2022

3rd Annual Conference on Library and Information Studies (CLIS 2022) : Engaged Libraries: Carving Opportunities in Critical Times

De La Salle University, Manila - Libraries

PNU Library and Information Science Alumni Association

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3RD ANNUAL CONFERENCE
Engaged Libraries: Carving Opportunities in Critical Times
12-13 July 2022 via Zoom
WITH 6.75 CPD POINTS
Engaged Libraries: Carving Opportunities in Critical Times

The Philippine Normal University Library and Information Science Alumni Association, Inc. and the De La Salle University Libraries jointly organized a two-day conference with the theme "Engaged Libraries: Carving Opportunities in Critical Times".

This year's conference aims to contribute to the demonstration of the COVID-19 pandemic's impact on libraries and information centers and promote an open mindset for carving opportunities that arise from crises. It endeavors to look into the new normal innovations, with the COVID-19 pandemic as an opportunity driver, and ways to inculcate a deeper commitment to collaborative initiatives that will contribute to a more positive future for libraries. This pandemic has challenged our conventional thinking on how we deliver our services, engage with our community, manage our people, enact our policies, and adapt to change.
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3RD ANNUAL CONFERENCE ON LIBRARY AND INFORMATION STUDIES (CLIS 2022)

THEME:
Engaged Libraries: Carving Opportunities in Critical Times

ABOUT CLIS

The Conference on Library and Information Studies is a collaborative effort between DLSU Libraries and PNULISAA to bring together librarians, LIS teachers and students, and information professionals to hone their research skills through mentorship, research collaboration, and providing opportunities to share and disseminate results of completed research, initially through paper presentations and ultimately through publications either in national or international journals.
Ms. Elvira B. Lapuz is the first topnotcher in the Librarian Licensure Examination. Her topping the first board examination marked the beginning of her tremendous achievements and recognition as a practicing librarian, and a leader librarian as well. She was awarded by the Philippine Association of Academic and Research Librarians, (PAARL) Inc. as the “Outstanding Academic Librarian” in 2014, and the “UP Diliman Gawad Chancellor para sa Natatanging Kawani” in 2016. She was also awarded with the following distinctions:

- 2018 IFLA Recognition for Service and Dedication for the IFLA International Leaders Programme
- 2017 Gabriel A. Bernardo Leadership Award
- 2014 Philippine Librarians Association, Inc.'s Distinguished Service Award, and,
- 2010 PAARL Service Award

As a leader librarian, one of her contributions to the profession was being a part of the group in 2013 that drafted the competency-based standards for the library profession for the Professional Regulation Commission.

At present, she is affiliated with different associations such as the National Commission for Culture and the Arts-National Committee on Library and Information Services (NCCA-NCLIS), the PRC Board for Librarians-Continuing Professional Development Council for Librarians, and the Asia-Oceania Division Committee of the International Federation of Library Association and Institutions (IFLA), that aims to create “a strong and united global library field powering literate, informed and participatory societies.”

This year’s keynote speaker is the University Librarian and also a senior lecturer of the UP School of Library and Information Studies (SLIS) since 2004. Her areas of specialization include Management of Libraries and Information Centers, and Library Advocacy. She also sub-specializes in Collection Development and Management, Information Literacy, and Records Management.
### CONFERENCE SCHEDULE

#### July 12, 2022, Day 1

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>7:45 – 8:00 AM</td>
<td>Online Check-in/Admission of Participants</td>
<td>8:00 – 8:15 AM Opening Ceremonies</td>
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<td>Prayer</td>
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<tr>
<td>8:00 – 8:15 AM</td>
<td>Welcome Remarks</td>
<td>Ms. Micah Marie Tutor</td>
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<td>President, PNULISAA</td>
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<td>Ms. Christine M. Abrigo</td>
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<td>Director of Libraries, DLSU</td>
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<td>Opening Remarks</td>
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<td>House Rules</td>
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<tr>
<td>8:15 – 9:00 AM</td>
<td>Keynote Speech</td>
<td>Ms. Elvira Lapuz</td>
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<td>University of the Philippines Diliman</td>
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<tr>
<td>9:00 – 9:30 AM</td>
<td>Embracing new normal set up: emerging challenges and changes in library services during the pandemic period in selected higher educational institutions in Metro Manila: Basis for library contingency plan</td>
<td>Ms. Mary Jane De Vera</td>
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<td>Quezon City University</td>
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<tr>
<td>9:30 – 10:00 AM</td>
<td>Libraries in the face of a pandemic: Coping mechanism in moving forward to support quality education</td>
<td>Ms. Maria Pretty Lay T. Abdala</td>
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<td>Bulacan State University</td>
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<td>Mr. Mark Andrew D. Bacordo</td>
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<td>Jose Rizal Memorial State University- Dipolog Campus</td>
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<tr>
<td>10:00 – 10:15 AM</td>
<td>Health Break</td>
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<tr>
<td>10:15 – 10:25 AM</td>
<td>Product Presentation</td>
<td>Mr. Jeffrey Meraña</td>
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<td>Product Manager, C&amp;E Logic, Inc.</td>
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<td>Ms. Ismi Choirunnissa Prihatini</td>
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<td>Airlangga University</td>
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<tr>
<td>10:55 – 11:25 AM</td>
<td>Inclusivity in Diversity: EDI Antiracism Readiness among Public Libraries in Central Luzon</td>
<td>Mr. Roilingel P. Calilung</td>
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<td>University of the Assumption in Pampanga</td>
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<tr>
<td>11:25 – 11:55 AM</td>
<td>Digital Transformation Initiatives of the De La Salle University Libraries: The Pandemic and Beyond</td>
<td>Mr. Yugosto A. Balbas</td>
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<td>Mr. Luis Ezra Dangangan Cruz</td>
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<td>De La Salle University</td>
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<tr>
<td>11:55 – 12:00 AM</td>
<td>Closing</td>
<td>Raven Lester Esperanza</td>
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## CONFERENCE SCHEDULE

**July 13, 2022, Day 2**

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speakers / Organizer</th>
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<tbody>
<tr>
<td>7:45 - 8:00 AM</td>
<td>Online Check-in/Admission of Participants</td>
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<tr>
<td>8:00 – 8:05 AM</td>
<td>Preliminaries and Day 1 Recap</td>
<td>Ms. Grace Ruth T. Daulat, Philippine Council of Health Research and Development of the Department of Science and Technology (DOST-PCHRD)</td>
</tr>
<tr>
<td>8:05 – 8:35 AM</td>
<td>Measuring the quality of a health research information system as basis for enhancement</td>
<td>Ms. Sheila May R. Ayran, Mr. Julius J. Carangian, Ms. Zaira Joie A. Salcedo, Ms. Micah Marie B. Tutor, University of the Philippines Manila</td>
</tr>
<tr>
<td>8:35 – 9:05 AM</td>
<td>Online Health Information-Seeking Behavior among the UP Manila Community during the COVID-19 Pandemic: A Preliminary report on data collection</td>
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<tr>
<td>9:05 – 9:35 AM</td>
<td>Examining the Online Reference Service User Experience of an Academic Library through Qualitative Content Analysis of Chat Transcripts in the COVID-19 Era</td>
<td>Ms. Mennie Ruth A. Viray, Mr. Simon De Leon, De La Salle University Manila</td>
</tr>
<tr>
<td>9:35 – 10:05 AM</td>
<td>Examining the Digital Literacy Skills of Librarians in Pampanga using Technology Acceptance Model (TAM)</td>
<td>Mr. Rollinigel P. Calilung, University of the Assumption in Pampanga</td>
</tr>
<tr>
<td>10:05 – 10:15 AM</td>
<td>Health Break</td>
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</tr>
<tr>
<td>10:15 – 10:25 AM</td>
<td>Product Presentation Supporting Quality Library Services by Improving Access to Information and Utilizing Patron Usage in Collection Development</td>
<td>Mr. Jeffrey Meraña, Product Manager, C&amp;E Logic, Inc.</td>
</tr>
<tr>
<td>10:25 – 10:55 AM</td>
<td>New Skills for Librarians: Exploring Mon’s Eight Basic Literacies for the New Normal</td>
<td>Ms. Maria Pretty Lay T. Abdala, Bulacan State University, Mr. Rollinigel P. Calilung, University of the Assumption in Pampanga</td>
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<tr>
<td>10:55 – 11:25 AM</td>
<td>Information-sharing experience of Librarians on Social Media: A Qualitative Inquiry</td>
<td>Ms. Mary Whieslyn N. Cole, Mr. Christler Aaron R. Miranda, Ms. Kester Anne D. Cajocson, University of the Visayas-Toledo Campus, Mr. Irvin Dan M. Regidor, Don Bosco Technical College-Cebu, Ms. Ma. Divina Gracia S. Alcorin, Cebu Technological University- Dumanjug Extension, Mr. John Louie T. Zabala, De La Salle University Manila</td>
</tr>
<tr>
<td>11:25 – 11:55 AM</td>
<td>SAP-ed!: assessment of the Suggest-A-Purchase submission behavior of DLSU academic community</td>
<td>Ms. Kate Lora Q. Cruz, Mr. Jojie A. Gonda, De La Salle University Manila</td>
</tr>
<tr>
<td>11:55 – 12:00 NN</td>
<td>Closing Remarks</td>
<td>Ms. Willian S.A. Frias, Chair, CLIS 2022</td>
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*Engaged Libraries: Carving Opportunities in Critical Times July 12 - 13, 2022 | Zoom*
CONFERENCE COMMITTEE

Marian Eclevia
Co-Chair for Publications
DLSU Libraries

Janice Peñaflor
Co-Chair for Program
DLSU Libraries

Willian Frias
Chair
DLSU Libraries

Micah Marie Tutor
Co-Chair for Conference Accreditation and Logistics
PNULISAA

Carlo Zebedee Gualvez
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Edward Pasaporte
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Augusto Gallo
PNULISAA

Johny Prudencio
PNULISAA

Christianne Georgette Sempio
PNULISAA

Roselyn Simbajon
PNULISAA

Sheila May Ayran
PNULISAA
Embracing New Normal Set Up: Emerging Challenges and Changes in Library Services During the Pandemic Period in Selected Higher Educational Institutions in Metro Manila: Basis for Library Contingency Plan

Mary Jane De Vera

**Purpose:** This paper aims to share and describe the changes and challenges of higher educational institutions in providing library services even if physical interaction is limited or not possible while meeting the demand of the stakeholders during the new normal setup. It also intends to be a tool for constructing a continuity plan for emergency cases.

**Research Question:** The study would like to determine, what types of services are available during the new normal setup. What are the different methods or strategies that were used to adapt to the new normal setup? What platforms and electronic resources were used to make the services available? How do the libraries maintain good quality services? How do work setup and schedule affect the library personnel? Lastly, what are the factors that affect the library services during the new normal setup?

**Methodology:** This research employed a qualitative research design to describe the nature of a situation that existed at the time of the study and as a guide for further research. The researcher utilized an in-depth interview wherein participants were interviewed individually using a semi-structured interview questionnaire through the zoom media platform and gathered data in the phenomenological tradition. The data collected were tabulated and interpreted using thematic analysis by manual coding method. Purposive sampling techniques were also used for the study. Participants were composed of (7) library personnel which are: the university director, university librarian, chief librarian, librarians, and library assistants from selected higher educational institutions in Metro Manila participated in the interview since higher educational institutions libraries are among the library that continues to deliver library services. All of them were actively working either from home or onsite during the first semester of the school year 2020-2021. Participants were chosen based on their availability during the interview.

**Results:** Based on the study, all participants work from Monday to Friday, majority or four (4) out of seven (7) are work both from home and onsite from 8:00 AM to 5:00 PM. Library services are available online, remote, and onsite. Five (5) libraries utilized EBSCOhost a subscription-based electronic resource and took advantage of social media platforms such as Facebook, Messenger, and Twitter. It was also found that different practices were employed to adapt to the new
normal setup such as the utilization of technological devices, social media, current awareness, and revising operation development plan. On the other hand, the majority of the participants secured their resources by implementing the copyright law policy and required log-in credentials for online databases. Meanwhile, all libraries ensure reliability, accessibility, and consistency in providing resources and services. In addition, participants have sufficient devices and preferred to work onsite. It was revealed that some libraries experienced challenges on unstable internet, limited budget, and resources that affect library services.

**Research/Practical Implications:** Libraries were able to adapt despite challenges in the new normal setup through different library practices and social media. It also shows the presence of reliability, accessibility, and consistency in resources and services. Work onsite still matters while issues on the internet, limited budget, and resources are the challenges brought by the current situation.

**Originality of Paper:** In general, the researchers intended to determine the challenges facing librarians and changes in library services during the pandemic period. In view of this situation, the researchers were determined to conduct this study with the hope and intention that the results would benefit the following:

**Keywords:** Library services, Library resources, Adaptability to library challenges, Library work setup.
Libraries in the face of a pandemic: Moving forward to support quality education

*Maria Pretty Lay T. Abdala and Mark Andrew D. Bacordo*

**Purpose:** This research examines the present status of libraries in Central Luzon and the Zamboanga Peninsula regions. It outlines their coping mechanism, plans, and requirements as they prepare to reopen their doors to the public, supporting the needs of its stakeholders to achieve quality education for all.

**Research questions:** This paper aims to address the following research questions: (1) What is the status of Central Luzon and Zamboanga Peninsula libraries during the pandemic in terms of a. workload, and b. library services during the pandemic? (2) What problems did librarians face in providing library services during the pandemic? and (3) What intervention plan can be proposed in preparation for the opening of the library to the community in support of quality education?

**Methodology:** A quantitative research method will be used in this study. The formulated questions will be answered using a self-developed survey instrument. The librarians from two regional councils, namely the Central Luzon Regional Council and the Zamboanga Peninsula Regional Council, would be the study's respondents. SPSS will be used for exploratory and descriptive analysis in this research.

**Results:** The study's findings provide a complete insight into the librarian's coping mechanism in providing services to its stakeholders amidst the pandemic in support of quality education. The study will produce an intervention plan in response to the current situation that librarians are experiencing. This will be centered on intensive interventions that allow libraries to figure out quality ways to serve their community.

**Practical implications:** SDGs address a wide range of concerns, including access to knowledge and technology literacy, which were essential during the pandemic. The fourth Sustainable Development Goal, Quality Education, is something that the library can help with. This research will aid librarians in meeting the demands of the library community, especially in terms of providing access and services during the pandemic and post-pandemic times in support of its role in providing quality education anchored on its institution's mandates.
**Originality or value of paper:** This study will provide information relevant to the current situation on the problems faced by the librarians in delivering library services during the pandemic period.

Moreover, the study will present best practices and solutions for the plans to reopen the library to the community. It will identify, articulate, and implement an appropriate library intervention if deemed necessary. This involves a readiness to make changes, adaptations, and reflections on evidence-based decision-making so that the intensive intervention it delivers is genuinely tailored to the stakeholders.

Furthermore, it will provide new insights to the existing body of knowledge in library roles in providing access and services in pandemic and post-pandemic eras.

**Keywords:** library roles, library services, pandemic, Central Luzon Librarians, Zamboanga Peninsula Librarians, SDG’s, access, intervention plan, quality education
The Library development based of social inclusion in Kediri and Jombang, East Java, Indonesia

Ragil Tri Atmi and Ismi Choirunnisa Prihatini

**Purpose:** The library development based on social inclusion is one of the strategies to increase the productivity of rural communities in a sustainable manner. The Information and Library Department of Universitas Airlangga Indonesia has carried out this program through community service in Kediri and Jombang district, East Java, Indonesia. Libraries based on social inclusion are library facilities to improve the quality of social life. Also develop social potential through cultural diversity, ethnicity, language, race, initiatives, and cultural and human rights efforts. The objectives of this program are to maximize the function of the library as a place to find sources of lifelong information, to improve information literacy for rural communities, and as our responsibility as practitioners and academics to develop the village library more optimally through a community resource approach.

**Methodology:** The program methods using six stages in this program is, 1) planning activities; 2) building library rooms; 3) providing library collections; 4) socializing activities to rural communities; 5) training in village library management, and 6) evaluating activities. These program was carried out in two districts in East Java, Indonesia, namely Purwoasri Village in Kediri district and Ngrimbi Village in Jombang district. The implementation of this program was carried out by 10 lecturers from the Information and Library Department of Airlangga University and was attended by 25 people from each of the villages. To assess the success of the program we use post tests after the program is implemented. It is hoped that this method will increase the knowledge and skills of managers and rural communities.

**Result:** In Ngrimbi Village, this program was smoothly and received appreciation from all levels of society, this can be seen from the increasing borrowing of library collections and development of library activities, other than that from a manager's perspective, they can be more skilled in managing libraries, while in Purwoasri village this program was less than optimal due to their lack of interest in library collections and the absence in activities of library development. In 2022, we will follow up on the community’s response to this program through activities at the Village Library. This is done to monitor the progress of the program until it runs according to the specified parameters.
Implication and originality: The implication of this program are divided into two, namely practical and theoretical. Practically, this activity benefits the community and library managers. For the community, this activity increases knowledge through reading sources in the library. The knowledge that comes from reading material and used to increase productivity and develop self-potential such as gardening procedures, becoming a successful farmer, easy ways to raise livestock, self-employment, as well as drawing, embroidering, explaining, sewing, etc. For the managers of this activity, they have increased understanding in managing libraries based on social inclusion, besides that they have also experienced an increase skills in managing simple libraries, such as managing main books and making simple classifications.

The theoretical value for this study is that it is expected to be an example for librarianship in building and managing a library based on social inclusion by looking at the factors that hinder and support effective reading resource. Research and programs related to the development of village libraries based on social inclusion are rarely carried out, therefore it is urgent to do.

Keywords: Village library, Social inclusion-based library, rural community literacy, Department of Information and Library of Airlangga University.
Inclusivity in diversity: EDI antiracism readiness among public libraries in Central Luzon

Roilingel P. Calilung

Purpose/objectives: Equity, Diversity, Inclusion (EDI) is an acronym that is often associated with institutional compliance obligations. It works as an initiative or an institutional attempt to create awareness and adherence to a more equitable, diverse, and inclusive workplace (EDI and Antiracism Toolkit, 2021).

The Equity, Diversity Inclusion & Antiracism Toolkit is an educational resource that will help guide libraries in reflecting on their institutional practices and policies and assist in guiding them to move forward.

The study aims to determine the Equity, Diversity, Inclusion (EDI) Antiracism Readiness of selected public libraries in Central Luzon based on the EDI Antiracism Readiness Survey of Marci Ramiro-Jenkins with the view of crafting a diversity management plan for public libraries.

The study is anchored on the General Theory of Cultural Diversity which means understanding that everyone is unique and recognizing our individual differences.

Design, methodology, approach: The study aims to answer the following questions: 1) What is the level of EDI readiness of public libraries in Central Luzon region? 2) How is the implementation of antiracism policies and practices among public libraries be described? 3) Is there a significant difference on the level of EDI readiness of public libraries in the implementation of their antiracism policies and practices? 4) What diversity management plan can possible be formulated to promote equity, diversity, inclusion (EDI)?

Methodology: This study uses a quantitative research design particularly descriptive research to describe the level of Equity, Diversity, Inclusion (EDI) readiness of selected public libraries. All public libraries in Central Luzon region through their head librarians (regardless a registered librarian or not) will serve as participants of the study. The EDI Antiracism Readiness Survey developed by Marci Ramiro-Jenkins will serve as the main data gathering tool.

For the data gathering procedure, a formal letter will be forwarded to all public libraries in the region inviting them to participate in the study. Once the consent has been given, an online form of the survey will be forwarded to the participants. Descriptive statistics primarily frequency distribution, percentile, ranking, mean, and standard deviation will be used to present, analyse, and interpret the data gathered. The following items will be considered in the conduct of the study: informed consent.
privacy, and confidentiality. The researcher will obtain the informed consent from all the study participants, emphasizing that their participation is voluntary and free of charge.

Findings. This research would provide a baseline data on the level of EDI readiness among public libraries, the implementation status of their antiracism policies and practices, and the proposed diversity management plan that promotes equity, diversity, inclusion (EDI) in public libraries. Public libraries are supposed to be safe spaces for everyone in the community and should be open to everyone regardless of age, sex, gender, and status among others.

Practical implication. The Philippines is a country of diverse culture. Hence, public libraries should be ambassadors of equity, diversity, and inclusion. Public libraries are for all, regardless of color, gender, sexual orientation, and social status. The unique contribution of the paper to the field particularly on Philippine public librarianship is on the development of a diversity management plan that will further promote inclusivity in the delivery of programs and services among public libraries. Further, the output of the study may serve as basis for continuing professional development government/public libraries in improving public library service and practice.

Originality of the paper: This research will fill in the gap or the lack of studies conducted on diversity management in the Philippine setting.

Keywords: equity, diversity, inclusion, antiracism readiness, diversity management, public librarians
Digital transformation initiatives of the De La Salle University Libraries: The pandemic and beyond

Luis Ezra Cruz, Yugosto Balbas

**Purpose:** As the demand to provide robust digital library services become even more vital in today’s technology-driven society, digital transformation initiatives are seen as critical undertakings to ensure library users’ needs are met in a timely manner. The De La Salle University (DLSU) Libraries, true to its vision as a leading academic library that is a knowledge hub for scholarly engagement as well as having innovation as one of its core values, continues to explore novel ideas and solutions in response to ever-changing information landscape accelerated by changes brought about by the pandemic. DLSU Libraries sought to address these issues by adopting relevant technology deployments to support online users’ needs during and even beyond the pandemic. The DLSU Libraries team already planned several project deployments even before the pandemic started which includes a new library services platform, an advanced discovery service, and an institutional repository. The pandemic halted onsite operations but project deployments were sustained by the Animo Projects Team through online videoconferencing. Full project deployments of these platforms were accomplished during the pandemic with the support of active collaboration with stakeholders. The primary purpose of the study is to present the timeline, functions, and features of various digital transformation initiatives that the DLSU Libraries have undertaken during the pandemic and how the collaboration among stakeholders led to successful project deployments. It presents the deployment of the following platforms: (1) Ex Libris Alma, the Library Services Platform, (2) AnimoSearch/Primo VE, the discovery service portal, (3) Animo Repository by Digital Commons/BePress, the Institutional Repository, (4) Leganto, the course resource/reading list management portal, and (5) Library Mobile App, the native mobile application. Further, using the Microsoft Educational Transformation Framework for Libraries and Museums, the study also examines the current critical areas and elements of all digital transformation initiatives vis-à-vis Microsoft’s framework pillars, namely Advanced Discovery, Dynamic Operations, Enhanced Visitor Experience, and Intelligent Environments. The framework provides an assessment tool of the current and target state of its digital transformation initiatives to understand which level of maturity the institution is in presently its digital transformation timeline.
Research questions: The study sets forth the following research questions: (1) What are the implemented digital transformation initiatives of the DLSU Libraries during the pandemic? (2) What is the current state of digital transformation initiatives of the DLSU Libraries, in relation to Microsoft Educational Transformation Framework for Libraries and Museums? (3) What is the target state of digital transformation initiatives of the DLSU Libraries, based on the Microsoft Educational Transformation Framework for Libraries and Museums? (4) What are the future digital transformation initiatives of the DLSU Libraries in the next five years?

Methodology: To accomplish the objectives, the study utilized the descriptive research methodology. The timeline and relevant functions and features of all the digital transformation initiatives during the pandemic were presented and discussed in detail. Further, the Education Transformation Assessment Tool from the Microsoft Educational Transformation Framework for Libraries and Museums was used to assess the digital transformation initiatives of the DLSU Libraries.

A total of six respondents accomplished the assessment tool which were selected members of the Animo Project Core Team and personnel from the Media and System Services Section.

Results: The results of the assessment showed a differing result between the current and target state based on the four categories of the adopted framework. Areas under Advanced Discovery (Discoverability and Collections and Library Management) and Intelligent Environments (Safety and Security and Cloud Infrastructure) showed a narrower gap between the current and target state indicating a more advanced and mature development. Meanwhile, results in areas under Enhanced Visitor Experience (Exhibition Development and Connected Experience) and Dynamic Operations (Fundraising, Ticketing, and Constituent Management) display a wider gap between current and target state which indicated that further development still needs to be done. The study then presented various technological solutions to undertake in relevant areas in the framework to narrow the gap.

Likewise, based on the results of the assessment, the researchers recommended additional potential digital transformation initiatives that the institution could adopt to further drive innovation and provide timely solutions to prevailing user needs.

Research/practical implications: The research aims to provide a roadmap for other libraries that want to engage and deploy their own digital transformation initiatives in their respective institutions. The experiences presented in the study can serve as valuable inputs as they implement their library technology projects of their own.
Likewise, the DLSU Libraries would also gain valuable insights from the results of the Microsoft Educational Transformation Framework for Libraries and Museums assessment tool which they can use to recalibrate their own library technological plan.

**Originality or value of paper:** As the pandemic halted face to face interactions and library visits, libraries needed to find ways to still deliver their services effectively in an online environment.

The paper provides a timeline of digital transformation initiatives of an academic library during the time of pandemic. It shows how the library team executed these projects successfully with effective and efficient library service provision as their goal.

**Keywords:** Digital Transformation in Libraries, Digital Technology, Project Management, COVID-19 Pandemic, Technology Adoption
Measuring the quality of a health research information system as basis for enhancement

Grace Ruth T. Daulat

Purpose: This study aims to investigate the satisfaction of the users of HERDIN PLUS, a local health research database, based on the quality attributes of Delone & McLean's information system success model (2003) as a basis for enhancing the system. Each quality attribute - system quality, information quality, and service quality - were tested to determine its effect on user satisfaction.

Methodology: This study used the mixed-method research design. A questionnaire consisting of closed and open-ended questions was used. Participants are identified through purposive sampling. The Google Form link was disseminated via email. A total of 110 responses were received. The quantitative data gathered were analyzed using the SPSS Statistics and qualitative responses were processed through thematic analysis. Multiple Regression analysis was applied to test the hypotheses.

Findings: Information quality has the highest average satisfaction compared to the system and service quality category. In terms of per item analysis, having relevant information on HERDIN PLUS garnered the highest satisfaction from the respondents. Whereas, having dependable support service, system speed, and having the system to be always up and running were the items with the least satisfaction. System quality (t=3.967, p=.000) and service quality (t=6.829, p=.000) were found to affect user satisfaction significantly and positively. Support service dependability, system speed, and system reliability were considered priorities for improvement. Most of the comments from users were concerns related to system improvements. New features such as mobile application, messaging, and real-time notifications were also recommended. Alongside further system improvements, boosting information dissemination to users for already available features of the system was identified as necessary.

Originality of the paper: This paper used Delone & McLean’s information system success model (2003) to determine user satisfaction with a local information system. This study contributes to providing a better understanding of user satisfaction by gathering quantitative and qualitative data.

Keywords: health research database, information quality, system quality, service quality, user satisfaction, research database
Online health information-seeking behavior among the UP Manila community during the COVID-19 pandemic: A preliminary report on data collection

Sheila May R. Ayran, Julius J. Carangian, Zaira Joie A. Salcedo and Micah Marie B. Tutor

Being constantly confronted with COVID-19 pandemic information, protocols and restrictions resulted in fear and anxiety of going out of our households. This has hindered people from seeking professional help whenever we feel unusual symptoms or changes in our bodies. People resorted to seeking online help to gain a sense of relief from understanding these symptoms and changes and to improve their health treatment decision-making. The University of the Philippines Manila is known as the country’s premier institution for the health sciences and the leader in health, human resources, education, training, and research. With only the internet as the easiest way to access information, as a health sciences center, it is important to understand the Online Health Information (OHI) - seeking behavior of its constituents and get a clear description of how they utilize OHI personally and academically both from library subscribed resources and external online resources.

This study aims to describe the OHI-seeking behavior of the health sciences community at the University of the Philippines Manila in terms of familiarity with the online resources available, their awareness of the library’s subscribed databases, and their knowledge and confidence in using the internet as a source of health information. It also aims to identify the usual OHI sources consulted by students and the factors they consider in selecting these sources.

A quantitative research design will be used for this study. Specifically, this study will employ a descriptive research design. This study will adapt the Survey on Online Health Information-Seeking among Patients Attending a Primary Care Clinic in Hong Kong questionnaire. This instrument was developed by Wong, D. K. K., & Cheung, M. K. and was used in their 2019 study entitled “Online health information seeking and ehealth literacy among patients attending a primary care clinic in Hong Kong: A cross-sectional survey.” Respondents of this study include currently enrolled Students, Faculty Members, Administrative Staff and Research, Extension and Professional Staff (REPS) of the University of the Philippines Manila through the non-probability, convenience sampling method. Convenience sampling is used by the researchers involved in selecting individuals or groups that happen to be available and are willing to participate in the research at the time. Data on demographics, OHI sources,
approaches, and behaviors will be collected, no identifying information will be collected. Open recruitment and active recruitment will be used for this study. Open recruitment will involve the sending of the Google Form that can be accessed through this link (https://forms.gle/ex51Qkyvb2M6f2jY7) on an email blast and social media postings for the participants to fill out. The gathering of the email addresses will be coordinated through proper channels. Active recruitment will be done personally by the researchers by inviting those who are eligible to participate. Statistical analysis of survey data will be conducted using Excel and interpreted using graphs.

The expected results of this study will show that the health sciences community are using credible online sources from the internet in searching for health-related information and are aware of the library’s subscribed databases.

Moreover, this study will be of benefit to the librarians, administrators, and in the field of librarianship. The information gathered from the results is seen to be beneficial in developing marketing strategies for available library resources, it will also strengthen libraries’ justification in selecting and acquiring subscriptions. This study intends to fill the gap in the literature that will be able to develop best practices and might be of help in answering some issues and concerns in the OHI-seeking behavior of the health sciences community.

Keywords: Health information-seeking behavior, Health information sources, Information needs, Library users, COVID-19 pandemic
Examining the online reference service user experience of an academic library through qualitative content analysis of chat transcripts in the COVID-19 era

Simon De Leon and Mennie Viray

Over the years, the library’s chat service has been proven essential in providing real-time, reliable, and immediate virtual reference assistance to the library community; alongside the use of other online communication channels such as email, social media, and web forms. The nature of reference queries received via the chat service range from directional queries, technical assistance, bibliographic verification, ready reference, and specific or sometimes in-depth research questions. Nevertheless, prior to the COVID-19 pandemic, the chat service was only considered supplemental to the library’s main reference service conducted on-site and face-to-face.

At the onset of the pandemic, the chat service became the library’s main platform in delivering essential information and assistance regarding the library services and programs to its community while adapting the distance mode of learning. The 42% increase in the number of chat transactions compared to pre-pandemic numbers and the adjustment of work assignments prompted the library leadership to expand the chat service to include librarians from other library sections for a period of time.

These events resulted in the initiative to study and to examine the chat transactions from Term 2, of AY 19-20 to Term 1, of AY 21-22 in order to determine the following: 1. Library services and programs that received the most number of inquiries 2. The extent of user satisfaction from the delivery of reference transactions by the librarians, and 3. Recommendations for optimization of the library’s virtual reference service based on the inquiries received vis-a-vis the level of approachability of librarians.

10,143 transactions were recorded from the identified period of study with an average of 1,690 transactions per academic term. The data was extracted from the integrated library system; filtered according to the dates covered by each term. Any identifiable information pertaining to the patrons were removed, and only the data containing the chat questions, actual transcripts, and transaction types were retained. 1000 transactions were selected via random sampling with 95% confidence level and ±2.94% margin of error. The filtered data fields were then evaluated manually using quantitative analysis and each transaction was assigned into various levels of research query, expectation of services, approachability, instructions, and satisfactions.
The analysis revealed that 81% of the inquiries involved requests pertaining to the library services, technical troubleshooting, and library policies. More specifically, inquiries centered around access to online resources, management of personal library accounts, access to Turnitin, and circulation of library materials. This study also quantified the level of approachability levels of the librarians. It was revealed that 56% of the time, librarians tend to use a “neutral” tone, keeping formalities in place and instructions were given mostly by relying on available canned messages. Only 30% demonstrated interest and enthusiasm with the use of candid expressions, emoticons, and code-switching. Satisfaction levels of the users after the transactions were found to be fairly “neutral” or “polite”. Optimizing the virtual reference service depends on the specific tone or “persona” that the library would want to portray. Using the data gathered, various options or personifications can be utilized by setting specific parameters appropriate to the intention.

This study is instrumental in studying the shifting trends in needs of the library patrons; providing critical insights and recommendations to the library leadership in terms of policy making, skills refinement, and other strategic directions as the library community gears towards the digital society.

Key Words: online user experience, reference services, virtual reference service, distance learning, chat services
Examining the digital literacy skills of librarians in Pampanga using Technology Acceptance Model (TAM)

Roilingel P. Calilung

**Purpose/objectives:** Digital literacy skills make possible for librarians to use digital tools and technologies. The main purpose of this study is to determine the digital literacy skills of librarians in Pampanga and describe the relationship between TAM’s dimensions and digital literacy of librarians.

Design, methodology, approach. The study aims to assess librarians’ digital literacy skills in Pampanga with the view of designing a training program. Specifically, it answers the following questions: 1) What are the digital literacy skills possessed by librarians? 2) How do librarians acquire and improve their digital literacy skills? 3) What is the level of digital literacy of the librarians? 4) What is the difference in librarians’ digital literacy in accordance with their demographic backgrounds (gender, age, district, home internet connection, tenure of being computer user)? 5) What is the relationship between TAM’s dimensions and digital literacy of the librarians? 6) What is the most dominant factor that influencing the digital literacy of librarians?

By using the original TAM as theoretical base, two dimensions from the TAM will be selected as variables; Perceived Ease of Use (PEOU) and Perceived Usefulness (PU) together with other variables gender, age, district, home internet connection, tenure of being computer use, and purpose of using digital technologies.

**Methodology:** The study will make use of quantitative research design particularly descriptive method where a researcher-made survey questionnaire will serve as the main data gathering tool. The questionnaire will be validated using expert validation and Cronbach alpha will be computed to test its reliability. Participants will be selected using purposive sampling. Descriptive and inferential statistics primarily frequency distribution, percentile, ranking, mean, standard deviation, and regression analysis will be used to present, analyse, and interpret the data gathered. The following items will be considered in the conduct of the study: informed consent, privacy, and confidentiality. The researcher will obtain the informed consent from all the study participants, emphasizing that their participation is voluntary and free of charge.

**Findings:** The study presents the digital literacy skills possessed by librarians and how they acquire and improve their digital literacy skills. The level of digital literacy of librarians and its difference in accordance with their demographic backgrounds are presented.
The relationship between TAM’s dimensions and digital literacy of librarians and the most dominant factor that influencing the digital literacy of librarians are explained.

**Practical implication.** In the new normal where many library services have shifted to online, it is crucial to assess the digital literacy skills of librarians needed to effectively deliver library online programs and services. The need to invest on capacity building particularly on digital libraries services and skills development will further be justified by the study.

**Originality of the paper:** The paper is related to the study conducted by Mulat & Natarajan for university libraries of Ethiopia particularly the first two items in the SOP. However, this research will be specific on the librarians in the Philippines, particularly in Pampanga.

Keywords: digital literacy, digital literacy skills, skills development, technology acceptance model (TAM)
New skills for librarians: exploring Mon’s eight basic literacies for the new normal

Maria Pretty Lay T. Abdala, Roilingel P. Calilung

Purpose: During the COVID-19 pandemic, libraries provided vital community support hubs for information and broadband access. In March 2020, as K-12 schools and universities closed or shifted to all-online classes, libraries offered wireless hubs supporting classes and homework that served as lifelines for those lacking home broadband digital access (American Library Association, 2021). Libraries and library staff taught people to use technologies, provided distance education test proctoring, and offering expanded access to online books, articles, and databases. As people sought information about sewing masks and making homemade hand sanitizer, some library marker spaces 3-D printed face shields for health services providers in their local communities (Balzer, 2020).

This study aims to describe the understanding and level of competence of librarians in the Philippines on the eight basic literacies as new normal agenda for librarianship education. These literacies include health literacy, science literacy, civics literacy, cultural heritage literacy, teaching literacy, technology literacy, financial literacy, and emergency services literacy with the view of proposing a capacity-building plan for librarians.

Research Questions: The study will answer the following questions: 1) How may the level of familiarity and competence of librarians be described in terms of the following literacies: health literacy, science literacy, civics literacy, cultural heritage literacy, teaching literacy, technology literacy, financial literacy, and emergency services literacy? 2) What problems did librarians face in combating misinformation and disinformation in supporting the community's safety, health, civic, cultural, financial, and educational needs? 3) What training program can be formulated to improve librarians’ skills based on Mon’s Eight Basic Literacies?

Methodology: Quantitative research design, particularly the descriptive method, will be employed in the study. The questions will be answered using a self-developed survey instrument. A separate scale was created for each level of literacy. The study's population will be 261 participants to achieve a 90 percent confidence level. Participants will be selected using the fishbowl technique. Data gathered will be analyzed and interpreted using descriptive statistics, primarily frequency distribution, percentage, mean, and standard deviation.
**Results:** Beyond the core library mission of supporting reading literacy, libraries are well situated to play a more significant role in supporting community needs in health, science, civics, emergency preparedness, and cultural heritage—a success requiring technology-teaching skills, and financial knowledge. Librarians play an essential role in creating literate environments and promoting literacy by providing relevant and appealing information to people of all ages. This study will describe the familiarity and competence of librarians on Mon’s Eight Basic Literacies. Understanding the familiarity and competency level of the librarians will lead to opportunities for lifelong learning, literacy enhancement, informed citizenship, and, ultimately, empowerment in an increasingly complex world. As a result, it will help better prepare future generations of librarians for the eight new literacy skills by providing training to enhance their capacity for each literacy.

**Originality or Value of the Paper:** Limited or lack studies have been conducted on the eight new literacies for librarians, particularly in the Philippine setting.

**Keywords:** new skills, health literacy, science literacy, civics literacy, cultural heritage literacy, teaching literacy, technology literacy, financial literacy, emergency services literacy, and training program.
Information-sharing experiences of librarians on social media: a qualitative inquiry

Mary Whieslyn Cole, Christler Aaron Miranda, Kester Anne Cajocson, Irvin Dan Regidor, Ma. Divina Grace Alcorin, John Louie Zabala

Purpose: The objective of the study is to describe the lived experience of Librarians in sharing information on Social Media (SM) platforms. It aims to inform the design of Information Literacy Programs (ILPs) for Librarians as well as help advance future research.


Methodology: The study will employ the descriptive phenomenological approach of Edmund Husserl to effectively capture the experience of Librarians in sharing information on SM. Purposive sampling will be used to select Filipino Librarians who have SM accounts and those who share information on SM as participants. Primary data will be gathered through in-depth, semi-structured, online interviews via video-conferencing platforms. Data triangulation will be done by checking the posts of the SM accounts of the participants. Thematic analysis will be used to analyze the data gathered.

Findings: Findings of this study will describe the experiences of Librarians in sharing information on SM. It will present what SM platforms are preferred by librarians, and what information they usually share or publish on their SM accounts. It will also discuss how librarian participants choose and evaluate the information that they want to share, and their intent for sharing the information on SM.

Research/practical implications: The findings of the study can inform library managers, library associations, and policymakers on the design of ILPs for Librarians. It will also help future researchers, especially those who will study the experiences of librarians on SM.

Originality or value of paper: The paper will provide evidence and will dig deeper into the subjective experiences of librarians on sharing information on SM. It will address the dearth of literature showing the qualitative experience of librarians in using SM.

Keywords: Information-sharing, Librarians, Social Media (SM), Information Literacy
SAP-ed!: assessment of the Suggest-A-Purchase submission behavior of DLSU academic community

Kate Lora Cruz and Jojie Gonda

Purpose of the Study: This assessment is conducted to determine the behavior of De La Salle University's academic community in utilizing one of the static communication options of the library – the suggest-a-purchase facility of Animosearch. As a platform launched during the pandemic, this assessment aims to examine the trend and submission behavior of the academic community based on the submissions to the SAP facility. The authors aim to (1) illustrate the format preference of the academic community of DLSU during the pandemic, (2) Identify possible training opportunities to maximize the use of the requesting facility, and (3) Recommend adjustments on the SAP facility and possibly suggest policy streamlining based on the behavior of the requestors.

Methodology: The assessment will be conducted using the data gathered from the Suggest-A-Purchase facility and the responses and actions attributed to the request. Listing the data gathered from the launch of Animosearch and the sources of status of the request will be checked. Most pertinent activity and characteristics of the requests will be lifted for discussion. Identification of requesting trends and group actions will also be taken note of. The details will include the status of the requestor, the format requested, the type of material requested, and the corresponding action provided in response to the request.

Findings: Guided by the collection development policy of the Libraries, the student may submit their requests in the Suggest-A-Purchase facility of Animosearch. Using the data, the authors aim to identify adjustments that can be made to Animosearch, evaluation of materials, information dissemination to the community, and suggestions for proper SAP utilization. Moreover, this assessment shows how the academic community utilizes non-dynamic library service that translates to areas of research skills that requires additional guide or enhancement.

Research limitations: Through the Suggest-A-Purchase facility, students can request for books, journal titles and audio or video titles that they need or may be beneficial to their information needs. This research will focus on the requesting behavior of the academic community of De La Salle University and their utilization of Suggest-A-Purchase facility as documented during the initial year and a half operation of the Animosearch. All submissions must be under the valid MyLaSalle (MLS) account of the requestor, since this service is for DLSU students, faculty and staff only. Guests may
send an email to the general contact options of the library. Requests with missing or incomplete requester details will not be evaluated.

**Practical implications:** The data coming from direct users of the library are valuable factors in determining the adaptive responses and solutions that Libraries may add to their service offerings. As searchability and accessibility are crucial factors in information delivery, the data of this assessment can be used as a gauge if the Libraries are able to transcend the various divides and address the gaps to reach the target community. Technology is the one of the most important tools of the world and society at this time and transitioning to a new platform can have its fair share of glitches that may need to be addressed.

Analyzing the requesting behavior of the academic community using the Suggest-A-Purchase facility allows the Libraries to see how the users utilized the library services on their own. The authors can have an idea of the information searching capabilities of the community and this information impacts plans in collection development and reference services of an institution.

**Keywords:** Library requests, material format, requesting behavior, demand driven collection.
ABDALA, MARIA PRETTY LAY T.

Maria Pretty Lay T. Abdala, RL, is an Associate Professor from Bulacan State University and also the University Librarian of the said institution. She obtained her Master in Library and Information Science (MLIS) in 2011. She is also part of the teaching tasks force of Bachelor of Library and Information Science (BLIS) under the College of Information and Communications Technology (CICT). She is also an active accreditor of the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP). Currently, she is the Regional President 2022-2023 of PLAI-Central Luzon.
ABOUT THE AUTHORS

ALCORIN, MA. DIVINA GRACIA S.

She graduated from the University of San Jose-Recoletos with a Bachelor's degree in Library and Information Science. She is currently a Library staff at Cebu Technological University- Dumanjug Extension Campus.
ABOUT THE AUTHORS

ATMI, RAGIL TRI

Ragil Tri Atmi is a lecturer in Department of Information and Library Science, Airlangga University. Ragil specializes in Knowledge Management, Total Quality Management, Business Information Analysis, and Information Organization Strategic Planning. Ragil has a number of national and international publications as well as various community services that focus on increasing interest in reading, literacy, information management and information business.
ABOUT THE AUTHORS

AYRAN, SHEILA MAY R.

Ms. Sheila May R. Ayran is currently connected at the University of the Philippines Manila College of Dentistry Library as College Librarian I, where she serves as the assistant of the College Librarian in Charge in the library operations. She graduated from the Philippine Normal University with the degree of Bachelor of Library and Information Science and is currently continuing her Masters degree at the same university. She is an active member of different library associations from Philippine Librarians Association, Inc., Philippine Normal University Library and Information Science Alumni Association, Inc. where she became President in 2021 and currently serves as the Ex-Officio of the association. She is also the current PRO of the Medical and Health Librarians Association of the Philippines.
ABOUT THE AUTHORS

BACORDO, MARK ANDREW D.

Mark Andrew D. Bacordo, RL, is the Campus Librarian of Jose Rizal Memorial State University- Dipolog Campus, Dipolog City, Zamboanga del Norte. He is part of the AACCUP Local Task Force as the Area Team Leader for Area VII (Library). He earned his Bachelor of Library and Information Science from Notre Dame of Dadiangas University, General Santos City in October 2014 and Master in Library and Information Science from Saint Columban College, Pagadian City in October 2017. As a licensed librarian, he is actively involved in various organizations particularly in Philippine Librarians Association, Inc. (PLAI) both in national and regional level where he is the current PLAI-NBOT 2022-2023 Public Relations Officers and the Regional President 2022-2023 of PLAI-Zamboanga Peninsula Region Librarians Council respectively. Also, he is the Public Information Officer 2022-2023 of the Mindanao Association of State Tertiary Schools Library Network (MASTSLiNet).
ABOUT THE AUTHORS

BALBAS, YUGOSTO A.

Yugosto A. Balbas is currently the Media and System Services Coordinator at the De La Salle University Libraries. He earned his Master’s degree in Library Science from the Polytechnic University of the Philippine and has been in the profession for over 8 years now. Her research interests include but not limited to digital librarianship, database administration, web design and media production in libraries.
ABOUT THE AUTHORS

CAJOCSON, KESTER ANNE D.

She earned a bachelor's degree in library and information science from the University of San Jose-Recoletos and is continuously pursuing her master's degree at Cebu Normal University. She is currently the Academic Librarian at the Toledo Campus of the University of the Visayas.
CALILUNG, ROILINGEL P.

A holder of Master of Education in Library and Information Science from Philippine Normal University, Roilingel P. Calilung is presently the Director of Libraries and BLIS Program Chair of the University of the Assumption in Pampanga. He writes poems and short stories in Kapampangan and Filipino. His book with other two authors titled, Diwang Kayanakan Kawatasan Kapampangan was a finalist in the National Book Awards in 2013. He is one of the translators in Zoilo J. Hilario’s book Bayung Sunis published by the Komisyon sa Wikang Filipino in 2015. His poems Crash and Pagnasan have been published in Ubod (2016).
ABOUT THE AUTHORS

CARANGIAN, JULIUS J.

Mr. Julius Carangian is currently working as Librarian I at University of the Philippines Manila, College of Arts and Sciences. He graduated from Philippine Normal University in April 2015 and is currently in his last semester to finish his academic requirements for Masters in Library and Information Sciences at the same university. He was the former President of the Philippine Normal University Library and Information Science Alumni Association (PNULISAA) in the year 2020 and currently serves as Adviser of the organization. Most of his experience as a librarian is on the reference and circulation services as well as the maintenance of subscribed databases and university library websites.
ABOUT THE AUTHORS

COLE, MARY WHIESLYN N.

She is a graduate of Bachelor of Library and Information Science from the University of San Jose- Recoletos and is pursuing her Master’s Degree in Cebu Normal University. She is currently an Assistant Librarian and a part-time instructor at Cebu Technological University-Danao.
ABOUT THE AUTHORS

CRUZ, KATE LORA Q.

Kate is a proud alumnus of University of the Philippines, and has enjoyed being a librarian, a paralegal, an education assistant, a documentations specialist and as a freelancer for various types of libraries and the corporate world for more than 15 years handling both technical and people facing positions.

She is a quiet member of the profession, always looking forward to and appreciating the sharing of thoughts, wisdom, and principles of both speakers and participants of workshops and conventions. She is a passionate writer who enjoys leisure reading, relaxing travels, good food and good music while spending time with her family and friends.
ABOUT THE AUTHORS

CRUZ, LUIS EZRA DANGANGAN

Luis Ezra D. Cruz is an Academic Service Faculty of the De La Salle University Libraries and is currently the Media Librarian assigned at the Media and Systems Services Section. He has more than a decade of experience working as a professional librarian in various areas such as acquisitions, customer services, library systems, and library media technology in different academic library settings. He finished both his bachelor’s and master’s degree in Library and Information Science at the University of the Philippines Diliman.
ABOUT THE AUTHORS

DAULAT, GRACE RUTH T.

Ms. Grace Ruth Daulat is a Science Research Specialist at the Philippine Council of Health Research and Development of the Department of Science and Technology (DOST-PCHRD). She earned her Bachelor of Library and Information Science degree from the Philippine Normal University and ranked 6th in the Licensure Examination for Librarians in 2016. She is also currently taking her Master’s degree at the same university. As a librarian, she is involved in recommending features and designs to enhance user experience and monitors projects relating to databases. Her interests include user experience design, data management, and evidence-based practice.
ABOUT THE AUTHORS

DE LEON, SIMON

Simon V. De Leon has a Bachelor’s and Master’s degree in Library and Information Science from the University of the Philippines, Diliman. He is presently working at the reader’s services section at De La Salle University, Manila. His professional career experience includes working with an international market research company and a non-government organization with a focus on arts and culture. He has managed various consultancies and projects which involved various cultural work preservation and digitization, library conceptualization and creation, special library exhibits, and corporate thrusts, among others. His research interests include library management and philosophy, library valuation, and interdisciplinary collaborations.
ABOUT THE AUTHORS

DE VERA, MARY JANE

The researcher is a librarian in Quezon City University. She received her degree of Bachelor in Library and Information Science in year 2008 and Masters in Library and Information Science in 2021 at Polytechnic University of the Philippines.
GONDA, JOJIE

Jojie or Jee as she is fondly called by her friends is currently the Technical Services Librarian of the De La Salle University Libraries. She started her career as a library clerk and rose to the faculty level after she completed her Master’s in Library and Information Science at the University of the Philippines.

Outside work her main interests are sports. She enjoys running, biking and swimming.
ABOUT THE AUTHORS

MIRANDA, CHRISTLER AARON R.

CHRISTLER AARON R. MIRANDA is a Cum Laude graduate of BLIS at the University of San Jose-Recoletos and is earning his Master of Library and Information Science degree at Cebu Normal University. He is currently affiliated with Vicente Sotto Memorial Medical Center-Cebu as Librarian II, a Faculty Member of the School of Arts and Sciences at the University of San Jose-Recoletos, and a Lecturer at the CNU-VSMMC College of Medicine. He is currently serving as an Associate Editor of the International Journal of Decision Support System Technology, an Editorial Review Board Member at the International Journal of Library and Information Services, and a Reviewer in three other International Research Journals. His research interests include media and information literacy, information resources and services, and LIS education.
ABOUT THE AUTHORS

PRIHATINI, ISMI CHOIRUNNISA

Ismi Choirunnisa Prihatini is an alumni of Information and Library Science from Airlangga University. Ismi is active in research that focuses on Literacy, Knowledge Management, and cultural studies. Ismi is also active in social activities and humanity projects related to library development and improving community literacy. Ismi actively participates in library-based seminars and conferences to develop insight and skills in the field of librarianship.
ABOUT THE AUTHORS

REGIDOR, IRVIN DAN M.

Is a graduate of Bachelor in Library and Information Science from the University of San Jose- Recoletos and is finishing his Master’s Degree in Cebu Normal University. He is currently the Basic Education Librarian of Don Bosco Technical College-Cebu and a part time instructor at the Department of Psychology and Library and Information Science in University of San Jose- Recoletos.
ABOUT THE AUTHORS

SALCEDO, ZAIRA JOIE A.

Ms. Zaira Joie A. Salcedo is currently working as a College Librarian at the University of the Philippines Manila, College of Public Health Library. She served as an Officer in-Charge in 2021 at the said Unit Library. She finished her Bachelor of Library and Information Science degree at the Philippine Normal University in 2012 and is currently taking her Masters degree at the same University. She is an active member of different organizations like the Philippine Librarians Association, Inc. (PLAI), Philippine Normal University Library and Information Science Alumni Association, Inc. (PNULISAA) and Medical and Health Librarians Association of the Philippines (MAHLAP). She also served as one of the Technical Committee of the Nutrition Research Information Network (NUTRINET) in 2021.
ABOUT THE AUTHORS

TUTOR, MICAH MARIE B.

Micah Marie B. Tutor is a College Librarian assigned at the College of Allied Medical Professions, University of the Philippines Manila. Her role focuses on research assistance, reference service, and library database and social media management. She is now completing her Master’s Degree in Library and Information Science at the Philippine Normal University while currently serving as the president of its alumni association—PNULISAA.
ABOUT THE AUTHORS

VIRAY, MENNIE RUTH A.

Mennie A. Viray completed both her Bachelor and Master's Degree in Library and Information Science from the University of the Philippines School of Library and Information Studies. She became a registered librarian in 2009 and spent her formative years as a junior high school librarian at Colegio San Agustin Makati. In 2017, She ventured into digital archival management and pursued archival research and digitization projects in the US. She came back to the Philippines and started her new journey as a Readers’ Services Librarian at De La Salle University Manila in 2019. As a librarian, her interest includes promotion of literacies and lifelong learning through instruction and collaborative events, enhancement of user experience, and strengthening of reference services.
ZABALa, JOHN LOUIE T.

John Louie T. Zabala is currently working as the Readers’ Services Librarian of the De La Salle University Libraries. He finished his bachelor’s degree in Library and Information Science as Magna cum Laude at the University of San Jose - Recoletos, and earned his master’s degree at Cebu Normal University in 2015.
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