



ISABELA STATE UNIVERSITY

LIBRARY OPERATIONS MANUAL

By
ISU LIBRARIANS

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PREFACE

The Library serves as the community's information resource. As with water, gas, electricity, and telephone services, the library contributes significantly to community well-being. As an academic unit within a state university, the library is a tax-supported service. In the end, patrons are also members of the public. Consider the library's services as pre-paid. By paying their tuition fees directly or indirectly, ISU clients have already accomplished everything necessary to earn the library staff's attention.

This Library Operations Manual has been developed specifically for the Isabela State University Library and should be used in conjunction with the Personnel Rules and Civil Service Rules of the Philippines, as specified in the ISU Administrative Manual.

This manual contains written policies and procedures that govern the internal administration and operational activities of the library. It is intended to assist you in finding solutions regarding the library's personnel, policies, and practices. Please read the manual thoroughly to ensure that you are guided appropriately. If you have any questions, please contact the University Librarian who will address them appropriately.

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I. INTRODUCTION

A. RATIONALE

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

The task of the librarian is 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 to develop, reinforce, and refine the skills. It also contains various phases of library work, such as the selection and acquisition of library materials, provision of electronic/digital resources, 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 a useful tool in helping each staff understand the phases of his/her work and in extending quality service to all clienteles. It is also a helpful guide to the library staff for the successful management and operations of the library.

B. VISION-MISSION AND CORE VALUES OF THE UNIVERSITY

Vision

A leading Research University in the ASEAN Region

Mission

The Isabela State University is committed to develop globally competitive human, technological resources and services through quality instruction, innovative research, responsive community engagement and viable resource management programs for inclusive growth and sustainable development.

Core Values

EXCELLENCE

We conduct our affairs with due diligence, care, and thoughtful engagement in the pursuit of excellence in our academic, research & development and extension services.

PUBLIC ENGAGEMENT

We shall consistently engage the public, mobilizing their participation in our programs and services. We shall seek their voice, recognize its needs, and mobilize their expertise for a sustained and continuing programs and services improvement.

ENVIRONMENTALISM

We put prime value on our living planet. We accept the responsibility, adopt practices to protect the environment, and be made accountable for our action.

ACCOUNTABILITY

We recognize that working with the University is a unique opportunity and privilege. We acknowledge that our office is a public trust and as such we shall conduct our engagements with the strongest sense of responsibility and submit ourselves accountable to the public and to Almighty God.

COLLABORATION

We strongly recognize that societal problems are not isolated – in fact, multifaceted and appropriately addressed through the deployment of multidisciplinary teams in a collaborative synergy in order to ensure efficiency, innovation, and productivity.

EFFICIENCY

We shall constantly seek for more effective and yet most economical ways of pursuing our vision and mission and goals amidst limited resources.

INNOVATION

We shall constantly seek for new and innovative ways of doing things. Contribute to solving current as well as emerging problems of society. We believe that innovation is the key to our competitiveness in the world.

INTEGRITY

We believe in the value of respect and subscribe to the highest ethical standards of honesty, fairness, truth and justice in all our engagements and as we pursue our mission and vision.

C. VISION-MISSION OF THE UNIVERSITY LIBRARY

Vision

The Isabela State University Library envisions to be a model of excellence in services and resources as one of the leading electronic academic libraries in Region 02

Mission

The Library's mission is to support and advance the University's educational, research, extension, and resource-generation missions. It will direct its resources and services toward the University's vision-mission objectives.

D. GOALS AND OBJECTIVES OF THE LIBRARY

The goals of the library are:

1. To organize collections of print and non–print resources that meet institutional and instructional requirements, as well as the individual needs of students, while adhering to and exceeding minimum standards.
2. To provide resources more accessible, convenient, and user-friendly through the use of appropriate facilities, equipment, and staffing levels; and
3. To create a learning environment that supports and encourages individualized instruction, independent study, and effective library use.

GENERAL OBJECTIVE:

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

SPECIFIC OBJECTIVES:

1. To continuously acquire books, other materials, and electronic resources that support and meet students' needs, abilities, and interests.
2. To instill proper study and reading habits in students, to increase their resourcefulness when it comes to the use of books and libraries, and to promote the habit of personal investigation.

3. To meet the needs and expectations of users through the establishment and implementation of library standards in the area of library service.

E. 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 nine (9) campuses with its campus library and three (3) extension campuses. These libraries are maintained primarily to serve the academic needs of students and faculty.

F. LOCATION OF LIBRARIES

F.1. Main Library – ISU Echague Campus, Echague, Isabela

Filipiniana Section- Collection from this section are books on the Philippines and written by Filipinos or foreign individuals no matter what language they were written or where they were printed. These materials are loaned at the charging desk for room use and/or overnight/home use subject for renewal if no prior request made by other clients.

Academic Researches Section –This section houses the collection of masteral and undergraduate theses and doctoral dissertations. These materials can be loaned out strictly for room use only.

Serials Section - This section provides current issues and volumes of general and professional journals, magazines and newspapers.

Technical Services Section - This section includes the three broad areas of collection development, cataloging, and processing of library materials.

E-Library - This section contains computer terminals and other gadgets for accessing electronic information resources via online and offline databases.

F.2. ISU Roxas Campus – New Site Library at Rang-ayan, Isabela; Old Site Library at Matusalem, Roxas, Isabela

F.3. ISU San Mateo Campus, San Mateo, Isabela

F.4. ISU Ilagan Campus, Ilagan, Isabela

F.5. ISU Cabagan Campus, Cabagan, Isabela

F.6. ISU Cauayan, Campus, Cauayan, Isabela

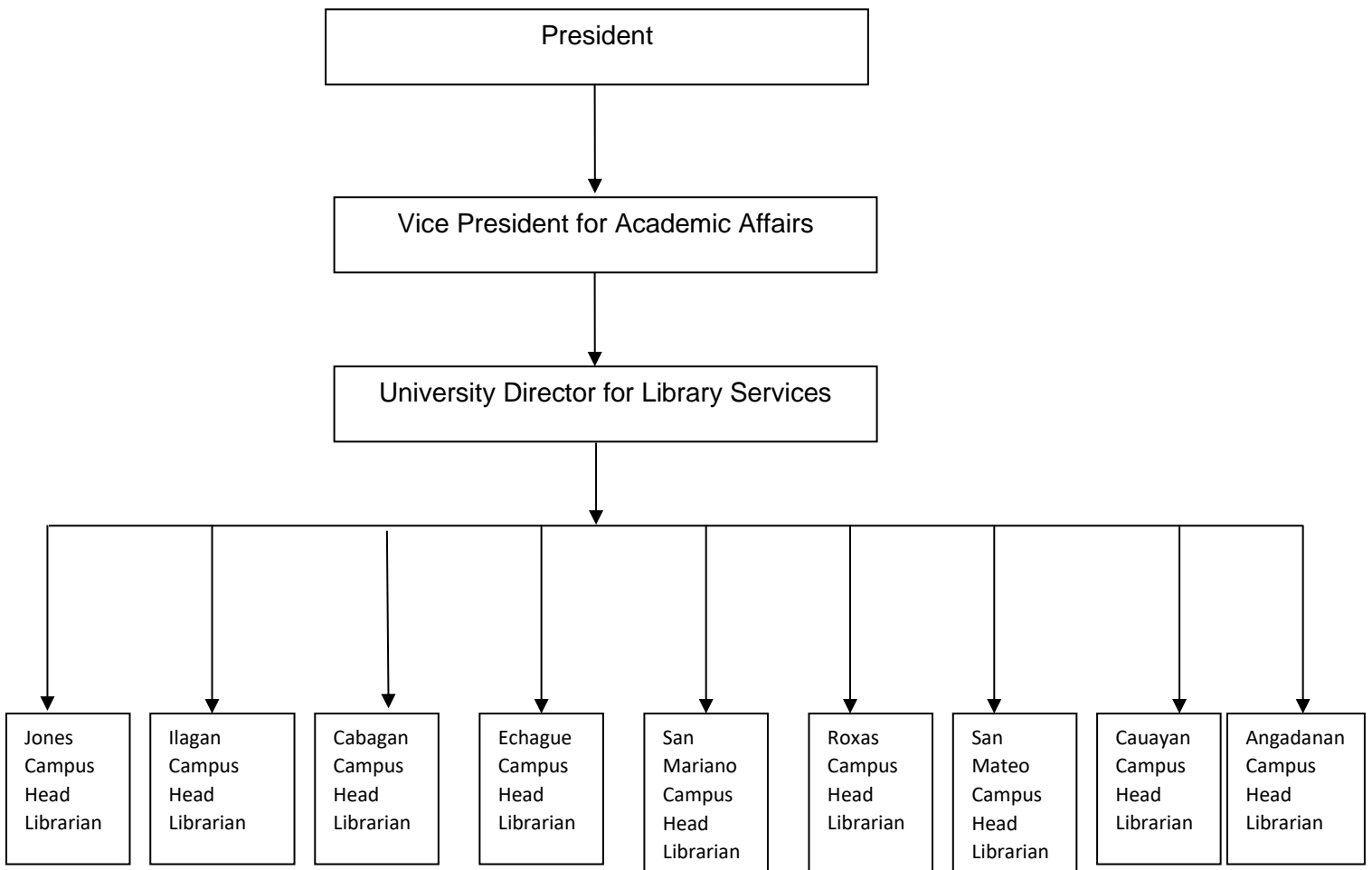
F.7. ISU Jones Campus, Jones, Isabela

F.8. ISU Angadanan Campus, Angadanan, Isabela

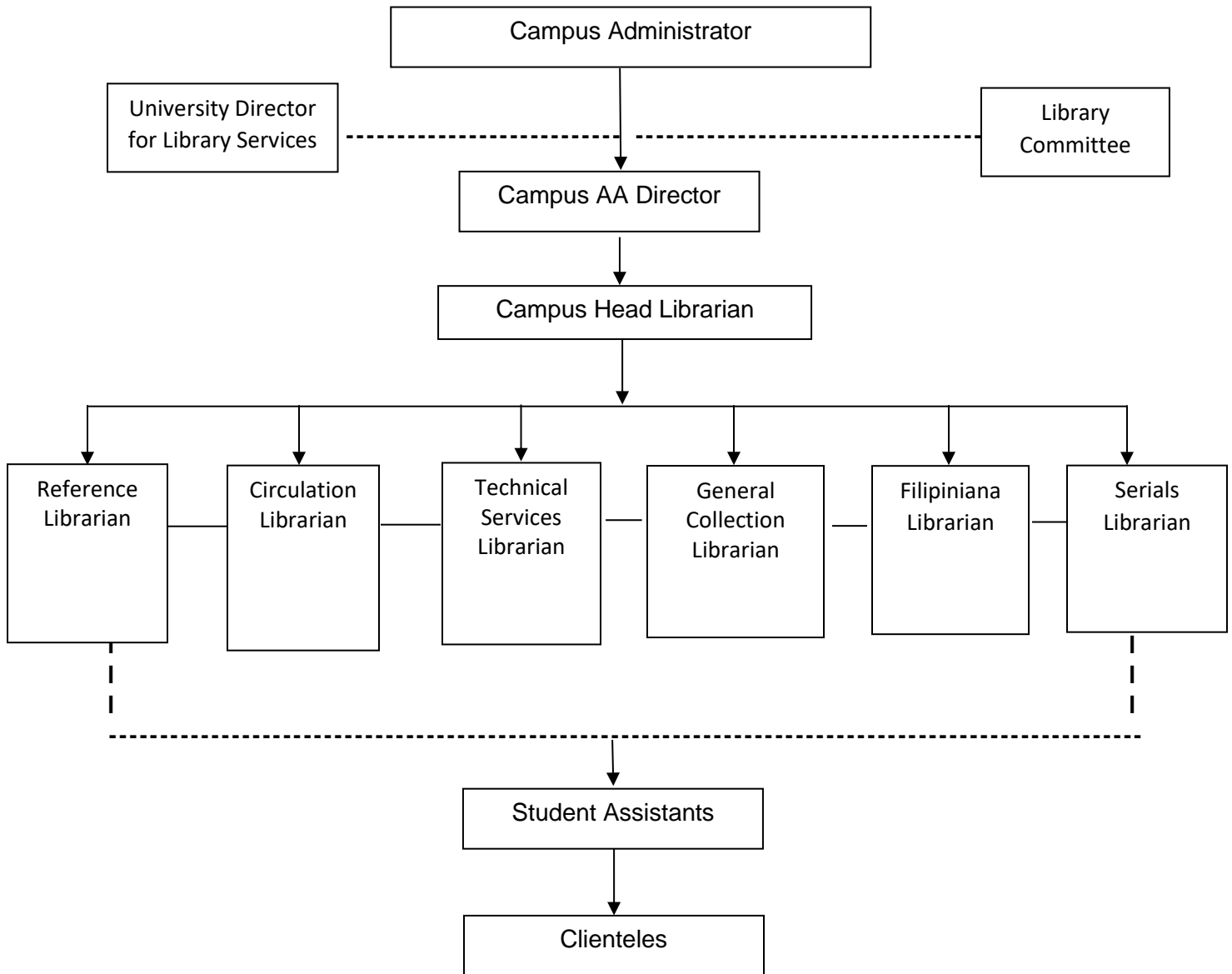
F.9. ISU San Mariano Campus, San Mariano, Isabela

G. ORGANIZATIONAL CHART

G.1. UNIVERSITY ORGANIZATIONAL STRUCTURE



G.2. CAMPUS ORGANIZATIONAL STRUCTURE



H. LIBRARY COMMITTEE

The Library Committee is chaired by the Executive Officer/Campus Administrator and its members are the Campus Academic Affairs Director, Campus Head Librarian, College Deans, Budget Officer, and the Supreme Student Council President.

The Library Committee assists the Campus Head Librarian 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, issues, or concerns affecting the library.

Functions:

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

I. 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

Cabagan Campus

Joan T. Balajadia
Robert N. Bangayan

Cauayan Campus

Marilyn G. Subido

Echague Campus

Ruby A. Lumaban
Aileen J. Lagmay
Merelisa R. Concordia
Monica D. Hernando
Juliet D. Villanueva
Hyacinth A. Villanueva

Ilagan Campus

Margie D. Cacal

Roxas Campus

Ivy Camille M. Gan
Rosita P. Milandres

Jones Campus

Betsie M. Dela Cruz

San Mariano Campus

Vickylyn A. Guieb

San Mateo Campus

Kathleene M. Gonzales

II. LIBRARY ADMINISTRATION

A. LIBRARY POLICIES, RULES AND REGULATIONS

A.1. POLICIES

1. Library Hours

Main Campus (Echague):

Monday to Friday 7:00 am – 5:00 pm (No noon break)
Saturday 8:00 am- 5:00 pm (No noon break)

Other Campuses:

San Mateo Campus:

Monday to Friday 7:00 am – 5:30pm (No noon break)

Cabagan Campus:

Monday to Saturday 8:00 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 Saturday 8:00 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 7:30 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 Friday 7:30 am – 5:00 pm (No noon break)

2. Admission to the Library

- a. All bonafide students of Isabela State University
- b. Officials, faculty members, and employees of the institution
- c. Alumni, members of the community, members of other educational institutions, and other private individuals granted permission by the librarian.

3. Requirements for Library Use

- **School Identification Card**

- a. A valid School Identification Card must be worn properly upon entering the library and all throughout while inside the library premises.
- b. School IDs are non-transferable. Any student caught borrowing or lending his/her ID shall be sanctioned. Consequently, both the lender and the borrower shall be reprimanded.
- c. Tampered School ID card shall be confiscated and both the borrower and the lender shall be sanctioned.

- **Borrower's Card**

- a. A Borrower's Card secured from the library upon enrolment must be presented and be used every time a student borrows material from the library.
- b. The Borrower's Card is non-transferable. Borrowing or lending the Borrower's Card would result in loss of library privileges. Consequently, both the lender and the borrower shall be sanctioned.

4. How to Borrow Books for overnight or room use?

- a. Consult the Online Public Access Catalog (OPAC). Fill out the call slip by carefully copying all the required information about the book (author, title, call number, etc.);
- b. Proceed to the shelves to get the book needed if available. Check the condition of the book for possible damages before proceeding to the Circulation Desk.
- c. If the book is damaged or unavailable, seek assistance from the section's library staff.
- d. If the book/ reading material is available and in good condition, let the library staff check the correct information of the book vis-à-vis the book card then fill-up the book card properly.
- e. Leave the Borrower's Card together with the book card at the charging desk.
- f. If the book is for room use only, proceed to the Reading Area, if it is for overnight/home use, get the book and leave the library.

5. When to Borrow/Renew Books and other Reading Materials?

5.1 Students

- a. Students may start borrowing books and other reading materials for room use only during the first week of classes.
- b. Lending out of books for home/overnight use to students shall start one (1) week after the first day of the regular classes during the regular terms.
- c. Books for home/overnight use are issued to students at 3:00 pm or two hours before closing time and to be returned the following school day at/before 9:00 am.
- d. Students are allowed to borrow two (2) books of different titles at a time (one (1) Filipiniana and one (1) General Collection or Fiction book or any combination of two).
- e. Books borrowed for overnight can be renewed only when there is no prior request from other students. In this case, books can only be renewed twice to give other students the chance to use the material. However, if the book is overdue, renewal is strictly prohibited unless overdue fine is settled.

5.2 Faculty/Non-teaching Staff/Administration

- a. Regular faculty members, non-teaching personnel and administration can borrow books and other reading materials at any time of the school day or when the library is open.
- b. Faculty members and administration are allowed to borrow a maximum of three (3) books for one (1) week only regardless of the number of preparations in teaching, however, if the need arises, books borrowed shall be recalled.
- c. Non-teaching personnel are allowed to borrow 1 book for a period of one week only. However, non-teaching with teaching loads may enjoy the same privilege as the regular faculty members.
- d. Faculty members with Contract of Service (COS) status are allowed to borrow books and strictly for Room Use only.
- e. Faculty members, non-teaching staff and administration can only re-borrow books if he/she has no existing library obligations such as unreturned/loss book and/or unsettled overdue fines.

- f. In case of demand due to compliance with reports and the like for accreditation and other visits purposes, due consideration is given to the requesting individual with letter of request noted by his/her head of office.

6. Library Materials for Room Use Only

- a. General References (like encyclopedia, dictionary, almanacs);
- b. Unpublished materials (like undergraduate theses, masteral theses and doctoral dissertations);
- c. Periodicals and other non-book materials; and
- d. Reserve Books.

7. Photocopying of Reading Materials

- a. Students are allowed to photocopy at least two (2) reading materials within thirty (30) minutes only regardless of the number of books/materials, only 10% of the material is allowed to photocopy.
- b. Books not allowed for photocopying are General Reference like encyclopedia, dictionary, unpublished materials.
- c. Rare books that are out of print, books with only one or limited copies, and materials filed as reserved collection.

8. Borrowing Policies During Examination Periods

- a. Students will not be allowed to borrow books for home/overnight use one (1) week before the final examination during the regular term.
- b. No special permission shall be honored after the last day of lending out books for clearance purposes.

9. How to Return Borrowed Materials?

- a. Proceed to the Circulation Desk's returning lane, hand the reading material to the library staff, and wait for the book card to be stamped "Returned." Allow library staff to insert the book card into the book's book pocket.

- b. Be sure that the remarks in your Borrower's Card is properly marked with "Returned" by the library staff before you leave the Circulation Desk.

10. When to Return Borrowed Materials?

- a. All borrowed reading materials for home/overnight used shall be returned at/or before 9:00am the following school day.
- b. Reading materials borrowed for photocopying shall be returned within thirty (30) minutes only.
- c. Reading materials borrowed for room use only shall be returned at any time after use within the day.

11. Overdue Materials and Overdue Fines

- a. A book is considered overdue when it is returned after the set time and due date. Hence, an overdue fine is incurred by the borrower.
- b. Borrowed books must be returned promptly at or before 9:00AM on the following school day to avoid penalty.
- c. A delay in returning a book at appointed time may adversely affect another reader. Therefore, students, faculty and staff who failed to return the borrowed book on time shall pay five (P5.00) pesos per hour or forty (P40.00) pesos for each full day per book.
- d. Books and other reading materials requested for photocopying shall be allowed within thirty (30) minutes only. Failure to return the book at specified time shall be charged with overdue fine at one peso (Php1.00) per minute per book.

12. Lost/Damaged Books and other Materials

- **Any lost/damaged book or library materials must be:**
 - a. reported immediately to the Librarian to stop accumulation of overdue fines.
 - b. paid according to its current value, accrued fines, and a processing fee of fifty (Php50.00) pesos.
 - c. replaced with a clean or new copy of the same title, author/s, and edition of the lost or damaged book or library material plus fifty pesos (Php50.00) processing fee and accrued overdue fines.

- If the lost/damaged book or periodical is out of print, the cost of xerographic copy and binding fee shall be charged and a processing fee of fifty (P50.00) pesos.
- d. replaced with the same or related title and author with the latest edition if same edition is no longer available plus fifty pesos (Php50.00) processing fee and accrued overdue fines.
- e. paid/replaced within thirty (30) days only after it was reported. Otherwise, accumulation of overdue fine shall be reactivated until such time that the obligation shall have been settled.

13. Requirements in the Signing of Clearance

No clearance shall be signed until the following library obligations have been met:

- a. Strictly, all borrowed library materials by faculty, students, non-teaching and administration shall be returned on time.
- b. There shall be no existing library obligations such as unreturned library materials and/or unsettled overdue fines and/or damaged/lost borrowed books/reading materials.

14. Policies for Outside/Walk-in Researchers

- a. Outside/walk-in researchers must present a valid ID and a referral letter from their librarians/agency heads. A minimal service fee of P50.00 shall be charged and to be paid at the cashier of ISU.
- b. The Official Receipt (O.R.) must be presented to the librarian for record purposes.
- c. A maximum of eight (8) hours shall be given whether it be straight or in fractional basis.
- d. All materials borrowed are strictly for room use only.
- e. The use of laptop is allowed but charging it is strictly prohibited.

15. Referral Letter

- a. A referral letter is issued to students who wish to use libraries of other institutions.
- b. Secure the referral letter at least one day before the schedule of the intended visit to a particular library.
- c. A processing fee amounting to twenty (P20.00) shall be charged and to be paid at the cashier of ISU.

A.2. RULES AND REGULATIONS

1. Clients with special needs (PWD) are given priority.

2. Library Use

- a. Library users are required to sign/register on the designated logbook provided at the entrance of the library.
- b. Library users may bring only their pens, writing materials, and valuables (such as wallet, calculator, cellphones, laptops, jewelries, etc.). The library is not liable for any loss of personal valuables.
- c. Personal reading materials are to be checked by the library staff before they can be brought inside or outside the reading area.

16. Discipline in the Library

- **Courtesy demands the strict observation of the following within the library premises:**
 - a. Since the library is primarily a place for studying and reading, noise must be minimized. Moving aimlessly around the library should be avoided.
 - b. Loud conversations are strictly prohibited. Chatting, shouting and other actions that may disturb another clientele are **not allowed**.

17. Borrower's Responsibility on Borrowed Books and other Materials

- a. A borrower must assume full responsibility for the proper care of borrowed library materials. Therefore, any borrowed book or material must not be marked, defaced nor mutilated.
- b. Cases of dishonesty, defacement, and damaging library materials are subject for disciplinary action based on the ISU Student Handbook.
- c. Any book or library material should be examined first by the borrower for any missing or torn pages, and report the matter immediately to the librarian or student assistants before borrowing. Failure to do so shall be considered an offense by the borrower and may be dealt with accordingly.
- d. Avoid taking library materials without having it properly charged to you by the librarian or any library staff. Persons who take out library materials without permission shall be dealt with accordingly.

- e. Use the book properly. Do not moisten your finger to turn the pages nor make use of the book as a purse nor do anything that destroys the book or library material.

B. Library Staff Duties and Responsibilities

I. UNIVERSITY LIBRARIAN OR/AND CAMPUS LIBRARIAN

1. Develops library development programs and directs, controls, and supervises the activities of the campus libraries;
2. Plans, reviews, and recommends improvements to the library's policies in order to support the academic programs on the various campuses;
3. Develops and implements general library policies, rules, and regulations;
4. Coordinates the office's activities with the various units and departments that are impacted by his/her operations;
5. Makes selections, evaluates, and purchases library materials for the library and in support of the school's curricular offerings;
6. Serves as a point of contact for administration, academic faculty, and students;
7. Recommends and endorses professional and personal development opportunities for library staff through attendance at trainings, seminars, conferences, workshops, and congresses.
8. Oversees the activities of the library staff and campus librarians and evaluates their services;
9. Recommends and participates in the recruitment, selection, and promotion of the library staff and student assistants;
10. Supervises implementation of the Library Development Plan, Annual Action Plan, Annual Procurement Program for the library;
11. Conducts regular meetings to campus librarians to address concerns and issues of library staff and campus libraries;
12. Designates staff to prepare collection analyses of all library materials and determines what are to be weeded out;
13. Evaluates, signs and recommends application for leave of library staff;
14. Consolidates annual reports of Campus Librarians and submits the same to the Vice President for Academic Affairs; and
15. Monitors regularly the statistical reports of library staff and campus libraries to determine the effectiveness in the implementation of policies and guidelines.

II. ACQUISITION/CATALOGER LIBRARIAN

1. Receives and checks newly arrived library materials vis-à-vis the list stated in the invoice;
2. Opens and collates newly purchased books and put a remark in the Collation Slip;
3. Accessions, classifies and catalogues books and other materials acquired by the library;

4. Encodes and files catalog cards and p-slips;
5. Assists in the evaluation and selection of library materials;
6. Assists in the planning and development of the library collection;
7. Maintains and updates the Online Public Access Catalog (OPAC), shelf list and other files; and
8. Performs other related tasks as deemed necessary.

III. 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 and 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 related tasks as deemed necessary.

IV. REFERENCE/CIRCULATION LIBRARIAN

1. Helps in the evaluation and selection of reference materials;
2. Answers reference queries raised by the clientele;
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. Performs other related tasks as deemed necessary

V. NON – PROFESSIONAL STAFF

A. Library Assistant

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 and damaged pages;
3. Assists in the shelf – reading of books and other materials.
4. Performs mechanical preparation of books as in pasting book pockets and date due slips, inserting book cards, stamps books with mark of ownership and covers books;
5. Assists in the inventory of books and other materials;
6. Repairs slightly damaged 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. Implements registration of all library users upon entry; and
10. Does library housekeeping.
11. Performs other related tasks as deemed necessary.

B. IT Library Staff

1. Assists in the Internet Section/E-Library;
2. Assists in monitoring internet users' needs;
3. Monitors and checks internet user's activities at the Internet Section;
4. Manages Integrated Library System for proper operation;
5. Maintains and safe keeps properly of equipment and facilities at the Internet Section;
6. Checks and troubleshoots regularly the computer systems in the library;
7. Checks ID's and Internet Cards of all library users upon entry;
8. Keeps records of the statistics of users;
9. Implements registration of all library users upon entry;
10. Does library housekeeping; and
11. Performs other related tasks as deemed necessary.

VI. STUDENT ASSISTANTS

1. Organizational Relationships

Reports to the Director for Library Services

2. Appointment

Appointed by the Campus Executive Officer

3. Qualifications

Applicants for student assistantship should:

- a. 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;
- b. belong to the upper-class year level – sophomore, junior, senior;
- c. have no failing grades in the preceding semester and with a General Weighted Average (GWA) of 2.75;
- d. not be enrolled in On-the-Job-Training (OJT), field practice or internship;
- e. possess good moral character and have no record of disciplinary case filed against her/him; and
- f. show ethics in manner of dressing, talking and in dealing with people.

4. Duties and Responsibilities

- a. Stamps books and other library materials with school's mark of ownership;
- b. Collates books on circulation to check for torn/missing pages;
- c. Assists in the reader's services, circulates books to teachers, students and other clientele;
- d. Assists in the shelf-reading of books and other materials;
- e. Performs mechanical preparation of books such as pasting book pockets, inserting book cards, pasting date due slips and covering books;
- f. Assists in the inventory of books and other materials;
- g. Repairs damaged books and other materials which are still useful for circulation;
- h. Checks ID's of all library users upon entry;
- i. Implements registration of the library users in the log book; and
- j. Does library housekeeping.

5. Rate of Pay

Student assistants receive twenty-five pesos (P25.00) per hour.

C. STAFF MEETINGS

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

1. share any information, news, projects and ideas affecting the library and its staff;
2. improve the flow of communication within the library, and with the larger college community; and
3. assist in the process of shared decision-making within the library and its operation and services.

The library will hold full staff meeting once in a semester. Meetings shall be chaired by the Director for Library Services. Urgent/emergency 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.

D. LIBRARY GOVERNANCE

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.

2. Operating Principles

- a. 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.
- b. 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.
- c. Decisions may be revised if there is new information.
- b. Decisions made using the appropriate process will be supported.
- c. Reasons for decisions will be provided.
- d. Appropriate assignment of responsibility, timeliness for completion, and process of evaluation will accompany decisions.
- e. Each staff member will be provided opportunities to acquire and enhance the skills necessary for effective decision-making.

3. Work Policies

- a. The library will staff all positions in the library with fully qualified people.
- b. Library staff will be encouraged to participate in professional development activities. Library travel funds will be distributed as equally as possible.
- c. . 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.

4. Work Expectations

- a. 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.
- b. 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.
- c. 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.
- d. 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.
- e. 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.
 - f. Each staff member may join the ISU Non-Academic Staff Association (NASA).

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.

- a. You should be approachable. You should smile, make eye contact, and give a friendly verbal greeting to library patrons.
- b. 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.
- c. 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.
- d. 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 shows, 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:

- a. Remain calm. Do not give the appearance of being combative but do not appear fearful either.
- b. 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.
- c. Be aware of how you are speaking. Speak slowly and clearly and if you are using a loud tone, lower your voice.
- d. 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.
- e. 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.
- f. If you can't achieve a satisfactory solution to the problem, pass the patron on to your supervisor or to the University Director for Library Services.
- g. 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 clients 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.

E. LIBRARY ENVIRONMENT

1. Facilities

- a. Furniture

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

- b. Lighting

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

- 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.

2. Food and/or Beverages

- a. Foods and beverages are not allowed in public areas of the library.
- b. Staff members can have their snacks or meals in the designated area of the library that are not exposed to library clientele.

III. LIBRARY RESOURCES AND SERVICES

Introduction

As part of the librarians' creativity and resiliency, the ISU University Library has adopted changes in the delivery of library resources and services to address the needs of the so-called "New Normal" due to COVID-19 pandemic.

A 'new normal' state typically start with a triggering event, such as quantum change in the political, economic, social, and/or technological environment. This then leads to large-scale, high-frequency (i.e., generalized or recurring) adaptations to the new situation by a myriad of actors at the macro- and micro- levels, leading to widespread effects that diverge from the past status quo (Eddleston, 2020, p. 600).

Libraries are also adversely affected by this 'new normal' state. With this, the librarians are challenged to know and understand different modalities of learning so that they can modify ways of delivering library services and resources. Apparently, some changes in the delivery of services and resources are observed. One of the changes is that, various sources and types of information become available to our clients through information technology. Library instruction and Information Literacy Programs should be carefully prepared to be effectively and efficiently delivered to the library clientele. The way they access the information depends on how the library makes it accessible to them. Online resources are now the priority for acquisition by many libraries in order to address the information needs of library clientele remotely.

Therefore, in order for the university library to become efficient and effective in delivering its services and resources amidst pandemic, the following are proposed key changes in library operations:

1. Services

The University Library should adopt remote reference, online chats, online tutorials and orientations.

2. Resources

Online databases and e-books resources shall be the priority for acquisition by the library. Designed ways for easy access and retrieval of information online for the library clientele.

3. Staff Reduced workforce onsite by rotation, skills enhancement through in-service training, and retooling shall be conducted.

A. READERS SERVICES

A.1. Library Instruction and Information Literacy Program

Library instruction is one of the services given to the library clients who aim to familiarize themselves to the library's resources, services and procedures.

On the other hand, Information Literacy Program enables the students develop their information literacy skills. As such, information literacy is defined as "the set of integrated abilities encompassing the reflective discovery of information, the

understanding of how information is produced and valued, and the use of information in creating new knowledge and participating ethically in communities of learning." (ACRL Framework for Information Literacy for Higher Education 2015)

During the early part of the first semester, the library, in cooperation with the Guidance Office conducts orientation program to freshman and transferee students. This is to familiarize students with the library environment, and physical facilities. In addition, students will be introduced to college services that will support their educational and personal goals.

Library instruction is one of the lessons given by English teachers to freshman students. More often than not, the instructor invites the librarian as a resource speaker to give an in-depth lecture on the use of reference books and libraries.

Library instruction and Information Literacy Program at ISU provide library orientation and instruction to enable library clients to effectively utilize its resources and services and to develop among them the necessary information literacy skills towards lifelong learning. It is accomplished by the library staffs in the following ways:

1. Conducts formal library orientation every start of the academic year.
2. Gives informal orientation to walk-in library clients during the library hours.
3. Provides library presentation to groups who wish to schedule visits to the library for the Information Literacy Program.
4. Conducts Information Literacy Program to undergraduate and graduate students undergoing researches and those who are enrolled in Methods of Research classes. This can be done through collaboration with the dean and faculty members handling research classes.
5. Delivers lessons 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 as part of the basic English subject. Other courses may be developed as appropriate.
6. Distributes printed instructional materials such as guides and handouts to aid users in accessing and using library resources and services.
7. Conducts continuous revision of the library instruction as library resources and services change, and as ISU programs and users change.
8. Conducts evaluation/assessment to students after the conduct of the Information Literacy Program through the administration of the questionnaire and accomplishing activities.

A.2. Reference Service

1. The goals of the reference service are to:

- a. Assist students, staff and public patrons in accomplishing their goals and objectives by providing comprehensive reference service such as the following:
 - 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.
- b. Maintain a high level of communication between the library and other departments as follows:
 - keep faculty and staff informed of current library developments.
 - Encourage student's use of library resources.
 - Provide specialized reference services to faculty.
- c. Assist students and staff in becoming competent in their use of the library such as the following:
 - provide class presentations.
 - Assist with class library assignments.
 - Provide bibliographic instruction on new library technologies and reference resources.
- d. Provide and maintain an accurate, relevant, and timely reference collection that fulfills the needs of the ISU.
- e. Provide a conducive learning environment.
- f. Provide easy access to the reference staff.
- g. Maintain a professional, highly trained reference staff.
- h. Provide the most current library reference technologies.

2. Policy

Reference books are for library use only.

3. Reference queries

There are two types of reference queries:

a. 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.

b. Search questions

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

4. Search Strategies

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

- a. Establish and negotiate the query with the client.
- b. Select the types of answer providing tools.
- c. Within the answer providing tools, select several titles to search from.
- d. Conduct the search to select the answer, and then submit this to the client.
- e. See if the answer is satisfactory for him, if not, renegotiate the query.

5. Information Resources

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

- a. General Reference Books
- b. General reference books and materials (encyclopedias, dictionaries, atlases, etc.) shall be for room use only.
- c. 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.
- d. Theses, Dissertations, Periodicals, Vertical File Materials, Pictures and Maps should be used within the library only.

DISCUSSION ROOM/AREA

a. The use of Discussion Room/Area is for students' academic group discussion and is available

for booking on a first come, first served basis.

b. The room must not be used for activities that are likely to disturb regular library functions.

Excessive noise, using audio equipment in a way that may disturb others, eating and drinking are strictly prohibited.

c. Cleanliness and orderliness must be observed upon leaving the area.

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.

- a. 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.
- b. 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.
- c. 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.
- d. Library Internet stations are designated as a resource for study-related research and these activities have first priority.
- e. Library Internet stations may be used by students, faculty and staff.
- f. 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.

E-Library Section Policy

- a. The Internet service in the Elibrary section is intended for Research Purposes only.
- b. Validated school I.D. must be presented to the E-Library In-Charge upon entry to the E-library section.
- c. Usage: 3-5 hours use per day on a first come, first served basis.

Elibrary discourages the following:

- a. Food or liquids anywhere near the stations.
- b. Display or download of obscene, pornographic, or harassing images.
- c. Disruption or interference with the campus network, services or equipment.
- d. 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.
- e. Any other violations of the Campus Computer Use Guidelines or the Student Code of Conduct.
- f. 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 Twenty Pesos (P20.00) shall be collected to defray the cost of printing.

A.6. Public Relations

Public relation 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.

1. Aims:

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

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.

A.7 AUDIO-VISUAL SERVICE

The Audiovisual Room in the library provides audiovisual resources, equipment and services to enhance the quality of teaching and learning activities of the students.

a. Reservation for the use of its materials, equipment and facilities shall be made in the official reservation form a week before the scheduled activity. Advance bookings are highly advisable and notices of cancellation should be made as soon as possible.

b. In order to provide an opportunity for others to use the AV resources, equipment and facilities, users are allowed to use the AV Room once a week.

- c. The resources, services and facilities are made available on “first come, first serve basis” for the following purposes: class viewing, computer-assisted instruction; meetings called by the administration and/or those whose topics are confidential in nature; activities initiated by teachers such as student orientations, debates, contests, project/paper presentation, symposia and panel discussions; University-sponsored activities that are non-income generating.
- d. In case of conflict of schedule the Library has the right to decide which activity will be given priority to use.
- e. The schedule allotted for the use of its materials, equipment and facilities shall be strictly followed in order to avoid delays in the subsequent scheduled activities.
- f. Notice of postponement/cancellation in the use of its materials, equipment and facilities shall be forwarded to the library not later than 5:00 p.m. a day before the scheduled activity.
- g. AVR reservation will be automatically cancelled if the class will not come within the first fifteen minutes of their scheduled time or, in the absence of Faculty, no class activity shall be allowed. For organization's activity, the presence of the faculty adviser or an officer is required in order to avoid some undesirable problems.
- h. The requesting party shall be responsible for the proper care, order and use of material/s, equipment and facilities while inside the room.
- i. Problems that may arise during the activity shall be reported immediately to the Director of Library.
- j. The Library reserves the right to revoke/cancel a permit granted and to suspend AVR privileges in case of misrepresentation or violation of any of its policies and regulations.

B. TECHNICAL SERVICES

B.1. Cataloging and Classification

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

a. Cataloging Functions

1. Cataloging and classification.
2. Physical preparation of materials for use.
3. Maintaining catalog records.

b. Objectives

A. To organize library materials for effective use by the library clientele through:

1. Cataloguing – which is describing each title in bibliography terms according to cataloging rules (i.e. Anglo-American Cataloging Rules 2nd edition revised).
2. Subject Analysis – which is identifying the content of each title and representing these by appropriate subject headings.

3. 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.

4. Proper distribution of processed materials in their respective units.

B. To improve bibliographic control over materials by participating in the introduction and maintenance of permanent bibliographic records for public and library staff use.

c. Cataloging Policies (Cataloging Workflow on Figure 1)

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.

Figure 1. 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

Policy on the use of Filipino language instead of Philippine language or Tagalog language 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

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

e.g. YBANAG-DIALECT

5. 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)

6. 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.

7. Rush items

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.

The cataloging staff will perform the rush cataloging and will in general have the item ready one day from the date of the request.

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.2. Selection and Acquisition (See Figure 2)

a. Goals

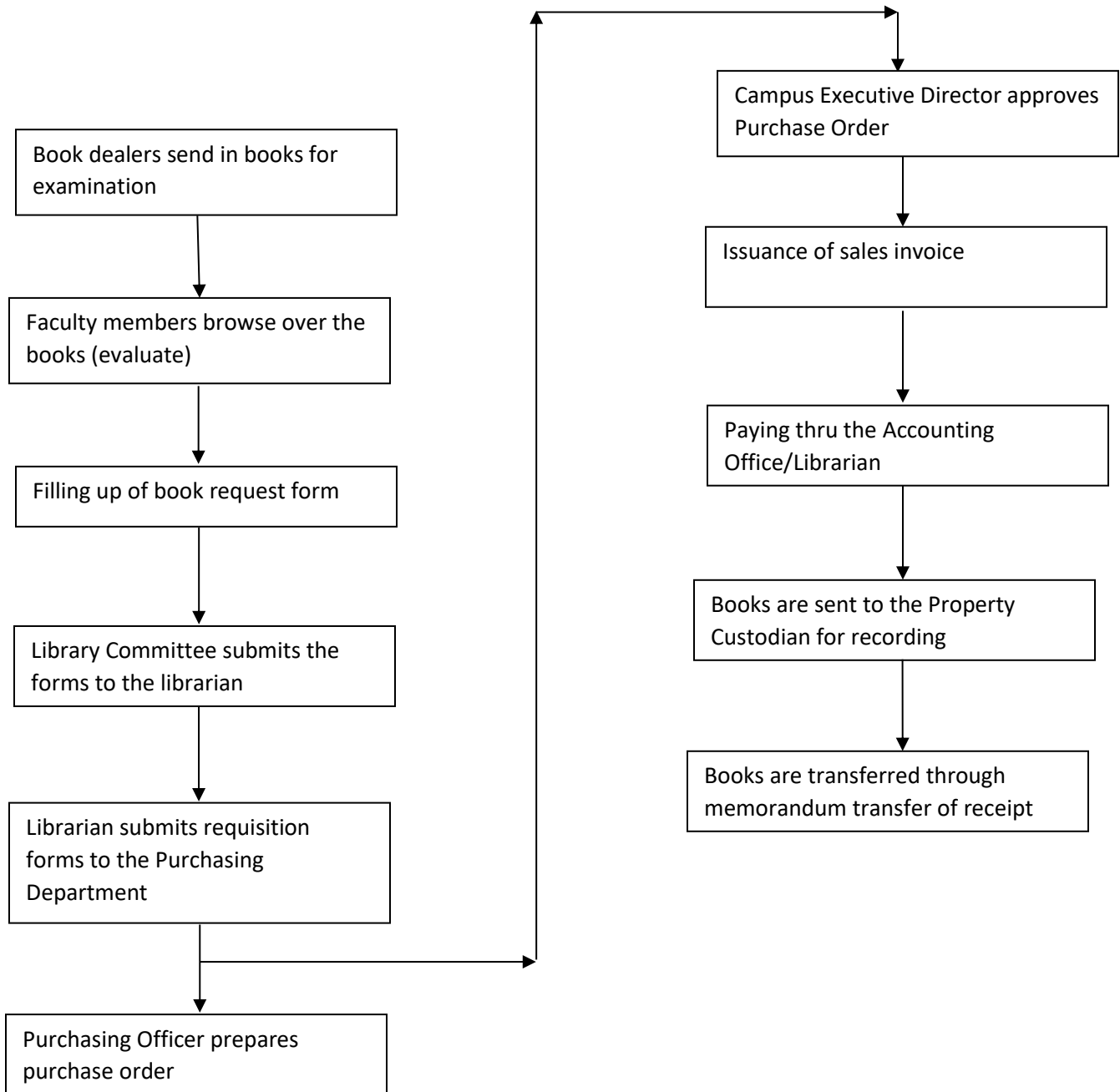
- To develop a collection that will serve the present and future needs of the library clientele;
- To provide cost-effective acquisition;
- To participate in library meetings with other departments for the enhancement of library's collection development;
- To support the research needs of the clientele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

1. 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. Print and non-print materials with educational, information, research 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 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. Digital resources and databases shall be considered as priority to address the needs of students who are under remote classes.
- h. The physical aspects of the materials should be considered. Deformed materials should not be selected.
- i. The materials should not be discriminating. It should present two or more views on issues as much as possible.
- j. The books must be durable in binding, paper and printing.

Figure 2. Acquisition Workflow



2. Guidelines for Book and Non-Book Selection

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

3. Guidelines for Acquisition

- a. The resources should provide the needed information of the Isabela State University.
- b. The book collection should include reference books for general topics.
- c. The collection should contain resources needed for the various courses offered by the university.
- d. The collection should support the curricular offerings of the university.
- e. It should contain general, popular and professional periodicals that will support the clients' search for relevant and current information.
- f. 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.
- g. The collection should include recreational, popular and fictional materials such as classics, novels, etc. to meet the interests of the college.
- h. A material should not be included because of the race and nationality of the author.

B.2.4.a. Serials

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

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

- a. Accuracy of content.
- b. Accessibility of content through indexes.
- c. Demand.
- d. Representation of a point of view or subject needed in the collection.
- e. Relevance.
- f. Reliability.
- g. Use or potential use.
- h. Format.
- i. Chronological coverage.
- j. 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.2.4.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.2.4.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.2.4.d. Periodicals Services

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

B.3. Bindings, Repair and Weeding

1. The library shall have a program for the regular preservation and de-selection of its collection to keep it relevant and up-to-date.
2. Regular weeding-out program shall be under taken to keep the collections relevant and up-to-date

Policies

Seldom used copies should be weeded out from the collection. Useful books should be mended if they are damaged. Materials which are beyond repair should be discarded.

Damaged books and complete issues of periodicals for binding should be scheduled.

Superseded editions of books might be a candidate for de-selection.

**IV. COLLECTION DEVELOPMENT AND MANAGEMENT POLICY STATEMENT
(Selection/De-Selection/Acquisition)
Isabela State University Library System**

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.

OBJECTIVES

The primary objectives of this Collection Development and 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.

MATERIALS SELECTION POLICY

The purpose of the selection policy is to guide librarians and to inform the Isabela State University's 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.

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.

Acquisition refers to how library materials are acquired by the library such as purchase, donation, gift, or exchange.

RESPONSIBLE FOR ACQUISITION POLICY

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

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.

Selection and Acquisition (See Figure 1)

Goals

To develop a collection that will serve the present and future needs of the library clientele;

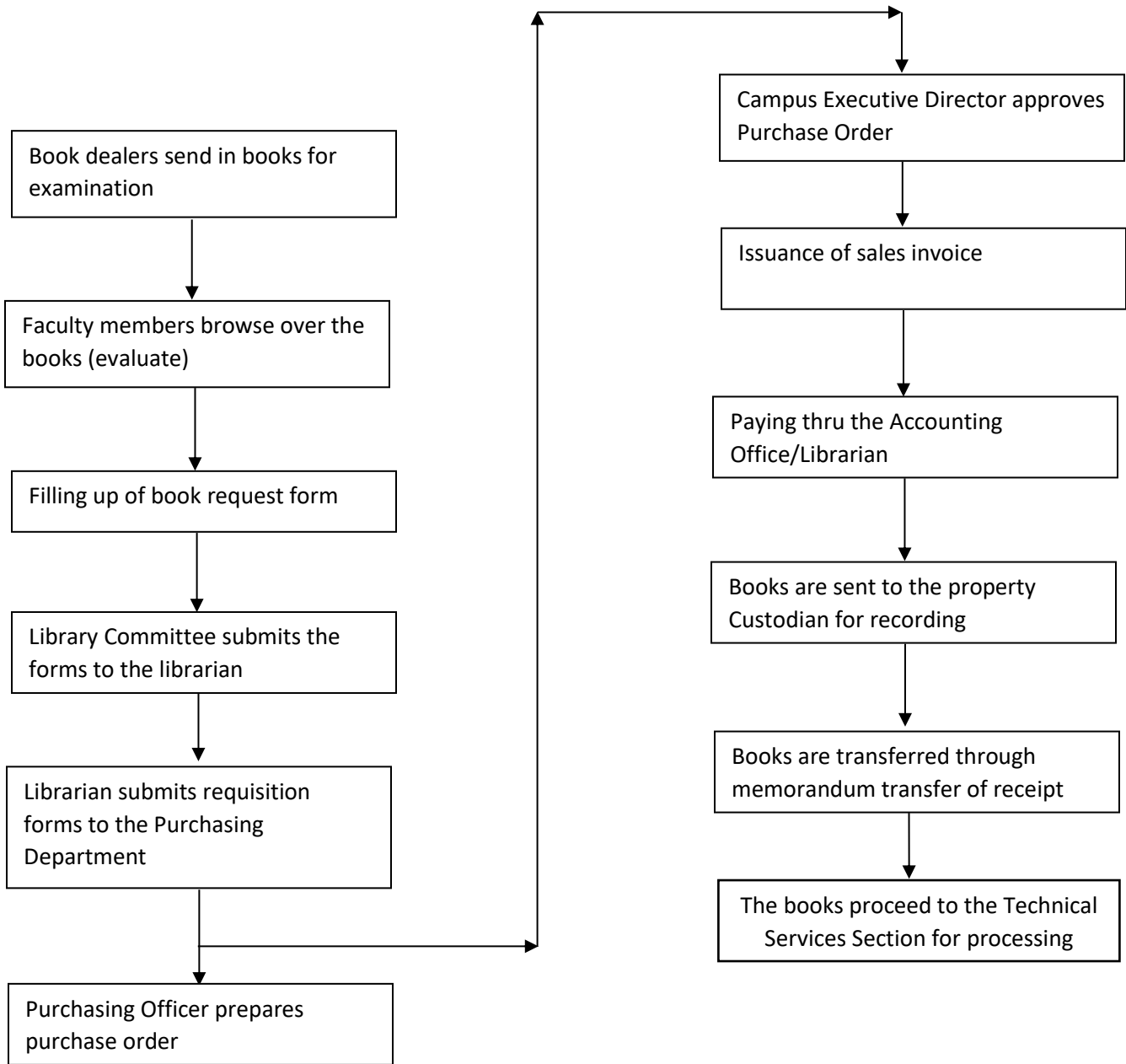
- To provide cost-effective acquisition;
- To participate in library meetings with other departments for the enhancement of library's collection development;
- To support the research needs of the clientele by constantly maintaining a good and balance collection; and
- To evaluate the collection and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

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 as well as keeping in the advancement of technology.
- e. Digital resources and databases shall be considered as priority to address the needs of students who are under online classes.
- f. 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.
- g. Materials should be used for one or more courses.
- h. The physical aspects of the materials should be considered. Deformed materials should not be selected.
- i. The materials should not be discriminating. It should present two or more views on issues as much as possible.
- j. The books must be durable in binding, paper and printing.

Figure 1. Acquisition Workflow



Guidelines for Book and Non-Book Selection

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

Guidelines for Acquisition

- i. The resources should provide the needed information of the Isabela State University.
- j. The book collection should include reference books for general topics.
- k. The collection should contain resources needed for the various courses offered by the university.
- l. The collection should support the curricular offerings of the university.
- m. It should contain general, popular and professional periodicals that will support the clients' search for relevant and current information.
- n. 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.
- o. The collection should include recreational, popular and fictional materials such as classics, novels, etc. to meet the interests of the college.
- p. A book should not be included because of the race and nationality of the author.

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:

- a. Accuracy of content.
- b. Accessibility of content through indexes.
- c. Demand.
- d. Representation of a point of view or subject needed in the collection.
- e. Relevance.
- f. Reliability.
- g. Use or potential use.
- h. Format.
- i. Chronological coverage.
- j. 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.

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.

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.

Periodicals Services

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

LEVELS OF COLLECTIONS, STRENGTHS AND COLLECTING INTENSITY

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.

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.

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.

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.

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.

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.

PUBLICATION EXCHANGE

The library develops Exchange Program through coordination with other academic institutions for the Memorandum of Agreement/Understanding. The library has to identify school publication for the exchange program. Materials shall be with importance to the curriculum of the partner institution.

REVISION OF POLICY

This policy will be revised as times and circumstances require.

THE ISABELA STATE UNIVERSITY LIBRARY desires to be a member of any library organization on a regional or national level. The following are possible organizations and associations where licensed and non-licensed librarians can possibly join:



1. Philippine Librarians Association, Incorporated - Cagayan Valley Region Librarians Council (PLAI-CaVRLC)
2. Philippine Association of Academic and Research Libraries (PAARL)
3. Philippine Association of Teacher in Library and Information Science (PATLS)
4. International Federation of Library Associations (IFLA)
5. Agricultural Librarians association of the Philippines (ALAP)

Appendix A
LIBRARY STAFF ROSTER

Name	License No.	Position	Campus	Email Address	Home Address
Andal, Adelaida (Resigned)	5897	School Librarian II	Ilagan	aa.double77@gmail.com	Cataggaman, Tuguegarao City
Balajadia, Joan T.	4212	College Librarian III	Cabagan	joanbalajadia44@yahoo.com	Roma Norte, Enrile, Cagayan
Cacal, Margie D.	6472	Asst. Librarian	Cauayan		
Concordia, Merelisa R.	3174	College Librarian I	Echague	mbr_isu@yahoo.com	Liwanag, Tumauni, Isabela
Dela Cruz, Betsie M.	2667	College Librarian II	Jones	b15r2000@yahoo.com	Caloocan, Santiago City
Dela Cruz, Myrna M.	2663	College Librarian II	Angadanan	myrna_millo@yahoo.com	Roxas, Cordon, Isabela
Gan, Ivy Camille M.	6484	College Librarian I	Roxas	Camille.m.gan@isu.edu.ph	Roxas, Isabela
Gonzales, Kathleene M.	4238	College Librarian I	San Mateo	kmolina92583@yahoo.com	P1 Baluarte, Santiago City
Guiab, Vickylyn A.	3515	School Librarian II	San Mariano	isu_sanmariano@yahoo.com	Ramon, Isabela
Hernando, Monica D.	4513	School Librarian II	Echague	monick_04@yahoo.com	Andres Bonifacio, Diffun, Quirino
Lagmay, Aileen J.	0603178	College Librarian I	Echague	ajl_isulib@yahoo.com	Centro East, Santiago City
Lumaban, Ruby A.	1826	Asst. Prof. III / University Librarian	Echague	ruby_isulib@yahoo.com	ISU Staff House
Milandres, Rosita P.	PD1006	School Librarian II	Roxas	mpmilandres@yahoo.com	Matusalem, Roxas, Isabela
Subido, Marilyn	3337	School Librarian III	Cauayan	Subido.subido@yahoo.com.ph	Villa Sur Maddela, Quirino
Villanueva, Hyacinth C.	4617	College Librarian I	Echague	aya.alexia@yahoo.com	San Fabian, Echague, Isabela
Villanueva, Juliet D.	3172	College Librarian II	Echague	juliet.d.villanueva@isu.edu.ph	Leonarda, Tuguegarao City

APPENDIX B

CHED MEMORANDUM ORDER (CMO No. 22 Series of 2021) "Minimum Requirements for Libraries of Higher Education Institutions Common to all Programs"

	Republic of the Philippines OFFICE OF THE PRESIDENT COMMISSION ON HIGHER EDUCATION	
CHED MEMORANDUM ORDER (CMO) No. <u>22</u> Series of 2021		
SUBJECT: MINIMUM REQUIREMENTS FOR LIBRARIES OF HIGHER EDUCATION INSTITUTIONS COMMON TO ALL PROGRAMS		
<p>In accordance with the pertinent provisions of Republic Act (RA) No. 7722, otherwise known as the "Higher Education Act of 1994," and Republic Act No. 9246 otherwise known as the "The Philippine Librarianship Act of 2003", and by virtue of the Commission en banc No. 927-2017 dated December 4, 2017, a set of minimum requirements for libraries of higher education institutions (HEIs) common to all programs, necessary to harmonize and standardize the different library requirements stipulated in the PSGs of all programs to have a common interpretation of said requirements by all stakeholders, is hereby adopted and promulgated by this Commission.</p> <p>All types of schools under the three horizontal typology of HEIs, both in the highly urbanized areas as well as in the geographically isolated and disadvantaged areas, were considered in the preparation of this set of requirements. All institutions are encouraged to go beyond the minimum requirements to be able to adjust to the needs of the 21st century learners and educators in an ever-changing technological society. This will further improve the status and/or standards of the HEIs in terms of programs, resources and services. Moreover, libraries will become more responsive to the requirements of online teaching and flexible learning modalities.</p> <p>With ICT applications, libraries shall be re-defined, re-structured, and re-designed to be relevant and responsive to flexible learning modalities and modern educational needs. Libraries need to shift their collections and services to online medium and in electronic/digital formats. Consequently, librarians shall be competent, proactive, and flexible in managing their libraries by adapting to the global changes in the areas of information aggregation, curation, and dissemination.</p>		
Section 1. Vision, Mission, Goals and Objectives (VMGO)		
The library of an HEI shall have an explicit statement of its vision, mission, goals, and objectives in conformity with the institution's VMGO to serve as the framework for performing its role, functions, and responsibilities. It shall be visibly posted within the library premises and published in the library website.		
Section 2. Administration		
a. The supervision of the library shall be clearly defined within the organizational structure of the institution and shall be under the head of the institution or designated representative.		
<small>Higher Education Development Center Building, C.P. Garcia Ave., UP Campus, Diliman, Quezon City, Philippines Web Site: www.ched.gov.ph Tel. Nos. 8441-1177, 8385-4391, 8441-1169, 8441-1149, 8441-1170, 8441-1216, 8392-5296, 8441-1220 8441-1228, 8988-0002, 8441-0750, 8441-1254, 8441-1235, 8441-1255, 8411-8910, 8441-1171, 8352-1871</small>		

- b. The library shall be administered by a licensed full-time head librarian with the following qualifications: 1) a Master's Degree holder in Library and Information Science or any related field; 2) a member of accredited professional organization; and, 3) with at least two (2) years of library-related supervisory experience.
- c. For HEIs having several campuses, the presence of a licensed full-time librarian for each campus shall be based on librarian-student ratio as provided in Section 3 a.2 of this CMO.
- d. The library shall have an advisory committee to assist the Head Librarian on matters pertaining to collection development and use. It shall be composed of designated representatives of the different colleges/departments and the student council/organization.
- e. The library shall formulate a development/strategic plan to ensure continuous improvement of programs, resources and services.
- f. The conduct of research to improve library and information services and operations shall be institutionalized.
- g. The library shall have an updated manual of policies and procedures on its operations for both face-to-face and online.
- h. An in-house evaluation of library programs, resources, services and personnel shall be conducted annually (e.g. library surveys, client/customer satisfaction surveys).

Section 3. Human Resources

- a. The library shall have an adequate and qualified personnel for quality library and information services for face-to-face and online services.
 - 1. The number of personnel shall be based on the user population, size and scope of collection, services offered, service hours, physical facilities, and programs for the implementation of online teaching and flexible learning modalities.
 - 2. Ratio of licensed librarians and support staff shall vary depending on the size of user population:

Ratio	Minimum Requirement
For 1,000 and below user population (combined students, faculty and staff)	At least one (1) full-time licensed librarian and at least one (1) full-time support staff



For every additional 3,000 user population or a fraction thereof	At least one (1) additional full-time licensed librarian and at least three (3) additional full-time support staff to implement the face-to-face and online professional services and activities of the library
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Note: Student assistant/s may be an augmentation to provide the necessary support services. However, the number of hours rendered by student assistant/s should be equivalent to the number of hours rendered by the required number of full-time support staff.

b. The qualifications of library personnel shall be as follows:

1. Librarians

The librarians shall have the required valid license and are members of the accredited professional organization.

2. Support Staff

The support staff are the paraprofessionals who are non-licensed and holders of any Bachelor's degree as well as graduates of grade 12 and associate degree programs.

c. The institution shall have a continuous library personnel development program to promote career progression and specialization.

Section 4. Collection Management

a. Selection and Acquisition

1. The selection of library resources, both print and electronic, including textbooks, shall be undertaken by the faculty in collaboration with the librarians not violative of the Intellectual Property Code.

2. The acquisition of library resources, both print and electronic, shall be the responsibility of the librarians.

3. The HEI shall have the right to prescribe its textbooks and other instructional materials in print and/or electronic formats.

4. The library shall have a written collection development plan/policy to specify the acquisition strategies, ratio of progressive development of both print and electronic resources to support research and instruction, including online teaching and flexible learning modalities. The plan/policy shall be prepared in consultation with the Library Advisory Committee and approved by the administration.

5. A periodic evaluation of existing collection of print and electronic using various approaches/tools shall be conducted.
6. A regular weeding or deselection program shall be undertaken to keep the collections of print and electronic relevant and up-to-date.

b. Library Holdings

1. For newly-established institution, the start-up total library book collection shall be at least 3,000 titles. In the granting of government recognition, the total book collection shall be at least 5,000 titles. These titles shall be in a combination of print and electronic formats. The ratio of the print and electronic resources shall be determined by the institution based on its modalities of flexible learning strategies and may be augmented/supplemented with materials from open educational resources (OER) as determined by curators composed of faculty and librarians. For easy monitoring, these resources shall be listed/recorded and be made available in any discovery tool or an online public catalog.
2. To promote Philippine arts, culture and local history materials, the library shall maintain Filipiniana resources, both print and electronic formats, equivalent to ten percent (10%) of the current total collection. Acquisition and usage shall be monitored through the library system, both manually and electronically.
3. Adequate, relevant, and current resources, both print and non-print, shall be provided to support general education subjects.
4. For each undergraduate program offering, the library shall provide five (5) relevant book titles for each major subject published within the last five (5) years, in combination of print and purchased electronic formats, the ratio of which shall be determined by the institution. For subjects that do not normally come out with new edition/book titles, the required recency of publication of five (5) years may be waived.
5. For each graduate program offering, the library shall provide additional five (5) relevant book titles for each specialized discipline offered under the program, published within the last five (5) years, in a combination of print and purchased electronic formats, the ratio of which shall be determined by the institution. At least one (1) of the five titles is published by a foreign reputable academic pres. (Refer to CMO No. 15, series of 2019).
6. For reserve and frequently used books, at least one (1) copy, both print and electronic, shall be provided. Only one (1) copy, either print or electronic, shall be acquired for books that are not to be put on reserve or not frequently used.



7. A periodical collection composed of local and foreign titles shall be provided by the library. The minimum periodical titles shall be at least fifty (50), in combination of print and electronic formats, the ratio of which shall be determined by the institution.
8. For each undergraduate program, at least three (3) titles of professional journals, local and foreign publications, in combination of print and electronic formats, shall be subscribed to, the ratio of which shall be determined by the institution.
9. For each graduate program, at least two (2) peer-reviewed professional journals or internationally-refereed journals shall be subscribed to in addition to the three (3) undergraduate journal titles, in combination of print and electronic formats determined by the institution. Subscription or access (through a consortium, interlibrary basis) to electronic databases of international and reputable journals indexed in internationally recognized indexes of scholarly journals shall be institutionalized to maximize the use of electronic databases (Refer to CMO No. 15, series of 2019).
10. Non-print/audiovisual materials and electronic/digital resources shall be made available.
11. Special collections, including theses and dissertations in print and electronic formats, and relevant multimedia, in compliance with the Intellectual Property Code, shall be made available to meet the requirements of the various programs and courses offered.
12. For institutions with satellite campuses, the minimum requirements for professional holdings for both undergraduate and graduate programs shall be maintained in the said campuses. Sharing of electronic/digital resources from the main to the satellite library or among system-schools or consortia shall be institutionalized to maximize the use and benefits of electronic resources and justify acquisition and maintenance cost.
13. Local Universities and Colleges (LUCs) may share resources with the city/provincial libraries in their localities. Relevant library collection of the city/provincial libraries shall be counted in compliance with the library collection requirements in this CMO.

c. Organization

1. The library collection shall be organized to ensure efficient identification and retrieval. It shall be cataloged, classified and/or indexed according to accepted standards of bibliographic description and system of classification.
2. An online catalog or a discovery tool shall be made available for easy access to available resources.



3. The creation of bibliographic records shall conform to international metadata standards, such as MARC21 or Dublin Core, for standardization.
4. For purposes of identification, all printed library collections shall be stamped with the name of the HEI, together with the campus owning the collection.

d. Preservation

1. Preventive measures to protect and preserve the collection shall be undertaken.
 - 1.1 The library shall have policies on security and control as safeguards from damage, loss, mutilation and theft.
 - 1.2 A disaster preparedness, response, and recovery plan for the collection shall be formulated and implemented. The plan shall include microfilming and digitization of special/archival collections.
 - 1.3 Proper environment conditions shall be maintained and good housekeeping practices shall be implemented.
2. First aid treatments (e.g., mending torn pages, erasing unnecessary writings, binding, etc.) to conserve damaged and deteriorated materials shall be implemented in accordance with existing standards and accepted practices for conservation. Basic treatments (e.g., washing, de-acidification, humidification, etc.) shall also be considered.
3. Library personnel shall attend training programs on preservation and conservation, including disaster preparedness, response, and recovery, to equip them with knowledge and skills to preserve library collections.

Section 5. Services and Utilization

- a. The library shall provide a variety of services and tools to support the teaching, research, and extension programs/services, including online teaching and flexible learning modalities of the institution. These shall include, but not limited to the following to be conducted face to face or online:
 - i. Reference and information services
 - ii. Library instruction
 - iii. Inter/Intra-library loans
 - iv. Document delivery
 - v. Selective dissemination of information
 - vi. Remote access to electronic resources
 - vii. Software platforms that support plagiarism detection,



reference management (including citation tools), virtual conference or online meetings, media streaming, etc.

- b. Innovative and flexible library services shall be designed to continuously provide students, teaching and non-teaching personnel, and other stakeholders access to information for new learning modalities such as but not limited to the following:
 - i. Virtual library (students/faculty and other stakeholders can access the collection through the OPAC).
 - ii. Circulation services, face-to-face and online, through:
 - book padala or courier
 - book pick up and drop off in designated areas
 - scanning or digitization
 - photocopying
 - iii. Electronic database instruction and training
- c. The use of purchased/subscribed electronic resources shall follow the rules and policies stipulated in the license agreement.
- d. The library shall undertake various strategies to promote and inform the users of library collections and services.

Section 6. Physical Facilities

- a. The library shall be strategically located with adequate space and facilities for students, faculty, staff, and others that can accommodate at least five percent (5%) of the total on-site users.
- b. There shall be dedicated learning spaces for discussion, creation, and innovation.
- c. Adequate space for office use and staff work area, storage of inactive collections and supplies, as well as conservation area shall be provided.
- e. There shall be proper lighting and ventilation in all areas of the library.
- f. Appropriate and comfortable furniture shall be provided.
- g. Facilities for persons with disabilities (PWDs) shall be made available (e.g. ramps, railings, comfort rooms, etc.) and other requirements specified in existing laws shall be made available to persons with special needs.
- h. There shall be emergency exits, fire extinguishers, built-in emergency lights, and other measures deemed necessary and required by the National Building Code of the Philippines.



Section 7. Information Technology Infrastructure and Services

- a. The library shall have the basic infrastructure to support the IT-enabled operations and services which may include, but not limited to, Internet-connected computers with productivity software, Wi-Fi access points, printers, scanners, and other information appliances such as photocopiers.
- b. The library shall provide adequate computing devices (e.g., desktop computers, laptops, tablets) to access electronic resources and Web services.
- c. A library automation plan to establish and/or implement an Integrated Library System (ILS) shall be in place. The ILS will facilitate the application modules designed to perform the technical and readers' services functions of the library such as acquisitions, cataloging, serials management, indexing, resource discovery (searching), as well as circulation and transaction monitoring.
- d. The library shall have an official website to serve as a gateway to its online catalog and other electronic learning resources (e.g., online databases, e-books, e-journals), and/or online services.

Section 8. Financial Resources

- a. The head librarian shall prepare an annual budget proposal to support the entire library operation for consideration and approval of the management.
- b. The institution shall set a library fee at a realistic level, to be reviewed periodically and used for library development.
- c. The library shall explore other ways of augmenting its financial resources when the institutional funds are inadequate.

Section 9. Linkages and Networking

- a. The librarians shall engage in local, regional, and international linkages and networking activities.
- b. The librarians shall participate in inter-institutional activities, cooperative programs, as well as community service learning (e.g., help develop reading habits of public school students).



Section 10. Repealing Clause

This CMO supersedes all previous issuances concerning library requirements which may be inconsistent or contradictory with any of the provisions hereof.

Section 11. Transitory Provisions

All public and private HEIs shall fully comply with all the minimum requirements prescribed in this CMO within a non-extendable period of three (3) years after the date of its effectivity.

For immediate dissemination and implementation.

Quezon City, Philippines November 2, 2021



J. PROSPERO E. DE VERA III, DPA
Chairman

dt



APPENDIX C

CODE OF ETHICS FOR REGISTERED LIBRARIANS

Professional Regulation Commission of the Republic of the Philippines

Approved by the Professional Regulation Commission of the Republic of the Philippines in the City of Manila the 14th of August, 1992 (Resolution No. 02 8 1992)

Preamble

Librarians are imbued with lofty ideals of service to people through books and other records of knowledge, a service they believe is their best way to serve humanity, enrich people's lives and attain self actualization.

Through the years the profession of librarianship has developed, and a codification of ideal practices and relationship has become necessary to guide the practitioner in maintaining standards of ethical behavior in his relation with state and society, with clients, with profession and colleagues, with agency, and with oneself.

Art. I Relation with State and Society

1. Librarians should recognize and respect the supreme authority of the State as expressed through its laws and implemented by its agencies.
2. Librarians should always observe that the well-being of the public and interest of the State are above the well-being and interest of any individual.
3. Librarians should get involved in civic affairs and cooperate with other organizations to promote the growth and development of the community.

Art. II Relation with Clients

4. Librarians should remain true to the people they serve. They must act with dignity, fairness, justice, sincerity and genuine willingness in the discharge of their duties. They should refrain from doing acts contrary to laws, morals, customs and public interest.
5. Librarians should provide the highest level of service through courteous, prompt, adequate, skillful, accurate and unbiased responses to all requests for assistance.
6. Librarians should keep in confidence information that has been obtained in the course of professional service except when disclosure to the appropriate authority is clearly in the public interest.
7. Librarians should not discriminate against any library user. They should always make known to the public the resources and services of the library.

Art. III Relation with profession and Colleagues

8. Librarians should regard their profession as a public trust and at all times uphold the integrity and dignity of the profession and protect it from misrepresentation.
9. Librarians should not directly or indirectly assist in the unauthorized practice of librarianship. They should report any violation of any provision of existing laws, rules

- and regulations, the Code of Ethics for Registered Librarians and other laws affecting the practice of librarianship to the Board for Librarians for proper action.
10. Librarians should exchange information with their fellow librarians, contribute to the work of library associations and library schools and cooperate in such other endeavors as to enhance the effectiveness of the library and information science profession.
 11. Librarians should observe punctuality in appointments, in the discharge of duties, in the fulfillment of contracts, and in any other relationship with clients, employees and employers.
 12. Librarians should avoid situations in which personal interest might be served or financial benefits gained at the expense of library users, colleagues or the employing agency.
 13. Librarians should be guided in all their relations by the highest standards of honor and integrity and shall act with fairness and impartiality to all.
 14. Librarians should keep their reputation above reproach and should so conduct themselves to gain public esteem and respect for the library and the profession.
 15. Librarians should strive to improve, enhance and upgrade their professional knowledge through formal and informal means.
 16. Librarians should encourage and provide opportunities for the professional development and advancement of librarians in their employ.
 17. Librarians should perform and discharge their duties with the highest degree of professionalism, excellence, intelligence and skill.
 18. Librarians should not malign directly or indirectly the professional reputation, competence, capability, prospects or practice of another professional. They should not use any unfair means to gain professional advancement.
 19. Librarians should adhere to the principles of due process and equality of opportunity in peer relationships and personal actions.
 20. Librarians should distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
 21. Librarians should help to create and maintain conditions under which scholarship can exist like freedom of inquiry, of thought and of expression.
 22. Librarians should be receptive to new ideas, new knowledge and innovations that will contribute to the development of the profession.

Art. IV Relation with Agency

23. Librarians should assist in the improvement of libraries and information systems.
24. Librarians should be vigilant in the protection of all library property and resources.
25. Librarians should resist all efforts by groups or individuals to censor library materials.
26. Librarians should perform the functions of their office in good faith and to the best of their abilities, using reasonable skills and diligence, particularly where rights of individuals may be jeopardized by their neglect.
27. Librarians should discharge their duties with promptness, punctuality and dispatch.

Art. V Relation to Oneself

28. Librarians should not accept gifts or favors that might lead to unfair library practice, nor offer any favor, service or things of value to obtain special advantage.
29. Librarians should not engage in any activity that would result in a conflict of interest. They should not enter into transactions prejudicial to the library and should not appropriate resources of the library for their personal gain.
30. Librarians should be entitled to a just and fair compensation for services rendered. In the computation of such compensation, the period of time consumed, the knowledge, experience, ability and reputation brought into the plan/project, depreciation of materials/equipment used, if any, shall be taken into consideration. Every factor to be accorded such weight as shall be just and reasonable in each specific case.
31. Librarians should refrain from associating with, or allowing the use of their names by any persons or organizations whose relationship therewith would cast a doubt on their integrity and reputation.

Art VI Effectivity of the Code

1. The herein Code shall upon approval hereof by the Commission, take effect after three (3) months following its publication in the Official Gazette or in any newspaper of general circulation.

APPENDIX D

Guidelines During the New Normal (Pandemic)

The ISU Library is working hard to connect to its clients and still support the information needs and literacy of the academic community during this pandemic. It is directed by the following guidelines:

1. The library resumes its normal hours, 8:00 to 5:00 pm. Best arrangement of visit to the library is to email or message to set a time of visit.
2. "No Face Mask, No Entry" policy is strictly implemented.
3. Clients must be 21-59 years of age and should wear a mask upon entry and while inside the library.
4. The library will allow a maximum of ten (10) people in the library at a given time.
5. Hand sanitizer and alcohol are available and must be used upon entering the library.
6. Physical distancing must be observed. Preferably at least one meter, stay physically distant with anybody in the library.
7. Handshaking and other forms of physical contact are strictly prohibited.
8. Researchers should wear disposable gloves when browsing library materials. After browsing, put the books on designated book truck for disinfecting and cleaning.
9. Returning of borrowed materials may be done through "drop off book," an area located at the guard house.

For inquiries, clients may visit or send a message in the official campus Facebook page ISU Echague University Library or email us at library@isu.edu.ph.



Republic of the Philippines
ISABELA STATE UNIVERSITY
Ehague, Isabela

OFFICE OF THE EXECUTIVE OFFICER
RECEIVED
Date: 10-26-20
By: *E. Eustaquio*
ECHAGUE, ISABELA 1722

October 26, 2020

Prof. WILLIAM R. EUSTAQUIO, Ph.D
Executive Officer
Isabela State University
Echague, Isabela

Sir:

Jovial greetings!

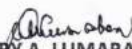
Our university library is adopting the new normal caused by this COVID-19 pandemic. In this connection, the undersigned seek approval from your respected office on the proposed library guidelines which is herein attached.

Your usual support is highly appreciated and thank you for your approval.

Very truly yours,


JULIET D. MILLANUEVA, RL, MLIS, Ph.D
College Librarian II

Noted by:


RUBY A. LUMABAN, RL, MLIS
Director of Library Services

Approved
 Disapproved

WILLIAM R. EUSTAQUIO, Ph.D.
Executive Officer

ISUE-Lib-Com 013a
Effectivity: September 1, 2013
Revision: 0



UNIVERSITY LIBRARY GUIDELINES ADOPTING THE NEW NORMAL

Introduction:

Libraries are greatly affected by the post pandemic condition. Just like other institutions, there are a lot of questions about the future of libraries after this pandemic dilemma. With this however, libraries must adapt to the changes brought about by the ECQ in order to survive and remain relevant to the community it serves.

As the Isabela State University reopens classes this September 2020, the University Library prepares measures to keep staff and library users as safe as possible from coronavirus infection. Most of these measures require library users' cooperation. This is in compliance with the COVID-19 protocols set-forth by the Inter-agency Task Force (IATF) and to eradicate worries over lack of compliance or having to enforce new rules of uncertainty for those returning to work.

Below are some possible scenarios lifted from the article "Libraries after the Quarantine: The Next New Normal" crafted by Mr. Michael A. Pinto, PLRC Head Librarian, Tuguegarao City which the University Library could possibly adopt:

1) For our daily work routine: Wearing facemask, hand gloves provision of disinfectants like alcohol, provision of thermal scanners, disinfection chambers and social distancing will become the new normal to lower the risk of infection.

2) For personnel policies: Physical distancing among library staff will be practiced, hence staff shall be encouraged to take their snacks and lunch by themselves and avoid the usual "eating together and sharing experiences" routine.

3) For the library usage:

a) A reduction in the number of users is foreseen due to the policy on physical distancing. New policies on the number of clients inside at any given time shall be implemented. Waiting lounges shall be established by physical distancing will still be observed. Clients will be allowed at the book shelves one at a time, depending on the area provided for the book stacks; and

b) Libraries must provide for online usage because students may have to study from home.

4) For the physical set up: Libraries have to redesign their spaces for purposes of physical distancing. Discussion areas may have to be reverted back to study areas. Tables and chairs shall be reduced in observance of physical distancing and to control the number of people staying inside the library at any given time. Computer units will be arranged to allow for physical distancing.

5) For health concerns: Disinfection or wash areas outside the library and thermal scanners may have to be provided so clients are cleared prior to entry. Periodic disinfection activities shall be done to ensure that all facilities and resources are free from the virus.

6) For manpower concerns: There will be a reduction in the number of staff reporting every day in the library. The work-from-home scheme may be applied to some staff. There might be a possible revisit of the Labor Code (for private libraries) and Civil Service Commission (for public libraries) policies. Library managers will now focus on outcomes-based work schemes. Staff development must focus on new ways of providing library services such as online information/reference assistance and circulation services. Library managers may opt to hold either face-to-face meetings or online meetings/teleconferencing.

7) For library services: More online services will be adopted. There is a need to set up online reference, advisory and other services so our clients can connect to us. There will be "keyboard warriors" who shall be responsible in answering queries. These warriors may be in the library or at home. In addition, delivery services for circulation books can be considered.

8) Library Website and Webpages: The library must have a website and/or social media account since many of our clients are active online especially in social media. The social media page must provide link to library's website. The webpage must be easy to navigate. The content must be comprehensive and updated regularly to provide the client a satisfactory experience in using it.

9) For changes in delivery of education: Classes will be reduced to smaller sizes and many will be online. This will have an effect on how teaching and learning process can take place. Libraries will have a great role on this. Many teachers will depend on online classes and avoid (as much as possible) face-to-face discussions. More teachers and more students will need the help of librarians to connect them and their students to the library's online resources.

10) For the library's resources: There will be sudden shift from print materials to online databases as a means to supplement the classroom or online classes. Librarians therefore need to know the features of these databases and how to use them for effective service. Online SDIs shall be given in vogue. Digitization will also be an option to make information available online upon request of the clients, subject to copyright law provisions. Username and passwords will be the new library card.

11) For libraries report: Statistical reporting will definitely change its focus. From focusing on the frequency of users coming inside the library to monitoring usage of online databases. To stay relevant, librarians must be able to use statistics in improving and reporting the library's value to administration officials.

12) For library budget: The percent distribution for print and online resources will definitely change. Priority will be given to online resources. Allocation and improving network connectivity will increase. Maintenance of online presence will also require additional budget.

13) For network infrastructure: Libraries will be more focus on improving the bandwidth, connectivity and acquiring state of the art computer units and other facilities to improve and support online services.

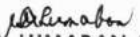
14) For activities to be conducted by the library: Virtual trainings or forums will be conducted. Even services such as online storytelling, online human library and other events will be conducted online.

15) For acquisitions work: The usual book fairs may not be feasible due to restriction on social movement and travels. Online orders and purchases may become the norm.

Prepared by:


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Noted by:


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Director of Library Services



Republic of the Philippines
ISABELA STATE UNIVERSITY
Echague, Isabela



UNIVERSITY LIBRARY
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LIBRARY DISASTER RISK REDUCTION AND MANAGEMENT PLAN

INTRODUCTION

All our **libraries** house and protect valuable materials which are susceptible to **disasters**, such as a fire or a flood. Developing a disaster plan is an essential aspect of protecting the holdings of an academic library. Since disasters could be devastating in terms of loss of assets, services and the cost to repair the damage incurred, it is now imperative that a **disaster risk reduction and management** should form an essential part of the management function of a **library** because it will avoid panic, disarray, and damaging mistakes in the event of a catastrophe. Although prevention is an important consideration, some disasters will remain beyond our control.

It is essential to be prepared for **disasters** to minimize the consequences should a **disaster** occur. The development of a comprehensive **disaster plan** ensures that logical and appropriate decisions are taken in times of **disaster**, which in turn will reduce potential damage.

The goals of the **disaster risk reduction and management plan** are:

1. Implement disaster prevention policies.
2. Develop disaster preparedness.
3. Maximize the speed and efficiency of recovery.
4. Establish post-disaster strategies.

DISASTER PREVENTION

Many disasters are unavoidable; however certain measures can be adopted to avoid or minimize damage. Through an analysis of the libraries' current situation, preventive procedures can be developed. These policies are vital due to the risks

associated with the geographical location of the libraries, which some are situated near the rivers.

Prevention Checklist:

1. Climate

- Examine the library's internal and external environment.
- Assess the geographical risks of the area.
- Determine if the library gets flooded easily.
- Identify which materials are most sensitive to climate conditions.

2. Structure

- Implement daily inspection procedures.
 - Secure all windows.
 - Ensure that water systems are not leaking.
 - Turn off all unused electrical appliances and equipment.
 - Verify the structural integrity of the building.
 - Assess the condition of the roof.
- Determine when the building was last inspected.
 - Ensure the utility services, ventilation, and air conditioning systems are regularly inspected and maintained.
- Confirm that repairs and maintenance are up-to-date.
- Secure the building against the entry of small animals.

3. Fire Prevention and Security

- Obtain the advice of local fire and police regarding safety and security issues.
- Ensure the library has proper fire and water protection equipment, including water sensors, smoke and fire detectors, a fire suppression system and fire extinguishers.
 - Guarantee that the equipment is regularly inspected, tested and maintained.
 - Train all staff in the proper use of the equipment.
- Safeguard the library against all potentially hazardous chemicals and substances.
 - Determine if any flammable materials are stored in the building.
 - Confirm that these materials are stored, used, and disposed of in accordance with appropriate safety standards.

- Limit the number of key holders to the library

4. Storage

- Ensure that records are not located near any water or sewage pipes running through the storage area.
 - Never store records on the floor.
 - Store the most valuable material on upper shelves.
- Identify and store nitrate film apart from the rest of the collection and have it copied at the earliest opportunity, since it is highly combustible.
- Ensure that carpeting is not installed in the storage areas. It will retain water, prevent drainage, and interfere with temperature and humidity stabilization in the event of a disaster.
- Keep passages and drains in storage areas unobstructed.
- All documents should be stored in acid-free boxes.
- Institute computer back-up procedures and off-site storage policies.
- Shelf materials according to fire control standards.

DISASTER PREPAREDNESS

Every library must personalize the plan in conformity with the library's specific requirements. Coordinate with members of the Disaster Planning Committee who are responsible for identifying emergencies that can occur and the appropriate disasters response. Potential disaster may include:

- Fire (electrical, mechanical, arson, lightning)
- Flood
- Chemical leak or explosion
- Terrorism, bombing, riots
- Structural collapse
- Typhoons and heavy winds

In addition, the Disaster Planning Committee is responsible for organizing staff and volunteers into three disaster teams: prevention, action, and recovery. When developing the three teams, the Disaster Planning Committee should:

1. Consider human safety first.
2. Assign responsibilities and establish authority.

- Appoint a Recovery Director (and a back-up) who will:
 - Take command of the operation.
 - Determine a plan of action.
 - Determine methods and procedures for salvaging materials.
 - Make keys available to storage areas.
 - Establish lines of communication.
 - Act as the source of all final decisions.
- Establish a chain of command and a reporting mechanism.
- Secure authority to disperse funds.
- Ensure cooperation with Library staff and gain practical control over their activities.

3. Examine the library's legal position.

- Establish what can and cannot be done in the event of an emergency.
- Determine what documentation is necessary for insurance claims.

4. Ensure the efficiency of the salvage operation.

- Test the plan regularly, including evacuation and fire drills.
- Staff, recovery team members, and volunteers must attend workshops on the handling and treatment of damaged materials.
- Staff must be updated on any changes to the plan.

RESPONSIBILITIES OF THE DISASTER TEAMS

Disaster Prevention Team:

- Follow prevention procedures as outlined above.
- Keep updated lists of appropriate names and phone numbers, including those for resource personnel. Distribute the plan to all essential personnel including local fire and police.
- Train library staff in disaster procedures.
- Arrange continuing education for committee and team members.

Disaster Action Team:

- Notify all essential personnel.
- Appraise the damage from a disaster and create a plan of action.

- Assign someone to call personnel on the secondary contacts if applicable.
- Assign a person to record expenditures.
- Establish proper temperature and humidity controls.
- Set up emergency generator if needed.
- Develop teams to deal with damaged materials. Ensure the leader is knowledgeable in the handling of materials and will train volunteers onsite.
- Reestablish utilities and other essential services as quickly as possible.
- Establish liaisons to the university insurance coordinator and lawyer.
- Ensure the safety of all workers.

Disaster Recovery Team:

- Designate an onsite command post.
- Establish contact with salvage and restoration services, if necessary.
- Arrange for the security of facility during salvage operations.
- Work in conjunction with fire crews to salvage records.
- Assemble and direct the salvage crews.
- Retrieve and order material for salvage procedures.
- Remove damaged records to the recovery sites.
- Label boxes to identify materials.
- Remove inventoried materials from the disaster area.
- Organize the transport of damaged material.
- Photograph all stages of the recovery operations and keep a written record of all activities.

RECOVERY PROCEDURES

If a disaster is forewarned:

1. Alert the disaster teams.
2. Turn off master electrical switches, gas and utilities if possible.
3. Relocate vital records to a safer place.
4. Wrap important records that cannot be moved with plastic.
5. Secure loose objects and move them away from windows.
6. Keep collections above ground level and away from the floor.
7. Get supplies ready that may be needed to cope with the disaster.

First response after a disaster:

1. Evacuate the area if necessary. All staff should meet at a predetermined location.
2. Contact the library staff who will activate the Disaster teams.

Salvage procedures:

1. Place human safety first.
 - A disaster professional, such as a fire inspector, must declare the building safe before recovery can begin.
2. Establish an emergency operations center to coordinate actions.
3. Assess the damage.
 - The initial assessment should include a walk-through of affected areas to estimate the extent and nature of the disaster (take notes and photographs).
 - Determine how many of the collections have been affected.
 - Establish what types of materials have been affected.
 - Appraise the damaged materials.
 - Determine whether or not the items can be easily replaced or are more valuable.
 - Determine the means of salvage.
 - Contact professional conservators if necessary.
4. Stabilize the environment.
 - Reduce the humidity as rapidly as possible to avoid mold growth.
 - Turn off the heat.
 - Open doors and windows and use fans to increase air circulation.
 - Keep the air conditioning systems operational.
 - Remove any standing water from the area and utilize dehumidifiers to ventilate and remove the excess moisture.
5. Organize onsite and off-site storage spaces.
 - Any work area should be removed from the immediate disaster site, but not so far away as to make the transport of materials unfeasible.
 - Ensure all work space is safe and secure.
 - Establish the location of salvage and treatment centers.
 - Contact salvage and restoration companies and organize transportation if necessary.
6. Remove and/or stabilize vital records.

7. Inventory and remove undamaged materials or otherwise stabilize unaffected materials.
8. Initiate the salvage treatment of materials.

SALVAGE TREATMENTS

The following salvage treatments are for water damaged materials:

Paper

- It is preferable to have a professional conservator care for single sheet documents.
- Paper can withstand temperatures of up to 176.5°C.

Washing:

- Decisions regarding items to be washed must be made by a conservator.

Separation and Drying of Wet Sheets:

1. Remove all items from the shelves and examine.
2. Extract the wettest material from the area first. Remember that materials which appear to be dry may in reality be damp.
3. Place a sheet of polyester film on top of the wet stack of papers.
4. Rub gently (The surface friction will cause the wet paper to adhere to the film).
5. Peel back the top sheet and place it on top of a piece of polyester web.
6. Remove the polyester film.
7. Place another piece of polyester web on top of the wet sheet.
8. Repeat the process.
9. Be careful to maintain the identity of individual pieces by laying them out or stacking them in a consistent order. Have box and folder numbers written in pencil on slips of paper and inserted in proper sequence.
10. Air dry the sheets (supported by the polyester web) by placing them on absorbent paper, drying racks, or closely spaced monofilament lines. Sheets should be spread out to dry on clean white absorbent paper or unprinted newsprint on table tops.
11. If there is not enough room, then slightly damp sheets can be stacked in groups of 25 pages with interleaving; the stack should be turned over regularly.
12. Increase the amount of staff attention to the air drying time. Check for migration of dyes and feathering of inks.

13. The papers may be flattened when they are dry by placing them between two sheets of blotting paper and applying even, light pressure with weights or a book press.
14. Check for mold growth. If detected see below.

Books

Rare books should be cared for by a professional conservator.

Washing:

1. Do not wash open or swollen books, vellum or parchment bindings or pages, leather bindings, or brittle books.
2. Keep the book tightly closed and hold it under a stream of clean water or immerse it in a series of tubs with clean water.
3. Remove as much mud as possible from the binding by dabbing gently with a sponge.
4. Do not rub, brush, or sponge the pages or edges. Scrubbing will only cause the mud to infiltrate the fiber.
5. Squeeze the book gently with even pressure to remove excess water and to reshape the binding.

Wet books:

1. Do not open wet books. Maintain the book in the position it was found.
2. If books are dripping wet, remove the excess water by gently squeezing them.
3. Place books on their heads on absorbent paper.
4. Reverse their position each time the paper is changed.
5. Do not stack wet books, as this could lead to further damage and distortion.
6. When most of the water has been drained, proceed to section on "Damp books".

Damp books:

1. Very carefully interleave sheets at approximately 25 page intervals to speed the drying process.
2. Sheets should be dry, clean, unprinted, and acid-free.
3. Sheets should be slightly larger than book pages and be inserted into the gutter margin.
4. The interleaves should not exceed 1/3 of the total pages, in order to avoid physical distortion of the book's structure.
5. Interleaving should be changed approximately every 2 hours with the new sheets placed in different locations.

6. Small books may be hung to dry on fishing line. The fishing line segments should be 2m long and strung approximately 1.25cm apart. Three lines will be needed for books more than 3.75cm thick. Do not underestimate the weight of wet books or the line will cut through the book.

Slightly damp books:

1. These items should be stood upright for drying and fanned slightly.
2. Re-fan every 2 hours if possible.
3. When books are almost dry, lay them flat under plastic sheets and apply light pressure using weights or a book press to return them to their original shape.

Covers:

1. Although book covers take longer to dry than pages, do not remove them.
2. Insert a barrier of aluminum foil or plastic sheeting between the cover and text.
3. Books with leather covers need special attention to avoid distortion. It is best to freeze these items and allow them to be treated by a conservator at a later date.
4. Dirty book covers can be vacuumed utilizing a screen placed between the book and brush. Covers can also be brushed with an electrostatically charged dust cloth, holding the book spine up and brushing down towards the edge.

Coated Paper:

1. If the book has coated paper, interleave waxed paper between all damp/wet pages. Failure to do so will result in papers sticking to one another.
2. If the leaves cannot be immediately separated, coated paper should be frozen on nylon monofilament fishing line.

Files

Air Drying Files:

1. Cover tables with plastic sheets followed by paper towels.
2. Place files on a preparation table and record their titles on a location sheet.
3. See Separation of Wet Sheets for treatment of file contents.
4. Using the location sheet as an index, assemble the file contents in their original order and place in an appropriate sized folder.
5. Record the file title in large letters on a label, then place it on top of the folder and secure it and the file papers to the folder with a binder clip.

6. Pass the dried and assembled file to records management staff for further processing.
7. Staff should inspect the files for mould growth, repair, or restoration needs.

Pamphlets

1. If the gutter margin is dry, pamphlets may be hung on nylon monofilament fishing line.
2. Pamphlets may also be opened and laid flat to dry if the pages are turned frequently.
3. When pamphlets are almost dry, lay them flat under plastic sheets and apply light pressure using weights or a book press to return them to their original shape.

Maps

1. Due to size, maps tear easily, especially at fold creases. Unfold maps gently and lay flat if possible.
2. Rolled maps should be unrolled and laid flat with light weights at the corners. If there is any resistance, then the maps should be frozen.

Architectural Drawings

Linen:

1. Linen reacts to water in a similar way as coated paper. If wet, the linen will adhere to other material while drying and be unsalvageable.
2. Linen drawings need to be immediately separated and interleaved with waxed paper, freezer paper, or unprinted newsprint. If unprinted newsprint is used, do not place pressure on the sandwich (this could result in sticking).
3. If separation is not possible, then freeze immediately.

Blueprints and sepia prints:

1. These items cannot be left immersed in water. Water soluble inks will be destroyed.
2. The documents must be separated, and air dried or freeze dried.

Mylar:

1. Architectural drawings on Mylar also contain water soluble inks and therefore cannot remain immersed in water.
2. These documents may be blotted gently with cloths. If too much pressure is applied the ink will erase.
3. Air dry.

Photographic Material

- Restoration of photographs that are soiled, stained, and wrinkled should be referred immediately to a photographic conservator.
- Remember that prints are more vulnerable to damage than negatives. If negatives do exist and are available, it may be the best decision to sacrifice the print and reproduce at a later date. If there are no negatives, then it is vital to salvage prints immediately. Color photographs are more sensitive to water exposure than black and white photographs.
- Photographs must be separated as soon as possible, otherwise they will adhere to anything that comes in contact with them. Therefore, photos may receive a higher priority than most other documents and books.
- Freeze photographs only if they cannot be separated or if there is mold growth.
- Photographs mounted in an album can be frozen if the album must be preserved. However, the process increases the loss of surface gloss and the cockling of mounts.

Photographs:

1. Immediately immerse the photographs in clean, cold water preferably in plastic garbage cans. The water should be at or lower than 22°C. Formaldehyde may be added to the water (15 milliliters to 1 liter of water) to help prevent the gelatin from swelling and softening, and to deter mold growth. The materials should be washed in cold, clean water after their removal from the solution.
2. If wet photographic materials are in envelopes, immerse in water and formaldehyde. Remove the prints/negatives from the envelopes and wash in cold running water for 15 minutes. These items will later have to be processed in special hardening and finishing solutions.
3. Always keep immersion to a minimum. Prolonged exposure to water will be hazardous.
4. Rinse photographs in clean water if they are covered in dirt.
5. Place photographs face up on clean paper or nylon screens and air dry flat. Photographs and negatives may also be air dried by hanging with plastic clothespins on lines of monofilament. Any curling that may occur in the air drying process can be flattened at a later date.

Paintings

The various media and supports present different problems when wet. Contact

a professional conservator for treatment.

Other Considerations

If Mold is Detected:

- Mold can develop within 48-72 hours in an environment where the temperature is over 24°C and the relative humidity is over 60%.
- Growth can be controlled through the stabilization of the environment (temperature and humidity). Keep the air in the region circulating.
- Remove items from general area and treat with conservator's assistance.
- Do not attempt to remove mold from wet/damp paper. This will increase the probability of mold spores becoming embedded into the paper fibers.
- Mold is easier to remove when the document is dry. Vacuum or brush it off and remove the spores from the area.
- If possible, professional fungicidal fogging of the area is recommended.
- Materials that will be fumigated should be removed from plastic crates, as plastic will absorb the fumigants.

Fire and Smoke Damage:

- Damage resulting from extremely high temperatures is usually irreversible.
- Information contained on charred materials may sometimes be retrieved through specialized photography.
- Because of the fragile nature of such materials, they should be handled by professional conservators only.

Freezing:

- Freezing is a good option, even for items that will be air dried. It allows for more time to estimate costs, make decisions and stabilize materials. It also allows for a more orderly treatment of materials.
- Candidates for freezing include: coated paper, materials with water soluble components, leather, and items that show mold growth.
 1. Paper should be frozen at -30°C.
 2. Some authors suggest dipping wet books and documents into fungicide before freezing as a way to control mold.
 3. Books and documents for freezing do not need to be cleaned.
 4. Wrap items individually in freezer or waxed paper (waxed side up) and place in plastic crates. Do not overstock the boxes but ensure that items will not fall over and become contorted.
 5. Do not wrap books completely.
 6. Books should be packed spine down before freezing to avoid wrinkling.
 7. Pack items in the condition in which they were found. Do not attempt

- to close open books or open books that are wet.
8. Wrap open books as found and place on top of a packed container.
 9. If books are stuck together, do not attempt to separate them, but pack them as one volume.
 10. Documents will emerge from the process flatter if interleaved.
 11. Keep accurate records of the location and identity of box contents. Label each container with the institution's name and assign it a number corresponding to the inventory list.

POST-DISASTER PROCEDURES

Clean-up Operation

- Following a disaster, the shelves, floors, walls, and ceiling should be washed. Use liquid Lysol or Borax (62.5mL Borax to 1 liter of water).
- Areas seriously affected by soot and smoke should be cleaned professionally.
- Removal of smoke odor and fogging with fungicides or insecticides should be performed by professionals only.
- Carpeting, and the padding underneath, should be examined for mold growth.
- Following a flood, tap water should not be used, even for clean-up purposes, until it has been declared safe of contaminants.

Reshelving

- Do not move materials back until the shelves are completely dry and the temperature and humidity have been restored and maintained for several days. It is vital to return documents to proper environmental conditions, otherwise mold control will be lost.
- All materials must be thoroughly dry before they are returned to the shelves. Examine materials with a moisture content meter (acceptable level at 6-7%).
- Air dried materials will not fit into their previous storage space. The number of storage boxes will need to be increased and the appropriate adjustments made to finding aids.
- Relabel and repair boxes before reshelving takes place.
- Documents can be encapsulated to protect them from further damage through handling.
- Embrittled books and documents may be reformatted (photocopied, microfilmed, or digitally imaged). If reformatting is not possible, place charred or embrittled materials in protective boxes and ensure careful handling. If only the bindings of books are charred, consider trimming or rebinding.
- If possible, isolate damaged materials for 6-12 months to ensure the ease and thoroughness of follow-up mold checks.

Evaluate and Review Plan

- Carry out a post disaster assessment.
 - Determine the cause of the emergency.
 - A written report including photographs should be prepared after recovery and attached to all copies of the disaster plan.
 - Evaluate the effectiveness of the plan, the sources of supplies and equipment, and all off-site facilities.
 - Determine which methods and products were the most or least helpful.
- Replace collection materials, equipment, and supplies.
- Assess the restoration requirements and arrange for repairs.
- Submit documentation for the preparation of insurance claims.
- Ensure that the plan is kept up-to-date.
 - Update collection priorities.
 - Guarantee that all phone numbers are kept current.
 - Include factors which were overlooked in the initial planning stage

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