



THE PERCEPTION OF THE STUDENTS OF ENGLISH EDUCATION DEPARTMENT ON THE USE OF LIBRARY AT UNIVERSITAS MUHAMMADIYAH BONE

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Abstract

This research aimed at finding out the perception of students of English Education Department at Universitas Muhammadiyah Bone in using library. The method in this research was descriptive method. The population of this research consisted of English Education Department students in 2024/2025 academic year. It used cluster random sampling technique where the researcher took 38 students. The data collected through questionnaires. The data analyzed using Rating Scale. The result of the data analysis showed the students of English Department had good perception towards Universitas Muhammadiyah Bone Library services. The mean score of the questionnaire is 76,3. It means that the students have good perception of the use of library service at Universitas Muhammadiyah Bone. Most of the students have a good perception about the service, Facilities, attitude, completeness, and situation. From the discussion above the researcher found that students have positive (good) perception towards the use of library at UNIM Bone in the learning process.

Keywords: Perception, library, English students

INTRODUCTION

Libraries in higher education have the main function as information centres and learning resources for the entire academic community. Advances in information technology have had a major impact on all areas of life, including libraries. Libraries face challenges from competitors, new demands and expectations from users (Devi, 2021). In this place, students, lecturers, and researchers can access various collections of books, scientific journals, theses, theses, dissertations, and other electronic sources relevant to their field of study. Academic libraries play a crucial role in higher education institutions, requiring time and resources to cater to the needs of faculty and students in a rapidly changing educational environment (Nordin & Hassan, 2018).

The availability of complete and well - organized literature supports the learning process, research, and development of knowledge which is the core of higher education activities.

Apart from being a learning resource provider, the library also serves as a training ground for information literacy skills. Many college libraries provide training or guidance services for students on how to find, evaluate and use information effectively and ethically. Academic libraries face challenges due to the increasing availability of various information sources on the internet (Alotaibi et al., 2023)

This function is particularly important in the digital age, where information is easily accessible but often unverified. With guidance from librarians, students can become critical and responsible users of information. Researchers have studied factors influencing students' intention to use university digital libraries, as they offer a convenient and popular means of accessing scholastic and research resources (Hwee and Yew, 2018).

The positive impact of libraries in higher education can be seen in the improvement of students' academic quality. Students who regularly utilize the library tend to have a deeper understanding of the material and better academic skills. This also has an impact on improving academic performance in general. Based on (Md. & Kazi, 2018), the utilization of resources presents both opportunities and challenges for library professionals, as they adapt to new techniques and technologies for managing electronic collections and providing dynamic services.

The library is one of the main supporting factors in creating a conducive and productive learning environment. During orientation, students' initial interaction with the academic library can help alleviate feelings of library anxiety, a common issue caused by intimidation by the building, staff, and resources (Kannegiser, 2021).

Research gaps on library usage in higher education refer to important aspects that have not been studied in depth by previous researchers. One of the main gaps is the lack of attention to the comparison between the use of physical and digital library services. In today's digital age, students are increasingly accessing information resources online, yet most research still focuses on measuring activities in conventional library spaces. This leaves important questions about how user behavior migrates to digital platforms and how it affects learning effectiveness. Students with prior internet experience had significantly higher positive perceptions towards using the digital library (Koohang, 2004). Library and information centers utilize a diverse array of e-resources, including electronic journals, books, full-text databases, indexing services, reference databases, statistical databases, and audio/visual materials (Md. & Kazi, 2018).

In addition, there is a gap in terms of evaluating the impact of information literacy services provided by libraries. Many higher education libraries have provided training on how to access, evaluate and use information critically, but not many studies have assessed how effective these services are in improving students' skills. Libraries have a longstanding interest in studying user behaviors and attitudes towards library use (Anderson & García, 2020). In fact, information literacy skills are very important in supporting academic learning and the preparation of scientific papers. Without sufficient data, it is difficult for library managers to know whether the services provided are actually beneficial to students

Research questions

Based on the previous statement above, the writer formulates the research question as follows: "What is the perception of the students of English Education Department in the use of library at UNIM Bone?"

Significance of the study

This study contributes to the understanding of students' perceptions regarding library usage, particularly in the context of English Education. It enriches the existing literature related to educational resources, learner behavior, and academic support systems.

The findings may help students become more aware of the importance of library use in supporting their academic success and improving their language skills, and the research can provide insights into students' needs and expectations, allowing the library to improve its services, facilities, and accessibility.

METHOD

This research employed a descriptive qualitative design aimed at exploring and analyzing student perceptions regarding the use of library facilities. The focus of the study was to gain an in-depth understanding of students' views, experiences, and the factors influencing their attitudes toward utilizing the library, without any manipulation of variables. The population of this study consisted of students from the English Education Department in the academic year 2024/2025. The researcher applied a cluster random sampling technique and selected a sample of 35 students. To collect the data, the researcher used a questionnaire as the primary instrument. The questionnaire consisted of 20 items designed to gather information about students' perceptions of the use of the library at UNIM Bone. Each item required the respondents to choose one of four response options: very good, good, fair, or poor. These options allowed the researcher to assess varying levels of student perception. The data collection was conducted using closed-ended questionnaires distributed via Google Forms, employing a four-point rating scale to reflect the actual conditions experienced by the respondents.

RESULTS AND DISCUSSION

The findings of this research deal with the scoring classification of the students' questionnaire for each item and mean score of students' questionnaire.

Scoring Classification of students' questionnaire for Each Item.

Table 1. The percentage of students' perception towards library at Universitas Muhammadiyah Bone

No.	The Students' Perception	Frequency	Percentage (%)
1.	Very good	8	21.1
2.	Good	30	78.9
3.	Fair	0	0
4.	Poor	0	0
Total		38	100

This item is about the students' perception toward library at Universitas Muhammadiyah Bone in English Education Department. The result indicates that 30 (78.9%) out of 38 students' chose "good", 8 (21.1%) chose "very good", and 0 (0%) chose "fair and poor". It means that it is good perception toward library at Universitas Muhammadiyah Bone in English Education Department.

Table 2. The percentage of students to the completeness of references (journals, theses, e-books, etc.)

No.	The Students' Perception	Frequency	Percentage (%)
1.	Very good	6	15.8
2.	Good	28	73.7
3.	Fair	4	10.5
4.	Poor	0	0

Total	38	100
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This item is about the percentage of students to the completeness of references (journals, theses, e-books, etc. toward library at Universitas Muhammadiyah Bone. The result indicates that 28 (73.7%) out of 38 students' chose "good", 6 (15.8%) chose "very good", and 0 (0%) chose "fair and poor". It means that the completeness of references (journals, theses, e-books, etc is good at Universitas Muhammadiyah Bone in English Education Department.

Table 3.The percentage of students about the collection of books available in the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Very good	3	7.9
2.	Good	31	81.6
3.	Fair	3	7.9
4.	Poor	1	2.6
Total		38	100

This item is about the percentage of the percentage of students about the collection of books available in the library toward library at Universitas Muhammadiyah Bone. The result indicates that 31 (81.6%) out of 38 students' chose "good", 3 (7.9%) chose "very good", and 3 (7.9%) chose "fair and 1 (2.6%) poor". It means that the percentage of students about the collection of books available in the library is good at Universitas Muhammadiyah Bone in English Education Department.

Table 4.The percentage of students about the comfort and cleanliness of the room

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	23	60.5
2.	Very good	9	23.7
3.	Fair	4	10.5
4.	Poor	2	5.3
Total		38	100

This item is about the percentage of the percentage of students about the comfort and cleanliness of the room toward library at Universitas Muhammadiyah Bone. The result indicates that 23 (60.5%) out of 38 students' chose "good", 9 (23.7%) chose "very good", and 4 (10.5%) chose "fair and 2 (5.3%) poor". It means that the percentage of students about the comfort and cleanliness of the rooms is good at Universitas Muhammadiyah Bone in English Education Department.

Table 5.The percentage of students about the attitude and service of the library staff

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	17	44.7
2.	Very good	18	47.4
3.	Fair	2	5.3
4.	Poor	1	2.6
Total		38	100

This item is about the percentage of the percentage of students about the attitude and service of the library staff at Universitas Muhammadiyah Bone. The result indicates

that 17 (44.7%) out of 38 students' chose "good", 18 (47.4%) chose "very good", and 2 (5.3%) chose "fair and 1 (2.6%) poor". It means that the percentage of students about the attitude and service of the library staff is very good at Universitas Muhammadiyah Bone in English Education Department.

Table 6. The percentage of students about the internet access or Wi-Fi available in the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	12	31.6
2.	Very good	0	0
3.	Fair	12	31.6
4.	Poor	14	36.8
Total		38	100

This item is about the percentage of the percentage of students about the internet access or Wi-Fi available in the library at Universitas Muhammadiyah Bone. The result indicates that 12 (31.6%) out of 38 students' chose "good", 0 (0%) chose "very good", and 12 (31.6%) chose "fair and 14 (36.8%) poor". It means that the percentage of students about the internet access or Wi-Fi available in the library is poor at Universitas Muhammadiyah Bone in English Education Department.

Table 7. The percentage of students about the quality of digital collections such as e-journals and e-books

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	22	57.9
2.	Very good	1	2,7
3.	Fair	11	28.9
4.	Poor	4	10.5
Total		38	100

This item is about the percentage of the percentage of students about the quality of digital collections such as e-journals and e-books at Universitas Muhammadiyah Bone. The result indicates that 22 (57.9%) out of 38 students' chose "good", 1 (2.7%) chose "very good", and 11 (28.9%) chose "fair and 4 (10.5%) poor". It means that the percentage of students about the quality of digital collections such as e-journals and e-books good at Universitas Muhammadiyah Bone in English Education Department.

Table 8. The percentage of students about the organisation and layout of the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	30	78.9
2.	Very good	0	0
3.	Fair	8	21.1
4.	Poor	0	0
Total		38	100

This item is about the percentage of students about the organization and layout of the library at Universitas Muhammadiyah Bone. The result indicates that 30 (78.9%) out of 38 students' chose "good", 0 (0%) chose "very good", and 8 (21.1%) chose "fair and 0 (0%) poor". It means that the percentage of students about the organisation and layout of the library is good at Universitas Muhammadiyah Bone in English Education Department.

Table 9.The percentage of students about the noise level in the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	23	60.5
2.	Very good	7	18.4
3.	Fair	6	15.8
4.	Poor	2	5.3
Total		38	100

This item is about the percentage of the percentage of students about the organisation and layout of the library at Universitas Muhammadiyah Bone. The result indicates that 23 (60.5%) out of 38 students' chose "good", 7 (18.4%) chose "very good", and 6 (15.8%) chose "fair and 2 (5.3%) poor". It means that the percentage of students about the organisation and layout of the library good at Universitas Muhammadiyah Bone in English Education Department.

Table 10.The percentage of students about the membership card and registration service

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	26	68.4
2.	Very good	9	23.7
3.	Fair	3	7.9
4.	Poor	0	0
Total		38	100

This item is about the percentage of the percentage of students about the membership card and registration service at Universitas Muhammadiyah Bone. The result indicates that 26 (68.4%) out of 38 students' chose "good", 9 (23.7%) chose "very good", and 3 (7.9%) chose "fair and 0 (0%) poor". It means that the percentage of students about the membership card and registration service is good at Universitas Muhammadiyah Bone.

Table 11. The percentage of students about the library's operating hours

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	29	76.3
2.	Very good	4	10.5
3.	Fair	5	13.2
4.	Poor	0	0
Total		38	100

This item is about the percentage of the percentage of students about the library's operating hours at Universitas Muhammadiyah Bone. The result indicates that 29 (76.3%) out of 38 students' chose "good", 4 (20.5%) chose "very good", and 5 (13.2%) chose "fair and 0 (0%) poor". It means that the percentage of students about the library's operating hours is good at Universitas Muhammadiyah Bone in English Education Department.

Table 12.The percentage of students about the access to computers or IT facilities in the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	24	63.2
2.	Very good	3	7.8

3.	Fair	6	15.8
4.	Poor	5	13.2
Total		38	100

This item is about the percentage of the percentage of students about the access to computers or IT facilities in the library at Universitas Muhammadiyah Bone. The result indicates that 24 (63.2%) out of 38 students' chose "good", 3 (7.8%) chose "very good", and 6 (15.8%) chose "fair and 5 (13.2%) poor". It means that the percentage of students about the access to computers or IT facilities in the library good at Universitas Muhammadiyah Bone in English Education Department.

Table 13.The percentage of students about the availability of seating or reading tables

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	22	57.9
2.	Very good	3	5.2
3.	Fair	8	21.1
4.	Poor	6	15.8
Total		38	100

This item is about the percentage of the percentage of students about the availability of seating or reading tables at Universitas Muhammadiyah Bone. The result indicates that 22 (57.9%) out of 38 students' chose "good", 3 (5.2%) chose "very good", and 8 (21.1%) chose "fair and 6 (15.8%) poor". It means that the percentage of students about the availability of seating or reading tables good at Universitas Muhammadiyah Bone in English Education Department.

Table 14.The percentage of students about the ease of finding books in the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	30	78.9
2.	Very good	0	0
3.	Fair	8	21.1
4.	Poor	0	0
Total		38	100

This item is about the percentage of the percentage of students about the ease of finding books in the library at Universitas Muhammadiyah Bone. The result indicates that 30 (78.9%) out of 38 students' chose "good", 0 (0%) chose "very good", and 8 (21.1%) chose "fair and 0 (0%) poor". It means that the percentage of students about the ease of finding books in the library is good at Universitas Muhammadiyah Bone in English Education Department.

Table 15.The percentage of students about the quality of the book borrowing and returning service

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	29	76.3
2.	Very good	5	13.2
3.	Fair	3	7.9
4.	Poor	1	2.6
Total		38	100

This item is about the percentage of the percentage of students about the quality of the book borrowing and returning service at Universitas Muhammadiyah Bone. The result indicates that 29 (76.3%) out of 38 students' chose "good", 5 (13.2%) chose "very good", and 3 (7.9%) chose "fair and 1 (2.6%) poor". It means that the percentage of students about the quality of the book borrowing and returning service is good at Universitas Muhammadiyah Bone in English Education Department.

Table 16. The percentage of students about the library's online catalogue system

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	16	42.1
2.	Very good	2	5.3
3.	Fair	14	36.8
4.	Poor	6	15.8
Total		38	100

This item is about the percentage of the percentage of students about the library's online catalogue system at Universitas Muhammadiyah Bone. The result indicates that 16 (42.1%) out of 38 students' chose "good", 2 (5.3%) chose "very good", and 14 (36.8%) chose "fair and 5 (15.8%) poor". It means that the percentage of students about the library's online catalogue system is good at Universitas Muhammadiyah Bone in English Education Department.

Table 17. The percentage of students about the provision of discussion or group study spaces

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	21	55.3
2.	Very good	6	15.8
3.	Fair	9	23.7
4.	Poor	2	5.2
Total		38	100

This item is about the percentage of the percentage of students about the provision of discussion or group study spaces at Universitas Muhammadiyah Bone. The result indicates that 21 (55.3%) out of 38 students' chose "good", 6 (15.8%) chose "very good", and 9 (23.7%) chose "fair and 2 (5.2%) poor". It means that the percentage of students about the provision of discussion or group study spaces's good at Universitas Muhammadiyah Bone in English Education Department.

Table 18. The percentage of students about the provision of discussion or group study spaces

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	20	52.6
2.	Very good	6	15.8
3.	Fair	10	26.3
4.	Poor	2	5.3
Total		38	100

This item is about the percentage of the percentage of students about the provision of discussion or group study spaces at Universitas Muhammadiyah Bone. The result indicates that 20 (52.6%) out of 38 students' chose "good", 6 (15.8%) chose "very good", and 10 (26.3%) chose "fair and 2 (5.3%) poor". It means that the percentage of

students about the provision of discussion or group study spaces is good at Universitas Muhammadiyah Bone in English Education Department.

Table 19.The percentage of students about the facilities for people with disabilities

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	15	39.5
2.	Very good	2	5.2
3.	Fair	9	23.7
4.	Poor	12	31.6
Total		38	100

This item is about the percentage of the percentage of students about the facilities for people with disabilities at Universitas Muhammadiyah Bone. The result indicates that 15 (39.5%) out of 38 students' chose "good", 2 (5.2%) chose "very good", and 9 (23.7%) chose "fair and 12 (31.6%) poor". It means that the percentage of students about the facilities for people with disabilities is good at Universitas Muhammadiyah Bone in English Education Department.

Table 20.The percentage of students about the overall satisfaction with the library

No.	The Students' Perception	Frequency	Percentage (%)
1.	Good	29	76.3
2.	Very good	3	7.9
3.	Fair	3	7.9
4.	Poor	3	7.9
Total		38	100

This item is about the percentage of the percentage of students about the overall satisfaction with the library at Universitas Muhammadiyah Bone. The result indicates that 29 (76.3%) out of 38 students' chose "good", 3 (7.9%) chose "very good", and 3 (7.9%) chose "fair and 3 (7.9%) poor". It means that the percentage of students about the overall satisfaction with the library is good at Universitas Muhammadiyah Bone in English Education Department.

DISCUSSION

The purpose of this study was to investigate the perception of students from the English Education Department on the use of the library at Universitas Muhammadiyah Bone. Through qualitative data collection methods such as open-ended questionnaires, the research uncovered several key insights about how students perceive, interact with, and benefit from the library facilities available to them.

From the analysis, it was evident that students generally hold a positive perception toward the role of the library in supporting their academic needs. Many participants acknowledged the library as an essential source of information and a conducive space for learning. They frequently noted that the library provides access to academic books, theses, journals, and internet facilities that are otherwise difficult to obtain. Understanding students' loyalty in library services is crucial for effective operations strategies to retain existing students and attract new ones (Kachwala et al., 2021).

These resources are especially valuable in assisting them with assignments, exam preparations, and thesis writing. The perception of the library as a silent and focused environment was also appreciated by students who struggle to find quiet spaces elsewhere on campus.

However, while the overall perception was positive, there were also some concerns raised by the students. A recurring theme was the limited availability of updated and relevant English education materials. Some students expressed difficulty in finding recent journals, contemporary literature, or books aligned with current curriculum demands. This gap suggests that the library's collection may need to be expanded or updated more regularly to match the evolving needs of the English education program as (Md. & Kazi, 2018)Islam and Habiba's (2015) study on e-resources usage in a Bangladeshi private university revealed students and faculty members faced challenges like limited titles, information access, and slow download speeds.

Another point of discussion involved the physical environment and services provided by the library. A number of students mentioned that while the space is generally clean and well-organized, there is room for improvement in terms of seating capacity, lighting, and air ventilation. Furthermore, a few students noted that the library staff, though helpful, could benefit from additional training to better assist users in locating digital or printed resources.

The findings also highlight a difference in library usage patterns among students. Some students reported regular visits to the library, particularly when preparing for exams or conducting research. Others indicated rare or occasional usage, often due to the availability of online resources, time constraints, or a preference for studying in more flexible environments such as cafés or at home. This diversity in usage patterns suggests that while the library remains a vital academic support, it competes with alternative learning platforms and study spaces.

One important insight is the impact of digital technology on students' library use. With the increasing availability of online articles, e-books, and open-access journals, several students indicated that they use the internet more frequently than physical library resources. The use of electronic resources in academic libraries is undergoing criticism due to their potential to revolutionize student viewing and utilization (Frimpong & Addo, 2020). Internet of Things (IoT) enhances library system management, offering self-checkout, self-return, long-term storage, and reading habits research for users (Kumar, 2023).

CONCLUSION

As a result, the perception of the library as a traditional physical space is slowly shifting toward a hybrid concept combining physical visits with digital access. This trend implies that the university may need to enhance its digital library infrastructure, including subscriptions to international academic databases and improved access to e-resources.

Additionally, some students highlighted the importance of library orientation programs, particularly for first-year students. Participants expressed that many students are unaware of the full range of services and resources offered by the library. Regular

workshops or introduction sessions could bridge this gap and encourage more frequent and effective use of the library.

In conclusion, the study reveals that students of the English Education Department at Universitas Muhammadiyah Bone generally perceive the library positively. They recognize its value in supporting academic work, offering a quiet study environment, and providing essential resources for learning and research. Academic libraries are dedicated to demonstrating the significant impact of library use on students' academic success and learning (Scoulas & De Groote, 2019).

However, there are also significant challenges, particularly regarding the limited availability of up-to-date materials, the need for improved digital resources, and the enhancement of physical facilities.

To further increase the library's relevance and effectiveness, it is recommended that Universitas Muhammadiyah Bone invest in both physical and digital collection development, enhance training for library staff, and introduce regular orientation programs. Adapting to the digital needs of modern students while maintaining a welcoming physical space could foster greater engagement and deeper academic success.

Overall, this research underscores the importance of listening to students' voices in developing library services. Their perceptions provide valuable feedback for continuous improvement and ensure that the library remains a dynamic part of the academic experience in higher education.

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