

I. Students Outcomes (Objectives):

At the end of every session, at least 75% of participants are able to:

1. Appreciate deeply the university library' function and purpose; collections and services
2. Familiarize the use of Library website and Online Public Access Catalog (OPAC)
3. Know the basic rules and regulations implemented

II. Pre-Activity for Experiential Learning

1. Welcome address / introduction of the speaker / facilitators
2. Discuss difficult / new terms to be used (if possible / applicable)
3. Check student background of library experiences

III. Experiential Activities to Support Acquisition of the Student Outcomes

1. Library presentation about the library – background, mission and vision, (Module 1.1)
 - a. organizational structure and operating hours.
 - b. Online tour of the different Library sections (JOBL360) *If available*
2. Discuss the collections of the library – (Module 1.2)
 - a. materials available in every collection/section,
 - b. facilities and services, the library is offering
 - c. borrowing duration and limitations and
 - d. procedures in loaning a material.
 - e. Workshop on borrowing and returning of library materials – actual demonstration
3. Accessing the Library website – <https://adnulib.adnu.edu.ph> (Module 2.1)
4. Hands-on Training on the use of Online Public Access Catalog (OPAC) (Module 2.2)
 - a. Searching using terms – Keywords, Subject, Title, Author
 - b. Searching using Academic reserves and Tagging
 - c. Accessing Library Account
5. Converse on the different rules and regulations inside the university library. (Module 1.3)
 - a. Do's and Don'ts
 - b. Violations and infractions
6. Presentation of Ask-a-Librarian or Library support services (Module 1.3)
 - a. Chat-a-Librarian (website chat)
 - b. Text/Call a Librarian (2610)
 - c. Roaming library assistants

IV. Capstone Experience

1. Ask questions about the whereabouts of the library.
2. Conduct an activity where students will utilize OPAC in looking for a material.
3. Let the students recall some of the mentioned/discussed and ask an agreement that will follow such rules and let them recall the sanctions if in case they fail to follow.

V. Core Skills Applied

1. Vocabulary building
2. Information literacy
3. Critical thinking

MODULE 1.1 | About the University Library

Students Outcomes (Objectives):

At the end of this module, at least 75% of participants are able to:

1. Know the James O'Brien, SJ, Library – background, mission and vision;
2. Identify librarians and staff and their respective roles (Organizational structure)
3. Appreciate deeply the university's function and purpose

Library Orientation Proper

Material: Library presentation about the library – background, mission and vision
(FILE: *General Orientation.ppt* (slides #3 – 8))

Façade of the University Library (slide no. 3)



Facilitator: *Who among you have visited the University Library? For first time to visit the library, flashed on screen is the façade of our library. Did you know that James O'Brien, SJ Library is still the biggest academic library in Bicol?*

Main Purpose and Function (slide no.4)

**JAMES O'BRIEN, SJ
LIBRARY**

The information Resource Center
of the Ateneo de Naga University

"SUPPORTS THE ACADEMIC
AND RESEARCH ACTIVITIES OF
THE UNIVERSITY"

A photograph of the James O'Brien, SJ Library building, showing the entrance and surrounding greenery. The building is a large, multi-story structure with a prominent glass facade and a curved design. The name "JAMES O'BRIEN, S.J. LIBRARY" is visible on the building's facade. The building is surrounded by greenery and has a set of stairs leading to the entrance.

FACILITATOR: With excellent and state of the art services, the University Library has undoubtedly developed into one of the best, if not the best academic library in the Bicol Region.

James O'Brien Library provides materials and tools that are adequate and necessary to support the teaching, learning and research activities with print and electronic materials, needed by the University's academic community. Books, journals and electronic sources are organized systematically, accurately and made accessible to patrons. It also provides efficient guides, like computers for the retrieval of materials, and coupled with the professional and active role of librarians, the library has become an ideal place for teaching-learning process. (*AdNU Student Handbook, 2014*) (Photo credit: *Wikipedia.com* retrieved August 24, 2017)

Library Features



FACITATOR: All floors of this building are solely for library use. The building is fully airconditioned with a floor area of 3,600 sq. m that can accommodate up to 600 users (200pax per floor) at the same time.

It also has a shelving capacity of 100K+. *Fun fact! Library collections are now more than 106,000 and still counting.* The library is already fully automated, which means, “NO MORE CARD CATALOGS” and Library cards from searching to borrowing inside the library.

University Library's Mission and Vision

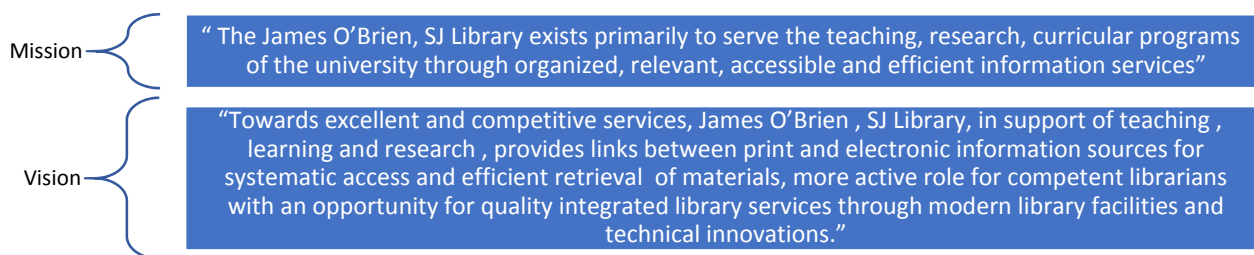
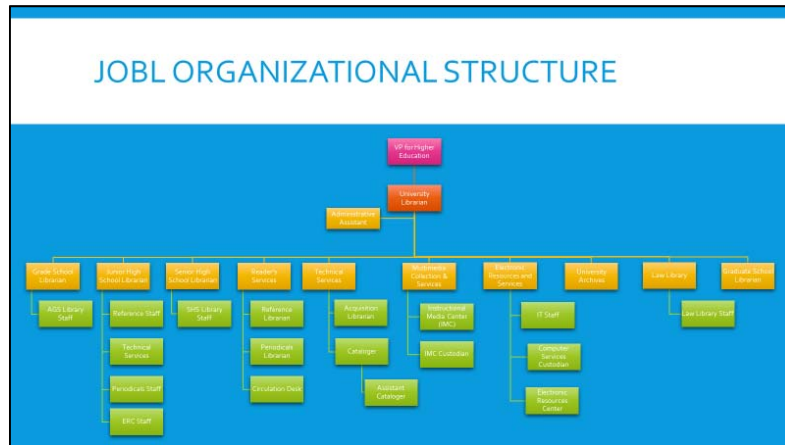


Figure 1.0 – Mission and vision of JOBL

FACILITATOR: (*Kindly ask a participant to read mission and vision*)

In relation to library's main purpose of supporting academic and research activities of the university, it's mission and vision speaks of how can these goals be achieved thru the different services library is offering.

Organization Structure of James O'Brien Library (slide no.7)

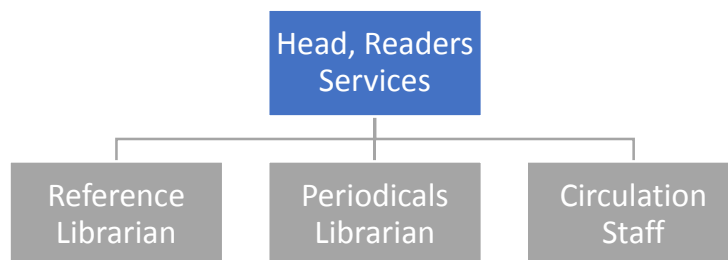


FACILITATOR: The University Library is under the supervision of the VP for Higher Education – **Dr. Alfredo C. Fabay**. The Office of the UL handles administrative work in the library. Our University library is **MS. EDNA SAN BUENAVENTURA**.

College library has four (4) main group, (1) Readers Services (RS), (2) Technical Services (TS), (3) Multimedia Collection and Services (MMCS) and (4) Electronic Resources and Services (IT).

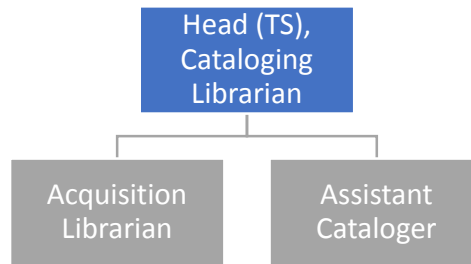
There are more than 40+ student assistants in every section of the library ready to serve our dear library users. SAs are vital for the library to have a smooth sailing function since the library is physically big and we are also serving large number of users.

Figure 1.1 – Readers Services group



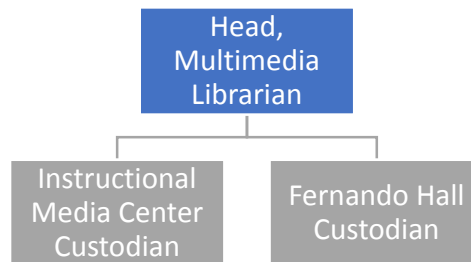
Readers services handle concern about the reading area, library promotions and users' education, like this, library orientation. Another major role of this group is providing service such as borrowing and user assistance. Part of this group are *Readers Services in-charge* ([Ms. Aida Hontiveros](#)), *Reference Librarian* (Name of assigned librarian), *Periodicals Librarian* (Name of assigned librarian) and *Circulation staff* (Name of assigned librarian).

Figure 1.2 – Technical Services group



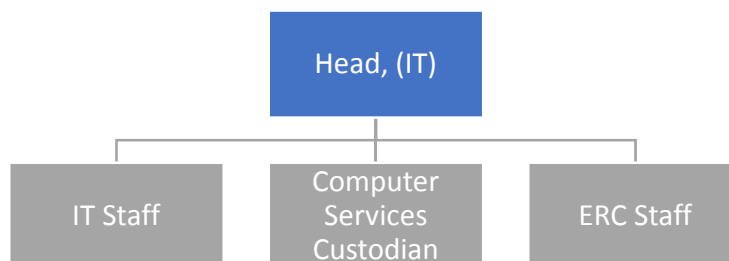
Technical Services handles from acquisition to processing library materials for it will be searchable in the Web OPAC and can be loaned out to students. Under this group are the *Acquisition librarian* (Ms. Rica Arce), *Cataloging Librarian* (Ms. Badette Federico, Head) and *Assistant Cataloger* (Ms. Marilou Espiritu).

Figure 1.3 – Multimedia Collection and Services group



Multimedia Collection and Services works on the non-print or audio-visual (AV) materials, manage online reservation and oversee multipurpose rooms, Instructional Media Center (IMC) and Bro. Richie Fernando Hall. With this group are Multimedia Librarian (Ms. Thess Florendo, Head), IMC Custodian (Mr. Edgardo Zape) and FH Custodian (Mr. Ronald Callos).

Figure 1.4 – Electronic Resources and Services group



Electronic Resources and Services handles Information Technology (IT) concerns – from PC in the library, automated circulation system, audio system, internet and Wi-Fi connection, to handling the library website and different online resources that the library is subscribing. Also, administering services inside the electronic resource center is part of their workloads. Part of this group are the Head of Electronic Resources and services (Ms. Elvie Obias-Asor), IT Staff (Mr. Sherwin Perez), Computer services custodian (Mr. Joven Noblesala) and ERC Staff (Mr. Jay Laurenciano)

Operating Hours (slide no. 8)



FACILITATOR: University Library opens Mondays to Fridays 7:30a.m. to 8:00p.m., and Saturdays 8:00a.m. - 7:00p.m. Also, on Sundays, (on and before major examinations – Midterms and Finals only), from 9:00a.m. to 1:00p.m.

REVIEW

FACILITATOR: At this point, what can you say about the library? (encourage the participants to respond so facilitator knows if they have understood the discussion. Try to solicit responses and take down notes if necessary.)

“Now, let’s have a simple Question and Answer portion. I will ask some questions just to check if you could still recall some points that I have discussed. If ever you also have questions and clarification, do not hesitate to ask.”

Question 1: *What is the main function of the University library?*

Answer: “SUPPORTS THE ACADEMIC AND RESEARCH ACTIVITIES OF THE UNIVERSITY”
(slide no. 4 – main purpose and function)

Question 2: Who is the University Librarian at James O’Brien SJ, Library?

Answer: Ms. Edna San Buenaventura

Question 3: How many is the total shelving capacity of the university library?

As of this moment (August 2017), how big is the library collection already?

Answer: 100, 000 plus | 106, 000 plus and counting (slide no. 5 – library features)

Question 4: What is the operating hours of the University Library?

Answer: M-F, 7:30am-7:30pm | Sat, 8am-7pm | Sun, 9am-1pm (on or before major exams) (slide no. 8 – operating hours)

Facilitator may ask other questions if they prefer. When concluding this module, reiterate some important info so it will retain in the participants.

MODULE 1.2 | Collections, Facilities and Services

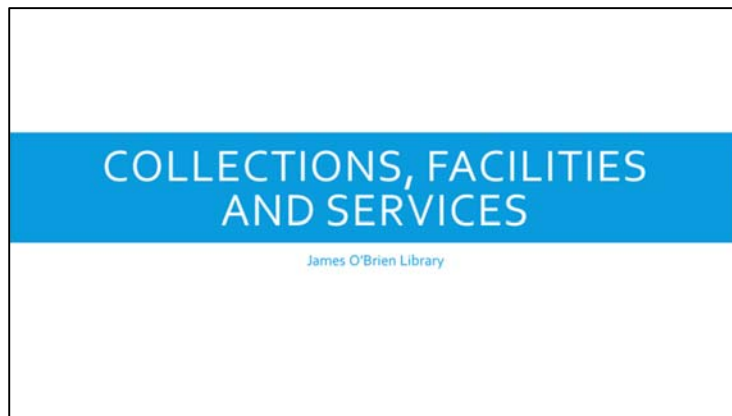
Students Outcomes (Objectives):

At the end of this module, at least 75% of participants are able to:

1. Familiarize the university library's collection, facilities and services
2. Learn the borrowing and returning guidelines
3. Understand the privilege and limitations of borrowing user

Library Orientation Proper

Material: University Library Collections, Facilities and Services



FACILITATOR: Let's check the collections you may have interest to borrow inside the university library. But before we start, when you visit your previous library, what kind of materials do you usually read?

(Encourage students to participate, so that Facee can direct the user if where these materials can be found while discussing the collections and section for the succeeding slides. As much as possible, provide a feedback after each response, three to five responses may do as long a time permits)

FACILITATOR: Thanks for your answers, we will look in each collection and sections if we can find same or similar library materials. If you are the type of person who seldom visits or borrow in the library, I'm hoping to awaken the reader in you. Let's now check these different materials.

LIBRARY COLLECTIONS



FACILITATOR: Have any idea what materials do you think are kept in each section? Let's check each section and collection one-by-one to get to know them more. This first set are the major collections

that the library is having. Since we are catering not only the college but the whole institution – Senior High School (SHS), Graduate School and law included, these five collections are available for all levels. (Click the box to view the details of each section/ collections. Facilitator may randomly click the collection he/she prefers).



RESERVE MATERIALS are the assigned readings of Faculty for their students. They may be books, journal articles, etc., that are required and/or supplemental readings. Use of reserve materials is limited for 2 hours only. This section is located at the ground floor of the library. Later I will show you how you can search materials under your instructor's name. That is searchable in our library catalog which is fully automated.

Sample: Financial Accounting textbooks (CBA), Philosophy of Man (Philo classes), Life's works and writing of Jose Rizal, Materials reserve under faculty.



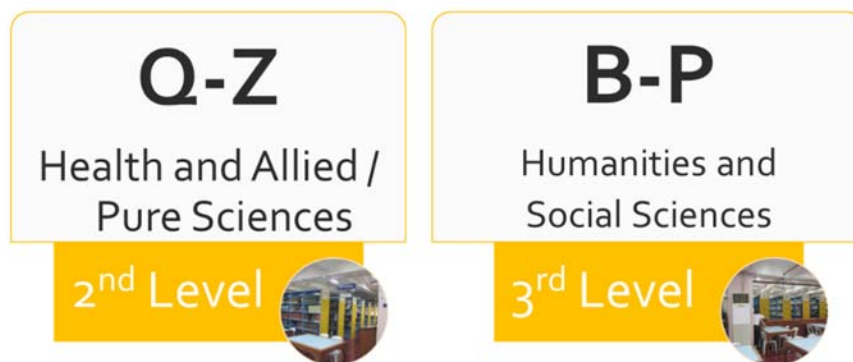
FILIPINIANA houses books about the Philippines, written by Filipino and foreign authors. These are for room use only. Books with more than 2 copies can be loaned for overnight use starting 6 p.m. daily, to be returned the following day at 8 a.m.

Sample: Philippine History, Filipino fiction materials, Martial law books and other similar materials.

CIRCULATION refers to the servicing of the general collection of books. Materials in this section may be borrowed for 7 days. A maximum of 3 books (in this section) at a time can be borrowed and they may be renewed if they are not demanded by other users. Fiction books can be borrowed for 2 weeks. The library may suspend borrowing privileges due to infraction of any library rule.



Be guided of the location of circulation materials since it has the biggest collection, it is divided into two floors. Just note of the call numbers of the materials where if it starts at B to P or subjects related to Humanities and Social Sciences it is located at the THIRD FLOOR of the library. If call number starts with Q to Z, which more likely under health and allied or pure sciences, these are located at the SECOND FLOOR.



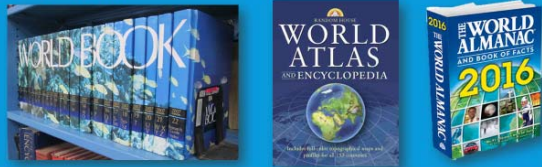
Samples for fiction and non-fiction materials that users may have interest to borrow – Harry Potter, Lord of the Rings, the Da Vinci Code, Chicken soup for the soul, Five people you'll meet in heaven.

REFERENCE MATERIALS include general and subject sources like encyclopedias, dictionaries, handbooks, manuals, bibliographies, indexes, abstracts, geographical sources, gazetteers, travel guides, directories, etc. that provide brief answers to specific queries. Materials are used in premises only. This section is located at the ground floor, beside the Senior high school collections.

REFERENCE MATERIALS

Briefly answers user's queries – What, who, when, where and How questions.

helps the student identify and locate information through various reference materials such as dictionaries, encyclopedias, almanacs, bibliographies, atlases, gazetteers, yearbooks, indexes, annuals, handbooks, travel guides, and other reference materials.



Samples: *Merriam-Webster* Dictionary, World Book encyclopedia, World Atlas, **Guinness Book of world records, Top 10/100 of everything** (updated materials for samples in bold face are available at the reference desk/ coffee table collection).

MULTIMEDIA COLLECTION


<p>1</p> <p>Houses non-print materials such as DVDs, VHS, cassette tapes, transparencies and the likes, both for academic and leisure.</p>	<p>2</p> <p>Facilities are available upon request</p>	<p>3</p> <p>Materials are strictly for INSIDE USE ONLY</p>
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MULTIMEDIA COLLECTION keeps Audio-Visual (AV) or non-print materials such as DVDs, CD-ROMS, VHS tapes (movies and documentary), newspapers-in-CD-ROM, slides, transparencies, audiocassette tapes, and maps are located. In addition, microfilms and microfiches are also available.

Sample: IGNACIO (Movie), Amityville Horror, Supplementary CD-ROMs of textbooks, Maps, Art reproductions (Paintings)

PERIODICALS SECTION

- The Periodical Section houses the serial collection of the O'Brien Library. It is the current information sources through which different kinds of information are found.
- This section has two groups - CURRENT periodicals and BOUND periodicals;
- The **current periodicals** are accessed directly in the magazine racks arranged in alphabetical order. Materials in this area are mainly current issues. All periodicals subscribed by the library for the current year are displayed and shelved in this area.
- The **bound periodicals** are both retrospective and current issues of periodicals. They are filed alphabetically by titles in an open stack area.

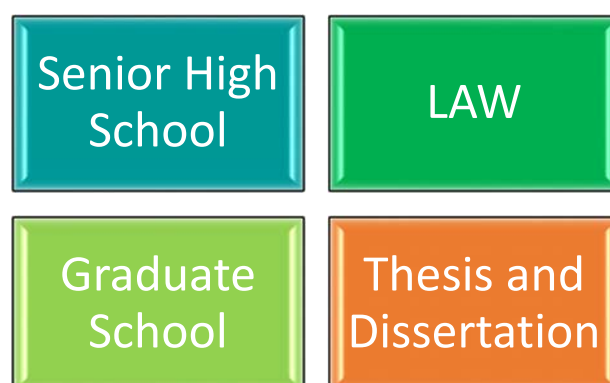


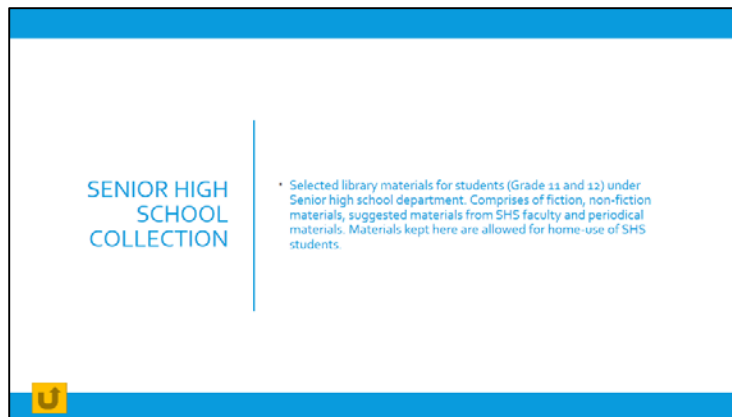
PERIODICALS SECTION houses the serial collection of the O'Brien Library. It is the current information sources through which different kinds of information are found. These materials are divided into two groups, the bound periodicals and current periodicals. The bound are arrange alphabetically by title in the open-stack shelves. The current periodicals are accessed directly in the magazine racks arranged in alphabetical order.

Sample materials: Agriculture, Popular Sscience, Food Magazine, etc.

LIBRARY COLLECTIONS

Facilitator: The following sections are specialized collections in the university library. ([Depending on your client, just click to view the details of which users may have interest to save time. For the unclicked collection, kindly give an brief overview of what collection can be found.](#))





SENIOR HIGH SCHOOL COLLECTION are selected library materials for students (Grade 11 and 12) under Senior high school department. Comprises of fiction, non-fiction materials, suggested materials from SHS faculty and periodical materials. Materials kept here are allowed for home-use of SHS students. Monitored by the SHS librarian, MS. GERALDINE LEORCA, located at the ground floor of the University Library.



LAW LIBRARY is the legal information resource of the Ateneo de Naga University. It is located at the newly-constructed *Fr. Godofredo Alingal, SJ. Bldg.* Materials available here are on Jurisprudence, Civil law, mercantile law, Political and International law, Supreme Court Reports Annotated SCRA.

The law library is under the supervision of Ms. ALMA KAY REYES, Law Librarian, and the area is exclusively available for College of law students and faculty.

Sample materials: Supreme Court Reports Annotated SCRA

(Not sure of the write ups, needs to verify it with the Law Librarian for mush appropriate information.)



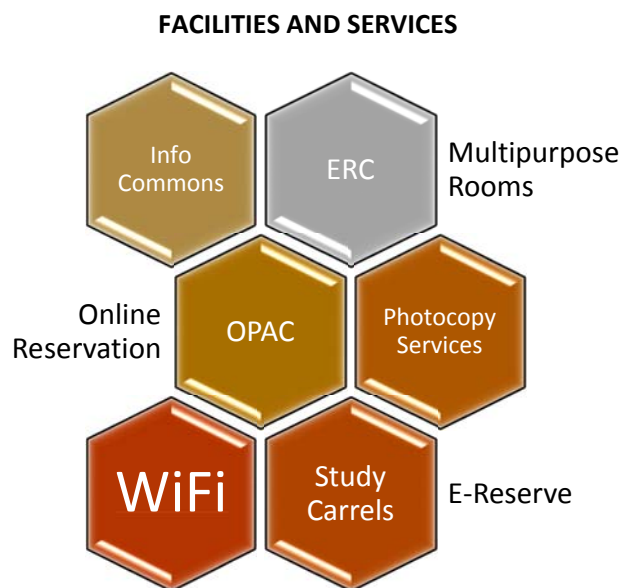
GRADUATE SCHOOL COLLECTION is the library's repository for graduate school related materials. Its primary focus is to provide ample support and services to the instruction and research works of graduate school community in the university. GS area is located at the ground floor of the O'Brien Library (former Knowledge for Development Center room). Aside from printed, in the area you can also utilize PC to access different graduate studies focused academic sites.



THESIS and DISSERTATION COLLECTION is Collection of thesis, dissertation and professional research conducted by undergraduate students, graduate students and university faculty and staff. This collection is divided into two groups; Undergraduate Thesis Collection and Master Thesis and Dissertations collection.

Undergraduate thesis collection where it houses research done by undergraduate students such as Business Research, Feasibility Studies and Thesis. This collection is located at the second floor of the library.

Thesis and Dissertation collection houses the research works by students in Masters and Doctoral studies. Also, professional research works of the AdNU faculty, staff and administrators. Collections can be found inside the Graduate School area of the university library.

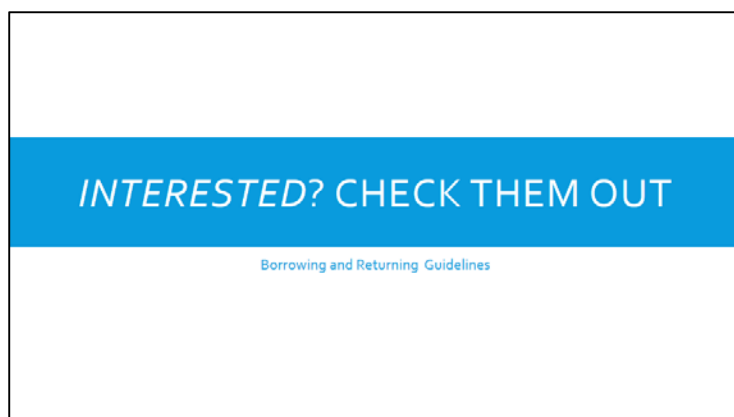


FACILITATOR: (Discuss the facilities and services in brief – some info like OPAC, Online Reservation, et al will be discussed in detail in other modules).

“The following are the different facilities and services you may want to avail while inside the University Library”

- **OPAC** (Online Public Access Catalog) - To access various collections, the library has an Online Public Access Catalog (**OPAC**) that is available 24/7.
- **ERC** (ELECTRONIC RESOURCE CENTER) offers computer services to students for utilizing the different online resources that the library subscribes. Printing and scanning services are also available in this area.
- **Multipurpose Rooms** – venues for trainings, seminars and university activities, MP hall that can accommodate up to 80 users and two viewing rooms that can accommodate from 30 – 50 users per room which are located at the 3rd floor of the building for students use.
- **Online Reservation** – for paper-less reservation of multipurpose rooms and ERC, library has online reservation available in the website.
- **Information Commons** - contains tablets and computers for students use, electronic newspaper (Newspaper on DVD) are available in this area.
- **WiFi Hotspot** - Students with personal laptop, tablet and other similar devices may log in to the university network upon registration to the Network Operations and Computer Services Office. SmartWiFi is now available where each user has 30 minutes free access daily.
- **E-Reserve** - reading materials assigned by faculty were scanned and put on the web. This are approved documents/ articles to be placed on the web and do not available locally.
- **Study Carrels** - Individual Study Carrels are also available for students who wish to study, make a research and do other related activities.
- **Photocopying** machines are available at the 2nd floor of the Library.

Borrowing Library Materials



FACILITATOR: “At this point, are you already interested in borrowing some of library materials and services? However, before you can do that, here are some few reminders when availing of university library materials and services.

Borrowing Procedures

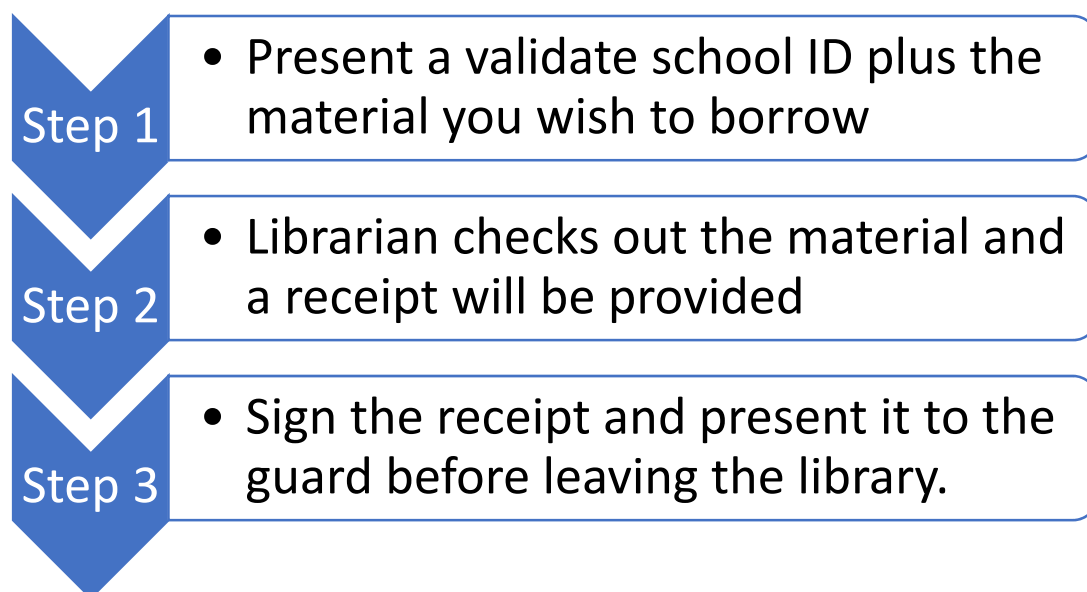


Figure 2.3 – borrowing procedure in University Library

FACILITATOR: Currently-enrolled students with a valid school ID are entitled to borrow library materials and to avail themselves its services. When borrowing a book, present school ID together with the book you wish to bring outside the library to the staff on duty. A receipt will be given to you. At the exit gate, present the signed receipt and the book to the guard on duty.

Loan Duration, Maximum number of materials and Fine accumulation

Section/Collection	No. of materials	Duration	Fine
Circulation	3	7 days	2/day
Filipiniana	1	2 hours / overnight	5/hour
Reserve	1	2 hours / overnight	
Reference	1	2 hours	
Periodicals	1	4 hours/ in-house	

Figure 2.4 – Loan duration and Fine Matrix at JOBL

FACILITATOR: “We have checked what materials and subjects can be found in each section and collection. As a review, posted on screen are the maximum number of materials, you as our dear users can borrow. Take note that you can borrow up to Five (5) materials inside the university library.

(Facilitator shall provide combination of materials from each section/collection so participants may have an idea of how can they maximize the five materials allowable to borrow, ex. 3 circulation materials + 1 *Filipiniana* + 1 Reserve = 5 materials already.)

(Give emphasis on the duration and Fine that will be accumulated once materials are not returned on or before due time/date.)

RETURNING LIBRARY MATERIALS

FACILITATOR: In returning a book, a student may return borrowed materials at the counter or at the **Self Check in** terminal located at the 1st floor of the library. Scan the book barcode and drop the book inside the **Book Return Box**. (Demonstrate scanning a book and dropping it in the book return box. Emphasize to the participants where they can find the barcode)





Figure 2.5 – Recalling procedure

FACILITATOR: The Librarians remind the borrowers of unreturned books through a written notice one week from the due date. There are 3 consecutive notices will be issued to the borrower. After the third consecutive notice and there are no action books are considered lost. Therefore, **replacement must be made.**

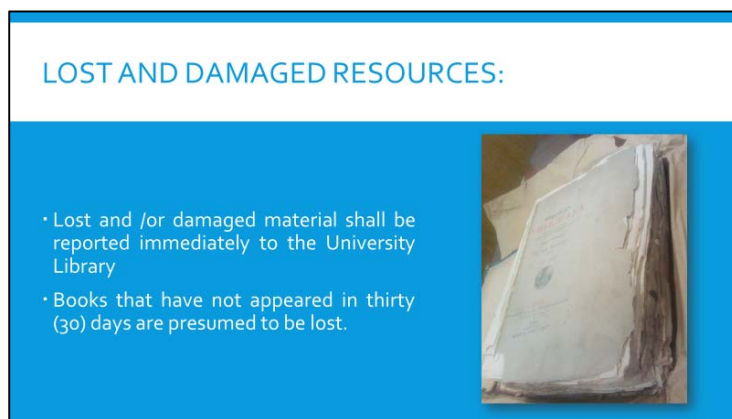


Figure 2.6 – Lost and Damage materials

FACILITATOR: Lost and damaged resources should be reported at once. Replace with same author, title of the latest edition or any materials related to the curriculum on a specified period. Books that have not appeared in thirty (30) days are presumed to be lost. Students who habitually lost or damaged books will be limited in using books in the library.

Just remember!

FACILITATOR: The Borrower is responsible for all the materials he/she borrowed. Lost or damage borrowed library materials shall be reported immediately to a library personnel to avoid continuous accrual of fines.

The library may suspend borrowing privileges due to infraction of any library rule. For other detailed violations, infractions and sanction we will be tackling it later this module / orientation.

REVIEW

FACILITATOR: Now you have an idea what materials you can borrow inside the university library, which collections or services do you think you'll be most likely to utilize.? (*encourage the participants to respond so facilitator knows if they have understood the discussion. Try to solicit responses and take down notes if necessary.*)

"Now, let's have a simple Question and Answer portion. I will ask some questions just to check if you could still recall some points that I have discussed. If ever you also have questions and clarification, do not hesitate to ask."

Question 1: *Where can you get materials on Philippine related materials?*

Answer: "FILIPINIANA COLLECTION"

Question 2: Give at least three (3) facilities and services that the library is providing?

Answer: OPAC/Web OPAC, ERC, E-Reserve, Info Commons, Online Reservation, WiFi, Study Carrels, Photocopy Services, Multipurpose Rooms

Question 3: How much fine will be imposed daily for materials got overdue at Circulation section?

Answer: P 2.00 per day

Question 4: Where can you return borrowed library materials?

Answer: Servicing counter / Self-check-in box

Facilitator may ask other questions if they prefer. When concluding this module, reiterate some important info so it will retain in the participants.

Students Outcomes (Objectives):

At the end of this module, at least 75% of participants are able to:

1. Have a common understanding of their responsibilities as users
2. Avoid of what considered to be violation and infractions
3. Be informed of the existing support services of the University library

Library orientation proper

Materials:

Video on Don'ts in the Library (File name: The Don'ts_ORSEM 2015.mp4)

PPT on Conduct inside the Univ. library (Module 1.3 – User responsibilities)

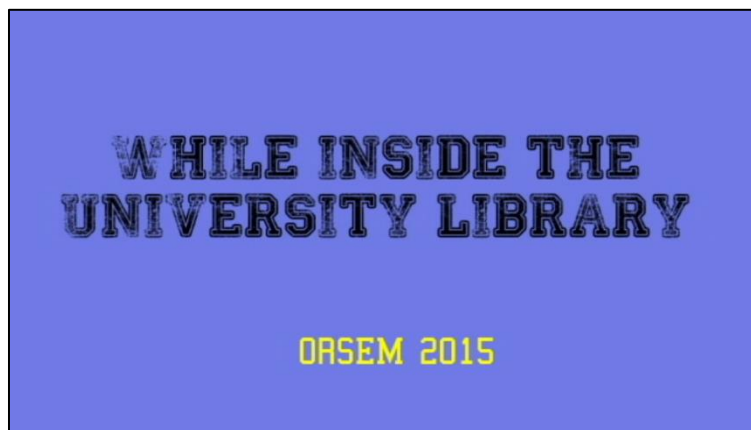


Figure 3.1 – The Don'ts_ORSEM 2015.mp4

FACILITATOR: Let's all watch this 6.5-minute reminder video on how should a library user behave inside the university library. (Play the video presentation "The Don'ts_ORSEM 2015.mp4")

This video tackles the behavior of a user inside the university library which are the following:

1. Be silent while inside the university library
2. No sleeping
3. Don't leave your valuable things unattended
4. Don't play loud music; use earphones/ headphones instead
5. Taking pictures of printed resource (sp. THESIS) are not allowed, though you may photocopy some parts of allowed materials
6. Ripping, tearing or scratching pages of books and other print media are strictly prohibited.
7. Keep your phone in silent mode / answer calls in the lobby.
8. Avoid charging your gadgets (phones, laptops) in improper areas where the electrical cord might block or cause accident to other users.
9. Eating inside the library is prohibited, though bringing drinks in tumblers are allowed.
10. Littering is also prohibited, let's practice CLAYGo.

FACILITATOR: These Ten (10) No-No behaviors inside the university library should be keep in mind thus avoiding being sanctioned / penalized according to the student handbook.

The succeeding rules, some are just reiteration of what has been presented in the videos, are primarily what you will see under the “Conduct inside library premises of your student handbook”. This is just to give emphasis to these what is to be major infractions in the main library.

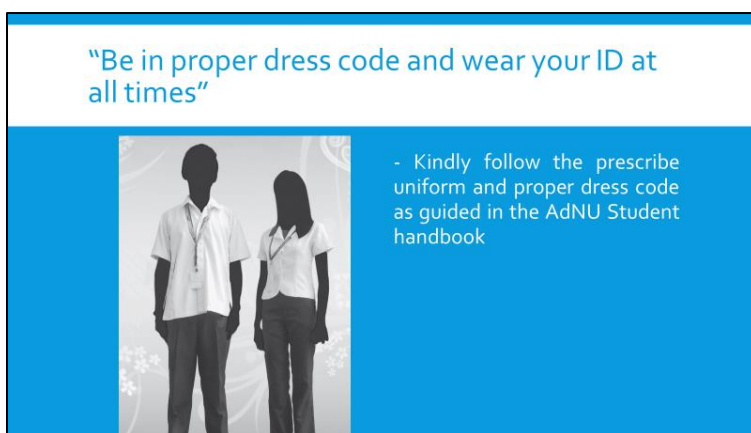


Figure 3.2 – Dress code

FACILITATOR: All students are expected to follow the proper uniform and dress code as prescribed in the AdNU Student handbook when entering the university library. Non-compliance will result to non-entry to the university library. This is to ensure safety and security of all who enters the building and easy recognition of the AdNU students to the visiting researchers (outside researchers).

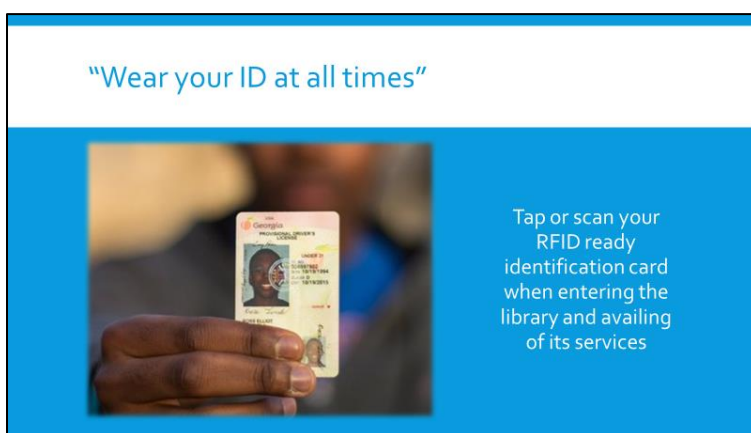
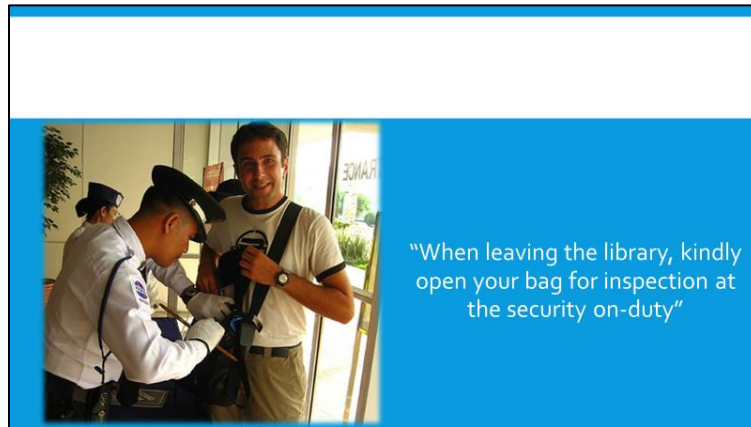


Figure 3.3 – Wear your ID always

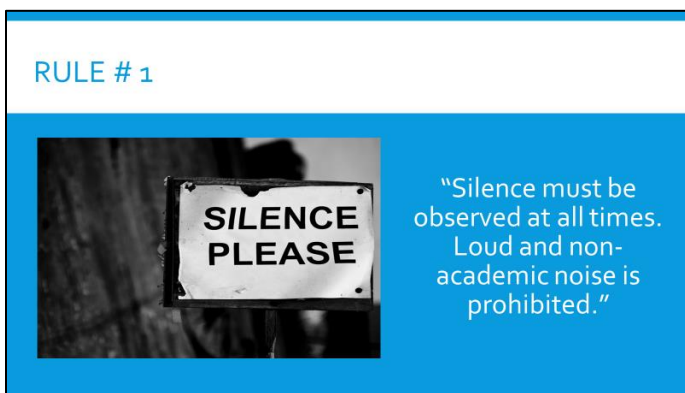
FACILITATOR: Before entering the building, kindly tap or scan your ID at the PC available at the lobby. Also wear them (IDs) always to ensure that you're a bona fide member of the university community. Present your ID when borrowing library materials or availing its services.



"When leaving the library, kindly open your bag for inspection at the security on-duty"

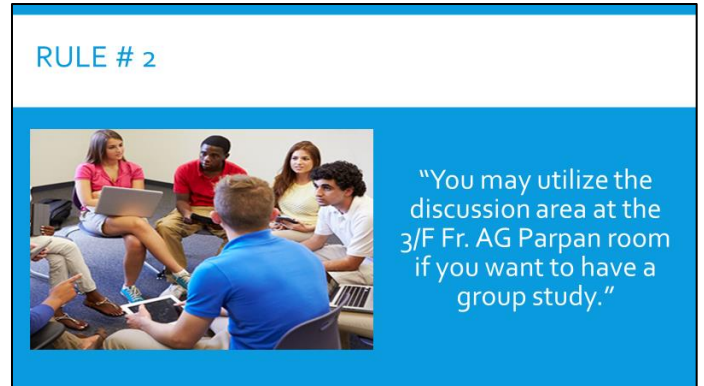
Figure 3.4 – Open your bag for inspection

FACILITATOR: Before leaving the library, present your bags for inspection, only to secure that no library material will be taken out improperly.



RULE # 1

"Silence must be observed at all times. Loud and non-academic noise is prohibited."



RULE # 2

"You may utilize the discussion area at the 3/F Fr. AG Parpan room if you want to have a group study."

Figure 3.5 – Silence at all times, use the discussion area instead

FACILITATOR: Being noisy or non-academic noise is strictly prohibited. Let's be silent at all time to respect other users who wish to study silently. There are areas inside the university where you can have a group study. Fr. AG Parpan discussion room at the 3rd floor is available for such activity. Just borrow access card available at the circulation servicing counter.

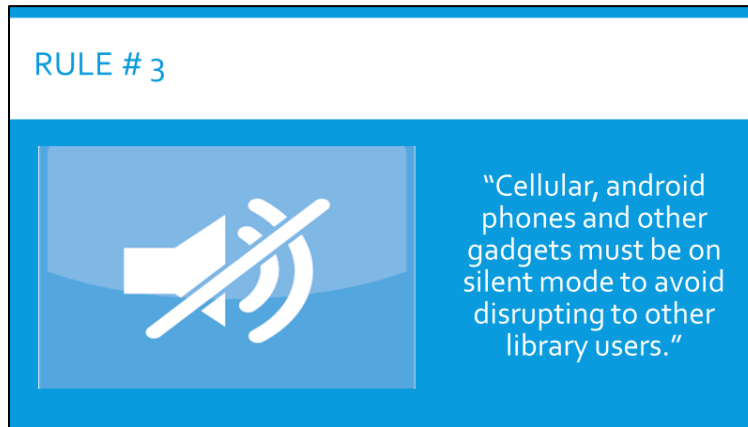


Figure 3.6 – Gadgets in Silent mode

FACILITATOR: Still connected to keep a silent study area, gadgets such as android phones, laptops and other devices shall be in silent mode. If ever you want to listen to music or watching academic related videos, wear an earphone or headphone instead. Also answer calls at the lobby of every floor to avoid disrupting other library users.

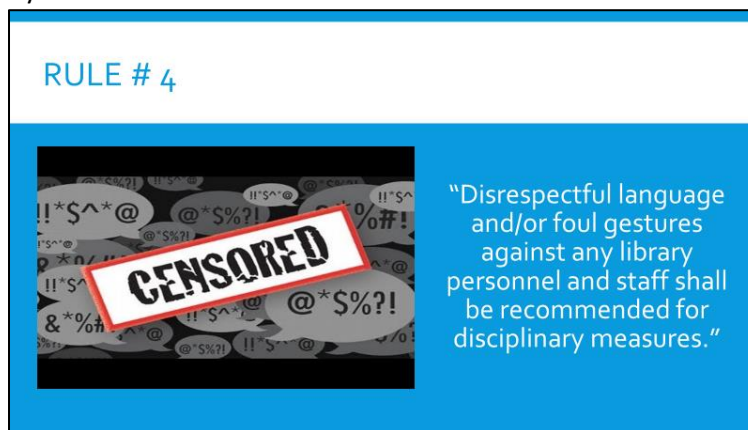


Figure 3.7 – Disrespectful language and foul gestures shall not be tolerated

FACILITATOR: Disrespectful language and/or foul gestures against any library personnel and staff shall be recommended for disciplinary measures. Might as well such behaviors towards other library user will not be tolerated. University library is against bullying.

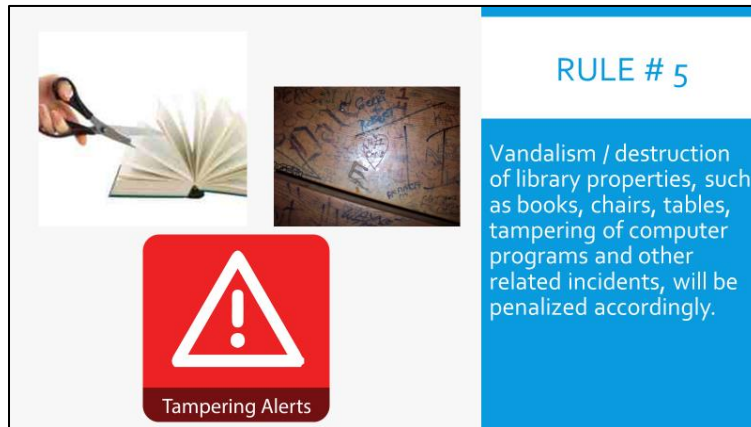


Figure 3.8– Vandalism and destruction of library materials

FACILIATOR: Damaging library materials, vandalism and tampering library computer applications are strictly prohibited. This is a grave offense which might lead to suspension of library privileges or expulsion from the university.

Non-compliance with library or school rules and regulations while inside the library premises shall be subject to penalties prescribed in the student handbook.

LIBRARY SUPPORT SERVICES

FACILITATOR: To achieve optimum utilization of the library resources and services, the university library has support services that patrons may avail to appreciate more the collections and services. This can be done thru different media as the library adapts to this ever-changing world.

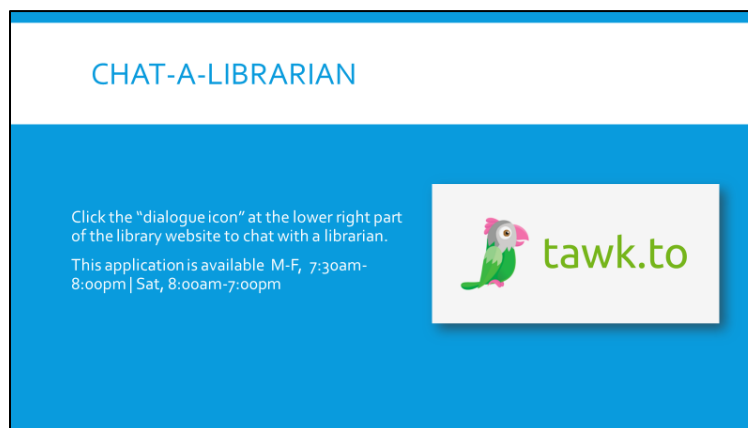


Figure 3.9 - CHAT-A-LIBRARIAN

FACILITATOR: CHAT-A-LIBRARIAN is a website portal where library users can air their concerns about the library. A real-time librarian handles queries posted in this application and will answer them as quick as they can. This chat box can also be utilized if ever user forgets his/her online resources log ins. Checking

material location in the library or requesting a material which he/she will borrow within the day (only applicable to circulation materials). This portal can also be used to send email to the university library whenever a library is “offline”. This application is powered by **tawk.to**



Figure 3.10 - CALL/eMAIL-A-LIBRARIAN

FACILITATOR: The landline number of the main library is this “(054) 472 - 8115 “. You may also your queries to this email referencelib@adnu.edu.ph.



Figure 3.11 - ROAMING LIBRARY ASSISTANTS

FACILITATOR: Roaming Library assistants are Librarians, Staff and students’ assistants who are on-the-go to serve the clients of the library. Aside from the librarians available to serve you in the servicing counter, we also have some staff and student’s assistants (Sas) roaming around the shelves and within the library to help you locating materials in the library for your research, answering your queries and if possible help you with your study within their capabilities. This is to ensure that the university library’s mission of serving its client to the fullest will be achieved.

REVIEW

FACILITATOR: After all the guidelines, rules and regulations, why do you think it is necessary to have these be implemented in the university library? (encourage the participants to respond so facilitator knows if they have understood the discussion. Try to solicit responses and take down notes if necessary.)

“Now, let’s have a simple Question and Answer portion. I will ask some questions just to check if you could still recall some points that I have discussed. If ever you also have questions and clarification, do not hesitate to ask.”

Question 1: What is needed when borrowing and availing library materials?

Answer: “IDENTIFICATION CARD (ID)”

Question 2: When online, how can you contact the library that you can access thru its website?

Answer: “CHAT-A-LIBRARIAN / CHAT BOX”

Question 3: What do you need to do before leaving the library to avoid improperly taking out of library material?

Answer: “OPEN YOUR BAG FOR SECURITY INSPECTION”

Question 4: Give at least four (4) No-No behaviors inside the library mentioned in the video?

Answer: any four of the following No-No behaviors

1. Be silent while inside the university library
2. No sleeping
3. Don’t leave your valuable things unattended
4. Don’t play loud music; use earphones/ headphones instead
5. Taking pictures of printed resource (sp. THESIS) are not allowed, though you may photocopy some parts of allowed materials
6. Ripping, tearing or scratching pages of books and other print media are strictly prohibited.
7. Keep your phone in silent mode / answer calls in the lobby.
8. Avoid charging your gadgets (phones, laptops) in improper areas where the electrical cord might block or cause accident to other users.
9. Eating inside the library is prohibited, though bringing drinks in tumblers are allowed.
10. Littering is also prohibited, let’s practice CLAYGo.

Facilitator may ask other questions if they prefer. When concluding this module, reiterate some important info so it will retain in the participants.