintained, properly protected, and effectively preserved, available local historical and cultural materials for public use, and the provision of a high-quality selection of collections. The consistent overall scores show that both students and non-students are indeed “Very Satisfied” with the Local History section resources. Additionally, the table further reveals differences in satisfaction levels between students and non-students regarding the Local History section collection. Students are more satisfied with the collections found in the section than non-students.

Respondents indicated “Local History collections and other materials are readily accessible and available for use” as the highest average satisfaction. The library’s open-shelf policy reflects a user-friendly approach that allows users to

**Table 4:-** Level of Satisfaction of Local History Section Users with Collections.

AREAS	STUDENT		NON-STUDENT		OVERALL	
	Mean	DE	Mean	DE	Mean	DE
The Baguio City Public Library has a collection of local historical and cultural materials available for public use.	4.49	VS	4.15	S	4.32	VS
The local history section offers a diverse and high-quality selection of collections, including books, newspapers, magazines, documents, and more.	4.41	VS	4.15	S	4.28	VS
The local history collections and other materials are properly organized and clearly labeled.	4.44	VS	4.25	VS	4.35	VS
Local history collections and other materials are readily accessible and available for use.	4.58	VS	4.25	VS	4.41	VS
Local history materials are meticulously maintained, properly protected, and effectively preserved	4.47	VS	4.24	VS	4.35	VS
AVERAGE MEAN	4.48	VS	4.21	VS	4.34	VS

*P-Value:* significant

Legend: Descriptive Equivalent (DE);

4.20-5.00 Very Satisfied (VS)

3.40-4.19 Satisfied (S)

2.60-3.39 Moderately Satisfied (MS)

1.80-2.59 Slightly Satisfied(SS)

1.00-1.79 Dissatisfied (D)

freely access and explore the library's local history resources they need, promoting inclusivity and ensuring that information is not restricted. This suggests that users appreciate the easy access to resources on Local History, reflecting a positive reception by the respondents.

The next highest mean is seen on the item "Local History collections and other materials have been organized and clearly labeled." Respondents expressed a positive impact regarding the organization of collections on the section shelves. This demonstrates the users' high appreciation of the library's efforts in maintaining a systematic and easily navigable arrangement of the collections. Such organizations enable users to quickly locate materials they need and feel more confident in their ability to find what they are looking for.

The third highest mean is "Local history materials are meticulously maintained, properly protected, and effectively preserved." The meticulous maintenance ensures that materials are kept in good condition and protected from deterioration. Effective preservation methods not only preserve the collection but also ensure that these materials can be accessed by both current and future generations. Ultimately, these measures contribute to the satisfaction of users who rely on these local history materials for their research, education, and enjoyment. This indicates the active involvement of library staff in ensuring the longevity and quality of the materials. With this, users are satisfied knowing that they can access, rely on, and trust the Local History resources for their accuracy.

Positive responses came from respondents about the collection of local historical and cultural materials available for use resulting in the second least mean satisfaction. With the availability of cultural materials for free use to the public, they appreciate these materials for educational opportunities and to understand the culture, traditions, and important events in Baguio City and the Cordillera Region. This implies that the collection aids the respondents' knowledge about the community's heritage and identity. Access to these cultural materials allows users to explore the unique history, traditions, and landmarks. It provides educational opportunities and promotes discussions about shared experiences and values. Positive feedback also highlighted satisfaction with the wide range of information sources available. One user noted, "There is a wide source of information (books, maps, etc.) that satisfies the user's experience." This feedback underscores the library's success in providing a varied and comprehensive collection of resources that contribute positively to the user experience.

The area with the lowest average satisfaction level pertains to the diverse and high-quality selection of the library's resources, including books, newspapers, magazines, and documents. This means the user feels a lack of quantity and quality of Local History collections. Despite the availability of around 978 volumes of important information regarding the history of Baguio City and the Cordilleras, it falls short of fully satisfying and meeting the user's needs. While these resources do provide users with materials to fulfill their informational needs and purposes, there is a need to acquire more Local History materials in order to meet the requirements of the users better.

Interestingly, the areas "collection of local historical and cultural materials available for public use" and "offers a diverse and high-quality selection of collections" show a remarkable difference in the satisfaction level of students and non-students. Students expressed this with a higher level of satisfaction or "very satisfied," while non-students indicated a lower level of satisfaction or "satisfied." This is because students visit the Local History section more actively than non-students, and students rely on the free use of Local History collections for their research and academic undertakings as they cannot afford to purchase own collections, unlike non-students who may have additional funds for buying own materials. As a result, the collections in the Local History section hold greater relevance and value to students which brings to attention their specific requests such as "the need for more comprehensive background information on tourist spots in Baguio" and "...more physical Cordilleran artworks and artifacts, and additional information and resources outside Baguio City."

To determine if the observed average difference is statistically important, a t-test of two independent samples and Leven's test were used. The test shows that there is a significant difference in the mean levels of satisfaction between students and non-students, as shown by the p-value (0.00). This implies that students and non-students have varying levels of satisfaction, due to their different needs, expectations, or patterns of library usage.

The difference in the level of satisfaction of both groups may be caused by their varying reasons—one could be on the organization and clearly labeled Local History collections. The results reveal that the non-students show higher levels of satisfaction when they find that the collections are appropriately organized and clearly labeled, compared to students who rated this aspect as one of the least satisfying. Non-students value an orderly collection because it helps them easily locate specific materials and navigate the section independently so they can quickly identify the relevant materials they need. On the other hand, students do not prioritize a clearly labeled and organized collection as much, as long as they have access to the required resources and can rely on the assistance of librarians to provide them with the necessary materials.

Another identified reason for the difference between the two groups is that students expressed higher satisfaction with the local historical and cultural materials available for use compared to non-students who rated them as satisfied only. This difference can be explained by the students' strong motivation to excel academically, aiming to achieve good grades and successfully pass their subjects. As a result, they come to the library and perceive the cultural materials as highly beneficial for their academic pursuits. The findings presented in this study are in line with the research conducted by Younus, Abdullah, and Hamid (2021). Their study revealed that students appreciate library resources that are current, useful, and tailored to their educational and informational needs. On the other hand, non-students use the library for leisure reading and entertainment purposes, without the pressure of academic assignments, leading to a lower level of satisfaction with the available cultural materials.

#### **Level of Satisfaction of the Local History Section Users with Services**

Table 5 illustrates the satisfaction levels of users with services provided by the BCPL's Local History section. The results indicate that both student and non-student users are "Very Satisfied" with the Local History section's services. The study categorized satisfaction into five areas, ranking them from highest to lowest. These categories include the open-shelf system, readily available staff to assist users and provide prompt and accurate answers to inquiries, the library's open from Monday through Saturday (excluding holidays), operating hours from 8:00 AM to 5:00 PM, and the availability of the Online Public Access Catalog (OPAC) being the least satisfying aspect. In general, library users consistently express high levels of satisfaction with the services offered by the Local History section. The satisfaction levels observed within the Local History section of the BCPL indicate a positive user experience, suggesting that the services effectively meet user expectations.

The open-shelf system in the Local History section of the BCPL receives the highest satisfaction level among all areas. Researchers and users who enjoy browsing these materials would greatly appreciate this initiative. This

**Table 5:-** Level of Satisfaction of the Local History Section Users with Services

AREAS	STUDENT		NON-STUDENT		OVERALL	
	Mean	DE	Mean	DE	Mean	DE
The library observe operating hours: 8AM to 5PM	4.63	VS	4.25	VS	4.44	VS
The local history section is open Monday through Saturday, excluding holidays.	4.58	VS	4.44	VS	4.51	VS
Library staff are readily available to assist users and provide prompt and accurate answers to inquiries.	4.57	VS	4.48	VS	4.53	VS
The local history section adopts an open-shelf system, allowing users to freely browse/access the collections.	4.64	VS	4.45	VS	4.54	VS
An Online Public Access catalog (OPAC) is readily available for users to quickly and easily search and check the availability of local history materials.	4.50	VS	4.25	VS	4.38	VS
AVERAGE MEAN	4.58	VS	4.38	VS	4.48	VS

*P-Value:* significant

Legend: Descriptive Equivalent (DE);

4.20-5.00 Very Satisfied (VS)

3.40-4.19 Satisfied (S)

2.60-3.39 Moderately Satisfied (MS)

1.80-2.59 Slightly Satisfied(SS)

1.00-1.79 Dissatisfied (D)

system allows users to freely access and explore Local History material without constraints. Creating an environment where historical materials can be utilized without limitations. By implementing this open-shelf approach throughout the library, it ensures that all resources are easily accessible to everyone. This philosophy is in line with Ranganathan's first law, which states that "Books are for use." As discussed by Haider (2022), promoting open access to books allows every reader to freely explore the shelves and choose materials of interest. Even if the desired book is unavailable, users can easily select an alternative from the shelves.

Users express the second highest level of contentment with the readily available library staff to assist and provide prompt and accurate assistance. This satisfaction is attributed to the availability of knowledgeable and responsive librarians and staff, which is a critical component of a positive user experience. When library users perceive the librarian and staff as competent, they feel assured that their needs are met, leading to greater satisfaction.

The third highest level of contentment is the accessibility of the Local History section from Monday through Saturday (excluding holidays) shows a high level of satisfaction among users. Users are pleased with the availability and accessibility of the Local History section during these specified days.

While the library's hours of operation from 8:00 AM to 5:00 PM ranked fourth, indicating high satisfaction, respondents expressed a desire to extend these hours, suggesting areas for improvement. These current hours are generally well received and meet users' expectations however, there is still feedback suggesting the desire for extended hours such as, "Extend library hours until 7 to cater to students like me that dismiss at 5," and "Extend the operating hours." Regular operating hours are important for users who depend on the library services. The reliability of the library being open during these hours allows users to plan their visits and utilize resources in the Local History section more efficiently.

The least ranked aspect in terms of satisfaction is the presence of an online public access catalog (OPAC) among respondents. Even though it is ranked the lowest, the respondents still view the OPAC service positively. The OPAC enables users to easily search and verify the availability of Local History materials. One reason for its low rating could indicate that users prefer asking the librarian directly rather than using an unfamiliar system. They believe getting help from librarians can lead to quicker and more accurate answers. This corresponds with Swaminathan's (2017) findings, which highlight the importance of OPAC in retrieving information in libraries and information

centers. The OPAC is considered a gateway to collection of books that all library users should know how to utilize.

A t-test of two independent samples and Leven's test were conducted to assess the statistical significance of the observed mean difference. The results indicate a significant difference in satisfaction levels between students and non-students. This suggests that students and non-students have distinct levels of satisfaction, indicating different preferences and behaviors in library utilization.

The difference in satisfaction levels between students and non-students can be explained by various factors, one of which is the adoption of an open-shelf system. Students prefer independent access to a wide range of resources to effectively meet their informational needs, leading them to rate this aspect as their highest level of satisfaction. This aligns with Cabfilan's (2012) findings, indicating that library users who utilize open-shelf resources tend to have the highest satisfaction rating. On the other hand, this is the least satisfying area for non-students, suggesting that they may not be pleased with the open-shelf system because they prefer personalized assistance from the librarians.

The satisfaction level of the readily available library staff to assist and provide prompt and accurate answers to inquiries is another important factor that differs. The assistance provided by library staff is highly valued and appreciated by non-students, especially within the Local History section. While non-students often encounter challenges when trying to locate essential research materials. These results align with Ekeng and Esin's (2021) study, emphasizing users' desire for knowledgeable staff who can efficiently assist in finding necessary resources and information. When users perceive the library staff as competent, they feel confident that their needs will be effectively addressed, leading to high satisfaction levels. Interestingly, students rated this aspect as the least satisfying. This implies that students prefer to independently discover the information they need and rely less on assistance from the librarians. They choose to explore on their own when retrieving the resources they need.

#### Level of Satisfaction of Local History Section Users with Physical Facility

Table 6 provides an overview of the level of satisfaction among users with the physical facility and setup of the Local History Section at BCPL. The average satisfaction rating indicates that users are generally satisfied with the physical facility.

The highest level of satisfaction is on "Physical space for local history collections is well-maintained, including

**Table 6:-** Level of Satisfaction of the Local History Section Users with Physical Facility.

AREAS	STUDENT		NON-STUDENT		OVERALL	
	Mean	DE	Mean	DE	Mean	DE
Local history section has sufficient space to accommodate its collection and services offered.	4.11	S	4.08	S	4.10	S
Physical space for local history collections is well-maintained, including cleanliness, lighting, ventilation, and other relevant factors.	4.26	VS	4.08	S	4.17	VS
Local history section is equipped with appropriate furniture and fixtures, such as shelves, tables, chairs, and others, to provide users with a comfortable and conducive environment for reading and research.	4.13	S	4.06	S	4.09	S
Accessibility of technology and equipment for users to effectively access and utilize the local history section.	4.15	S	4.08	S	4.12	S
<b>AVERAGE MEAN</b>	<b>4.16</b>	<b>S</b>	<b>4.08</b>	<b>S</b>	<b>4.12</b>	<b>S</b>

*P-Value:* Not Significant

Legend: Descriptive Equivalent (DE);

4.20-5.00 Very Satisfied (VS)

3.40-4.19 Satisfied (S)

2.60-3.39 Moderately Satisfied (MS)

1.80-2.59 Slightly Satisfied(SS)

1.00-1.79 Dissatisfied (D)

cleanliness, lighting, ventilation, and other relevant factors” with a “Very Satisfied” rating. Respondents appreciate the ambiance of the Local History section, which is attributed to the comfortable and inviting atmosphere created by the well-maintained physical space. This encourages users to spend more time exploring the resources available. Research conducted by Peng et al. (2022) and Amarasekara and Marasinghe (2020) supports the idea that physical elements in the learning environment have a positive impact on the learning experience and effectiveness. Factors such as cleanliness, effective lighting, and proper ventilation contribute to this favorable experience and can influence students’ moods and attitudes.

The respondents have shown the second highest level of satisfaction with the accessibility of technology and equipment. A computer set is conveniently located at the entrance of the Local History section, allowing users to easily search for the resources. Additionally, users can connect to the free WIFI to access the library website and explore the collections in this section. This indicates that technology is seen as a valuable tool for accessing their information needs promptly.

The satisfaction level regarding the adequacy of space to accommodate collections and services in the Local History section is the third highest. This indicates that respondents are not entirely satisfied with the space provided. A respondent emphasized the issue, “It is a bit stuffy within the room if staying for longer than 10 minutes,” while other respondents have provided suggestions for improvement, such as “More space to accommodate more collections.” The Local History section is situated in a confined space on the second floor, prompting a need for space enhancement to better accommodate users.

On the other hand, the availability of furniture and fixtures received the lowest satisfaction rating but still satisfactory. This suggests that although the section lacks tables and chairs, users are still able to use the Section for their information needs.

The statistical analysis, particularly the t-test for two independent samples and Levene's test, yielded a probability value (p-value) of 0.24. The results indicate that the level of satisfaction regarding the Local History section physical facility between the students and the non-students is not significantly different. This means that both students and non-students have similar expectations, common interests, or similar desires regarding the physical facilities of the Local History section, like more space and expanded collections.

#### **Level of Importance of the Local History Materials**

Table 7 provides an overview of the level of importance assigned to various materials within the Local History section. The overall average mean indicates that the local history materials are widely considered “Extremely Important” by respondents. Out of ten mentioned Local History materials, nine received an “Extremely Important” rating. While one material was labeled as “Very Important” by respondents. The “Extremely Important” local history materials in the library encompass books, local government documents, journals, photographs, newspapers and magazines, maps, newspaper clippings, directories, and coffee table books. While the yearbook is considered the least significant among these materials. As a result, non-students rated these materials as very important (VI) rather than extremely important (EI), indicating a significant difference in the level of importance of these materials between students and non-students.

The respondents regarded books as the most crucial resource in the Local History section. The largest collection within the Local History section consists of books, with approximately 281 copies specifically about Baguio City and the Cordillera. This indicates that when conducting research, academic assignments, or seeking leisure or entertainment, the respondents primarily rely on books to meet their local information needs. This observation is consistent with the research conducted by Bernardo (2016), who also found books to be the most commonly utilized resources in the Baguio City Library.

The second most important resources among Local History materials are the local government documents. This indicates that respondents highly value these documents as a key source for understanding local history. Examples include the City of Baguio Book of Ordinances and The Pines City Gazette. The Local History section also contains City Government and other government reports like planning, environmental impact reports (EIRs), land use, local county and city budgets, and statistical information.

**Table 7:-** Level of Importance of the Local History Materials.

AREAS	STUDENT		NON-STUDENT		OVERALL	
	Mean	DE	Mean	DE	Mean	DE
1.Books	4.78	EI	4.56	EI	4.67	EI
2.Coffee table books	4.24	EI	4.13	VI	4.18	EI
Local government documents	4.56	EI	4.42	EI	4.49	EI
4.Journals	4.57	EI	4.30	EI	4.43	EI
Newspapers and Magazines	4.33	EI	4.27	EI	4.30	EI
6.Newspaper Clippings	4.28	EI	4.20	VI	4.24	EI
7.Maps	4.16	VI	4.35	EI	4.26	EI
8.Photographs	4.52	EI	4.34	EI	4.43	EI
9.Yearbook	4.11	VI	3.94	VI	4.03	VI
10.Directories	4.32	EI	4.17	VI	4.24	EI
Overall	4.42	Extremely Important	4.26	Extremely Important	4.34	Extremely Important

*P-Value:* 0.00 = Significant

Legend: Descriptive Equivalent (DE)

4.20-5.00 Extremely Important (EI)

3.40-4.19 Very Important (VI)

2.60-3.39 Moderately Important (MI)

1.80-2.59 Less Important (LI)

1.00-1.79 Not at all Important (NI)

The local history section has an impressive collection of 137 journals, ranking it as the third most important resource in this section. These journals serve as a platform for academic and research articles focusing on the unique narratives of regions and localities within Baguio City and the Cordillera. The collection includes local studies from various universities, such as research papers, conference studies, research reports, and other invaluable academic resources such as the RDE Forum, BSU Research Journal, UB Research Journal, The Cordillera Review, Murillo Bulletin, and other intellectual treasures. This means that respondents can access a wealth of knowledge to gain a deeper understanding of specific topics for their research endeavors. In line with Roff (2012), these journals are not mere repositories but also valuable sources that provide unique perspectives on individuals and places, providing information about historical events, geographical features, the environment, and various local matters and challenges. Beyond the contribution to the academic landscape, these journals also reveal hidden gems that enrich the understanding of the local history and its complexities.

Photographs valued by respondents hold the same rank as the journals, as they serve as visual records of the community's landscapes, structures, and daily life. The Local History section showcases several photographs, including those of the mayors of Baguio City from Eusebio James Halsem in 1920 to current Mayor Benjamin Magalong, as well as images depicting the city's builders and significant places. This allows users to immerse themselves visually in the pictures of the mayors and significant places in Baguio.

The fifth important material, the newspapers and magazines, are a valuable source of information in the Local History section. The collection includes 71 volumes with 1,548 copies of back issues of various local newspapers like Midland Courier, Amianan Balita, Baguio Chronicle, Herald Express, Northern Philippine Times, Sunstarm, and the Zigzag Weekly. This collection not only showcases the historical panorama of the region but also provides a wide range of newspapers at their disposal for research purposes. The library began collecting local newspapers in 2019, suggesting a recent but commendable effort to enhance access to local news sources for researchers and the community. Scholars like Anaeto (2009), Waal (2005), and Iney (2008), as cited by Njeze (2013) emphasize the important role of newspapers in informing, educating, and entertaining the public. Gündüz (2021) adds that reading newspapers allows individuals to understand historical events, people's viewpoints, and emotions.

The magazine collection comprises 52 copies like Northern Profile Magazine, Oshare, the Cordillera Gangza, Baguio Town, and Homes magazine providing a wealth of local information about Baguio and the Cordillera. Users

can access a variety of information on people, places, events, and other aspects of the region. This perspective aligns with what Njeze (2013) highlights as the role of newspapers and magazines in providing information on global current events, catering to research needs, and offering avenues for entertainment and leisure.

Respondents rated maps as the sixth most important resource. Maps serve as invaluable tools for understanding the geographical characteristics of Baguio City and the Cordillera Administrative Region, highlighting the boundaries, cities, and other political features. In the section, a heritage and tourist map is available, showcasing historical and cultural landmarks, tourist spots, and significant features of Baguio City. This resonated with the State Library Victoria's (2023) acknowledgment that maps play a crucial role in aiding users to locate places, offering insights into local areas like creeks, hills, swamps, and forests, as well as locating family history resources. Ultimately, maps enhance the clarity of information from various sources making them valuable resources for tourists and locals to aid in their exploration and understanding of the region.

The seventh, newspaper clippings also hold significant value, sharing the same position with the directories, providing insights into the past. Users can explore 14 volumes about Baguio City and the Mt. Province, as well as 72 volumes containing the oldest news clipping about Baguio City and the Cordillera Administrative Region dating back to the 1960s. This aligns with Brown (2010), as cited by Njeze (2013), acknowledging that these clippings are invaluable sources for research purposes, catering to the needs of staff, students, businesses, and various professionals, contributing to a deeper understanding of the region's past.

Directories come in eighth as important to respondents in the Local History section. This section contains PLDT telephone directories, also known as Yellow Pages, which serve as phonebooks for residents and businesses in Baguio City and La Trinidad. These directories allow researchers to examine businesses and residents in the area, which may be unfamiliar to the younger generation. Although telephone directories may not be as relevant today, they are a valuable resource for those interested in changes in the business landscape and the perception of telephones. Steven (2017) argues that telephone directories are essential communication tools that provide information such as phone numbers, addresses, and emergency contacts. Local directories even include transit maps for specific regions. Terrell (2020) supports this perspective, highlighting the important role of telephone directories in offering details about local businesses.

Respondents rated coffee table books as the second least essential resource in the Local History section. Despite this, the section holds a collection of 40 copies of these books. Coffee table books offer detailed and visually appealing history, featuring pictures and maps that offer insights into Baguio City and the Cordillera region, as well as covering various topics with engaging stories and images. These books help make historical information more accessible to a wider audience especially for casual readers and students. This matches with Onions' (2014) view of coffee table books being visually captivating with content such as photographs, illustrations, and infographics.

Finally, the result revealed that the least important resource in Local History, the yearbook collection, received a "Very Important" rating from the respondents. Despite its being the least important, this suggests that researchers can access the 90 yearbooks, which cover the City Government of Baguio, Baguio General Hospital, and local institutions. Yearbooks are helpful tools for learning the history of the Baguio City community. This aligns with Mooney (2016) who points out that a yearbook plays a big role in finding details about ancestors, offering insights into their achievements, nicknames, and involvement in clubs or sports.

To ascertain the statistical variance in the perceived importance between the two groups, a t-test for two independent samples was conducted. Levene's test yielded a probability value of 0.00, leading to the application of the t-test assuming unequal variances. The result of this statistical analysis reveals a significant difference in the ratings assigned to local history materials by students compared to non-students. This indicates that students put a higher level of importance on local history materials than non-students. Based on the result, students consider Local History materials like newspaper clippings, directories, and coffee table books, as extremely important (EI), while non-students view them as very important (VI). Non-students find these materials interesting and valuable, but they are not essential to them as much as students do. This is because non-students have less time to explore Local History materials compared to students, who see these materials as extremely important and relevant to their learning goals.

### Measures to improve and enhance the Local History Section

Table 8 provides an overview of measures aimed at improving and enhancing the Local History section of BCPL. The findings highlight a clear preference for certain measures with the recommendation for an expansion of the section in a bigger and wider space as the first measure, followed by expanding the Local History section's collection through the acquisition of more local history materials. The establishment of a dedicated local archive within the section takes the third spot. The least preferred measure is merging the Local History section with the Filipiniana Section, as evidenced by the lowest weighted mean.

Based on the survey responses, the most urgent need for improving the Local History section is to expand it into a larger space. Currently, the section is located on the second floor within a room that measures 81 square feet, where Local History collections are displayed and shelved. The limited space often forces researchers to sit on the floor while reading, which is uncomfortable and inconvenient. Tables and chairs are commonly placed outside the room.

Expanding the Local History section's collection was identified as the second most significant need among the respondents to improve the Local History section. The current collection is inadequate, leading to difficulties for users in finding specific information. Due to this situation, the library has failed to gather and collect Local History materials that aid in preserving the cultural heritage of the region. Cadalig (2022) emphasizes the importance of acquiring more local history materials, such as books, artifacts, photographs, audiovisual resources, and other relevant materials related to Baguio City and the Cordillera region. This initiative is in line with Atty. Betty Lourdes Tabanda's proposal to enhance the Local History collection of the Baguio City Public Library, promoting community knowledge and appreciation for the city (Tibaldo, 2018).

The third measure to improve the local history section involves creating a dedicated local archive. By increasing access and preserving the materials, the archive will become a legacy for future generations. This will ensure long-term accessibility to historical materials for researchers, students, and future generations. This measure aligns with

**Table 8:-** Measures to improve and enhance the Local History Section.

AREAS	STUDENT		NON-STUDENT		OVERALL	
	WM	Rank	WM	Rank	WM	Rank
Merge the local history section with the Filipiniana Section	7.84	9	7.92	9	7.86	9
Make the local history section materials available online	4.51	4	4.06	4	4.40	4
Enhance the physical display and signage of the Local History Section to improve accessibility and visibility.	6.07	8	5.94	7	6.04	8
Expand the Local History Section's collection by acquiring more local history materials, including books, artifacts, photographs, audiovisual resources (such as videos), and other relevant materials on the history, culture, and heritage of Baguio City and the Cordillera region.	3.43	2	2.93	2	3.31	2
Expand the Local History Section in a bigger and wider space to accommodate the growing collection and provide a more comfortable environment for users.	2.83	1	2.85	1	2.83	1
Create a dedicated local archive within the Local History Section to preserve and provide access to a comprehensive collection of books and materials specifically focused on the history, culture, and heritage of Baguio City and the Cordillera region.	4.50	3	4.03	3	4.39	3
Develop educational programs or activities related to local history to engage and educate library users.	5.41	6	5.72	6	5.49	6
Improve outreach and promotion efforts to raise awareness about the Local History Section and its resources	5.81	7	6.54	8	5.98	7
Provide dedicated research assistance or guidance to users conducting local history research.	4.59	5	5.03	5	4.70	5

Legend: Weighted Mean (WM)

Fleckner's (2013) perspective on extending the physical life of historical materials from degradation. The local archive will protect the materials from wear and tear and make them available to users.

The fourth measure to improve the Local History section involves making the section's materials available online. By integrating the Local History resources into the library's website and integrated library system, researchers who are unable to visit the library physically will benefit from the convenience of quality research time. This shift towards digitization aligns with the library's modernization strategies and its commitment to providing easy access to historical resources for the community (Bengwayan, 2023).

Providing dedicated research assistance or guidance to users conducting local history research is a crucial step in enhancing the Local History section. This helps users access and make the most of the collection. By offering proactive guidance, the library can help users navigate the collection, find what they need, and engage with the available materials effectively. This support enhances the user experience, making it easier for individuals to find local history information.

The sixth measure to improve the Local History section involves developing educational programs and activities related to local history. These programs are held regularly, particularly during important community occasions such as Panagbenga and Baguio City Charter Day celebrations. The library promotes these activities through the library's official Facebook page and website, inviting the community to join in and learn more about the shared history and culture. By offering educational programs focused on Local History, the library strengthens its connection with the community. This initiative aims to engage and educate library users, serving as a bridge between the library's resources and services and the community it serves.

The seventh measure to enhance the Local History section involves improving outreach and promotional efforts to increase awareness of the services and resources available. Many of the community members are unaware of the resources housed within the library's Local History section. By improving outreach, the section can increase visibility and educate users about the valuable resources they have access to. BCPL engages in outreach activities in public high schools, to promote services and interact with the community. Raising awareness about the Local History section is key in encouraging users to utilize it for research, learning, and personal enrichment. This is in line with Saurombe and Ngulube's (2016) focus on the collaborative role of public archives in enhancing visibility efforts and broadening outreach.

The eighth measure focuses on improving the physical display and signage of the Local History section, with multiple advantages. By improving the visual appeal and clarity of signage, this measure makes it easier for users to identify and locate the section. Additionally, it helps in organizing and categorizing materials effectively. Clear labels, directional signs, and thematic displays guide users through the collection, facilitating navigation and locating resources.

Lastly, the respondents view the merging of the Local History section with the Filipiniana Section as the last option. Combining the two could decrease the focus on Local History, which holds unique information about the local community. Moreover, managing a larger combined collection would be challenging and potentially lead to inefficiencies in serving users seeking local historical information. By keeping the Local History section and Filipiniana section separate, the library can expand resources, increase visibility, and engage with the community more effectively.

### **Summary**

#### **The findings are summarized as follows:**

1. The majority of the users utilize the Local History section of the Baguio City Public Library rarely, while only a few use it always.
2. The majority of users utilize the Local History section for purposes of research needs, with academic assignments being the second common purpose. The third, "Others" category, includes various interests and needs, such as school activities and work-related purposes. Personal information is the fourth purpose, while pleasure/entertainment is the least common purpose for using the section.
3. Users are very satisfied with the local history collection and services but are only satisfied with the physical facilities. Further, the differences in the level of satisfaction of students and non-students on the collection and services of the Local History Section are significant but not in physical facilities.

4. The users find the local history materials to be extremely important such as books, local government documents, journals, and photographs on the same spot as newspapers, magazines, maps, newspaper clippings, directories, and coffee table books. The yearbook collection is rated as “Very Important” while considered the least important among all materials. Further, there is a significant difference in the level of importance of the local history materials as perceived by the students and non-students.

5. The most favored measure to improve and enhance the Local History section is to expand the section into a bigger and wider space and to expand the section’s collection through the acquisition of more local history materials, including books, artifacts, photographs, and audiovisual resources.

## **Conclusions and Recommendations:-**

### **Conclusions:-**

Based on the findings, the following conclusions are drawn:

1. The BCPL’s Local History section is not fully maximized as the majority of the users use it only once a month. Very few users use it daily.
2. Both students and non-students use the Local History section mainly for their research needs, although users also use it for academic-related purposes, especially students.
3. Students are more satisfied with the collection and services of the Local History Section than the non-students. However, they have the same level of satisfaction in terms of physical facilities.
4. Students find the local history materials to be more important at a slightly higher level than non-students.
5. The most favored measure to improve and enhance the Local History section is to expand its physical space and increase the collection with more Local History materials. Merging the Local History section with the Filipiniana section is the least preferred measure.

### **Recommendations:-**

The following are the recommendations drawn from the conclusions:

1. Raise awareness of the Local History Section in the community by developing a comprehensive marketing campaign focused on the collections and valuable services offered by the BCPL’s Local History section.
2. Establish partnerships with public schools or local institutions to provide specialized services for research purposes. The services include research consultations and access to resources in the Local History section, which can further enhance the research experience.
3. Allocate wider physical facilities to accommodate a wider and more accessible collection, and provide a more comfortable and inviting environment for users.
4. Sustain and enhance resources related to Local History by allocating additional funding and expansion of the collection, ensuring that collections remain comprehensive and up-to-date.

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