

PREFACE

Welcome to the **Isabela State University Library**. You have joined an institution whose commitment to high quality library services dates back to 1978. I hope that your time here will be enjoyable and productive.

The Isabela State University library envisions being a model of excellence in service and resources as one of the electronic libraries in the province of Isabela.

The Library's mission is to support and uphold the thrusts of the University – instruction, research, extension, and production. It will direct its resources and activities towards the goals articulated in the University vision-mission.

This Library Operations Manual contains written policies and procedures covering the library's internal administration and operational activities. It is intended to help answer your questions about the library's personnel, policies and practices. Please read through the manual carefully and if you have questions, your University librarian will be happy to answer them.

This manual is prepared specially for the Isabela State University Library and is to be used in conjunction with the Personnel Rules and Civil Service Rules of the Philippines as stipulated in the ISU Administrative Manual where applicable.

The Library is our community's information utility. Like water, gas, electricity, and telephone services, library service is an important contributor to community well-being. The library being an academic entity in a state university is tax-supported service. Ultimately, the patrons are also the public. It helps to think of the services we provide as being pre-paid. By directly or indirectly paying their tuition fees, the clients of ISU have already done everything they need ever to do deserve our attention.

Hope that you enjoy your work at the Isabela State University Library, and we hope that it serves as rich learning experience for you and for the library patrons you serve.

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I. INTRODUCTION

A. RATIONALE

The librarian is the important link between the library and the library constituents. It is through the librarian that many services of the library are delivered efficiently and effectively to the library clientele. The library staff performs several duties which are professional and clerical in nature. In a way, the quality and kind of service the librarian performs is one of the show windows of the library.

The task of the librarian is thus, a challenging one for it involves working with and helping people. He/she is a partner in achieving the institution's objectives of supporting the instructional and research needs of the faculty and students. Yet it is a rewarding experience because of the satisfaction derived from helping and assisting in research for information.

A well equipped and well managed library is one of the most important assets of any educational institution. For the effective utilization of library resources and to ensure that the library makes the fullest contribution to the goals of the college, a Library Operations Manual is essential. This serves as guidelines in the fulfillment of library work for the purpose of developing, reinforcing and refining the skills. It also contains various phases of library work, such as the selection of library materials, cataloging and classification and library services.

The Library Operations Manual was prepared for the main purpose of providing each staff of the Isabela State University Library an understanding of his/her duties, responsibilities and privileges. It is also hoped that it will be useful as a tool in helping each staff understand his/her work and in extending quality service to all clientele.

It is also a helpful guide to the library staff for successful management and operations of the library.

B. VISION-MISSION AND CORE VALUES OF THE UNIVERSITY

Vision:

The Isabela State University, a globally recognized institution of higher learning for people empowerment and sustainable development embodying excellence, effectiveness, accountability and integrity.

Mission:

The University is committed to train and develop students to become professionally competent graduates who are equipped with sound moral principles; and to serve the community through research, extension and resource generation by way of inspired leadership and responsive manpower.

CORE VALUES:

EXCELLENCE:

ISU commits itself to dispensing its functions with productivity and exemplifying its values with distinction and brilliance. Every work manifests a distinct quality and every individual persistently strives to meritoriously improve his/her performance and value system every single time.

EFFECTIVENESS:

ISU desires a far-reaching and long-lasting useful impact on every individual, every institution and on various other entities both the local and international scenes that can be translated into holistic growth of people, of the country and of the world.

ACCOUNTABILITY:

ISU commits to being answerable to everyone, to every appropriate authority and to the laws of the land and God in everything that it does. It submits itself to the highest principles of responsibility, responsiveness and the moral uprightness.

INTEGRITY:

ISU adheres to high moral soundness internally and externally. It dispenses and upholds honesty in thoughts, in words and in deeds and conducts transactions with transparency and accountability. It submits itself to the highest level of professional standards and individual and corporate wholeness. The Lord God is its icon of integrity.

C. GOALS AND OBJECTIVES OF THE LIBRARY

The goals of the library are:

- To provide organized collections of print and non–print resources which will meet institutional and instructional requirements as well as the individual needs of students not only in compliance with the minimum standards, but even beyond;
- To create an environment in which resources are made readily accessible, more convenience and user friendly through the provision of appropriate facilities, furnishings, equipment, Audio-Visual Room, Internet, Electronic collections furniture, fixtures, supplies, and particularly the provision of adequate staff; and
- To facilitate learning and community services by providing services, resources and facilities which encourage and stimulate individualized instruction, independent study and effective use of resources by students, faculty and the community.

General Objective:

The library aims to assist the administration in the provision of quality education through of all its programs.

Specific Objectives:

1. To continuously acquire books and other materials that will support and meet the needs, abilities and interests of students.
2. To develop in students proper study habits and resourcefulness in the use of books and libraries and encourage the habit of personal investigation.
3. To furnish the library with updated journals and basic reference materials needed.
4. To satisfy the needs and demands of the users by implementing certain library standards in the area of library service.

D. BRIEF HISTORY OF THE LIBRARY

The Isabela State University Library was founded simultaneously with the merging of the former Isabela State College of Agriculture with the Cagayan Valley Institute of Technology on June 10, 1978 and transferring the college level courses of Isabela School of Arts and Trades, Jones Rural School, Roxas Memorial Agricultural and Industrial School and San Mateo Vocational and Industrial School to be known as the Isabela State University on January, 2002.

At present, the Isabela State University has ten (10) campuses, each with its own campus library, and some with college libraries. These libraries are maintained primarily to serve the academic needs of students and faculty.

D.1. Location of Libraries**D.1.1. Main Library – ISU Echague Campus, Echague, Isabela**

The Main Library and Its Special Sections. It consists of:

Main Reading Room - This area is intended for reading and study. It is also provided with current issues of newspapers.

Reserved Books Section – Books designated by members of the faculty as required and collateral readings for their subject courses are placed in this section.

Filipiniana/Theses Section - This section includes doctoral dissertations, masteral and undergraduate theses, books on the Philippines and written by Filipinos. These materials are loaned at the charging desk in that particular section. Theses are for room use only. Filipiniana books are loaned for overnight subject to renewal if no prior requests have been made for them.

General Collection – This section, comprising the bulk of the library collection, includes books of universal or general treatment in all fields such as philosophy, religion, social sciences, languages, pure sciences, applied sciences, fine arts, literature, geography, biography and history. Unless they have been designated as Reserved Books, these books are loaned at the charging desk for overnight, subject to renewal if not in demand.

Reference Section – This section contains general and specialized reference books such as encyclopedias, dictionaries, atlases, gazetteers, guidebooks, yearbooks and almanacs, biographical sources, handbooks and manuals, directories, bibliographies and catalogs. While these books are on open access, they should be loaned at charging desk. Reference books are for room use only.

Periodicals Section – This section contains of local and foreign journals, magazines and newspapers. Current issues are displayed alphabetically by title on magazine racks.

A vertical file (a collection of clippings, pamphlets and other ephemera) is also found in this section. This is arranged alphabetically by subject in folders in the vertical cabinet.

Technical Service Section – This section is a place where books are catalogued and classified and where books are accessioned and mechanically prepared.

University Librarians' Office – This office is found before the Technical Service Section.

Internet Room – This room is found adjacent to the depository counter. An internet room is provided for a faster access to information. Twenty (20) computer units and one (1) printer are provided. A computerized catalog or an On-line Public Access Catalog (OPAC) is also provided for searching books available in the main library.

Audio-Visual Room - This room is a place where equipment for film viewing like LCD, Television, and Laptop, Component, DVD player

and CDs are housed. This room is also provided with more than 50 seats for student's film viewing and this room is also utilized for seminars, etc.

Depository Counter – This counter is a place where students baggage be deposited before they can enter into any sections of the main library.

**D.1.2. ISU Roxas Campus – New Site Library at Rang-ayan, Isabela;
Old Site Library at Matusalem, Roxas, Isabela**

D.1.3. ISU San Mateo Campus, San Mateo, Isabela

D.1.4. ISU Ilagan Campus, Ilagan, Isabela

D.1.5. ISU Cabagan Campus, Cabagan, Isabela

D.1.6. ISU Cauayan, Campus, Cauayan, Isabela

D.1.7. ISU Jones Campus, Jones, Isabela

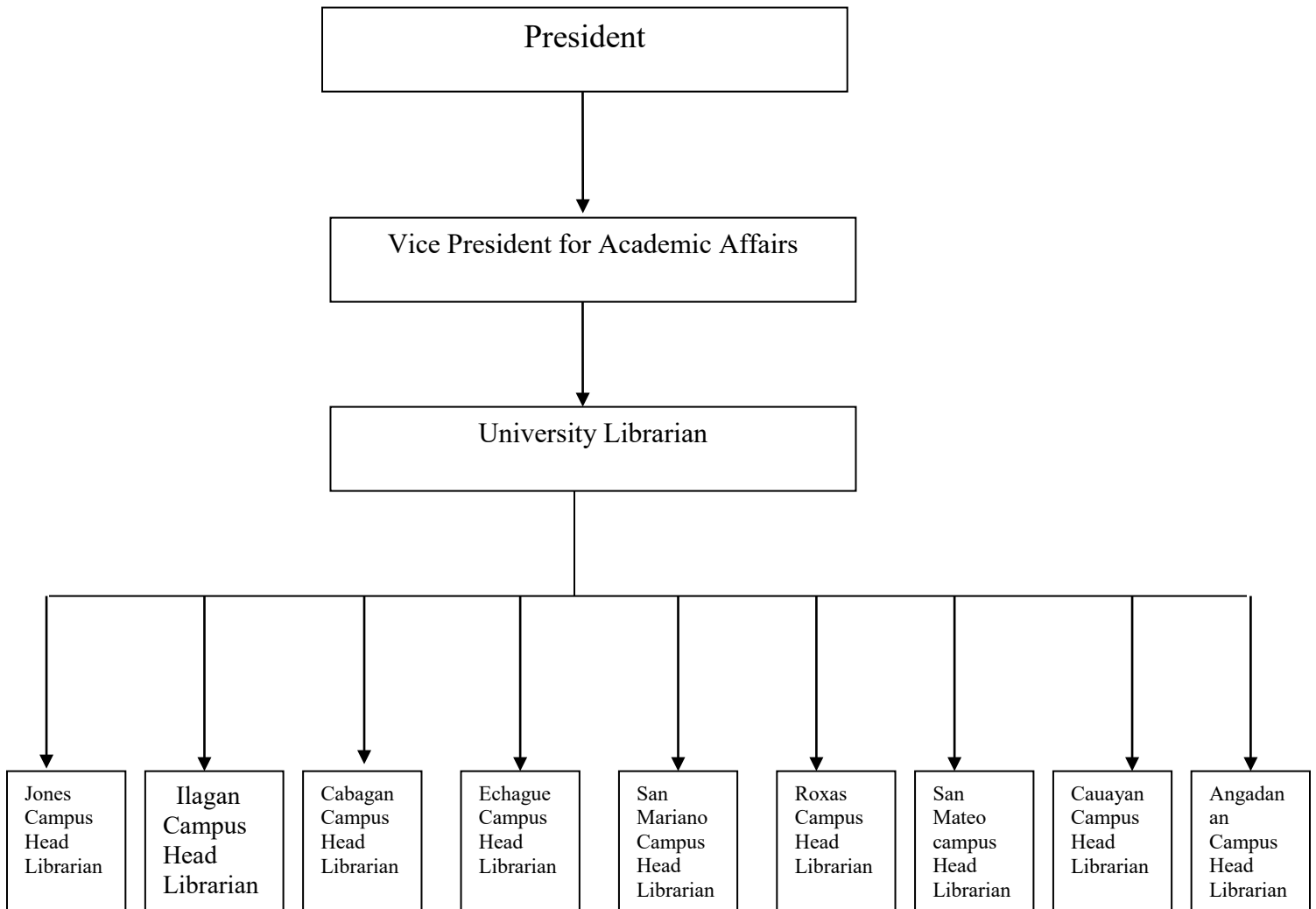
D.1.8. ISU Angadanan Campus, Angadanan, Isabela

D.1.9. ISU San Mariano Campus, San Mariano, Isabela

D.1.10 ISU Palanan Campus, Palanan, Isabela

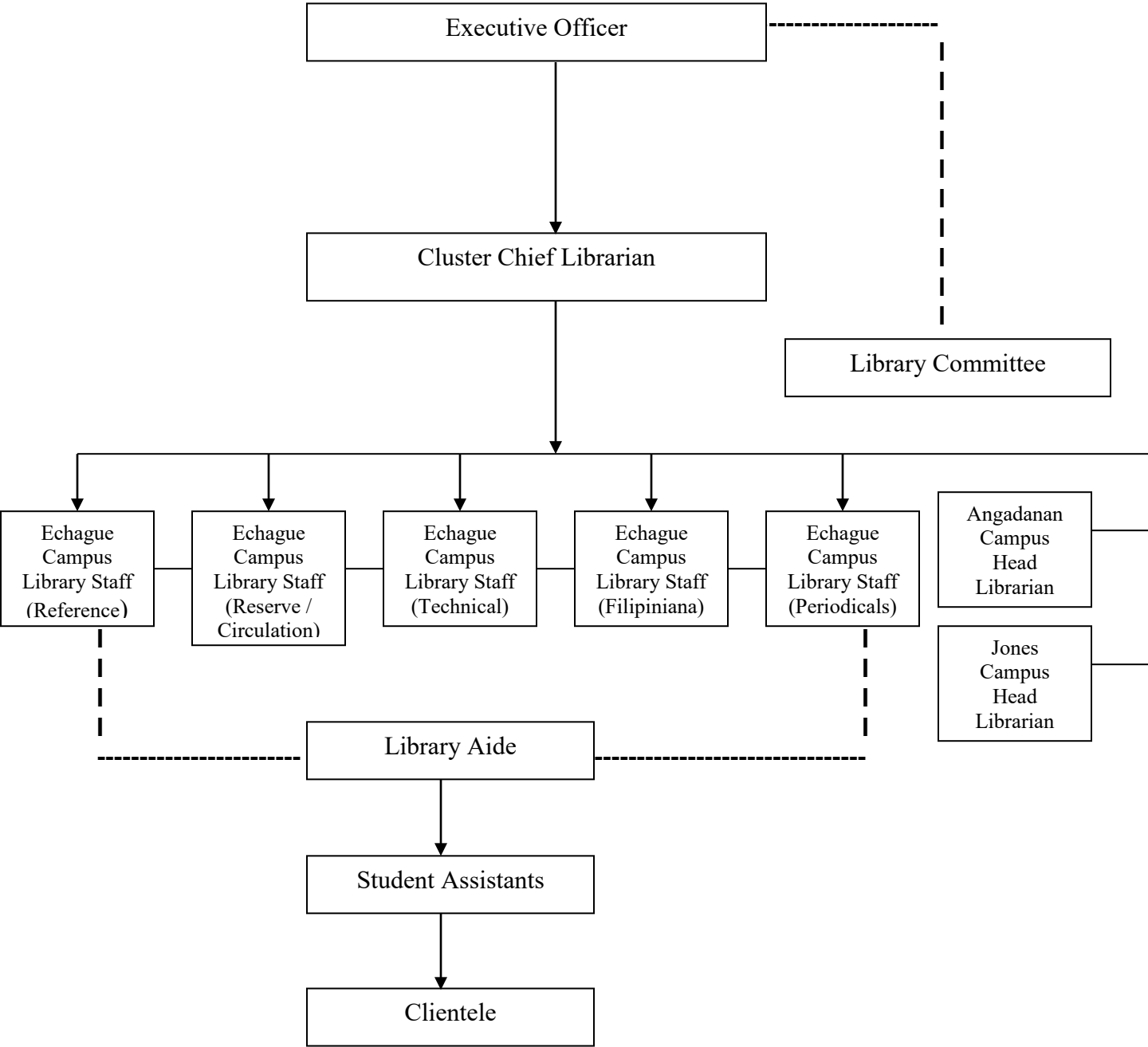
E. ORGANIZATIONAL CHART

UNIVERSITY ORGANIZATIONAL STRUCTURE



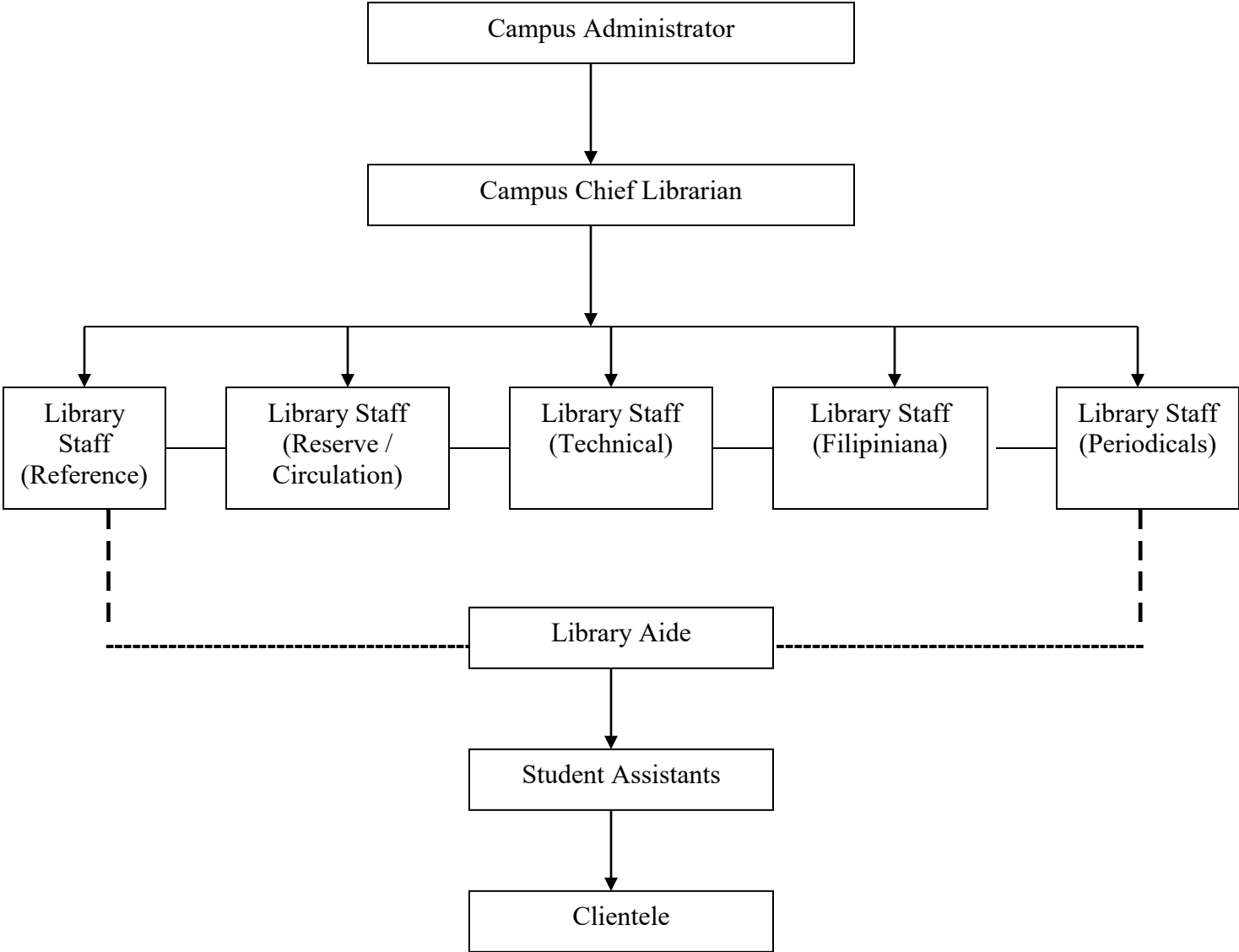
** Proposed Organizational Structure*

CLUSTER ORGANIZATIONAL STRUCTURE



** Proposed Organizational Structure*

CAMPUS ORGANIZATIONAL STRUCTURE



** Proposed Organizational Structure*

F. LIBRARY COMMITTEE

The Library Committee is chaired by the Executive Officer and co-chaired by the Cluster Chief Librarian. The members are the College Deans, Chairman of Administrative and Finance Services, Chairs of different departments, Campus Administrators of component campuses, Head Librarians of component campuses and the Supreme Student Council President.

The Library Committee assists the University Librarian and Campus Librarians in establishing broad and general policies. The group functions in an advisory capacity with administrative duties of powers and also acts as a liaison between the library and other administrative officials.

Meetings may be called at the request of the librarians to solve current problems affecting the library.

Functions:

1. To encourage faculty and students to participate or get involved in any library activities;
2. To recommend regularly relevant books and other learning resources/materials for the library;
3. To teach or encourage students or staff to use the library and to develop their information skills;
4. To assist on the delivery of the curriculum through provision of information, knowledge and resources to support student learning;
5. To provide information and materials to assist the librarians to make decisions; and
6. To assist teachers in project making, curriculum enrichment and professional improvement.

G. STAFF ROSTER

(See Appendix A for details of the Profile of the Library Staff)

List of Librarians per Campus

Angadanan Campus

Myrna M. Dela Cruz

Cauayan Campus

Marilyn G. Subido

Ilagan Campus

Matea P. Cid

Jones Campus

Betsie M. Dela Cruz

San Mariano Campus

Vickylyn Guieb

Cabagan Campus

Grace P. Vinasoy

Joan T. Balajadia

Echaque Campus

Ruby A. Lumaban

Aileen J. Lagmay

Merelisa R. Concordia

Hyacinth A. Villanueva

Monica Dionisio

Roxas Campus

Evelyn D. Mendoza

Rosita P. Milandres

San Mateo Campus

Kathleene G. Molina

II. LIBRARY ADMINISTRATION

A. LIBRARY RULES AND REGULATIONS

A.1. Library Hours

Main Campus:

Monday to Saturday 7:00 am – 5:00 pm (No noon break)

Other Campuses:

San Mateo Campus:

Monday to Friday 8:00 am – 5:00pm (No noon break)

Cabagan Campus:

Monday to Saturday 7:00 am – 5:00 pm (No noon break)

Jones Campus:

Monday to Friday 7:30 am – 5:30 pm (No noon break)

Roxas Campus:

Monday to Friday 7:00 am – 5:00 pm (No noon break)

Angadanan Campus:

Monday to Friday 8:00 am – 5:00 pm (No noon break)

San Mariano Campus:

Monday to Friday 8:00 am – 5:00 pm (No noon break)

Cauayan Campus:

Monday to Friday 7:30 am – 5:30 pm (No noon break)

Saturday 7:00 am – 5:00 pm (No noon break)

Ilagan Campus:

Monday to Thursday 7:00 am – 6:00 pm (No noon break)

Friday 8:00 am – 5:00 pm (No noon break)

A.2. Admission to the Library

1. All bonafide students of the institution who registered for library privileges and who secured student School Identification Card and Borrower's card.
2. Officials, faculty members and employees of the institution.
3. Alumni, members of the community and members of other educational institutions and other private individuals granted permission by the librarian.

A.3. Requirements for Library Use

A.3.1. The School Identification Card.

- a. A student needs valid School Identification Card to be presented or pinned upon entering the library.
- b. School ID are non-transferable. Any student borrowing or lending his/her ID will be deprived of library privileges.
- c. Tampered School ID cards will be confiscated and the owner will be deprived of library privileges.
- d. Outside researchers are allowed to use the library if they have IDs and referral letter from the librarian of the institution where they come from.

A.3.2 Borrower's Card

- a. A student will be issued a Borrower's Card upon enrolment. The card must be used every time a student borrows library materials from the library.
- b. The Borrower's Card is non-transferable. Borrowing or lending the Borrower's Card would result to loss of library privileges.

A.4. Discipline in the Library

Courtesy demands the strict observation of the following within the library premises:

1. Since the library is primarily a place for study and read, noise must be minimized. Moving aimlessly around the library should be avoided.

2. A student who borrows book/periodicals must assume full responsibility for the proper care of borrowed library materials. A book/periodicals must not be marked, defaced or mutilated. Cases of dishonesty, defacement and damaging library materials are covered by the ISU Student Handbook which provides disciplinary action.
3. Any student who borrows book/periodicals should examine the materials for any missing or torn pages, and report the matter immediately to the librarian or student assistants before leaving the counter. Failure to do so shall be considered an offense by the student and may be dealt accordingly.
4. Any student with unsettled library accounts will be deprived of his/her privileges until such obligation will have been settled.
5. Loud conversations are strictly prohibited. Chatting, shouting and other actuations that may disturb other clientele are not allowed.
6. Cell phones must be put off or must be in silent mode.
7. Avoid taking library materials without having it charged to you by the librarian or any library staff. Persons who take out library materials without permission will be dealt accordingly.
8. Help keep the library neat and orderly by returning chairs in their proper places. Cleanliness of the reading area should be always observed.
9. Use the book properly. Do not moisten your finger to turn the pages nor make use the book as a purse.
10. Smoking and eating inside the library are absolutely prohibited.
11. Sleeping or taking a nap in the library is strictly prohibited.
12. Persons using the library must comply with the rules and regulations of the library.
13. Public Display of Affection (DPA) or any form of intimacy manifested between library users are discouraged inside the library premises.
14. The use of laptop is allowed only when it is fully charged. Charging of laptop is strictly prohibited

A.5. Library Use

1. Entry to the Library

- a. Library users are required to sign/register on the designated logbook upon entering the library.
- b. They may bring only their pens, writing and reading materials including valuables (wallet, calculator, cellphones, etc.). The library is not liable for any loss of personal valuables.

- When leaving the library, one must:
 - a. Return the chair properly under the table.
 - b. Return the books/periodicals to their proper places.

2. Borrowing Books

- a. Consult the card catalog. Fill out the call slip, copying carefully all the required information about the book (author, title, etc.).
- b. Leave your Borrower's Card at the charging desk and proceed to the shelves to get the book needed.
- c. Fill-up the book card and leave it at the charging area.

3. Home Use Books/Overnight Books

- a. Lending out of books for home/overnight use starts one (1) week after the first day of the regular classes during the semester and summer.
- b. Books for home/overnight use are issued at 3:00 pm or two hours before closing time and to be returned the following morning from 7:00 to 9:00 am.
- c. One (1) book is allowed for home use and one (1) book for overnight use.
- d. Faculty members and staff are allowed to borrow a maximum of three (3) books for one (1) week only.

4. Books and Other Materials not for Home Use

- a. Library materials not for home/overnight use are general references (like encyclopedia, dictionary), Unpublished materials (like undergraduate theses, masteral theses and dissertations), periodicals and other non-book materials. They are for library use only.

5. Photocopying

- a. Students are allowed to photocopy library materials for thirty (30) minutes except encyclopedia, dictionary and unpublished materials.

A.6. Examination Week Limitations

1. Students will not be allowed to borrow books for home/overnight use one (1) week before the final examination during the regular semester.
2. No special permission will be honored after the last day of lending out books.

A.7. Overdue Book

A book is considered overdue when it is returned by the borrower after the set time or after the due date (before 9:00 a.m). Hence, an overdue fine is incurred by the borrower.

A.8. Overdue Fines

1. Borrowed books must be returned promptly before 9:00 am of the following day.
2. A delay in returning a book at appointed time may adversely affect another reader. Students, faculty and staff who fail to return the borrowed book on time shall pay five (P5.00) pesos per hour or forty (P40.00) pesos for each full day.
3. A student's, faculty and staff library privileges are forfeited and clearance will not be issued until the overdue accounts are paid.

A.9. Loss of Books and other Materials

1. Any lost/damaged library materials must be reported immediately to the Librarian.
2. A lost or damaged library material must be paid according to its current value, accrued fines, and a processing fee of fifty (P50.00) pesos.
3. A clean or new copy of the same title, author/s, and edition of the lost or damaged book may be accepted in lieu of the replacement cost.
4. If the lost/damaged book or periodical is out of print, the cost of xerographic copy shall be charged plus the binding and processing fee.
5. The lost/damaged library material must be paid/replaced within thirty (30) days.

A.10. Outside Researchers

Walk-in researchers must present ID and referral letters from their librarians/agency head.

A minimal service fee of P 20.00/head shall be charged.

* Research fee must be paid at the Cashier's Office and the Official Receipt (O.R.) must be presented to the librarian.

B. THE LIBRARY STAFF

B.1. Organizational Relationships

Report immediately to the Vice President for Academic Related Affairs in the case of the University Librarian, to the Campus ARA Director in cluster level, and to the Campus Administrator in the case of component campus.

B.2. Appointment

Appointed by the University President

B.3. Positions And Qualifications

College Librarian V

- Masteral Degree in Library Science or Information Science
- four (4) years in position/s involving management and supervision
- Licensed Librarian

College Librarian IV

- Bachelor's Degree in Library Science or Information Science/
Bachelor of Science in Education/Arts major in Library Science
- Three (3) years of relevant experience
- Licensed Librarian

College Librarian III

- Bachelor's Degree in Library Science or Information Science/
Bachelor of Science in Education/Arts major in Library Science
- Two (2) years of relevant experience
- Licensed Librarian

College Librarian II

- Bachelor's Degree in Library Science or Information Science/
Bachelor of Science in Education/Arts major in Library Science
- One (1) year of relevant experience
- Licensed Librarian

College Librarian I

- Bachelor's Degree in Library Science or Information Science/
Bachelor of Science in Education/Arts major in Library Science
- Licensed Librarian

Note: Adopted from the Civil Service Qualification Standards

B.4 Duties and Responsibilities

A. UNIVERSITY LIBRARIAN

1. Plans development programs for the library and provides direction, control and supervision over the activities of the library;
2. Plans and recommends policies for improvement in the library to be able to support the academic programs of the different campuses, formulates and administers general library policies, rules & regulation;
3. Coordinates the work of the office with the different units and departments affected by her operations;
4. Selects, evaluates and purchases library materials needed for the library and in support of the curricular offerings of the school;
5. Acts as the Liaison between administration, academic faculty and students;
6. Supervises the activities and evaluates services of the library staff and campus librarians;
7. Recommends in the recruitment, selection, and promotion of the library staff and student assistants;
8. Supervises implementation of the Library Development Plan, Annual Action Plan, Annual Procurement Program for the library; and prepares collection analysis of all library materials and determines what are to be weeded out; and
9. Does other related works.

B. ACQUISITION/CATALOGER LIBRARIAN

1. Receives books and check all arrivals against the invoice;
2. Opens and collates newly purchased books;
3. Accessions, classifies and catalogues books and other materials acquired by the library;
4. Types and files catalog cards and p-slips;
5. Helps in the evaluation and selection of library materials;
6. Assists in the planning and development of the library collection;
7. Maintains and updates the card catalog, shelf list and other files; and
8. Performs other functions as the need arises.

C. SERIALS LIBRARIAN

1. Takes charge of the function related to acquisition, organization and servicing of serials;
2. Indexes, serials, prepares clippings, picture files and pamphlets boxes;
3. Keeps records pertinent to the acquisition organization of serials;
4. Updates the vertical files;
5. Catalogs and accessions bound periodicals and maintains the serial card record and index to periodicals;
6. Files newspapers and magazines for future reference;

7. Prepares reports every end of the semester on the use of the periodicals, services and needs of the periodicals section;
8. Assists library users in finding relevant materials needed in the research; and
9. Performs other functions as the need arises.

D. REFERENCE/CIRCULATION LIBRARIAN

1. Helps in the evaluation and selection of reference materials;
2. Answers reference queries raised by the library users;
3. Disseminates information through current awareness service;
4. Prepares bibliographical tools and other lists as aids to the research;
5. Assists clients in searching needed materials for research;
6. Gives formal instruction in the use of the library during the orientation for freshman students;
7. Supplements individual and class instruction by preparing lists, bibliographic and guides to collections, types of material or ways of locating it;
8. In – charge of the collection of unpublished materials such as the undergraduate theses, seminar papers, masteral theses/dissertation, and others;
9. Issues Internet and Borrower's cards;
10. Does other related works.

E. NON – PROFESSIONAL STAFF/STUDENT AIDES

1. Assists in the reader's services, circulates books to teachers, students and other clientele;
2. Collates books on circulation to check for torn/missing pages;
3. Assists in the shelf – reading of books and other materials.
4. Performs mechanical preparation of books as in providing books with book pockets, book cards, date due slips, cover and stamps books with mark of ownership;
5. Assists in the inventory of books and other materials;
6. Repairs books and other materials which are still useful for circulation;
7. Checks ID's of all library users upon entry;
8. Keeps records of the statistics of users;
9. Imposes registration of all library users upon entry; and
10. Does library housekeeping.

C. STUDENT ASSISTANTS

C.1. Organizational Relationships

Reports to the College Librarian

C.2. Appointment

Appointed by the Campus Executive Officer

C.3. Qualifications

Applicants for student assistantships should:

1. carry not more than 18 units of academic subjects including specialization or professional courses because no takers due to the delay of graduation if we reduce it into 15 units;
2. belong to the upper class year level – sophomore, junior, senior;
3. have no failing grades in the preceding semester and with a General Weighted Average (GWA) of 2.75;
4. not be enrolled in On-the-Job-Training (OJT), field practice or internship;
5. possess good moral character and have no record of disciplinary case filed against her/him; and
6. show ethics in manner of dressing, talking and in dealing with people.

C.4. Duties and Responsibilities

1. Stamps books and other library materials with mark of ownership;
2. Collates books on circulation to check for torn/missing pages;
3. Assists in the reader's services, circulates books to teachers, students and other clientele;
4. Assists in the shelf-reading of books and other materials;
5. Performs mechanical preparation of books such as providing books with book pockets, book cards, date due slips and covering books;
6. Assists in the inventory of books and other materials;
7. Repairs books and other materials which are still useful for circulation;
8. Checks ID's of all library users upon entry;
9. Imposes registration of the library users in the log book; and
10. Does library housekeeping.

C.5. Rate of Pay

Student assistants receive twenty five pesos (P25.00) per hour. No budget for scholarship.

D. STAFF MEETINGS

It shall be the policy of ISU Library to hold regular, scheduled staff meetings. The purposes of staff meetings shall be to:

- Share any information, news, projects and ideas affecting the library and its staff;
- Improve the flow of communication within the library, and with the larger college community; and
- Assist in the process of shared decision-making within the library.

The library will hold full staff meeting once in a semester. Meetings shall be chaired by the University Librarian. Urgent meetings will also be held if deemed necessary.

Separate meetings will be held as needed for sub-groups of Library Staff.

Minutes or notes will be taken for all staff and librarians' meetings, including meetings of sub-groups, and distributed within one week to all staff. Minutes and notes should reflect all decisions made at the meeting, except for discussion of confidential personnel issues.

Any meeting of library staff will be open to all library staff, except for discussion of confidential personnel issues.

E. LIBRARY GOVERNANCE

E.1. Decision-making

It shall be the decision-making style of the library staff to use shared or consensus decision-making whenever possible. Shared decision-making in the library will be construed to mean that anyone affected by a decision will be consulted before the decision is made. Consensus will be construed to mean that all present for the decision will be able to accept the decision made, and will agree to support it. The University Librarian's/Director's role in shared decision-making shall be as initiator of discussions and issues, leader of debate, and as a peer in consensus taking or decision-making. If consensus cannot be achieved, it will be the University Librarian's/Director's responsibility to make or delegate the decision.

E.2. Operating Principles

- Anyone may raise any issue.
- In most cases, there will be more than one viable option; choices will be made based on which seems most appropriate to mission,

purpose, goals, policies, long-term strategies and resources of the Campus and the library at the same time.

- Decision-making will be conducted in a manner consistent with our library unifying principles, Code of Ethics, and library goals and objectives, and the ISU Administrative Manual.
- Decisions may be revised if there is new information.
- Decisions made using the appropriate process will be supported.
- Reasons for decisions will be provided.
- Appropriate assignment of responsibility, timeliness for completion, and process of evaluation will accompany decisions.
- Each staff member will be provided opportunities to acquire and enhance the skills necessary for effective decision-making.

E.3. Work Policies

1. The library will staff all positions in the library with fully qualified people.
2. Library staff will be encouraged to participate in professional development activities. Library travel funds will be distributed as equally as possible. Whenever possible, it will be the policy of the library to send at least one staff member to at least one national or regional conference per year.

E.4. Work Expectations

1. It will be the policy of the library staff to adopt a “customer first” attitude. For this reason, we will endeavor to make our patrons welcome, and to serve them promptly, efficiently, and with the highest quality.
2. It will be the policy of the library to strive to keep the confidential nature of inter staff conflict/s between only those persons affected. Library conflict which occurs among staff or between staff will be addressed as openly and directly as possible. It will be the pledge of the staff to strive to address concerns about staff member’s performance, attitude, or behavior first to the person concerned, and then to the supervisor.
3. It will be the policy of the library to provide an orientation program for every new staff member. This orientation will consist of a tour of the library and campus, introduction to library personnel, and the assignment of a mentor from the individual’s unit who will act as adviser for a three month period.
4. It will be the policy of the library to provide a personal working space for every regular staff member. This space will be the private space of the staff member. College equipment provided for the space will be designated for the staff member.

However, such equipment and space may be used by other staff members when the need arises. In such a case, arrangements will be made with the staff member ahead of time.

5. Each staff member may join the ISU Non-Academic Staff Association (NASA).

E.5. Customer Service

Good customer service is not difficult in its basics. If you treat library patrons the way you yourself would want to be treated you will be on the right track. Here are a few simple guidelines that will help ensure good customer service.

- You should be approachable. You should smile, make eye contact, and give a friendly verbal greeting to library patrons.
- You should give each library patron your full attention. You should maintain eye contact and whenever possible accompany patrons to the shelves or other library tools to be utilized.
- You should carefully interview patrons to determine what information is required or what the difficulty is. You should ask open, probing questions, should paraphrase the patron's requests and should clarify your understanding of the request or problem before beginning a search or offering a solution.
- You should follow-up whenever possible to be certain that the information provided or the solution offered meets the patron's needs. Questions such as "Does this answer your question?" should be asked.

Perhaps the biggest enemy of good customer service is routine.

When we assume that this patron is just like the last patron, we are likely to get into trouble. When we answer the same question for the fourth or fifth time in a day and let our boredom or frustration show, we are likely to get into trouble. When we assume that the patron in front of us is not very important or interesting, we are likely to get into trouble. It is essential that each library patron be treated as a unique individual with questions or needs that we know are important to them.

Providing good customer service to "really nice people" is the easy part of our jobs. If that was all that we had to do, we could probably find people who would pay us to work at the library. The real test of good customer service is how we deal with angry or difficult patrons. The following guidelines should help:

- Remain calm. Do not give the appearance of being combative but do not appear fearful either.

- Listen attentively and elicit as much information as you can about the complaint. Acknowledge the thoughts and feelings of the complainant appropriately. Nodding often helps. Not only does this communicate attentiveness to the patron, but also it may help you relax.
- Be aware of how you are speaking. Speak slowly and clearly and if you are using a loud tone, lower your voice.
- Be aware, also, that other library patrons are listening. People who are not involved will judge what you say to the angry patron. A demeanor of calm and reason keeps other listeners on the library's side, and conveys information about library policies.
- When you understand what the problem is, take some action. If the patron's complaint is legitimate, do something immediately to remedy the situation. If there is nothing that can be done immediately, promise to pass on the patron's complaint and then do so. Be certain that the patron understands what you are going to do next and what if anything we expect of the patron.
- If you can't achieve a satisfactory solution to the problem, pass the patron on to your supervisor or to the Administrative Services Manager or the University Librarian/Library Director.

Paying close attention to customer service skills is good for everyone. More often than not library patrons will be pleased. That is the whole point of having a publicly supported library in the first place. Ultimately, pleased patrons translate into more public support and better funding, which is good for the Library and for the people we serve. When patrons leave happy, you'll usually feel good as well. It is a virtuous cycle, and it begins with a greeting and a smile.

F. LIBRARY ENVIRONMENT

F.1. Facilities

F.1.a. Furniture

Working within the scope of current budgetary guidelines, the library will provide tables or carrels and chairs for individual and group study.

F.1.b. Lighting

Staff will monitor lighting levels in the library and make recommendations to the Campus Facilities Department as needed.

F.1.c. Sound

Recognizing the importance of quiet in an academic setting, the library staff will:

- Be mindful of noise levels in staff work area.
- Monitor and advise noisy patrons on the importance of silence inside the library.

- Be authorized to ask disruptive patrons (those who have received one warning) to leave the library.
- Require that cellphones be turned off or put in a silent mode while inside the library.

F.1.d. Food/Beverages

Food and beverages are not allowed in public areas of the library. Staff members wishing to eat or drink within the library may do so in private offices or in non-public areas.

III. LIBRARY RESOURCES AND SERVICES

A. READERS SERVICES

A.1. Library Instruction

Library instruction is one of the services given to the library clients who aim to familiarize themselves to the library's collections, services and proper procedures involved in using the materials.

During the early part of the first semester, the library, in cooperation with the Guidance Office conducts orientation program to freshman and transferee students.

Any individual who wishes to be oriented more is given one provided the librarian is free to do so. Library instruction is one of the lessons given by English teachers to first year students. Sometimes the instructor invites the librarian as a resource speaker to give an in-depth lecture on reference books and libraries.

Library instruction at ISU provides library orientation and instruction to enable users of the library to effectively utilize its resources and services. It is accomplished by the appropriate librarians in the following ways:

1. Library orientation every start of the academic year.
2. Library presentation to groups who wish to schedule visits to the library.
3. A part of the introduction in English classes is a lesson on the use of the library and reference sources designed to give student's basic understanding of library skills, resources, research methods, and bibliographic form. Other courses may be developed as appropriate.
4. Printed instructional materials, such as guides and handouts to aid users in accessing library resources and services.
5. Evaluation and continuous revision of the library instruction program may be considered as library resources and services change, and as ISU programs and users change.

A.2. Reference Service

A.2.1. The goals of the reference service are to:

1. Assist students, staff and public patrons in accomplishing their goals and objectives by providing comprehensive reference service. We will:
 - Answer information requests accurately and promptly.
 - Utilize outside resources as appropriate.
 - Staff the reference desk with a professional librarian during the major hours of operation, or at other times upon request, depending upon funding.
2. Maintain a high level of communication between the library and other departments. We will:
 - keep faculty and staff informed of current library developments.
 - Encourage student's use of library resources.
 - Provide specialized reference services to faculty.
3. Assist students and staff in becoming competent in their use of the library. We will:
 - provide class presentations.
 - Assist with class library assignments.
 - Provide bibliographic instruction on new library technologies and reference resources.
4. Provide and maintain an accurate, relevant, and timely reference collection that fulfills the needs of the ISU.
5. Provide a conducive learning environment.
6. Provide easy access to the reference staff.
7. Maintain a professional, highly trained reference staff.
8. Provide the most current library reference technologies.

A.2.2. Policy

Reference books are for library use only.

A.2.2.a. Reference queries

There are two types of reference queries:

1. The ready reference/directional queries

The questions may be just a request for a direction of the location of a certain material and which involved a very limited search of the collection or even none at all.

2. Search questions

These questions need an exhaustive search of all resources to be able to present a satisfactory answer.

A.2.2.b. Search Strategies

The following steps are taken by the Reference librarian in locating answers to the queries:

1. Establish and negotiate the query with the client. Select the types of answer providing tools.
2. Within the answer providing tools, select several titles to search from.
3. Conduct the search to select the answer, and then submit this to the client.
4. See if the answer is satisfactory for him, if not, renegotiate the query.

A.2.2.c. Information Resources

The use of different types of information resources shall be subjected to the following conditions:

1. **General Reference Books**
General reference books and materials (encyclopedias, dictionaries, atlases, etc.) shall be for room use only. General reference books, globes, maps, etc. may be issued for classroom use upon request of a faculty member but the materials should be returned within the day.
2. **Theses, Dissertations, Periodicals, Vertical File Materials, Pictures and Maps**
These materials should be used within the library only.

A.3. Circulation Service

The circulation section takes charge of loaning out materials on the open shelves.

Purpose:

The purpose of circulation service is to make available the library materials to the clientele. This section is responsible for the arrangement of the books on the shelves according to the classification system utilized by the library, they return to shelves after use and facilitate smooth running system of borrowing and returning of books.

Steps in Borrowing

a. Location

One of the first steps in locating a book is by knowing its “call number” which can be obtained from the card catalog. Three approaches can be used in searching for a book, through the name of the author, the title of the book, and subject with which it tackles. The call number corresponds to the number on the spine of the book.

b. Open shelves

Usually the books can be located on the open shelves and are arranged according to the Dewey Decimal Classification System which means that the books on the same subject are grouped together. The assistance of the librarian can be asked if the book cannot be located for some reasons: it may be out on a loan, waiting repair or rebinding.

c. Borrowing

When a book is selected, the book card is then filled up together with the borrower’s card and should be surrendered to the librarian in the charging desk.

d. Returning

After using the book, it should be returned to the charging desk for clearing purposes.

e. Renewal

A book borrowed for an overnight use may be renewed provided the book is not in demand.

f. Recall

The library has the right to recall all borrowed materials when there is an urgent need.

A.4. Internet Service

ISU library provides access to internet as part of its reference services. This policy is intended to provide the fairest and broadest access to these services for our clients consistent with efficient use of the resources.

1. ISU library undertakes to make Internet searching freely and equally available to all ISU students, staff, and even to public patrons if there are any.
2. ISU library may, at the discretion of the librarian, perform Internet searching for outside organizations, businesses, and individuals. These clients must be a resident or based in the ISU service area. ISU library reserves the right to regulate the volume of such searches and to charge a reasonable fee to recover costs.
3. ISU library reserves the right to regulate Internet searching to ensure efficient and economical use of the resource, consistent with the best possible service to students, staff and public patrons.

Library Internet stations are designated as a resource for study-related research and these activities have first priority. Library Internet stations may be used by students, staff and community users at P20.00/hour.

E-mail and other activities which involve extensive keyboarding is permitted. Although not an inclusive list, the following are not allowed at any of the library computers.

1. Food or liquids anywhere near the stations.
2. Display or download of obscene, pornographic, or harassing images.
3. Disruption or interference with the campus network, services or equipment.
4. Creation, transmission, or receipt of material in violation of national or state laws or regulations such as those governing copyright illegal drugs, or child pornography.
5. Any other violations of the Campus Computer Use Guidelines or the Student Code of Conduct.

Use of the library's computers implies agreement to abide by these rules. Failure to do so may involve penalties including loss of library privileges, as well as civil or criminal liability.

A.5. Referral Service

Students or faculty members who need to consult other information centers may request the college librarian for the issuance of referral letter/s to the institution/s of their choice.

A minimal fee of Ten Pesos (P20.00) will be collected to defray the cost of printing.

A.6. Public Relations

Public relations is the process of bringing information to the academic community about the library functions and policies, and the interpretation of functions and policies, and procedures to the public served by the college library.

A.6.1. Aims:

1. To inform constituents about the library programs, services and resources;
2. To communicate to each potential library clientele or clientele group the features of the library program most to their interest.

A.6.2. Media of Interpretation:

Formal and informal channels of communication are utilized to facilitate the process of interpretation and win friends who will subsequently be willing to aid the library in achieving the institution's goals.

- a. Annual report records of the years' achievement that serves as an indication of what the librarian hopes to accomplish in the future. It also describes collection growth, reader services, staff, and library use and suggestions on library improvement.
- b. Library handbook describes how to gain access to the library and its materials. It serves as a guide to clients.
- c. A monthly report is maintained to record the accomplishments for the month.

B. TECHNICAL SERVICES

B.1. Selection and Acquisition (See Figure 1)

B.1.1. Goals

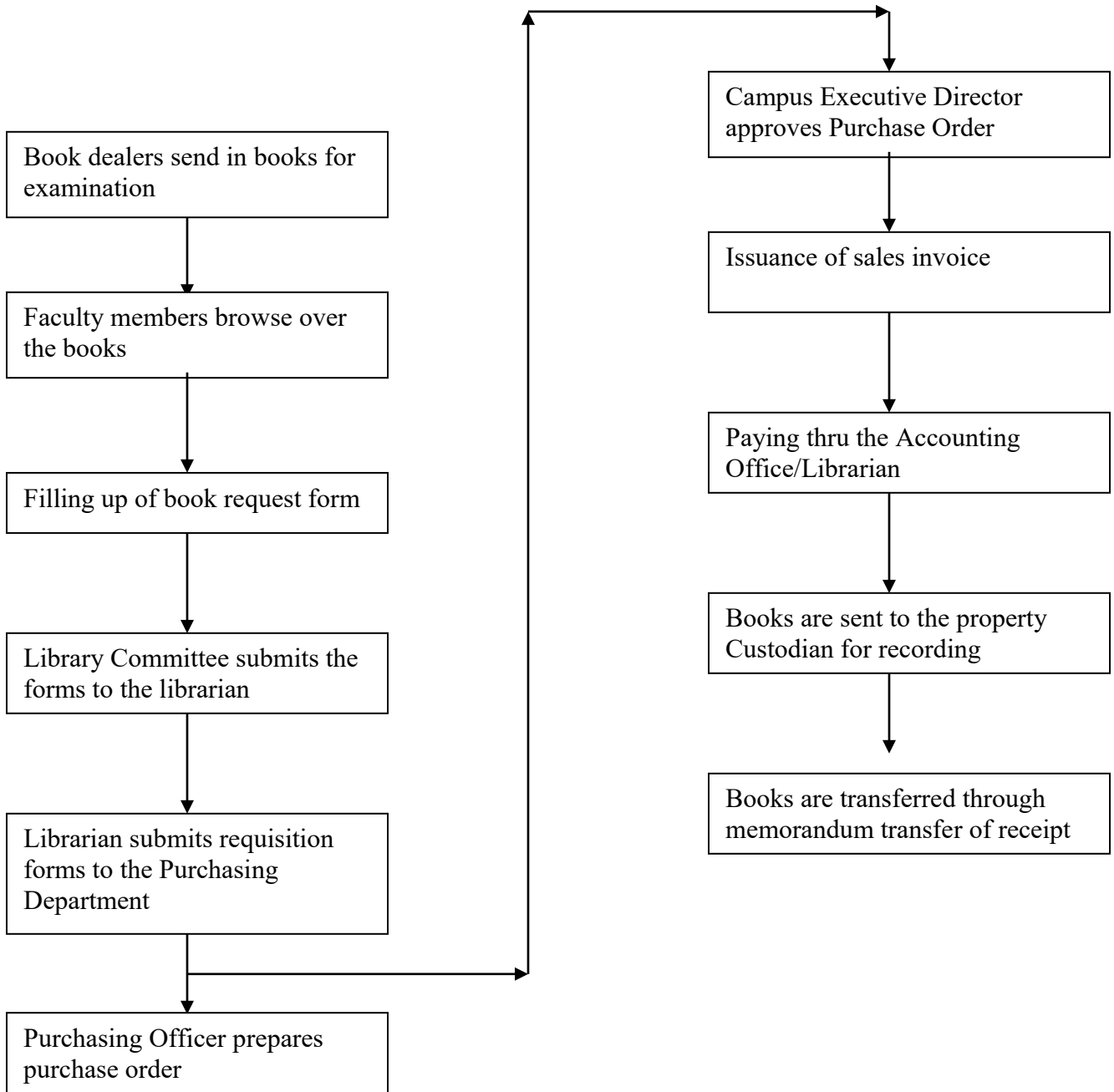
- a. To develop a collection that will serve the present and future needs of the library clientele;
- b. To provide cost-effective acquisition;
- c. To participate in library meetings with other departments for the enhancement of library's collection development;
- d. To support the research needs of the clienteles by constantly maintaining a good and balance collection; and
- e. To evaluate the collection and determine its strong and weak points in order to see what is mostly needed by the clientele.

B.1.2. Criteria for Selection

In providing the library with a well-rounded collection, the following criteria for selection shall be considered:

- a. Appropriateness for undergraduate use.
- b. Appropriateness for use in the graduate programs.
- c. Books of education, information, research, and values should be selected.
- d. The collection shall not only compose of books but also of audio-visual materials which are of importance to the information need and as well as keeping in the advancement of technology.
- e. Books should be selected according to their timelessness, performance of materials, their quality, content, format and the credibility of the author. Each must be judged as a whole.
- f. Materials should be used for one or more courses.
- g. The physical aspects of the materials should be considered. Deformed materials should not be selected.
- h. The materials should not be discriminating. It should present two or more views on issues as much as possible.
- i. The books must be durable in binding, paper and printing.

Figure 1. Acquisition Workflow



B.1.3. Guidelines for Book Selection

1. Provide materials that will support the curriculum taking into consideration the varied interests, abilities, and maturity level of the clients.
2. Provide materials to stimulate growth of factual books, literacy approach, aesthetic values and ethnic standard.
3. Provide background information which will enable students to apply the insights learned or what interprets judgment in daily life.
4. Provide materials in opposing sides of controversial issues so the students may distinguish the difference.
5. Provide materials to support related ethnic growth and their contributions to cultural heritage.

B.1.4. Guidelines for Acquisition

1. The resources should provide the needed information of the Isabela State University.
2. The book collection should include reference books for general topics.
3. The collection should contain resources needed for the various courses offered by the university.
4. The collection should support the curricular offerings of the university.
5. It should contain general, popular and professional periodicals that will support the clients' search for relevant and current information.
6. The collection should contain non-book materials (audio-visual materials) to enable the clients to seek other sources of information as well as advancement in the technology.
7. The collection should include recreational, popular and fictional materials such as classics, novels, etc. to meet the interests of the college.
8. A book should not be included because of the race and nationality of the author.

B.1.4.a. Serials

Periodicals and newspapers are purchased or accepted as gifts for one or more of the following reasons:

- To keep the library collection current with information on subjects needed to support ISU's curriculum.
- To provide materials not currently available in books or other resources; and

- To provide for the research and information needs of students, faculty, staff and administrators.

Individual titles are selected on the basis of students and staff recommendations according to the following criteria:

- Accuracy of content.
- Accessibility of content through indexes.
- Demand.
- Representation of a point of view or subject needed in the collection.
- Relevance.
- Reliability.
- Use or potential use.
- Format.
- Chronological coverage.
- Cost of the subscription.

Newspapers are purchased to give local, metropolitan, national and international news coverage, and to represent community or interest group viewpoints. Subscription cancellation will be based on the same criteria.

The library maintains approximately 10 subscriptions. When a decision to subscribe is made, the format (paper, microfiche, or both) will also be determined.

Decisions on periodical subscriptions may be made by the Library Committee. Anyone who requests a periodical subscription will be notified of the decision.

The Acquisitions Department is responsible for all periodical processes, procedures and record-keeping. Once a periodical is processed and placed in circulation (including display carousels), caretaking will be assumed by the Circulation Department until discarding is necessary.

B.1.4.b. Format

The format of a periodical subscription may be paper, electronic or microform. Format will be determined when the subscription is first authorized, but is subject to review whenever appropriate.

B.1.4.c. Donations and Free Subscriptions

Decisions regarding donated or free subscriptions will be considered using the same criteria used for paid subscriptions. Any donation will become the property of the library and will be incorporated into the collection or be subject to appropriate disposal. If periodicals covering a span of years are donated, they may or may not be retained if future continuation is in doubt. Subscriptions not beneficial to the periodical collection will be discarded, given away or diplomatically refused.

B.1.4.d. Periodicals Services

The Serials Department will provide to faculty a copy of the table of contents for periodical titles when requested.

B.1.5 Collection Management Policy Statement (Selection/Acquisition/De-Selection) Isabela State University Library System

I. INTRODUCTION

The library has always been referred to as the heart of the university. This is largely so because university programs depend to a great extent on the support services of the library. Through the library's collection and organization of library materials, the patrons (faculty members, non-academic employees and consortium entities) are able to pursue their assigned roles efficiently.

Operating a university library requires the services of highly qualified personnel and sufficient materials, facilities and technology support. The various departments and offices of the Isabela State University may be geared towards mutually supporting the objectives of the library.

II. OBJECTIVES

The primary objectives of this Collection Management Policy Statement of the Isabela State University Library System shall be to select and acquire materials of contemporary significance and of permanent value. The library will always be guided by a sense of responsibility to both present and future in adding materials which will enrich the collections and achieve breadth and depth, and as much as possible maintain an overall balance, to support the curricular offerings of the institution. The library through this policy hereby declares that, it is its duty to make available materials for enlightenment, for

recreation and leisure, for cultural upliftment, for educational or for research purposes. The library is also cognizant of the need for the provision of high tech or sophisticated instructional gadgets for faster information delivery systems that is in line with the thrust on information technology.

Likewise, this policy stipulates that it is also the function of the library to preserve the collection and keep them from harmful elements thus prolonging the collection's life span for more serviceable years. It is further stipulated that to keep the collection updated, a regular selection process is done by library staff and faculty members because old editions or copies no longer useful must be relegated to allow space for new acquisitions.

This Collection Management Policy will be revised or changed in part whenever deemed necessary. This policy is endorsed and made known to the administration.

III. MATERIALS SELECTION POLICY

The purpose of the Isabela State University library materials selection policy is to guide librarians and to inform the institutions community about the principles upon which selection/acquisitions are made.

A policy cannot replace the judgment of librarians but stating goals and indicating boundaries will assist them in choosing from a vast array of materials available.

The library sets as its major goal in materials selection and acquisition to secure for all the community the informational, educational, cultural and recreational print, and non-print that fit their needs.

IV. DEFINITIONS

The word "materials" used for the specific forms of media, has the widest possible meaning. It may include books, hardbound and paperbound, pamphlets, maps, magazines and journals, newspapers, manuscripts, films, filmstrips, sound discs, sound tapes, slides, posters, videotapes, games and art reproduction of art works.

Selection refers to the limits of the areas in which library reading or research materials are acquired.

V. RESPONSIBILITY FOR ACQUISITION POLICY

- a. The Librarian
- b. The Administration
- c. The Library Committee
- d. Faculty members
- e. Library Staff

VI. GENERAL FACTORS INFLUENCING BOOK SELECTION

The library attempts to meet and anticipate reasonable student/faculty needs within budget limitations.

- a. Physical nature of the library building
- b. Nature of the programs by college or institute
- c. Nature of the curriculum
- d. Nature and activities of faculty and student interest and needs
- e. Limitations and space and
- f. The availability of the materials in the market

VII. CRITERIA OF THE SELECTION

No item in the library collection can be indisputably accepted or rejected by any established guide or standard. However, certain basic principles can be applied as guidelines. Every item must meet such of the following criteria as are applicable to its inclusion in the collection:

1. Degree and accomplishment of purpose.
2. Authority and competency of the author, composer, film maker, producer, etc.
3. Comprehensiveness in breadth and scope.
4. Sincerity and fundamental objectivity.
5. Clarity and fundamental objectivity.
6. Appropriateness to the interest and skills of the intended users.
7. Relation to existing collections.
8. Relative importance in comparison with other materials on the subject.
9. Importance is a record of the times for present and future tense.
10. Recovery of date.
11. Relevance of data.
12. Physically acceptable.
13. Speaks of quality when it comes to technical aspects.

The library attempts to acquire books in all subjects with the curricular offerings of the institution. The library's Filipiniana collection should be strengthened, increased and acquired.

AGRICULTURE

Agriculture may be defined as the science or occupation concerned with cultivating land, raising crops, and feeding, breeding and raising livestock, farming. Principal sub-division within these broad fields taught are: specific techniques, apparatus, equipment, materials; plant injuries, diseases and pests; Field and plantation crops (horticulture); orchards, fruits, garden crops; animal husbandry; processing dairy and related products.

BIOGRAPHY

Biography includes autobiography, personal narratives and journals, diaries and letters. Special attention is given to lives of pioneer and local personalities. Document station, or sound evidences is looked for in relation to the nature of treatment and popular accounts of academic studies.

CHEMISTRY

A. The Objective of selection in the field of chemistry and chemical processing is to develop a research collection of literature that has finding the specific reference or piece of information. For example biochemistry health and medicine, engineering materials and their analysis, mining, geology, mineralogy, biology, physics and aspects that of the distinctly chemical nature.

B. Books in the field of pure chemistry and its subdivisions should be selected for readers of limited background and training as well as the highly trained research chemist.

COMPUTER

Use of materials or equipment and techniques thinking computers to peripheral devices or to other computers and the awareness of, as knowledge and ability to use and authoring programs, data processing, mechanical brains and delights.

ECONOMICS

The library endeavors to provide a broad range of materials dealing with labor problems, money and banking, invest public finance, real estate practice, cooperatives, insurance and business literature closely related to finance and management in the technical book classifications.

EDUCATION

Various phases of education, such as theory and philosophy, comparative forms of instruction, vocational rehabilitation and the use of audio-visual materials. The library also supplies standard works on history of education, professional teaching methods, educational psychology, and school organization and administration on elementary and secondary levels, in addition to books on collect life and more formal aspects of higher education. College and university directories and curriculum catalogs are obtained for reference use.

FICTION

The library's collection should include novels of the past and present, notable for library quality and cultural value; historical and regional novels; character studies; biographical and psychological novels; novels relating to the fields of art, industry, science, social problems and the professions, satire, fantasy and humor; mystery and suspense, science fiction, western and other adventure stories; romances and short stories.

The library recognizes the importance of the novel as educational tools, as a medium for recording and molding public opinion, and as an instrument for changing individual attitudes, to satisfy a public, varying greatly in education, interests, tastes and reading skills.

GEOGRAPHY AND TRAVEL

The library purchases textual materials and atlases largely for subject coverage. Atlases are selected for their cartographic excellence and information value in the areas of historical, economical, physical and descriptive geography, usually for reference purposes.

HISTORY

The library selects books covering all phases of human history, the region and the country. Local histories will also be sought out. Important printed source materials and basic bibliographies are acquired and preserved, including both popular and scholarly works, factual materials in the form of textbooks and almanacs, encyclopedias, epitomes, and occasional textbooks selected for their informational and educational importance.

LANGUAGES

Books on the subject of language include those dealing with linguistics, etymology, and lexicography, in addition to readers and simplified classics for adult learning, English and those studying foreign languages.

LITERATURE

The library endeavors to acquire American and English literary classics in the best available editions, important and popular contemporary titles and representative works in English or other national cultures, ancient and modern. Selections are also made of anthologies, works of literary criticism and histories of general and national literature.

MANAGEMENT

The library seeks to acquire authoritative, up-to-date, and relevant materials on administration and management of institutions and organizations, be it educational, private, public or business.

It also aims to purchase the best books on subjects dealing with specific areas of management along personnel and staff, organizational development and physical facilities, and financial stress, management, time management and management of change.

In short, the library endeavors to acquire materials book and non-book, Filipiniana that deals with the six (6) M's of management: Man, Money, Materials, Machine, Moment and Methods.

MATHEMATICS

Advanced mathematics will be purchased. Publication from the principal mathematical societies will also be obtained.

PHILOSOPHY

Philosophy may be said to comprise man's ideas about the nature of the universe and the meaning of life, the kind of being man is, and his relation to the world at large. Principal subdivisions within these broad fields thought are

metaphysics: theory of what is real; being of existence, epistemology; theory of knowledge which includes logic, science of reasoning, axiology, theory of value, covering ethics, study of moral conduct and aesthetics, theory of beauty and art. The library buys the best books on all related subjects, also important histories of philosophy, guidelines of philosophical systems and Filipino value systems.

PHYSICS

Publication of the societies will be purchased and the majority of periodical indexed in Selection A of Science Abstract.

POLITICAL SCIENCE

Political science is the study of the theory and organization of government, political parties, comparative forms of government and international relations. The library encourages the selection and use of books showing the origins of our institutions and ways further development in democratic living.

PSYCHOLOGY

Psychology may be defined as the systematic knowledge and investigation of the phenomena of consciousness and behavior. Books for the public of mental hygiene and child and adult psychology are chosen principally for their value in the home or as general texts for educational purposes. Standard work on the theory and practice of educational psychology, animal and human intelligence, personality and aptitude tests and related subjects may be selected for purchase in limited numbers as side to teachers. Books of advice on the problems of everyday living written in popular style, may be selected for wider distribution.

SOCIAL SCIENCE

The collection represents the major social, political and economic trends. The library specializes in several subject areas where an effort is made to build up strong historical and current collections. Some of these are: society theory, slavery and race from problems, foreign relation, economic theory, labor relations, investments, real estates, insurance, accounting advertising, business method, market research, constitutional history, world government, criminal cases and crimes, women suffrage, history of transportation and local materials.

Conservative, liberal, revolutionary and reactionary schools of thought are represented. Publications that are purely propaganda acquired if they contain official documents of speeches of important public features.

SOCIOLOGY

A vast field of inquiry and analysis, sociology include social psychology, urban and rural sociology, population, social organization and change, community planning, family relationship and counseling. The library selects widely in this area from among general surveys and special materials of interests to researchers and social workers, as well as popular books on marriage, social etiquette, and family life in both adult and young adult levels.

VIII. LEVELS OF COLLECTIONS, STRENGTHS AND COLLECTING INTENSITY

A. Minimal Level

A subject area which is out of scope for the library's collection, describe a range and diversity of titles and forms of materials.

B. Basic Level

A highly selective collection which serves to introduce and find the subjects and to indicate the varieties of informal variable elsewhere. It includes dictionaries and encyclopedias and a few major periodicals in the field.

C. Instructional Level

A collection which is adequate to support undergraduate courses or sustained independent study: adequate to maintain knowledge of subject required for limited or generalized purposes of less than research intensity.

D. Comprehensive Level

A collection in which a library endeavors, so far as in reasonable possible include all significant works of recorded knowledge: publications, manuscripts, other forms in all applicable languages, for a necessarily defined in limited field.

IX. USE OF LIBRARY MATERIALS

The library recognizes that many materials are controversial in that any item may offend some library users. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to the building of the collections and to serving the interests of Isabela State University community.

Library materials will not be marked or identified to show approval or disapproval of the contents and no item will be sequestered except for the expressed purpose of protecting it from injury or theft.

X. GIFTS

The library accepts gifts or materials, but reserves the right to evaluate and to dispose them in accordance with the criteria applied to purchase.

Gifts which do not accord with the library's objectives and policies will be refused.

Book plates showing the donor's name and the name of a person if a memorial gift may be provided of gifts.

No other conditions may be imposed relating to any gift either before or after its acceptance by the library. Gifts should be examined in connection with internal problems of shelving, housing, special problems of cataloging and classifications, and the future costs of maintenance.

XI. REVISION OF POLICY

This policy will be revised as times and circumstances require.

XII. THE ISABELA STATE UNIVERSITY LIBRARY desires to be a member of any library organization on a regional or national level.

B.2. Cataloging and Classification

The Cataloging Department is responsible for all aspects of cataloging service for books and other materials acquired by ISU library.

B.2.1. Cataloging Functions

- a. Cataloging and classification.
- b. Physical preparation of materials for use.
- c. Maintaining catalog records.

B.2.2 Objectives

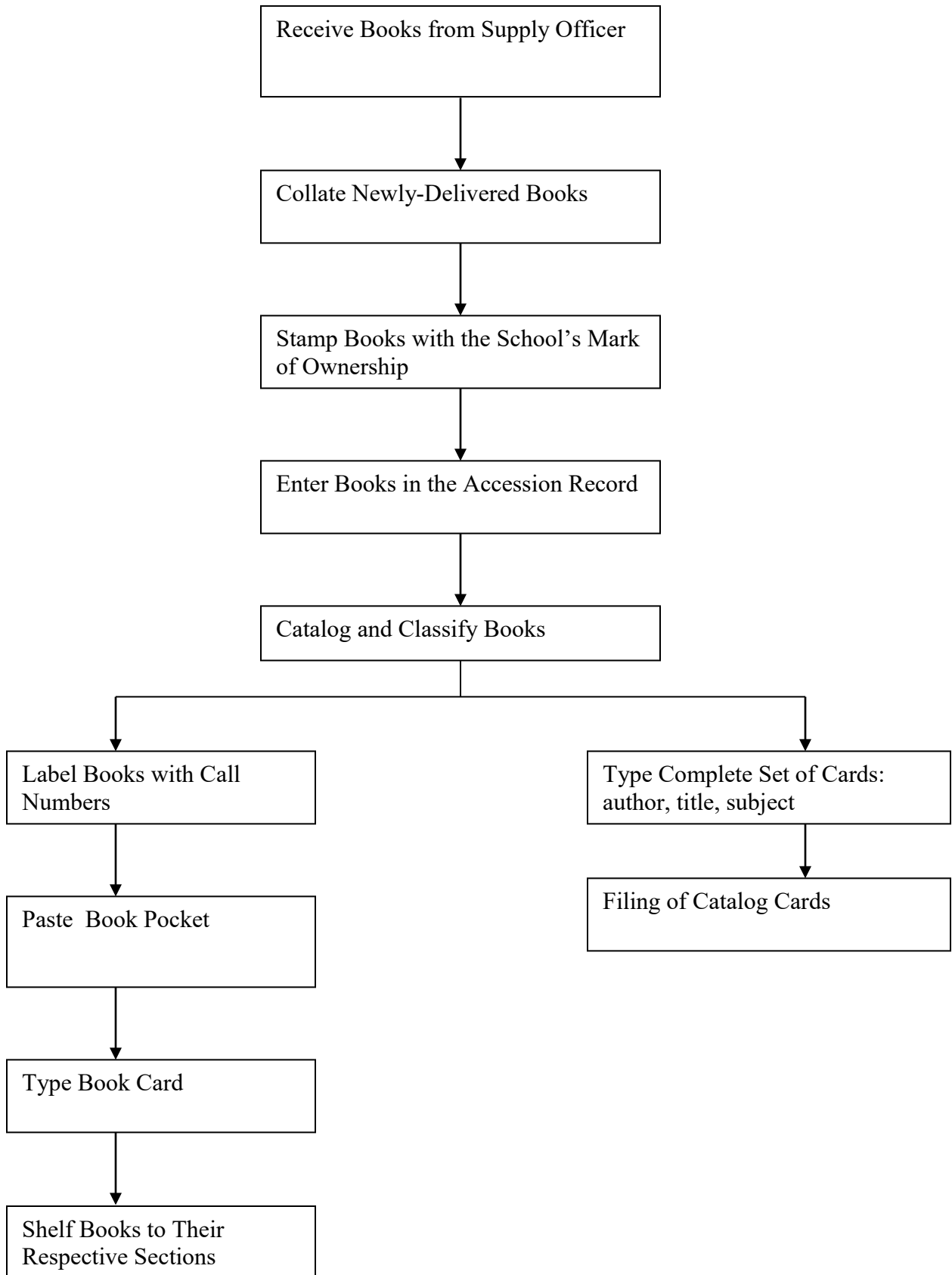
1. To organize library materials for effective use by the library clientele through;
 - a. Cataloguing – which is describing each title in bibliography terms according to cataloging rules (i.e. Anglo-American Cataloging Rules 2nd edition revised).
 - b. Subject Analysis – which is identifying the content of each title and representing these by appropriate subject headings.
 - c. Classification which means applying to each title a symbol representing its place in the classification scheme designed to arrange books systematically on the library shelves.
 - d. Proper distribution of processed materials in their respective units.
2. To improve bibliographic control over materials by participating in the production and maintenance of permanent bibliographic records for public and library staff use.

B.2.3. Cataloging Policies (Cataloging Workflow on Figure 2)

1. Descriptive and Subject Cataloguing

- a. To ensure uniformity in the bibliographical and physical description of a book, the Anglo-American Cataloging Rules 2nd Revised Edition is followed.
- b. In the assignment of subject headings for every title, the Sear's List of Subject Headings is consulted and applied accordingly.

Fig. 2. Cataloging Workflow



2. Classifications

The Dewey Decimal Classification System 23rd Edition is used in the organization of materials.

3. Special Policy

Except the books in the General Collection, Call Number of books purchased from 2000 to present had been marked with GR (General Reference Section), and F (Filipiniana Section). These marks are called place marks and they refer to the section where a certain material is filed.

4. Modification in the use of the Sear's List of Subject Headings

1. Policy on the use of Filipino language instead of Philippine language or Tagalog language
2. In as much as the Filipino language is the national language, this is used instead of Philippine language, or Pilipino language. Catalogers are advised to use the former instead of "Philippine language" and "Pilipino language".

e.g. FILIPINO LANGUAGE-GRAMMAR

3. Policy on the use of Dialect instead of Filipino language. Materials written in the dialect are entered under the dialect.

e.g. YBANAG-DIALECT

4. Policy on the use of Subject Headings "Computer Program"

To facilitate retrieval of information, computer program such as HTML, UNIX, FORTRAN are used as subject headings with the addition of computer program instead of "programming languages".

e.g. UNIX (COMPUTER PROGRAM)
HTML (COMPUTER PROGRAM)

B.2.4. New Book Loans to Library Staff

Any library staff may borrow a newly arrived book/AV item in the cataloging area, provided it has been previously requested. The item must be rushly cataloged and then checked out.

B.2.5. Rush items

1. The Cataloging Department will rush catalog an item when requested by a faculty, staff or student for circulation or assignment-related urgency. Any library staff member can receive a rush request and then inform the cataloging staff. The title and author of the item, the reason for the rush request, and the requester's name and telephone number should all be noted.
2. The cataloging staff will perform the rush cataloging and will in general have the item ready one day from the date of the request.
3. After the rush item is cataloged and processed, the item will be placed on reserve (if it is a reserve item) or will be placed on hold in the Circulation Department. The Circulation Department will be responsible for notifying the requester that the item is ready and held at the circulation counter.

B.3. Bindings, Repair and Weeding

B.3.1. Policies

1. Seldom used copies should be weeded out from the collection.
2. Useful books should be mended if they are damaged. Materials which are beyond repair should be discarded.
3. Damaged books and complete issues of periodicals for binding should be scheduled.
4. Superseded editions of books might be a candidate for de-selection.

Appendix A

LIBRARY STAFF ROSTER

Name	B-day	LIC.#	Position	Campus	Address	Tel. #	Fax #	Email Address	Home Address	Cellphone No.
Balajadia, Joan			College Librarian I	Cabagan	Cabagan, Isabela			Joantamacay@yahoo.com		09265084040
Cid, Matea P.	02-25-52	998	College Librarian II	Ilagan	Ilagan, Isabela	(078)622-3114	(078) 624-2254	matescal@yahoo.com	Palusapis St. Bliss Village Ilagan, Isabela	09206238212
Concordia, Merelisa R.	11-30-80	3174	College Librarian I	Echague	San Fabian, Echague, Isabela	(078)672-0041	(078) 672-2020	Mbr_isu@yahoo.com	Liwanag, Tumauni, Isabela	09268449096
Dela Cruz, Betsie M.	09-06-79	2667	College Librarian I	Jones	Jones, Isabela	694-3031	(078) 376 0287	b15r2000@yahoo.com	#04 Mangga St. Caloocan, Santiago City	09067631988
Dela Cruz, Myrna M.			School Librarian II	Angadanan	Angadanan, Isabela			Myrna_millo@yahoo.com	Cordon, Isabela	092777944713
Lachica, Carmelyn			School Librarian II	Echague	Echague, Isabela			Ams1273@yahoo.com	Rizal, Santiago City	09266476149
Lagmay, Aileen J.	07-16-69		College Librarian I	Echague	Echague, Isabela	(078)694-3031	(078) 694-3031	ajl_isulib@yahoo.com	#17 Turingan St. Centro East, Santiago City	09197879361
Lumaban, Ruby A.	10-09-73	1826	College Librarian II	Echague	San Fabian, Echague, Isabela	(078)672-0041	(078) 672-2020	ruby_isulib@yahoo.com	ISU Staff House	09175740611
Mendoza, Evelyn D.			College Librarian I	Roxas	Rang-ayan, Roxas, Isabela	(078)642-8684	(078) 642-7575		Matusalem, Roxas, Isabela	09202505938
Milandres, Rosita P.	06-07-58		School Librarian III	Roxas	Matusalem, Roxas, Isabela	(078)642-8684	(078) 642-7575		Matusalem, Roxas, Isabela	09083605713
Molina, Kathleene G.	09-26-83	4238	College Librarian I	San Mateo	San Andres, San Mateo, Isabela	(078)664-0422	(078) 664-2055	Kmolina92583@yahoo.com	P1 Baluarte, Santiago City	09194828885
Subido, Marilyn	09-29-71	3337	School Librarian III	Cauayan	Cauayan City	897-1491	078 652-1558	marlin.subido@yahoo.com.ph	Villa Sur Maddela, Quirino	09286693706
Villanueva, Hyacinth C.	01-22-83	4617	College Librarian I	Echague	San Fermin, Cauayan, Isabela	(078)672-0041	078 672 2020	aya.alexia@yahoo.com	San Fabian, Echague, Isabela	09205473825
Vinasoy, Grace P.	06-20-58	1975	College Librarian I	Cabagan	Garita, Cabagan, Isabela	(078)636-3727		gpvinasoy@yahoo.com	Catabayungan, Cabagan, Isabela	09162137216

Appendix B

CHED LIBRARY STANDARDS

1. PURPOSE

The purpose of these library standards is **to serve as guidelines on how** the quality of the library of a college/university can be assessed and to offer guidance for improvements in the library. While a university library may have broader responsibilities, and may have constraints upon that cannot be overcome, this statement nonetheless places emphasis upon the library within the context of the university it serves, its mission and goals.

These standards are generally intended to apply to libraries supporting academic programs at the bachelor's degree level (for college libraries) and master's and doctoral degree levels (for university libraries).

2. ADMINISTRATION

- 2.1 The college/university library shall be administered and supervised by a licensed, **full time** librarian under a clearly drawn organizational set up.
- 2.2 The college librarian shall have at least a bachelor's degree major in library science and at least three years successful library work experience.
- 2.3 The university librarian shall have at least a master's degree in library science in at least five years of successful library work experience at a supervisory level.
- 2.4 The college/university librarians shall be appointed by the President **or the highest academic officer, in accordance with the institution's appointing policy**, and report to him directly or to the highest academic officer. The responsibilities and authority of the college/university librarian shall be defined in writing.
- 2.5 The college/university librarian shall have faculty or academic status, and shall participate actively and interact with the faculty on curricular and instructional matters, and research activities.
- 2.6 A Library Committee comprising of representative of the students body, members of the faculty, the college or university's administration, and the Chief Administrative Officer of the library, **who shall act as ex-officio secretary of the committee** shall serve as an advisory body on matters pertaining to collection development and use.
- 2.7 The library shall maintain written policies and procedures manuals covering its internal administration and operational activities, **such as a cataloging manual, circulation procedures, collection developments policy, and the like**, which shall be reviewed regularly.
- 2.8 The college/university librarian shall **submit a written annual report informing** the administration and its users on its activities, accomplishments, problems and needs, and its plan of development.

- 2.9 The library shall maintain a systematic and continuous or regular program for its self-improvement **in connection with collection development, physical facilities improvement, and staff development.**
- 2.10 As far as possible, the library shall get involved in professional activities, regional, national, or international, participate in resource sharing or networking activities, and utilize cooperative library programs to enhance its resources and services and to reduce operating costs, **subject to institutional policies.**

3. FINANCIAL SUPPORT

- 3.1 The college/university librarian shall prepare an annual budget, **which should be between 5 to 10% of the total operating budget of the institution.** In the process, he shall identify and prioritize all library needs and apportion expected revenues according to these needs and priorities. He shall justify the library budget and upon approval, administer this in accordance with the fiscal policies and procedures of the institution.
- 3.2 The library fee shall be set at a realistic level. **A minimum of P200.00per semester per college student, or P300 per semester per university student is recommended.** To sustain the library's growth and development. The library fee shall be reviewed periodically and updated whenever necessary. All library fees collected shall be used exclusively for the library's collection development.
- 3.3 In addition, adequate funds shall be allocated **by the institution** for maintenance, replacement, repairs, renovation and for investment in new and improved means of information access and delivery.
- 3.4 Where institutional funds are inadequate, other ways of augmenting the library's financial resources shall be explored. These include endowments and donations, and participation in exchange programs and consortia or cooperative projects.
- 3.5 Any revenue generated by the library from fees and charges such as fines, payment for lost or damaged materials, computer search and printout, and from the sale of duplicate or unneeded items, shall be retained by the library, **preferably in a separate fund account to be exclusively managed by the college/university librarian,** for the support of its collections and services.
- 3.6 The library shall maintain internal accounts to monitor its income and expenses.

4. COLLECTION

4.1 Selection and Acquisition

- 4.1.1 Collection development is the joint responsibility of the faculty and the librarian. The emphasis is on quality rather than quantity.
- 4.1.2 There shall be a year-round and carefully planned program of selecting and procuring library materials. The faculty shall actively participate in the selection of print and non-print materials especially in their area of discipline, and in developing procedures to facilitate and effectively carry out the selection and acquisition activities.

- 4.1.3 The library shall define in writing the policies for collection development that will guide the selection acquisition of materials. Such policies shall be developed by the library in consultation with the faculty, and **approved by** the administration.
- 4.1.4 The library shall provide for a periodic review of its **existing collection, for purposes of maintaining the quality of the collection and its continued relevance to the needs of the library's users, and of determining collection strengths and weaknesses.**

4.2 HOLDINGS

- 4.2.1 The library holdings shall be adequate to meet the curricular, instructional, research, and recreational needs of its clientele. The collection shall consist of up-to-date and relevant books, serials, pamphlets, documents and non-book materials, and electronic resources **(used with computers)**. The provision of textbooks is not the responsibility of the library **but a maximum of five (5)** copies of frequently used materials shall be provided. In the matter of reserve books, a provision of at least one copy for every twenty five (25) students is deemed sufficient.
- 4.2.2 The selection shall also include an extensive Filipiniana collection to meet the ever increasing demand of users for this type of materials. A comprehensive acquisition of current Filipiniana titles relevant to the school's curriculum is strongly recommended. It is recommended that this Filipiniana collection be separated from the general collection for purposes of identity, preservation, and functionality of use.
- 4.2.3 A core book collection of 5,000 well-selected titles for college libraries, **and 10,000 titles for university libraries,** is deemed necessary for the college/institution to effectively support its educational programs. In addition to the core collection, a minimum of **five (5)** professional titles per student shall be provided.
- 4.2.4 **The availability of CD-ROMs and online databases may replace one or more of the library requirements, depending on the number of full-text titles/volumes contained therein. Particular consideration shall be given to the availability of Internet services to supplement the library's collection of information resources.**
- 4.2.5 In addition to the core book collection, a core periodical collection of current and relevant titles (local and foreign) shall also be provided. The recommended number of periodicals based on enrollment is as follows:

Enrollment	#of Periodical titles
Less than 1,000 students	50
1,001 – 3,000	75
Over 3,000	100

Every major field shall be covered by at least

- 3 titles of undergraduate concentration of major subject field
- 6 titles of graduate concentration
- 10 titles of doctoral work or equivalent

- 4.2.6 Even if the institution meets the above minimum requirements, it should spend the budget allocated for library materials to further develop and update its resources.

- 4.2.7 **A regular weeding program shall be undertaken to keep the collection relevant and up-to-date, particularly in the fields of science and technology. A three (3) to five (5) percent replacement of older materials each year is recommended.**
- 4.2.8 To enhance its collection and reduce costs, the library shall initiate and maintain resource-sharing arrangements with other libraries.

4.3 ORGANIZATION AND CARE OF MATERIALS

- 4.3.1 Library collections shall be organized to insure efficient identification and retrieval. The books shall be catalogued and classified according to an accepted **standard of bibliographic description (such as the Anglo-American Cataloging Rules)**, and a system of classification, **like the Dewey Decimal System or that of the Library of Congress.** Periodicals shall be indexed.
- 4.3.2 **The catalog shall be in a format (card or electronic) that permits concurrent or simultaneous use by users of the library.**
- 4.3.3 **In addition to the catalog, there should also be subordinate files, such as subject authority files, shelf list, serial holdings lists, indexes, and the like, for bibliographic control and intellectual access to all library materials.**
- 4.3.4 **The library shall provide its own cataloging manual of policies and procedures.**
- 4.3.5 **The library shall have a program for the care and preservation of its own collections. It should have adequate safeguards against damage, loss, mutilation, and theft, if it is to serve its primary goal of making its collection available to its users.**
- 4.3.6 **It is recommended that the library keep its card catalogs to serve as back-up files of its online catalogs, in cases of power failure, inaccessibility due to downtime, or during off-line periods, etc.**

5. PERSONNEL

5.1 Size of Staff

- 5.1.1 The library shall have a sufficient number and variety of personnel to develop, organize and maintain the collections and provide information and reference service necessary to meet college/university needs. The size and qualifications of staff will be determined by the many factors, including size and scope of collections, number of separate library units, number of service points, service hours, rate of acquisition, rate of circulation, nature of processing, and nature of service demand.
- 5.1.2 Ratio of librarians to clerical and other staff will vary depending upon the range of operations and services provided by the library and upon its total workload requirements.

For first 500 students - one full-time Librarian and **three** full-time support staff

For every **additional** 1,000 students **or a major fraction thereof** - one additional full-time Librarian

5.2 Minimum Qualifications:

5.2.1 Professional Staff

- a. College - Bachelor's degree in Library Science or Information Science
 - At least 3 years of library work experience (preferably at the supervisor level)
 - Licensed librarian
 - Shall work towards a master's degree in Library Science or Information Science.
- b. University – Master's degree in Library Science or Information Science.
 - Licensed librarian
 - At least 5 years of library work experience (preferably at the supervisor level).

5.2.2 Paraprofessional Staff

- a. Library technicians
 - Bachelors degree in any discipline other than Library Science
 - With relevant training or skills in clerical work
- b. Library Assistant
 - Bachelors degree in any discipline other than Library Science
 - With relevant training or skills in clerical work
- c. Associate/Research Aids/Researcher
 - Bachelors degree in any discipline other than Library Science with at least 15-18 units of Library Science
 - With relevant training or skills in clerical work

5.2.3 Library Support Staff

- At least two years of college education
- With relevant training or skills to carry out clerical responsibilities

5.3 Status

5.3.1 Professional librarians shall be given faculty **or academic status** with corresponding privileges, compensation and other benefits comparable or equivalent to those of the faculty members (in accordance with institutional policies).

5.3.2 Where faculty rank exists, professional librarians shall meet the same requirements for promotion and tenure as other faculty.

5.4 Recruitment, Selection and Promotion of Staff

5.4.1 The head librarian shall work in cooperation with the Personnel Office (or its equivalent) in the recruitment, screening and selection of library staff.

- 5.4.2 The head librarian shall conduct an annual performance evaluation of all library personnel under his/her supervision as basis for their promotion and corresponding salary adjustment.

5.5 Staff Development

- 5.5.1 The changing complexity of library work and ongoing changes in technology mandate regular staff participation in continuing formal and informal education. A continuing Staff Development Program shall be provided **with the corresponding financial assistance from the institution. It may include formal studies in the field of library or Information Science or any other relevant discipline which should be consistent with the thrust of the library, and other job-related educational programs such as in-service training, seminar-workshops, and conferences.**

- 5.5.2 Participation in library and other professional associations as well as in their library activities should be encouraged.

6. SERVICES

- 6.1 The services provided by the library shall be clearly related to the purposes of the institution. Generally, the library should provide a variety of services that support and expand the instructional, **research and extension service** capabilities of the institution.
- 6.2 The library's services shall be designed to promote and facilitate **efficient and** effective use of recorded information in all formats by all of the library's clientele.
- 6.3 Services offered by the library shall include reference and information services, which are available at adequately identified and designated points during established service hours.
- 6.4 **User instruction shall be provided as** specialized and in-depth assistance to individuals on the use of the library's resources.
- 6.5 The library shall maintain and make available for use **access tools such as catalogs, indexes, and other information resources.**
- 6.6 **Majority of the stock** in the library's collection shall readily be available for **lending**, and shall be available to authorized clientele within the context of the library's purpose, goals and objectives.
- 6.7 Terms of loan and access to the library's **information resources** for all user categories shall be described. Circulation procedures shall be effective and efficient.
- 6.8 The hours of access to the library shall be consistent with reasonable demand.
- 6.9 The library should strive, as far as possible, to enhance information access through networking, resource sharing, online information services, and use of technological advances. Interlibrary loan activities and document-delivery services, shall be encouraged for the purpose of increasing resources and extending cooperation with other libraries.

7. PHYSICAL FACILITIES

7.1 Site / Location and Design

- 7.1.1 The building shall provide adequate space for housing the library's collection in what ever format, for study and research, and for staff workroom and offices. **In addition, provision for future expansion should be made.**
- 7.1.2 The college library can be a part of a building provided it is accessible to members of the faculty, students and employees of the institution.
- 7.1.3 For a university, it is highly desirable to have a separate building for the exclusive use of the library and other related activities. The building shall also be centrally located within the campus.
- 7.1.4 The librarian shall be consulted in planning the site/location of the library, its building design, and other architectural/spatial details. (Specific details include layout of the buildings, light, ventilation, temperature and humidity control, stacks, exhibit areas, and number of reader stations.)
- 7.1.5 The facilities shall be attractive and designed **to provide safety, and** promote operational efficiencies and effectiveness of use.
- 7.1.6 Suitable space for staff workroom, offices, lounge, etc. should be available. If feasible, it is recommended that the formula to be used for staff space should be 50 ASF (or 7' x 7') x number of full-time librarian.

7.2 Space Requirement

The size of the library building shall take into account the size of its total user population, the extent and nature of its collection, and the size of its staff.

- 7.2.1 All library space shall be computed by assignable square feet (ASF) for library functions as specified below. Square feet are "assignable" only if they are usable for the function described. These exclude main lobby, stairs, walled corridors, rest rooms and areas accommodating building maintenance services, which are not deemed usable for the functions described.

Stack space = 1 ASF x number of bound volumes

Staff space = 50 (or 7' x 7') ASF x number of full time librarian

User space = 5 ASF x no. of full time student (which is based on 5% of total population)

- 7.2.2 **Notwithstanding the provision under 7.2.1,** special consideration is given to libraries with automated systems or other library applications of advanced information technology.

7.3. Furniture and Equipment

7.3.1 Standard library furniture and equipment shall be provided for the storage and retrieval purposes of library materials.

7.3.1.1 Shelves

Wall shelves – (not more than) 6 ½ ft. high and (not more than 3 ft. wide

Free standing double faced shelves (6 ½ ft. high and 3 ft. wide) Counter shelves (not more than 3 ft. high)

7.3.1.2 Card catalog (cabinet) – not more than 5 ft. high

7.3.1.3 Chairs – for a seating capacity of not less than 5% of the student population

7.3.1.4 Reading tables

7.3.1.5 Shelf list cases- not more than 5ft.high

7.3.1.6 Magazine rack/stand

7.3.1.7 Filing cabinets for vertical files

7.3.1.8 Cabinet for storage of supplies

7.3.1.9 Office desk for personnel

7.3.1.10 Computer tables and chairs

7.3.1.11 Dictionary/atlas stands

7.3.2 Necessary equipment to access information and to assist instruction should be available, when and where they are needed. These equipment should be efficiently managed and maintained.

7.3.2.1 Telephone facilities

7.3.2.2 Typewriters

7.3.2.3 Computers

7.3.2.4 Overhead projectors

7.3.2.5 Sound-slide projector

7.3.2.6 Photocopying machines

7.3.2.7 Opaque projector

7.3.2.8 Audiocassette recorder

7.3.2.9 Record player

7.3.2.10 Videocassette recorder

7.3.2.11 Video camera/camcorder

7.3.2.12 Record player

7.3.2.13 Videocassette recorder

7.3.2.14 Video camera/camcorder

7.3.2.15 Television monitor/receiver

7.3.2.16 Television monitor/receiver

7.3.2.17 Data projector (LCD Panel)

7.3.2.18 Video projector

7.3.2.19 CD-ROM player

7.3.2.20 Microform reader/printer

7.3.2.21 Fax machine

7.4 Provisions for Reading Comfort

7.4.1 The library should be adequately lighted, properly ventilated and acoustically suited for quiet reading.

7.4.2 It should be aesthetically attractive and properly maintained.

7.4.3 Special provisions should be made for the physically handicapped.

7.5 Control and Security Measures

Control and security measures shall be provided for safeguarding the library. These security measures include: provision for ample aisles, emergency exits/escape doors, fire extinguishers and screened windows. Likewise, if feasible, provision shall also be made for emergency warning device, hiring of security guard, installation of monitoring camera, and electronic surveillance system. **Guidelines on safety and disaster preparedness should be established and implemented.**

Appendix C

Code of Ethics for Registered Librarians

(UPDATE 2 as of April 20, 2007)

Prof. Corazon M. Nera, Chair of the Board for Librarians (BFL) was the guest speaker during the PLAI-STRLC sponsored forum entitled, "Continuing Professional Education for Librarian" held last April 18, 2007 at the Lyceum of Batangas, Batangas City. She shared the importance of CPE to around 60 participants and mentioned that there is a newly approved Code of Ethics for Librarians. Below is the complete transcript of the Code of Ethics for Librarians as provided by Prof. Nera minus the logo of Professional Regulation Commission (PRC) for your information and guidance.

- Note: There is also an old version entitled Code of Ethics for Registered Librarians found in the IFLA webpage which was approved by PRC in the City of Manila last 14th of August 1992 (Resolution No. 02 08 1992) for comparison.

Republic of the Philippines
PROFESSIONAL REGULATION COMMISSION
Manila

BOARD FOR LIBRARIANS

Resolution No. 06
Series of 2006

CODE OF ETHICS FOR LIBRARIANS

WHEREAS, Sec. 8 (h), Article II of R.A. No. 9246, known as the "Philippine Librarianship Act of 2003," and Sec. 8 (h), Rule II of Res. No. 05, Series of 2004, known as the "IRR of the Philippine Librarianship Act of 2003", empower the Board to adopt and prescribe a Code of Ethics for Librarians;

WHEREAS, since May, 2004 the Board had consulted on the prescription, adoption and promulgation of this Code with the Philippine Librarians Association, Inc. (PLAI) and other different professional library associations including the CHED, the academe, and other entities, private and public;

WHEREAS, the final draft of this Code had been submitted by the Board to the foregoing association and sectors for their comments and recommendations before the final adoption thereof; and

WHEREAS, any Registered Librarian who violates the said Code, after due hearing in an administrative case conducted by the Board against him/her, shall be subject to the disciplinary action of either the revocation of his/her certificate of registration or suspension thereof (Sec. 11 (i), Art. II; Sec. 23, Art. III of R.A. 9246; and Sec. II (i) and (m) of Rule II and Sec. 23, Rule III of Res. No. 05, Series of 2003);

NOW, THEREFORE, the Board resolves, as it is hereby resolved, to prescribe, adopt, and promulgate the "Code of Ethics for Librarians" appended and marked as "Annex "A" and made an integral part of this resolution;

RESOLVED, FURTHER, this Resolution shall take effect after fifteen (15) days following its full and complete publication in the Official Gazette or any newspaper of general circulation in the Philippines.

Let copy of this Resolution be circularized through the schools/ colleges/ universities offering the librarianship course to the users thereof for their information and guidance.

Done in the City of Manila this 13th day of Sept. 2006.

(Sgd.) PERLA T. GARCIA
Chairman

(Sgd.) CORAZON M. NERA
Member

(Sgd.) ELIZABETH R. PERALEJO
Member

Attested:

(Sgd.) CARLOS G. ALMELOR
Secretary, Professional Regulatory Board

Approved:

(Sgd.) LEONOR TRIPON-ROSERO
Chairperson

(Sgd.) AVELINA A. DELA REA
Commissioner

(Sgd.) RENATO B. VALDECANTOS
Commissioner

Annex "A"

"CODE OF ETHICS FOR PHILIPPINE LIBRARIANS"

PREAMBLE

Librarians, mindful of their role in the development of knowledge and culture and the enrichment of people's lives, seek the highest standards of ethical behavior in their relations with their schools, their clients/employers, the librarianship profession and colleagues, agencies and associations and the public.

1. Librarians with the State, Society and Public

- 1.1. Librarians shall uphold the Constitution, obey the laws of the land, and respect duly constituted authorities.
- 1.2. Librarians shall promote literacy and education of the public by making the resources and services of the library known and accessible to its users.
- 1.3. Librarians shall uphold and promote the right to information as well as abide by the provisions of the intellectual property law.
- 1.4. Librarians shall be partners with the community they serve in inculcating nationalism practicing Filipino values and preserving the country's historical, cultural, and intellectual heritage.

2. Librarians with Librarianship Profession

- 2.1. Librarians shall uphold the dignity and integrity of the profession.
- 2.2. Librarians shall keep their reputation above reproach and shall so conduct themselves to gain public esteem and respect for the library and for the profession.
- 2.3. Librarians shall not assist in the unauthorized practice of librarianship.
- 2.4. Librarians shall treat each other with respect, courtesy, and sincerity and shall avoid maligning the reputation, competence, and capability of their colleagues. They shall not use any unfair means to gain professional advancement.

- 2.5. Librarians shall strive to improve, enhance, and upgrade their professional knowledge, skills, and competencies through formal and informal means.
- 2.6. Librarians shall endeavor to uphold the highest standards in the practice of the profession. They shall adopt and live by this motto: C A N I – Constant and Never-ending Improvement of the quality and standards of professional services.
- 2.7. Librarians shall adhere to the principles of due process and equality of opportunity in their relationship with fellow workers especially their colleagues.
- 2.8. Librarians shall maintain membership, participate and cooperate in the endeavors of library association/s to enhance the effectiveness of the profession.
- 2.9. Librarians shall participate and cooperate in all the endeavors of library association/s to enhance the effectiveness of the profession.
- 2.10 Librarians shall be vigilant in the protection of all library resources placed under their care.
- 2.11 Librarians shall be entitled to a just and fair fee for consultancy and other professional services.

3. Librarians with the Suppliers, Publishers, Dealers, etc.

- 3.1. Librarians shall choose suppliers and publishers exclusively on the basis of the quality of goods, costs, and services.
- 3.2. Librarians shall refuse all personal gratuities.
- 3.3. Librarians shall never enter into business transactions prejudicial to the library, but unwisely favorable to their own interest.

4. Librarians with the Clients and/or other Users of their Professional Services.

- 4.1. Librarians shall provide courteous, prompt, adequate, skillful and accurate responses to all requests for assistance.
- 4.2. Librarians shall keep in confidence, information acquired in the course of professional service. They shall protect the client's right to privacy with respect to information sought or received and materials consulted, borrowed, or acquired through the library.
- 4.3. Librarians shall render impartial service to all library users regardless of their race, beliefs, age, gender, or social status.

- 4.4. Librarians shall refuse gifts or favors from clients and library suppliers for personal interest. They shall avoid using the library's resources to the detriment of services which the library renders to its users.

DISCIPLINARY ACTION

A Registered Librarian who is found guilty for violation of any provision in this Code by the Board after his/her investigation shall be subject to a disciplinary action of either revocation of his/her Certificate of Registration or suspension thereof which the Board shall impose thereto after his/her Certificate of Registration or suspension thereof which the Board shall impose thereto after his/her due investigation.

SEPARABILITY CLAUSE

Any provision or portion of this Code that the Court may declare as not constitutional, not valid, or not enforceable shall not affect the constitutionality, validity, and enforceability of other provisions thereof.

Done in the city of Manila this 13th day of Sept. 2006.

APPENDIX D
LIBRARY FORMS