Vision:

- To be recognized as the premier academic and research library in the region in terms of resources and quality of information services.

Mission:

- To provide library users:
  - The best possible access to information in support of instruction, research and extension; and
  - The best possible information services through the use of new Information and Communications Technologies as applied to libraries.

To achieve the University Library’s vision and mission, the following goals have been set:

- Truly Modernize the Library;
- Improve the Quality and Efficiency of Library Services thru “Rationalization” of Functions and Organizational Units;
- Further Develop Human Resources; and
- Device Alternative Means of Generating Funds

I. Library Modernization

With the fast turnover of technologies, it is difficult to keep up with the technological trends in library information services. While there have been attempts by the University Library to automate its major services, we have not achieved “fully automated” status up to this date. A number of procedures and services are still being done manually, such as:

- Printing of shelf-list cards or catalog cards;
- Student IDs have to be countersigned by Librarian to be allowed to enter the library;
- Staff or guard on duty have to check the IDs of individuals entering the library;
- Statistics of users manually recorded by the staff in the Control desk;
Profiles of students or employees from other Constituent Universities have to be entered manually into the database for them to be allowed to borrow books;

It is difficult to monitor how many books a student, faculty, or staff has borrowed from a library in Diliman and from libraries in other Constituent Universities. Hence, there is a possibility that a borrower may exceed the maximum loan count allowed without the library staff’s knowledge.

A. Full Library Automation

To achieve full automation, the following shall be implemented:

1. Enhancement of the existing in-house-developed Integrated Library System (UP iLib project) - [one of my major projects - development is ongoing and project proposal has been submitted to eUP thru the Office of the Vice-President for Development, and previously to the Office of the President, for funding support].

Notable features include:

- Designed to be Resource Description and Access (RDA)-ready, the new cataloging standard;
- Centralized system, resembling a union database of all library holdings and user profiles from different libraries in all of the CUs. With an integrated database, a user only needs a single search interface to find resources available in any of the libraries in the entire UP System. Monitoring of transactions will be easier since all records are stored in one database server;
- Interfaced with the core information systems of eUP, e.g., Student Academic Information System (SAIS) for the student profiles, Human Resources Information System (HRIS) for the faculty and staff profile, and Single-Sign-On for login authentication;
- Alert services sent thru Short Messaging Service (SMS), in addition to email notifications; and
- Mobile applications (e.g., Android, Apple iOS) developed for portable devices (mobile phones and tablets).

2. Digitization of possibly all resources, print and analog (audio-video), for digital preservation and, to a limited extent, online viewing/downloading.

3. Cloud computing or cloud-based hosting services which could provide a more stable platform with minimum downtime. Database system will be mirrored to the Main Library Data Center for redundancy and to provide online back-up. [Cloud hosting has been subscribed to by the eUP project and will be available by July 2014].
4. Implementation of advanced technologies for libraries, including:

- RFID solution, such as security gate, staff workstation for charging/discharging, mobile inventory, self-service stations (self-check-out, drop-box for returns) - [one of my major projects; ongoing and will be bided out and pilot tested in the Main Library soon].
- Student/Employee ID using RFID cards (contactless cards) which can be used for self-service stations, entrance gate pass, etc. [this has been coordinate with the Office of the University Registrar for pilot implementation this coming school year (August)]. Other applications are being explored, such as, monitoring of students, health service transactions, etc.;
- Electronic turnstile for entrance gates instead of staff manually checking IDs and recording statistics of library users;
- Touch-screen OPAC terminals using All-In-One Desktop computers; and
- Digital signage instead of posters or bulletin boards.

5. Re-launching of Institutional Repository

The Diliman University Library’s Institutional Repository (IR), accessible thru the URL: [http://uard.mainlib.upd.edu.ph](http://uard.mainlib.upd.edu.ph) shall serve as the official depository of university records, personal papers, theses and dissertations, and UPIANA or UP Publications. It was introduced in 2011 and recently has been replaced with a new platform, called DSpace, an open-source digital repository software.

A re-launch of the IR will promote the system to the UP Diliman community and encourage faculty, staff, and students to deposit their own publications or researches which can be shared to the community.

B. Refurbishing and Retrofitting of Main Library Building (Gonzalez Hall)

You must have seen the current state of our 65-year old Main Library Building and the very old or old-fashioned furniture (counters, shelves, chairs, tables, etc.) and deteriorating facilities. While we are not very much left behind in terms of library automation, in terms of facilities, we are very far behind compared to ASEAN member universities (e.g., DLSU, AdMU) from the Philippines, and much more compared to universities in Singapore, Thailand, and Malaysia.

Moreover, while it is believed that the Main Library building was built to withstand high intensity earthquakes, there is no assurance that it is immune to damage
from earthquakes. Hence, the integrity and load-bearing capacity of the building must be evaluated to determine if retrofitting will be necessary.

Considering these, it is high time that the Main Library building undergo transformation, not only to attract users to come to the library, but to provide a learning space more conducive to learning, research and collaboration. This could even encourage potential staff to apply for a position in the University Library, and for existing staff to prefer to stay rather than transfer to other libraries with better working environment.

The following are some of the proposed components or features of the refurbished Main Library building:

1. Learning commons [25 desktop computers already provided by eUP project]
2. Collaborative Learning spaces (Group discussion rooms)
3. IT Training room/facility [my other ongoing project - design and cost estimates completed and submitted to the Office of the Chancellor for funding]
4. Mini theatre (viewing room)
5. Conference room
6. Coffee shop at the lobby
7. Centralized air conditioning
8. Security (CCTV/IP) Cameras
9. Fire suppressant systems
10. Staff lounge and pantry
11. Wellness room

A committee was created for this purpose (where I am a member) in close coordination with the Office of the Campus Architect (OCA). Requirements have been identified pending the design (drawings) from the OCA, including budget estimates. Hopefully, approval and funding from the Office of the Chancellor will be granted soon.

C. Development of Records Management Program and Provision for the establishment of a Document Warehouse

Two of the most common records management mistakes are poor file organization and management. When files are set up properly, it is easier to find needed files, it is simpler to determine where newly created files should be placed, there is less duplication resulting in less space needed for the files, and it is faster to determine what records should be destroyed or transferred to the Archives. Developing a Records Management Program now will reduce the amount of time and other costs spent on managing the files later.
In addition, a Document Warehouse should be established (possibly in a building other than the Main Library), which will serve as a temporary storage facility for active and semi-active records of the university with specific retention schedule depending on the type of document. Permanent records should go to the archives for preservation. Digital preservation should be implemented in all records. A software solution with full-text search facility can be used to retrieve desired documents based on actual textual content. Digitized copies of documents can be delivered to the requester in minutes.

D. Collection Development

We are in this era called the “Electronic Age”. Studies reveal that most academic libraries are adopting electronic book or “eBook” collection at a large scale, sometimes to a near exclusion of print titles.

Currently, our libraries are slowly considering electronic books as replacement for print versions owing to the fact that users (especially students) are getting used to doing research online and making use of online databases or electronic resources more than the print collection. This will be the trend for the next five years or more. Hence, there is a need to review our collections development policy, especially on the policies relating to the selection and acquisition of electronic resources. In particular, the book fund should be repurposed to specifically allot a certain percentage for e-books/e-resources acquisition.

For sustainability, certain funds should also be apportioned by the University for acquisitions of these online databases and/or resources to be able to support the growing research needs of the UP community.

E. eReference Service

The University has been spending millions on online databases/journals subscription to support the research needs of our students, faculty, and staff. While access to these online resources has been made available to our users from all of the libraries, offices, including dorms, in the campus, the usage statistics show that not all these online subscriptions are being fully utilized. The Main Library is only open until 12mn during regular semesters while most of the College/Unit libraries are only open until 5pm or 6pm. Some students, faculty, or staff, especially those living off-campus, prefer to do their research at home, or somewhere else more convenient to them, but most online service providers do not offer remote access to their databases. Hence, access to these online databases/resources becomes limited, resulting to low usage and affecting the research outputs of our researchers.
One way to utilize our online subscriptions is for the University to provide a facility to allow users to login using their UPD Webmail accounts to enter a portal and be allowed to access any of the subscribed online database/journals of the University. This will significantly increase the usage of our online subscriptions and encourage more researchers to produce quality researches having been given the information resources they need even at the comfort of their homes.

II. **Rationalization Plan**

The “rationalization” of functions and organizational units under the University Library is aimed at improving the quality and efficiency of library services.

The rationalization should include the conduct of a comprehensive review of the respective mandates, missions, objectives, functions, projects, activities and systems and procedures, identifying areas for improvement and implementing structural, functional and operational adjustments to improve the University Library’s service delivery and productivity.

One particular item that may require revision is the organizational structure, where new Divisions/Sections may be created, some sections merged, and some sections probably abolished.

This rationalization will require a thorough review and revision of the Library Organic Act and the University Library Rules and Regulations (which was last updated in 1991). In the process, some traditional services and procedures may need to be abolished or replaced with a better solution or service.

III. **Human Resources Development Program**

The staff should be encouraged to pursue further studies, especially in Library and Information Science or other related fields. Since the trend nowadays is going digital, the staff should also be well versed with information technology solutions for libraries.

The Staff Training and Development Committee (STDC) should conduct a training needs analysis to identify the specific training programs needed by the staff before training proposals are submitted for funding. An evaluation of the training programs conducted by the STDC should also be carried out to provide a feedback mechanism and determine how effective were the training programs.

In-house trainings and training programs conducted by professional organizations may not be enough for the staff to prepare them for greater challenges in managing our
libraries. Alternative programs should be explored, such as, library visits and internship programs with leading academic libraries in the ASEAN region. Exposure to other libraries abroad, especially thru internship programs, will broaden their perspectives and understanding of how to innovate our libraries and how to better serve our clientele. Free internship programs are provided by our AUNILO (Libraries of the ASEAN University Network) partner universities for a period of 3 weeks to 3 months, depending on the program. These, and other alternative programs, are very much recommended and must be carried out by the University Library in the near future.

IV. Alternative Means of Generating Funds

The University Library does not have enough funds to support its projects and other activities. Expenses for activities, such as, Christmas party, retirement parties, team building activities, etc., have to be charged to the staff or requested from donors, including publishers.

Establishment of a Library Foundation for the University Library is very much needed to provide alternative source of funding. The Foundation may conduct fund-raising and other income generating activities to be able to fund events or special activities conducted by the University Library.

 Provision for income-generating activities/services, such as, offering software solutions (e.g., ILS, digital library systems, indexing systems) developed by the University Library to other libraries for a cost, data conversion services, training/capability building, technical support services, accepting outsourced digitization projects, rentals for venue of conferences, or computer-based training workshops, etc.