

## **Outcome Measurement of the UPLB Libraries: Basis for the Development of Integrated Library Extension Service Program**

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### **Abstract**

An outcomes measurement and assessment of the needs and importance of UPLB libraries' functions to the community was conducted among 355 non- UPLB affiliated clients. In general, the non-affiliates have a high level of awareness and strongly agreed on the outcomes or benefits which attested that the library events/ programs, library instruction, research assistance, library resources/ collections, library space, and library technology made a difference in the lives of the community attributed to improved knowledge, confidence, behavior change, and awareness. Using the Kruskal-Wallis H test, it was concluded that age and classification significantly contribute to the level of awareness and measured outcomes while sex is an added factor that significantly contributes to the level of importance of the libraries' functions. Further, utilizing Pearson correlation, the community's level of awareness was confirmed to have a weak positive correlation with the recognized importance of the library's functions while it was determined that the level of awareness significantly and positively linked to outcomes. Thus, it was recommended that the library be expanded to provide an avenue and mechanism to provide what the community needs and that the rules and policies for non-affiliates be revised to ensure that the outside community has better opportunity to access and utilize library resources and services. Accordingly, the establishment, development, and implementation of an Integrated Library Extension Service Program with a future-proof framework to anticipate, adapt to change, and curtail the impacts of shocks of future events and confront the "next normal" is proposed.

*Keywords: Library Outcomes Measurement, Library Extension Program, SPSS Analysis, Philippines*