

The assessment of



The Assessment of Reference Service In Mendiola Consortium Libraries

Submitted by: Anne Denise C. Benedito Maria Camille Manalo Nicole S. San

Miguel Submitted to: Prof. Nora J. Claravall CHAPTER 1 THE PROBLEM AND

ITS SETTING Introduction: It is a fact to state that books are the richest recorded treasure on earth and the output of the best minds of all ages. But, though more books are available today than before, the art and joy of book reading is known to only a few, that for every person who might use ten or a dozen good books a year, there are hundreds who never even had opened one single book covers for once. Since all books contain a lot of information and answers to all queries; thus we need a reference service for an effective process of establishing contact between the reader and all documents in a personal way. Thus, all documents will serve potentially to his requirement, precisely. It is then, a personal service, which involves various activities aimed at making information available to the users as easily as possible. In order to provide information, a reference librarian therefore, may make use of the resources of the library, as well as, those resources available outside the library- containing substantial information, potential to the researcher's requirements and perusal. Ready reference service and a long-range reference service are the two different aspects of reference service.

Reference service can be divided into two categories: first is the Direct, personal assistance like bibliography, searching. And the second is the Indirect, where a format and informal instructions are indicated like: to help others know how to use the library, the selection materials, the filing, and maintaining records, as well as, preparing reports are given into focus.

Reference questions can be categorized in four categories: first the Direction, which leads to the general information like, " where is the OPAC?

". Next is the Ready Reference, leading to the requested information normally found in reference books like: " what is the meaning of...? ". Thirdly, the Specific Search, which can be answered with data, normally short answers from reference books like: " where can I find.....?, " using bibliographic tools. And lastly, the Research, which involves the trial and error method searching for the researcher to recognize a problem like " Vietnam War. "

Setting of the Study This study was conducted at Mendiola Consortium Libraries. The Mendiola Consortium is an organization of four institutions located at Mendiola namely: Centro Escolar University (CEU), San Beda College (SBC), La Consolacion College (LCC) , and College of Holy Spirit (CHS)- who all have formally agreed to pool their manpower and physical resources to enhance their capability to provide quality education and public service, and to participate more effectively in the attainment of national development goals. Thus, groundwork had been laid to facilitate the common use of each school's physical resources. An area of particular interest was the project sharing of research facilities of the schools like Centro Escolar with its extensive books, periodicals and non-print collections among them; Holy Spirit, a strong collection on Business Literature; San Beda, an Institution, or Humanities and Legal Education collection; and La Consolacion, with its rich collection of Educational materials. Under the consortium scheme, students and faculty of the four schools have relatively an easier access to these and other facilities.

Statement of the Problem This study aims to determine the status of reference service at the Mendiola Consortium libraries under study. Specifically, it answers the following questions: 1. What is the profile of the library staff in the reference service of the Mendiola Consortium libraries in terms of : Age, Educational attainment,

<https://assignbuster.com/the-assessment-of/>

Number of years in service. 2. How did the respondents assesses the status of the reference service of the four libraries at the Mendiola Consortium institution? 3. What are the problems encountered by the librarians in delivering services to the students? 4. What are the upgraded and the enhanced reference services that may be proposed for the Mendiola Consortium Libraries? Assumption of the Study 1. This study will be based on the assumption: that the respondents' answers to the questionnaire will be true and reliable: 2. That the respondents are honest, truthful, and objective in giving the needed information considering its significant & substantial implications to the research work. 3. That the Mendiola Consortium Libraries and facilities will meet the needs of their users. Theoretical/ Conceptual Framework- This study will be based on the Samuel Swet Green's theory (1876), where in the reference service establishes a more personal relation between the librarian and the researchers in terms of service. It is thus, believed that the greater the assistance given to the library users the better understanding of the library facilities will be established. Mr. Green has given these functions in developing effective reference services, each one a potential component of the overall service like 1. Instruction the reader in the ways of the library 2. Assist readers in solving their inquiries, and 3. Aid the reader in the selection of good works. Likewise, Mr. Green asserts that the librarian would serve as a Host, a Teacher, a Dispenser of information, a Literacy advisor, and a Public relations expert. Thus, the librarian will be helping the readers learn how to use the library, while answering to their questions, guiding them to books of high and moral quality, and promotes a library, as an essential institution. * Degree/ extent of services * Degree/ extent of services * Delivery of services * Qualification of library staff *

Delivery of services * Qualification of library staff INPUT PROCESS OUT *
Status of the reference section * Status of the reference section PUT
ENHANCED SERVICE * Upgraded computer * More collection * Additional
multimedia material ENHANCED SERVICE * Upgraded computer * More
collection * Additional multimedia material This paradigm presents how each
library does their duty. From their duties, the qualifications of their staff
down to the extent of their service as reference librarians. In this paradigm,
it also includes the different services they will offer the users. Significance of
the Study The information that will be obtained from this study will be of
value to the following: To library administrators who upon recognizing
reference work with the students as their responsibility may seek ways, and
means to ensure the optimum use of the library's collection, and give
greater attention to the provision of adequate funds for the persistent build-
up of an effective and up-to-date reference collection. To library educators
who may become aware of the fact, that the broader the educational
foundation of a potential academic librarian may be, the better is his chance
in giving effective service. To reference librarians who, realizing upon the
valuable contribution of their work with the students, they may continue to
use their initiatives and resourcefulness in stimulating maximum use of the
library. To the students or users who will become aware of what services
may be offered by their libraries and also the librarians who will answer to all
questions or information needed. Scope, Delimitations and Limitations This
study will be concerned solely, with one aspect of the Academic Libraries of
Mendiola Consortium School. The researchers therefore, aim to find out the
status of reference service in the libraries under study, Reference Service in
a broad sense, involves the use of nearly all the resources of the library like:

Reference Books, Internet, Microform. CD-ROM and Online Resources The researchers will be focusing on their senior student respondents believing that they are in a better position than the lower levels to answer the questionnaire after having experienced three to four years of college work.

Definition of Terms For a better understanding of the study, the following terms have been defined operationally and functionally: It is a collection of miscellaneous facts and statistical information. Almanac. Atlas. It is volume of maps, or charts with or without explanatory texts. Assessment. This pertains to the process of appraising, analyzing or evaluation such as that of library services to determine their importance, value, strengths and weaknesses for further development. Bibliography. It is a list of books and other materials which have some relationship to each other. Biographical Dictionary. It is a collection of sketches of varying lengths about the lives of individuals, arranged alphabetically by surname. Collection. It is a number of separate works or parts of works, not forming a treatise or monograph on a single subject, combined and issued together as whole. College Library. It is a library forming an integral part of a college, organized and administered to meet the needs of its student and faculty. Dictionary. It provides information about words: meaning, derivation, spelling, pronunciation, syllabication, usage and current status. Directory. It lists names and addresses of persons, organizations or institutions. It may provide other pertinent information such as the purposes, the dues, and the offices of organizations. Encyclopedia. It gives an overview of a topic including definition, description, background and bibliographical references. Gazetteer. It is a volume which provides geographical information and data about places. Handbook. It is a small book which can be held conveniently, provides miscellaneous items of

information. Index. It points out where information can be found. There are indexes to articles which appear in periodicals and there are indexes to articles, essays, poems, and other writing which appears in collected work. Library Services. This refers to the performance of all activities in a library relating to the collection and organization of library materials and information available to the clientele. Mendiola Consortium Libraries. It is a organization of the four institutions located on Mendiola namely: Centro Escolar University (CEU) libraries, San Beda College (SSC) libraries, College of Holy Spirit (CHS) libraries, and La Consolation College (LCC) libraries. Reference. It is a set of bibliographic elements that refers to a work and is complete enough to provide unique identification of that work for a particular bibliographic function in cataloging and indexing a direction from one heading to another. References. It is a list of and other information sources cited in a work, place at the end of the work or division of it, as at the end of the chapter of a book. Reference assistant. It is an assistant librarian, working in a reference library. Reference book. These are books such as dictionaries, encyclopedia, gazetteers, yearbooks, directories, and atlases, which are compiled to supply definite pieces of information of varying extent, and intended to be referred to rather than read through. Reference collection. It is a collection of reference books and other materials in a library, useful for supplying authoritative information or identifying sources, kept together for convenience in providing information service, and generally not allowed to circulate. Reference department. It is the department of a library containing books which may not be taken away but are for consultant. Reference interview. It is the interpersonal communication between a reference staff member and a library user to determine the precise

information needs of the user. Reference librarian. It is a librarian employed in a reference department responsible for providing information service.

Reference question. It is any request by a library user for information or assistant in a locating information which involves an encounter means between the user and a member of the reference staff. Reference service. It is the process of giving information by answering reference question.

Reference source. It is any source used to obtain authoritative information in a reference transaction. Reference sources include printed materials,

audiovisual materials, machine-readable databases, and library bibliographic records. Reference work. The branch of the library's services which include

the assistance given to readers in their search for information on various subject. Status. It is the sum of the qualities and conditions involved in a

thing's existence at particular norm set by authority. APPENDIX A Centro

Escolar University The University Library in Mendiola, Manila is an integral part of the educational facilities of CEU. Its collection of approximately 150,

000 volumes of books and bound periodicals is supplemented by 766 titles of foreign and local periodicals. The acquisition of materials and the

development of services, which are the primary concern of the library, are adapted to the changing and expanding needs of the University programs of

instruction and research.--- an innovation. The library likewise, has a collection of non-print materials which includes electronic resources

available to CEU library users. A number of databases may be accessed through workstations within the library and through the internet. The

following databases are installed in the various reading rooms giving access to the CD-ROM collection like the Internet Access for Online periodicals, and

Microfilm for local newspapers. All reading room units have workstations for

<https://assignbuster.com/the-assessment-of/>

the Online Public Access Catalog for books and periodicals. The main library is located on the first mezzanine and on the second floor of the Carmen De Luna Hall with the science section at the second floor of the Librada Avelino Hall. Reading services are conducted in the eight sections of the library namely: Circulation, Reference, Filipiniana, Periodicals, Science, Reserve, Dental Library and the Graduate Library.

APPENDIX B SAN BEDA COLLEGE

With the advent of the college also came about the organization of the library. San Beda College then, was established in Arlegui on June 19, 1901. Within the confines of a two storey building was a room set aside for the library. The private collections of the Benedictine fathers are mostly in Spanish, and a few books were purchased and donated to the college which resulted in the humble beginning of the library to cater the needs of the graders, high school, and a few college men. There was no appointed permanent nor formally trained librarian and the books were unclassified and uncataloged.--- in a topsy turvy order. The need then, for a healthier surrounding and greater space for an ever increasing enrollment forced the Benedictine fathers to transfer the present school to its present site in Mendiola. The first two rooms adjacent to the church, were assigned for the library. Records show that as of December 8, 1941 there were 6, 593 stocked of volumes. For three years (1942-45) the college compound was converted to a soldiers' " quarter". Cognizant however of the benevolence of the Japanese officers, the Benedictine priests persistently conducted a bit of schoolwork and catechism, class with an enrollment reaching a peak of 200 students. During these years the library was kept intact. The end of WW II brought spectacular changes not only in the annual increase of enrollment, but also, in building and facilities. Thus, to provide a more spacious place for

<https://assignbuster.com/the-assessment-of/>

the Bedans' research, personal reading and lesson preparation, the entire first floor of its initial Auditorium was converted then into a library. Formally trained and professional librarians were also employed and the collection of books, references and other reading materials were organized according to Dewey Decimal Classification System--- an innovation in the system. The collection of varied reading materials had been increased tremendously through its endless purchase for the students' perusal; thus, the library was subsequently, decentralized; and in 1963, the college library was transferred to the newly constructed St. Anselm building located on the second floor with an air-condition financed by the " CONCORN" and with a total area of 762 sq. m.; more than half of the space on the second floor. The mezzanine (196 sq. m.) was set aside as the periodical section. With its increased enrollment, there was a need then to expand the college library. Thus, in 1984, the St. Anselm extension building was a reality and a total of 324 sq. m. floor area was allotted for its Law library. Then in June 1995, the college libraries were transferred to the St. Maur's Hall. The CAS library occupies the second floor while the Law and Graduate School of Business Libraries are housed at the third floor. The growth of the library was indeed remarkable. All the libraries are all installed with air-conditions. Individual carrels replaced the long tables. Indexes, legal materials, filipiniana, reference and circulation materials are all now computerized. A centralized processing office was created.--- an indication of a potential and substantial innovation to the institution.

APPENDIX C COLLEGE OF HOLY SPIRIT Isabel P. Hizon Library or the College of the Holy Spirit Library was established on June 13, 1913, on the feast day of Pentecost and the college's. Its initial library collection existed also with the opening of its kindergarten and primary school in Legarda Street,

Sampaloc, Manila. The Library's modest collection began to grow as the school opened its intermediate grades in 1915, and its high school department in 1920. As there was a persistent expansion on its three school's department enrollment, along with the collegiate level, the college library was formally opened in 1925 for the students' perusal; particularly, the college students of the different schools' department like: AB; BSE; BS. E. ed.; BSC Colleges, twenty-five years subsequently, the school's college departments were accredited by the PAASCU and eventually became a PAASCU member institution; thus, the school expanded its library facility and collection. In order to keep pace with the increasing library needs of the academic community, the library was extended northwards after its first re-accreditation in 1961. And subsequently, in 1969, an extension of libraries were put up in the following departments: in Science, Fine Arts, Nutrition and Music; along with the Annex building, was constructed connecting the library to the college building that resulted in the increase of the library's accessibility for the faculty and students since most of their classrooms were located in the building. The library then was transferred with its growing Filipiniana collection to the mezzanine floor in 1971. Air-conditioned units were installed in 1972. For a new critical analysis of the programs and operations of the library, a third PAASCU re-accreditation took place 1976. To preserve the library materials, all collections of the library were totally air-conditioned in 1977. In 1980 the staff-lounge was moved from the third floor of the music building to the former workroom on its second floor. The classroom under the mezzanine floor was added to the library area for the acquisition se action, cataloging room, and a librarian's office. The stock room was extended to the former Music House for a periodicals section.

Small discussion rooms were provided for the student's sessions. An adjacent to the Staff-Lounge. Collection from the department libraries were all transferred to the main library. The IPH has a total collection of 61, 711 volumes to date (August 2000). It subscribes to 55 periodicals titles, 20 of which are local and 35 foreign. It has 4 steel cabinets of information of file materials and some archival materials. In July 15, 1997 the IPH library constructed a small room called the " Multimedia Room" to accommodate changes in collections, formats, and users need. The rapid expansion of information like technology has forced the library to consider new methods of storage of information like the CD-ROM as another potential innovation because the library is only one of the several alternative sites for Information, Storage and Services. An installed Multimedia Computer permits the users to continue moving images, sound, text and graphics which are very helpful to the users and very accessible to them. In August 1997, the Filipiniana Computerized Card Catalog started to provide the users a process leading to a quick and easy searching of materials needed. The Reference and the General Collection also followed and this was completed in December 1999. This library Automation system was organized by the librarians to ensure a quality service to the users who benefit by saving time in order to find a book. In November 1997, the College Library was renamed as Isabel P. Hizon Library in memory of the late Dr. Isabel P. Hizons' book collections notes and letters, where the CHS music piece collections, theses and dissertations, and publications are now housed. In May 1998 the Holy Spirit College's was lounged Library Staff was lounge at Mother Gertrude Center. Unit in its creation 1998, and finally, The Isabel P. Hizon Library became a part of the Learning Resource Center along with the Instructional

Media Center and the Internet Laboratory. APPENDIX D La Consolacion College Its common knowledge and factual to state that, most of the collections constituting academic libraries were materials dealing with religious subjects and objects like: the life and works of St. Augustine and his Mother Saint St. Monica, Likewise, Novenas and other prayer books that were mostly in Spanish and some in English, were also abundant. A new college library was, built---in 1910 subsequent to the San Sebastian's old houses demolition---a revival of libraries constructions. Thus, in the years (20's & 30's) twenties and thirties during the months of February and March the academic atmosphere had its sudden turn about or a circumvent of academic events and atmosphere. That is, students could be easily seen frequenting their school's libraries with books opened and a rampant exchange of notes, thus, an abundant collection of religious and pious books in Spanish were the common sources of their reading materials, as asserted by: WAGNER'S GENERAL PATHOLOGY and BALMES' Study on Elementary Philosophy, obtained at MARTINEZ BOOKSTORE, along with WAGNER'S material / collections from, SEVILLE; SPAIN and AMERICA --- All were loved to read and to assimilate for their educational & cultural growth and development; as proven by their persistent/willful patronage of library activities A stern warning of closure issued by the Bureau of Private Education (BPE) in 1926; however it resulted to an improved and better collections and management for the school and its library. During World War II, LA CONSOLACION COLLEGE was lucky to have survived the tragedies that had been experienced by so many Private Educational Institutions, brought about by the War. Thus, the Post War years of Academic programs and atmosphere at LA CONSOLACION COLLEGE (LCC) had proven potential and

<https://assignbuster.com/the-assessment-of/>

substantial both Academic and commercially. All the school's initiatives for expansion in a fast changing time which resulted to massive collection of so many precious books and materials; along with the MANAGEMENT initiatives for a qualitative and substantive learning or education, as indicated upon the creation of the office of the College Dean in 1950, all these events are indeed substantial school's programs for expansion and modernization of its library facilities like: Learning materials, Reference books, Computers, Encoding machines, Local and Foreign magazine; newspapers. Microform-Internet and others. In 1974, at the height of the institution's expansion and modernization the College's library was separated from its High School Library considered as Department Library. It must be remembered that both libraries were used to be consolidated as one since its early years. The Departmentalization scheme was meant to provide library services more effectively and functionally. Thus, the newly created College Library was located at the Sta. Monica College Building Reassessing, transferring, and rearranging of all books and materials proved to be a difficult task for the former Library administrators and staff. It was only in October 10, 1979 however, that the earliest re-accessioning of the library records was performed with facility and system. From 1974 to the present, the College Library collection grew tremendously. The College Library collection grew tremendously. The College Library is named after the LCC Manila's Outstanding Alumna (1959), Atty. Violeta Calvo/Drilon. Occupying a floor of the Kamalayan Building < it takes pride of it, s special collections like: the Augustinian Heritage, Undergraduate Thesis, Electronic Reference Materials. Another special feature to mention is the Mendiola Consortium an Index to both local and foreign periodicals, and a project of the Mendiola Consortium

<https://assignbuster.com/the-assessment-of/>

Committee on the Libraries called “ MendiolaLink” and was prepared by it, s
Committee on Library which has been expanded into specialized section and
services like> Reference - Periodical - Technical Circulation - Faculty -
Electronic Resource Room , and Discussion Room. Has also adopted the
Athena Automation V8 to facilitate the searching and retrieval of data and
materials deposited. The LCCM College Library persistently render quality
services to its students. APPENDIX E Mendiola Consortium Libraries Mendiola
Consortium Libraries APPENDIX F MENDIOLA MALACANANG PALACE
BIBLIOGRAPHY Snider, John D., I love books: a guide through book land
(Review and Herald Washington, D. C.) Kumar, Krishan G., Reference Service
(2nd Ed. Vikas Publication, India) Green, Samuel Sweet, “ Relationship
between Students and Librarian” (3d; Massachusetts. H. W. Wesley, 1961),
63. American Library Association, Librarian’s Glossary (Chicago: [http:// www.
yahoo. com](http://www.yahoo.com))