

# Challenges, Opportunities and Community Needs in Library Service Delivery for Indigenous Communities in Roxas, Oriental Mindoro

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**Abstract:** This study examined the challenges, opportunities, and community needs in library service delivery for Indigenous communities in Roxas, Oriental Mindoro using a descriptive-correlational research design. Libraries play a significant role in promoting equitable access to information, education, and lifelong learning; however, Indigenous peoples continue to face barriers such as limited digital literacy, inadequate access to technology and internet connectivity, insufficient resources, and library services that are not fully responsive to their cultural and linguistic needs.

Findings revealed that municipal librarians encounter challenges in geographic access, cultural relevance, resources, and partnership needs, with cultural relevance identified as the most important factor in improving service delivery. Community members expressed the need for better internet connectivity, access to computers, educational support, culturally relevant materials, and more accessible library services. Results further showed significant relationships among challenges, opportunities, and community needs, highlighting the importance of culturally responsive, inclusive, and collaborative library programs. An action plan was proposed to strengthen accessible and inclusive municipal library services for Indigenous communities in Roxas, Oriental Mindoro.

**Keywords:** *Indigenous Communities, Library Service Delivery, Cultural Responsiveness, Community Needs, Municipal Libraries, Inclusion, Accessibility.*

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## I. INTRODUCTION

Libraries have long been recognized as essential institutions for promoting equitable access to information, education, and lifelong learning, particularly for marginalized and Indigenous communities. Despite global efforts to improve information access, many Indigenous groups continue to face barriers such as limited digital literacy, inadequate access to technology, and unreliable internet connectivity, especially in geographically isolated areas. These challenges restrict their ability to fully benefit from library resources, digital collections, and online learning platforms. In the Philippine context, library service delivery for Indigenous populations is further affected by insufficient funding, limited personnel, inadequate infrastructure, and standardized services that often

fail to reflect the cultural and linguistic realities of Indigenous communities.

Existing literature highlights that libraries have the potential to serve as cultural and knowledge hubs that promote inclusion, digital literacy, and community empowerment. Through culturally responsive services, community partnerships, and participatory program design, libraries can support both information access and the preservation of Indigenous knowledge and identity. However, the lack of cultural competency among library professionals and limited collaboration with Indigenous communities continue to hinder effective and meaningful service delivery.

Despite the growing body of literature, there remains a lack of localized and integrative studies examining the relationships among challenges, opportunities, and community needs in Indigenous library service delivery. In response to this gap, this study examined the challenges, opportunities, and community needs related to library service delivery for Indigenous communities in Roxas, Oriental Mindoro. It also determined the significant relationships among these variables as a basis for proposing an action plan aimed at improving the efficiency, effectiveness, accessibility, and cultural responsiveness of municipal library services.

## II. LITERATURE REVIEW

### ➤ *Challenges in Library Service Delivery to Indigenous Communities*

Research has identified several challenges affecting library service delivery for Indigenous communities, including limited digital literacy, inadequate access to computers, and unreliable internet connectivity, particularly in remote areas (Alvarez & Tan, 2020; Black, 2022; Lopez & Cruz, 2022). Institutional barriers such as insufficient funding, staffing shortages, and standardized library policies that fail to consider Indigenous cultural contexts further limit the accessibility and effectiveness of services (IFLA, 2020; Candelario-Aplao, 2025; Vaidya, 2024). These interconnected social, technological, and structural issues continue to hinder inclusive access to information and learning resources.

Studies also emphasize the importance of culturally responsive and inclusive library services in addressing these challenges. Respect for Indigenous knowledge systems, community-based planning, and culturally competent librarians are considered essential for meaningful engagement and improved service delivery (Chigwada & Ngulube, 2024; Martin et al., 2024). However, gaps in cultural competency, policy implementation, and institutional support continue to affect participation and trust among Indigenous users (Gonzalez & Smith, 2020; Moore & Simpson, 2024).

### ➤ *Opportunities in Enhancing Library Services for Indigenous Communities*

Despite the challenges in library service delivery, studies highlight significant opportunities for improving services for Indigenous communities. Libraries can promote digital literacy, lifelong learning, and cultural preservation through inclusive programs, targeted funding, and community-based initiatives (Chavez & Lim, 2024; Henderson, 2020). In the Philippines, collaborative programs by the International Telecommunication Union (ITU) and the Department of Information and Communications Technology (DICT) have helped Indigenous communities develop essential digital skills, while UNESCO (2021) emphasized the role of libraries in bridging digital gaps and supporting inclusive access to knowledge.

Research also shows that libraries can serve as cultural hubs through culturally responsive programs, outreach services, and partnerships with Indigenous organizations and communities (Johnson & Taylor, 2023; Thompson & Bell, 2022). Participatory and community-driven initiatives, including storytelling activities, traditional knowledge-sharing, digital archives, and hybrid library services, have strengthened community engagement, accessibility, and cultural preservation (Patel, 2023; Brown & Green, 2022; Taylor & Brooks, 2023). These studies demonstrate that culturally responsive and collaborative library services can empower Indigenous communities and enhance inclusive access to information and learning resources.

### ➤ *Community Needs in Library Service Delivery*

Understanding the specific needs of Indigenous communities is essential for effective library service delivery. Studies emphasize the importance of providing multilingual and culturally inclusive resources, improving digital access, and investing in technology and infrastructure to support equitable access to information and online learning opportunities (Ali & Kaur, 2022; Chen & Davis, 2021; UNESCO, 2021). Libraries that integrate culturally relevant materials and Indigenous knowledge systems into their collections and services can strengthen cultural preservation while encouraging greater community engagement (Daniels & Cruz, 2020; Battiste, 2005; Dei, 2000).

Research also highlights the value of community participation, outreach programs, and culturally responsive practices in enhancing library services for Indigenous populations. Participatory service design, mobile and hybrid library services, and community-based learning initiatives have been shown to improve accessibility, engagement, and lifelong learning opportunities (Meyer, 2021; Taylor & Brooks, 2023; Nguyen, 2022). Furthermore, training library staff in cultural competency and anti-racism is essential to ensuring respectful and inclusive service delivery (Khan & Wright, 2022). Collectively, these studies demonstrate that addressing Indigenous community needs requires a holistic approach that combines cultural relevance, digital inclusion, community participation, and institutional support.

## III. METHODOLOGY

### ➤ *Research Design*

This study utilized a descriptive-correlational research design to describe and examine the relationships among the challenges, opportunities, and community needs in library service delivery for Indigenous communities in Roxas, Oriental Mindoro. The descriptive approach identified the existing conditions of the variables, while the correlational approach determined the significant relationships among them using appropriate statistical analysis, as cited by Creswell and Creswell (2018).

➤ *Sources of Data*

The primary sources of data were selected students from Indigenous communities in Roxas, Oriental Mindoro, who answered the research questionnaires through Google Forms and, where applicable, interviews. Only the empirical data gathered from the respondents were statistically treated and analyzed.

➤ *Population of the Study*

The population of the study consisted of 135 students from Indigenous communities in Roxas, Oriental Mindoro. Using the Raosoft calculator with a 95% confidence level and a 5% margin of error, a sample size of 101 respondents was determined. These respondents were selected as they either utilized or had the potential to utilize municipal library services. A simple random sampling technique was used in selecting the participants.

➤ *Instrumentation and Validation*

The instrument used in this study was a self-made questionnaire. Part I dealt with the challenges in library service delivery for Indigenous communities, Part II focused on the opportunities in library service delivery, and Part III addressed the community needs related to library services. The content and construct validity of the instrument were assessed by a panel of experts in library science, research, and statistics, and the questionnaire was further reviewed by the research adviser for refinement and modification. For reliability testing,

Cronbach's Alpha was used.

➤ *Data Gathering Procedure*

Prior to the distribution of the questionnaires, a formal letter of request was sent to the municipal library authorities in Roxas, Oriental Mindoro for approval. A separate letter was also provided to the respondents, requesting their participation and assuring them of the confidentiality of their responses. The questionnaires were then administered personally by the researcher to selected Indigenous community members, with assistance provided when necessary to ensure proper understanding and accurate responses. All accomplished questionnaires were immediately retrieved, checked for completeness, and encoded using Microsoft Excel. The gathered data were then tabulated and subjected to appropriate statistical treatment.

➤ *Statistical Treatment of Data*

The following statistical tools were used in this study:

- Weighted Mean was used to determine the level of challenges, opportunities, and community needs in library service delivery for Indigenous communities in Roxas, Oriental Mindoro.
- Pearson r was used to determine the significant relationship among the challenges, opportunities, and community needs in library service delivery for Indigenous communities.

#### IV. RESULTS

➤ *Challenges in Accessing Library Services*

Table 1 Summary Table of the Challenges Encountered by Municipal Librarians in Delivering Services to Indigenous Communities in Roxas, Oriental Mindoro

Indicator	Weighted Mean	Verbal Interpretation	Rank
1. Geographical access	2.78	Agree	4
2. Cultural relevance	3.00	Agree	1
3. Resource	2.80	Agree	3
4. Partnership needs	2.90	Agree	2
<b>Overall Weighted Mean</b>	<b>2.87</b>	<b>Agree</b>	

➤ *Opportunities to Improve Library Services*

Table 2 Summary Table of the Opportunities Available for Municipal Librarians to Enhance their Service Delivery to Indigenous Communities in Roxas, Oriental Mindoro

Indicator	Weighted Mean	Verbal Interpretation	Rank
1. Culturally responsive library services	3.31	Strongly Agree	1
2. Community partnerships	3.26	Strongly Agree	2
3. Promoting inclusion and social equity	3.16	Agree	3
<b>Overall Weighted Mean</b>	<b>3.24</b>	<b>Agree</b>	

➤ *Community Needs of Indigenous People*

Table 3 The Specific Community Needs of Indigenous People in Relation to Library Services in Roxas, Oriental Mindoro

Indicator	Weighted Mean	Verbal Interpretation	Rank
1. The respondents indicate that they need easier access to library services.	3.25	Strongly Agree	4
2. The respondents express that they need books and materials related to their culture.	3.29	Strongly Agree	3
3. The respondents indicate that they need help with reading, research, or schoolwork.	3.31	Strongly Agree	2
4. The respondents indicate that they need better access to computers and the internet.	3.34	Strongly Agree	1
<b>Average Weighted Mean</b>	<b>3.29</b>	<b>Strongly Agree</b>	

➤ *Relationship Between the Challenges Faced by the Librarians and the Opportunities Identified*

Table 4 Relationship between the Challenges Encountered by Municipal Librarians and Opportunities Available in Delivering Services to Indigenous Communities in Roxas, Oriental Mindoro

Challenges encountered	Opportunities Available		
	Culturally responsive library services	Building community partnerships	Promoting inclusion and social equity
Geographical access	r=0.241* Low correlation p=0.015	r=0.156 Low correlation p=0.119	r=0.208* Low correlation p=0.037
Cultural relevance	r=0.599** Moderate correlation p=0.000	r=0.543** Moderate correlation p=0.000	r=0.570** Moderate correlation p=0.000
Resource	r=0.326** Low correlation p=0.001	r=0.288** Low correlation p=0.004	r=0.491** Low correlation p=0.000
Partnership needs	r=0.364** Low correlation p=0.000	r=0.373** Low correlation p=0.000	r=0.565** Moderate correlation p=0.000

\*\*Significant @ 0.01, \*Significant @ 0.05

➤ *Relationship Between the Challenges Faced by the Librarians and Community Needs*

Table 5 Relationship Between the Challenges Encountered by Municipal Librarians and Community Needs of Indigenous People in relation to Library Services in Roxas, Oriental Mindoro

Challenges encountered	Pearson r	p-value	Interpretation
Geographical access	0.345** Low correlation	0.000	Significant
Cultural relevance	0.575** Moderate correlation	0.000	Significant
Resource	0.276** Low correlation	0.005	Significant
Partnership needs	0.390** Low correlation	0.000	Significant

\*\*Significant @ 0.01

➤ *Relationship Between the Opportunities Identified and Community Needs*

Table 5 Relationship Between the Opportunities Available in Delivering Services and Community Needs of Indigenous People in relation to Library Services in Roxas, Oriental Mindoro

Opportunities Available	Pearson r	p-value	Interpretation
Culturally responsive library services	0.734** Moderate correlation	0.000	Significant
Community partnerships	0.705**	0.000	Significant

	Moderate correlation		
Promoting inclusion and social equity	0.631** Moderate correlation	0.005	Significant
**Significant @ 0.01			

**V. DISCUSSION**

➤ *Challenges in Accessing Library Services*

Table 1 summarizes the challenges encountered by municipal librarians in delivering services to Indigenous communities in Roxas, Oriental Mindoro. The overall weighted mean of 2.87, interpreted as “Agree,” indicates that respondents generally recognize the presence of these constraints across different aspects of library service delivery. This means that the municipal librarians agree that they encountered challenges in delivering services to indigenous communities in Roxas, Oriental Mindoro in terms of geographical access, cultural relevance, resources and partnership needs.

Among the identified factors, cultural relevance obtained the highest weighted mean of 3.00, placing first. This implies that ensuring services are aligned with the cultural context, traditions, and identities of Indigenous communities remains the most critical concern. This finding supports Chigwada and Ngulube (2024), who emphasized the importance of culturally responsive practices in making library services meaningful and inclusive.

Partnership needs ranked second with a weighted mean of 2.90, highlighting the importance of collaboration with external organizations, schools, and community groups. The International Federation of Library Associations and Institutions (2020) noted that strong partnerships enhance service delivery by expanding resources and improving outreach efforts.

Resource-related concerns placed third with a weighted mean of 2.80, indicating that limitations in materials, facilities, and technological tools moderately affect service provision. This aligns with the findings of Lopez and Cruz (2022), who pointed out that adequate resources are essential in supporting users’ academic and informational needs.

Lastly, geographical access ranked fourth with a weighted mean of 2.78. Although it received the lowest rank, it still reflects a notable concern, particularly in relation to distance and location. This is consistent with UNESCO (2021), which emphasized that physical separation and limited infrastructure continue to affect access to services in remote communities.

Overall, while all factors are acknowledged as challenges, cultural relevance and partnership development emerge as the most pressing areas that require attention to further improve library services for Indigenous communities.

➤ *Opportunities to Improve Library Services*

Table 2 provides an overview of the opportunities available for municipal librarians to enhance service delivery to Indigenous communities in Roxas, Oriental Mindoro. The overall weighted mean of 3.24, interpreted as “Agree,” reflects that the respondents generally recognize these opportunities as present and meaningful. This means that there were opportunities available for municipal librarians to enhance their service delivery to Indigenous communities in Roxas, Oriental Mindoro in terms of culturally responsive library services, community partnerships and promoting inclusion and social equity.

Among the identified areas, culturally responsive library services obtained the highest weighted mean of 3.31 (Strongly Agree), placing first. This highlights the strong emphasis on aligning library programs, resources, and services with the cultural backgrounds, traditions, and needs of Indigenous communities. This finding supports Chavez and Lim (2024), who emphasized that culturally grounded services strengthen engagement and reinforce community identity.

Community partnerships ranked second with a weighted mean of 3.26 (Strongly Agree), indicating the importance of collaboration with stakeholders, organizations, and local groups. This aligns with Thompson and Bell (2022), who noted that cooperative efforts enhance program effectiveness and expand access to resources.

Meanwhile, promoting inclusion and social equity received a weighted mean of 3.16 (Agree), placing third. Although still viewed positively, the slightly lower rating suggests that there is comparatively less emphasis in this area. This observation is consistent with Nguyen (2022), who pointed out that achieving full inclusivity requires continuous development of equitable policies and practices.

Overall, the findings indicate that while all identified opportunities are recognized, greater priority is given to culturally responsive services and partnership-building as key strategies in improving library services for Indigenous communities.

➤ *Community Needs of Indigenous People*

Table 3 outlines the specific community needs of Indigenous people in relation to library services in Roxas, Oriental Mindoro. The overall weighted mean of 3.29, interpreted as “Strongly Agree,” reflects that the respondents strongly affirm these needs as essential and relevant to their daily lives. This means that there were specific community needs of Indigenous people in Roxas, Oriental Mindoro in relation to library services.

The highest-rated indicator, “The respondents indicate that they need better access to computers and the internet” (3.34), underscores the urgency of improving digital access within the community. This finding supports Chen and Davis (2021), who emphasized that investments in technology and infrastructure are crucial in achieving digital equity and enabling underserved populations to access modern library services and online learning opportunities.

This is followed by “The respondents indicate that they need help with reading, research, or schoolwork” (3.31), indicating that educational assistance remains a key expectation from library services. This aligns with Lopez and Ramirez (2023), who highlighted the role of libraries in providing informal learning opportunities and academic support that contribute to lifelong learning.

Meanwhile, “The respondents express that they need books and materials related to their culture” (3.29) reflects the importance of culturally relevant resources in preserving identity and promoting engagement. This is consistent with the findings of Ali and Kaur (2022) and Brown and Green (2022), who noted that culturally inclusive and multilingual materials help sustain Indigenous languages and traditions.

Lastly, “The respondents indicate that they need easier access to library services” (3.25), although ranked lowest, still indicates a strong concern regarding accessibility. This supports Taylor and Brooks (2023), who emphasized that hybrid and flexible service models are necessary to reach communities with limited physical access to libraries.

Furthermore, participatory approaches highlighted by Meyer (2021) and Mhlongo (2020) suggest that involving Indigenous communities in designing library services ensures that these needs are accurately addressed. Similarly, Khan and Wright (2022) stressed the importance of culturally competent service delivery in creating inclusive and respectful library environments.

Overall, the findings reveal that Indigenous communities recognize interconnected needs centered on digital access, educational support, cultural representation, and service accessibility. Addressing these priorities will enable libraries to promote equitable information access, strengthen cultural preservation, and enhance meaningful community engagement.

#### ➤ *Relationship Between the Challenges Faced by the Librarians and the Opportunities Identified*

Table 4 examines the relationship between the challenges encountered by municipal librarians and the opportunities available in delivering services to Indigenous communities in Roxas, Oriental Mindoro. The results show a combination of low to moderate relationships, with several correlations identified as statistically significant.

In terms of geographical access, there is a low but meaningful association with culturally responsive library services ( $r = 0.241$ ,  $p = 0.015$ ) and promoting inclusion and social equity ( $r = 0.208$ ,  $p = 0.037$ ). However, its link with building community partnerships ( $r = 0.156$ ,  $p = 0.119$ ) is not statistically significant. This indicates that location-related constraints have limited influence on certain opportunities. This finding is supported by UNESCO (2021), which noted that while geographic isolation affects access to services, it does not necessarily hinder collaborative or institutional initiatives.

For cultural relevance, all three opportunities—culturally responsive services ( $r = 0.599$ ), building community partnerships ( $r = 0.543$ ), and promoting inclusion and social equity ( $r = 0.570$ )—demonstrate moderate and highly significant relationships ( $p = 0.000$ ). This highlights that strengthening cultural alignment is closely connected with improvements across all opportunity areas. This result supports Chigwada and Ngulube (2024), who emphasized that culturally responsive approaches enhance engagement, partnerships, and inclusive practices in library services.

With regard to resource-related challenges, the relationships are generally low yet statistically significant. Among these, promoting inclusion and social equity ( $r = 0.491$ ) shows the strongest association. This suggests that while limitations in resources do influence opportunities, their overall effect is moderate. This aligns with Lopez and Cruz (2022), who noted that adequate resources contribute to equitable access but are not the sole determinant of service effectiveness.

Meanwhile, partnership needs to exhibit low to moderate significant relationships with the identified opportunities. The strongest connection is observed with promoting inclusion and social equity ( $r = 0.565$ ), followed by building community partnerships ( $r = 0.373$ ) and culturally responsive services ( $r = 0.364$ ). This indicates that enhancing collaboration contributes meaningfully, particularly in advancing inclusive practices. This finding is consistent with Thompson and Bell (2022), who highlighted that partnerships strengthen service delivery and community engagement.

Overall, the findings reveal that cultural relevance stands out as the most influential factor, showing consistent moderate relationships across all opportunity areas. This supports Garcia (2023), who emphasized that culturally grounded services are central to improving access, participation, and inclusivity. Although other challenges—such as geographical conditions, resource limitations, and partnership needs—also demonstrate significant associations, their impact is comparatively weaker. These results emphasize the importance of prioritizing culturally aligned strategies to effectively enhance library service delivery for Indigenous communities.

➤ *Relationship Between the Challenges Faced by the Librarians and Community Needs*

Table 5 explores the relationship between the challenges encountered by municipal librarians and the community needs of Indigenous people in relation to library services in Roxas, Oriental Mindoro. The results indicate that all identified challenges have statistically significant relationships with community needs, as shown by p-values less than 0.01.

Among the variables, cultural relevance exhibits the strongest association ( $r = 0.575$ ), interpreted as a moderate correlation. This highlights that culturally related concerns are closely linked to the needs of Indigenous communities. This finding supports Chigwada and Ngulube (2024), who emphasized that culturally responsive services are essential in ensuring that library programs and resources align with Indigenous knowledge systems and community expectations.

Partnership needs follow with a correlation of  $r = 0.390$ , indicating a low but significant relationship. This suggests that collaboration with stakeholders and Indigenous groups contributes to addressing community needs, although its influence is moderate. This aligns with Thompson and Bell (2022), who noted that partnerships enhance service responsiveness and community engagement.

Similarly, geographical access demonstrates a low yet meaningful relationship ( $r = 0.345$ ), indicating that physical accessibility plays a role in shaping community needs. This is consistent with UNESCO (2021), which highlighted that distance and infrastructure continue to influence access to information services in remote communities.

Lastly, resource-related challenges show the weakest correlation ( $r = 0.276$ ), although still statistically significant. This suggests that limitations in materials, facilities, and technology contribute to community needs but are less influential compared to other factors. This finding supports Lopez and Cruz (2022), who emphasized that while resources are important, they must be complemented by culturally relevant and community-centered approaches.

Overall, the findings reveal that all identified challenges are significantly associated with the needs of Indigenous communities, with cultural relevance emerging as the most influential factor. This supports Garcia (2023), who emphasized that culturally grounded services are key to effectively addressing the needs, participation, and engagement of Indigenous populations. These results underscore the importance of prioritizing culturally responsive strategies to ensure that library services remain relevant and impactful.

➤ *Relationship Between the Opportunities Identified and Community Needs*

Table 13 analyzes the relationship between the opportunities available in delivering library services and the community needs of Indigenous people in Roxas, Oriental

Mindoro. The results indicate that all identified opportunities have statistically significant relationships with community needs, as reflected by p-values less than 0.01.

Among the variables, culturally responsive library services demonstrate the strongest association ( $r = 0.734$ ), indicating a substantial relationship with community needs. This highlights that enhancing culturally grounded programs and resources is closely linked to effectively addressing the priorities of Indigenous communities. This finding supports Chavez and Lim (2024), who emphasized that culturally relevant services strengthen engagement, identity, and access to knowledge among Indigenous populations.

This is followed by community partnerships ( $r = 0.705$ ), which also shows a strong and meaningful relationship. This suggests that collaboration with local stakeholders plays a vital role in responding to community needs. This aligns with Thompson and Bell (2022), who noted that partnerships enhance service delivery by expanding resources and ensuring that programs remain responsive to local contexts.

Meanwhile, promoting inclusion and social equity ( $r = 0.631$ ) also demonstrates a significant relationship, indicating that equitable and inclusive practices contribute substantially to meeting community needs. This supports Nguyen (2022), who highlighted that inclusive library environments improve access, participation, and overall user satisfaction among marginalized groups.

Overall, the findings reveal that all identified opportunities are positively and significantly associated with the needs of Indigenous communities. Among these, culturally responsive library services emerge as the most influential factor, followed closely by community partnerships and inclusion initiatives. These results reinforce the importance of adopting culturally grounded, collaborative, and inclusive strategies to effectively respond to the needs of Indigenous populations in library service delivery.

## VI. CONCLUSIONS

Based on the findings of the study, the following conclusions were drawn:

- The effectiveness of library service delivery to Indigenous communities is influenced not only by physical access and resources but also by how well services reflect the users' cultural context.
- Cultural relevance serves as a central factor that connects challenges, opportunities, and community needs, highlighting that culturally aligned services are essential for improving engagement and utilization.
- The findings indicate that Indigenous communities require not only traditional library resources but also improved access to digital technologies, educational support, culturally relevant materials, and more accessible services

to effectively meet their evolving information and learning needs.

- Opportunities are most effective when they involve culturally responsive practices and collaborative efforts, suggesting that partnerships and inclusivity enhance both service reach and impact.
- Community needs are interconnected with the challenges faced by librarians. Addressing one aspect of service, such as digital access or cultural representation, can positively influence education and community participation.
- Challenges, opportunities, and community needs are interdependent. Addressing one aspect can positively influence the others.
- The relatively weaker influence of geographical and resource-related factors suggests that, while they remain concerns, social and cultural dimensions play a more critical role in shaping effective library services.

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