



## RPAMDLS visits Singapore libraries

Lee Kong Chian Reference Library

Law

- ↑ Production / Industries
- ↑ Economics

Lee Kong Chian Reference Library

Audio-Visual Materials

- ↑ Education / Commerce

Lee Kong Chian Reference Library

Production / Industries

- ↑ Economics
- ↑ Political Science

4 volume

2 issue

# Library welcomes BS Human Biology and BS Biology students from De La Salle University in Manila



Photos by Human Biology Association of DLSHSI

The library graciously welcomed the senior BS Biology and BS Human Biology students of De La Salle University in Manila on January 24, 2014 during their DLSHSI campus tour. The students were introduced not only to the print and online resources but also to the facilities and services of the library.

Organized by the Human Biology Association of DLSHSI, the event enabled the students to take a peek on how the Institute nurtures the scholarly and leisure pursuits of its students by visiting the campus grounds. Among the key areas visited were the library, the Medicine Building, the Cadaver Hall, and the Dormbuilt. The tour was also a good opportunity for the senior students to consider the Institute should they wish to continue to the Medicine program.

RPAMDLS thanks the Human Biology Association and the seniors from DLSU in Manila for visiting the library and hopes to see them again on their first year Medicine proper.

## RPAMDLS Hosts Library Tours



Librarians and staff of De La Salle Lipa, October 2013



Participants of DLSP 2nd Annual Conference, May 2014



### FROM THE DIRECTOR

June is always a great time as we welcome students, residents and faculty members to the start of the academic year! In addition to meeting new faces, we get to introduce and reintroduce our resources and services to the academic community, letting you know that the Library can assist you in any way we can.

As you begin or continue your academic journey, don't hesitate to ask how the Library can help you. For starters, we shall be embarking on new innovations such as improvement of your search and retrieval experience in using our online resource (thru EBSCO Discovery Service) and the introduction of RFID technology in our services.

As always, you can check us online at <http://www.dlshsi.edu.ph/resources/library>. You can also communicate with us via social media (Facebook and Twitter) and via our new library chat service.

EFREN M. TORRES, JR., MLIS  
*Director*



7:00 am-10:00am 10:01 am-1:00pm 1:01 pm-4:00pm  
4:01 pm-7:00pm 7:01 pm-10:00pm

## 10am to 1pm

was the peak hour at the library

Want to have the library all by yourself? Come at night from 7:01pm to 10:00pm when users are less likely to visit.



## CRS students

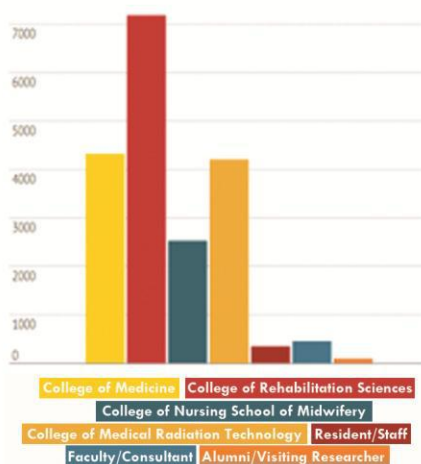
were the top visitors followed by CMRT students then by Medicine students.

Residents and staff visited the library the least.

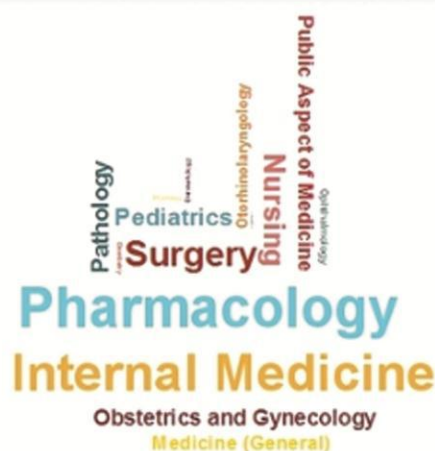
## CRS students

borrowed library resources the most.

Medicine students ranked second while CMRT students came in at third place among the patron types who borrowed library materials.



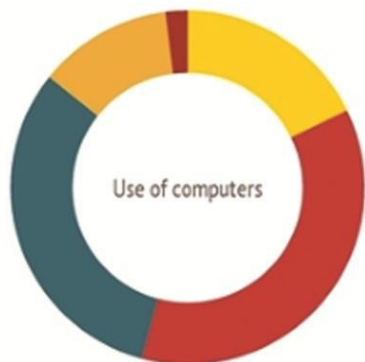
College of Medicine College of Rehabilitation Sciences  
College of Nursing School of Midwifery  
College of Medical Radiation Technology Resident/Staff  
Faculty/Consultant Alumni/Visiting Researcher



Among the Medicine and Allied Health collections,

## Pharmacology

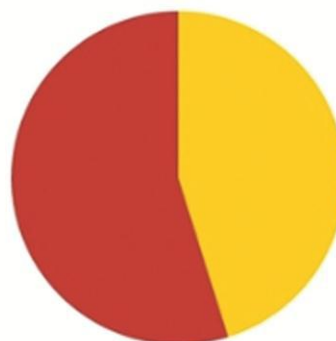
books were borrowed the most for home loan and photocopy



7:00am-10:00am 10:01 pm-1:00pm 1:01 pm-4:00pm  
4:01 pm-7:00pm 7:01 pm-10:00pm

## Most students

used computers from 10am to 1pm. Come to the library early morning or late afternoon for sure seats at the Multimedia Section or at the Cybernook of the Medicine Section.



7:00am-12:00pm 12:01 pm-7:00pm

## Mornings

would be the best time to book a discussion room.

Rooms were frequently booked from 12nn to 7pm.

## 80,228

total number of library visits

## 19,087

total number of library material checkouts

## 16,303

total number of usage of computers

## 1,647

total number of discussion rooms reservations

Based on June 2013-March 2014 accomplishment reports by library section

# Library conducts user satisfaction survey; 89% happy with service

Each year, the library surveys its users if they are happy or sad with the service they received. This helps the library to gauge the quality of service and to make improvements.

From February 19 to March 6, 2014, respondents were asked to drop a chip to the happy or sad box to represent how they felt about the service. The survey was tallied every day during 10:00am, 1:00pm, 4:00pm and 10:00pm for the duration of the survey period.

## Total number of responses received

A total of 839 responses were received. The Allied Health and Reference Section received the most number of responses, comparable with last year's survey. On the other hand, the Medicine Section received the least number of responses. Majority of the responses were observed between 4:00pm and 7:00pm while the least number of responses was recorded during the non-peak hours between 7:00am and 10:00am. This is comparable with the observation during last year's survey.

## Overall satisfaction of users

The survey showed that 89.39% belonged to the happy responses and 10.61% felt otherwise. While majority of the library users were satisfied with the service rendered to them, this is 6% lower than last year's survey – something that the library management should be concerned about.

## Satisfaction by library section

The Allied Health and Reference Section posted the highest percentage of happy responses while the Multimedia Section got the lowest percentage of happy responses. More library users were satisfied with the service rendered to them by the Allied Health and Reference Section compared with other library sections even if this section assesses the fines incurred by the users. On the other hand, more users were dissatisfied with the service given to them by the Multimedia Section. The internet connection was one of the factors for the high incidence of sad responses received by this section. The library is coordinating with the Information and Communication Technology Department regarding Internet connectivity.

It was observed that the Allied Health and Reference Section posted the highest percentage of happy responses during last year's survey, consistent with this year's survey. On the other hand, the Periodicals and Theses Section scored the lowest percentage of happy responses in last year's survey.

## Satisfaction by time period

The satisfaction rating was highest from 7:00 am to 10:00 am which happens to be the time period with the least number of users entering the library based on the monthly accomplishment reports. On the other hand, the satisfaction rating was lowest from 1:01 pm to 4:00 pm when there are more users entering the library based on the monthly accomplishment reports. Findings from this year's survey are comparable with the previous years' survey in terms of time period.

The figures show that the satisfaction rating is inversely proportional with the number of library users entering the library. The more the number of library users there is, the less attention and effort that the library staff could render to each user and the more prone to user dissatisfaction. Staffing may also contribute to this phenomenon because there are instances when library sections are manned by a single staff during peak hours.

The survey shows that majority of the library users were quite happy with the service rendered to them. However, the library management is mindful of areas that need to be improved to ensure that the users are kept happy and satisfied. At the end of the day, what counts are the users and the service.

The library wishes to thank all the respondents who participated in the survey.

# with library service

the quality of service it renders and to identify areas that need to be improved through an instant feedback system.

felt towards the library service received during their visit. Drop boxes were placed on all library sections. Chips were

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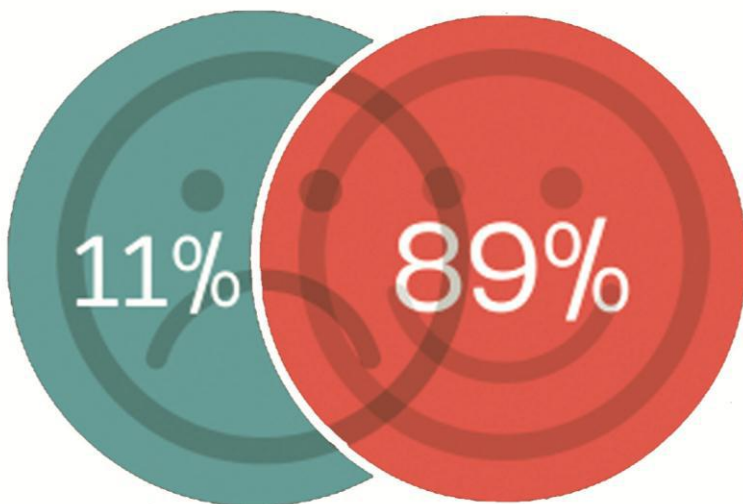
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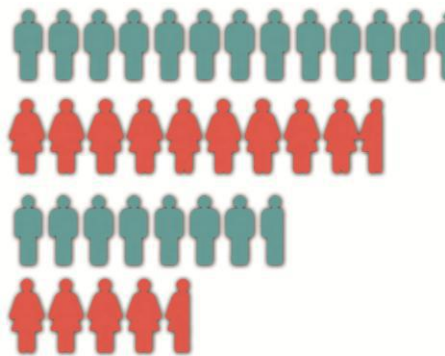


89% was happy about the library service while 11% was sad.

While majority of our users were happy about our service, this is 6% lower than last year's survey.

## Library section with the most number of happy responses

The Allied Health Section got the highest number of happy responses in last year's survey as well



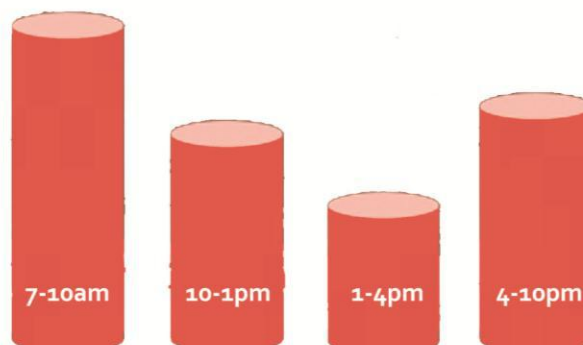
Allied Health Section

Medicine Section

Periodicals and Theses Section

Multimedia Section

## Time period with the most number of happy responses



There were more happy responses during the non-peak hours at 7-10am. Sad responses were received most often during at 1-4pm when there are more users entering the library.

# The Future of the Library thru RFID

Contributed by Jennifer P. Ogorda, Collection Development Librarian

It was a hot day when the Romeo P. Ariniago, MD Library team arrived at the Land of the Lion, Singapore. It had one mission: visit three advanced libraries in the city for benchmarking and acquire knowledge on the latest technology regarding library services.

The first stop is the National Library of Singapore, a public library that caters the general public and even tourists in Singapore. It manages 25 public libraries and the National Archives. What was interesting in this library is the self-service borrowing and returning of books. Specialized machines are installed so users could check out the book themselves. Conversely, book drops are strategically placed on the exits where users could return the books borrowed. These are great DIY ideas using technology. The National Library of Singapore also maintains the first world's green library for kids. This children's library highlights interactive games and activities that promote the care of environment. Its interior also features environment themes and uses eco-friendly materials.

Second in the list is the Lee Kong Chian School of Medicine of the Nanyang Technological University. This library places emphasis on building their medical collection in electronic format. It was really amazing that this library, in fact, operates 24/7 even if they only have 2 staffs. How did they manage that? Through radio-frequency identification (RFID) and self-service check-in and check-out counters.

The third and last stop is the Yong Loo Lin School of Medicine of the National University of Singapore. Similar to NTU's Lee Kong Chian School of Medicine Library, this library has self-service counters for borrowing and returning of book, photocopying and even paying for library fines with the use of their ATM, credit cards and prepaid cards. The reading area is also open 24/7.

The team visited only three libraries but there are still a lot of libraries in Singapore that use innovative ways to serve their patrons. But what do these libraries have in common? It's the use of RFID. According to Shahid (2005), "RFID (Radio Frequency Identification) allows an item, for example a library book, to be tracked and communicated with by radio waves." He furthered that "RFID can be used in library circulation operations and theft detection systems. RFID-based systems move beyond security to become tracking systems that combine security with more efficient tracking of materials throughout the library, including easier and faster charge and discharge, inventorying, and materials handling (Boss 2004)." Self-service counters that check in and check out books are powered by RFID. Reading areas could be opened 24/7 and security is maintained through the use of RFID – RFID-enabled books that were not checked out triggers the alarm at the gate and bars it from opening; only bona fide patrons of the library could enter the reading area by swiping their RFID-enabled identification cards.

The De La Salle Health Sciences Institute, together with the RPAMDLS, will soon be implementing RFID for improved service and security. For the library users, this could mean no long queues to borrow or return a book, no need to go to the library just to pay fines, improved security, faster service, and hopefully, reading areas with longer hours of operation.

The library team is hopeful that through the learnings from this benchmarking tour, RPAMDLS would be able to bring better and innovative service to its users.

#### Reference:

Shahid, S. M. (2005). Use of RFID Technology in Libraries: a New Approach to Circulation, Tracking, Inventorying, and Security of Library Materials. *Library Philosophy and Practice* 8(1) Fall 2005.



## PAASCU accredits Medicine program

March 2014 buzzed with excitement and anticipation as the Institute vigorously prepared for the visit of the Philippine Accrediting Association of Schools, Colleges and Universities (PAASCU). Accreditors visited the Institute on March 3-4, 2014 to accredit the Medicine program for Level 2.

As one of the areas to be evaluated, the library worked hand-in-hand with the Institute to provide the necessary documents and pieces of evidences to show how the Medicine program maintains quality education. Library Director Efren M. Torres, Jr., MLIS welcomed Sr. Ancilla Cabula, SFIC, accreditor for Library area, and accompanied her as they examined the records and procedures of the library.

Sr. Cabula serves as the Directress of the Instructional Media Center of St. Joseph's College of Quezon City.

# DLSHSI holds annual service recognition

DLSHSI hosted the Annual Recognition Program to acknowledge 103 teaching and non-teaching personnel for their loyalty and service to the Institute. It was held on January 20, 2014 at the Villarosa Convention Hall, Angelo King Medical Research Building.

Among the awardees were three (3) librarians and one (1) staff. Medical Librarian Marlon G. Gado received appreciation for his five (5) years of service. Cataloging Librarian Raquel P. Samar and Multimedia Librarian Anthony J. Bahia were acknowledged for obtaining their Masters degree in Library and Information Science. Library Assistant Imelda S. Vocal accepted the Juan Medrano Award for her 25 years of continuous service.

The library is blessed for having such loyal and dedicated people among its team and joins them in celebrating this milestone.



Photo by Jess Lacandazo



Photo by Raul Tangog

- ★ Collection Development Librarian Jennifer P. Ogorda, Cataloging Librarian Raquel P. Samar and Library Assistants Lizette S. Ardamil and Rosemarie S. Velasco attended the seminar "Relieving Stress Through Laughter Yoga" on January 24, 2014 at De La Salle Villarosa Convention Hall, Angelo King Medical Research Building. This institutional faculty seminar was organized by the Office of Student Services Guidance and Counseling Service Unit.
- ★ The library assistants joined the institutional summer outing at Splash Island, Southwoods Ecocentrum, Binan, Laguna on March 26, 2014.
- ★ The Lasallian Formation and Social Action Office organized an annual recollection for Academic Service Personnel on March 27, 2014 at the Executive Lounge. Medical Librarian Marlon G. Gado, Multimedia Librarian Anthony J. Bahia, Periodicals Librarian Joy M. Perez, Cataloging Librarian Raquel P. Samar, and Collection Development Librarian Jennifer P. Ogorda attended this spiritual-enriching activity.
- ★ Similarly, the library assistants attended the annual recollection for the DLSHSI staff on April 10-11, 2014 at the Two Hearts of Mary and Jesus Chapel. Campus Ministry coordinated this event.
- ★ Collection Development Librarian Jennifer P. Ogorda and Library Assistant Imelda S. Vocal lent a helping hand during the Gawad Lasalyanong Edukasyon Outreach Program held on April 16, 2014 at Alfonso and Maragondon, Cavite. School supplies were handed out to grade school pupils of beneficiary schools, giving them a good jumpstart for the coming school year. This annual event is facilitated by the Office of Academic Services headed by its director, Dr. Juanito O. Cabanias.



Photo by Abel Requinala



Photo by Wendy Acol

- ★ The library capped off AY 2013-14 with the year-end workshop and culminating activity held on April 28, 2014 at the third level of the library building. Library Director Efren M. Torres, Jr. facilitated the whole-day event that involved the presentation of the annual reports for AY 2013-14 and creative initiatives for AY 2014-15.

- ★ Library Director Efren M. Torres Jr., MLIS and Medical Librarian Marlon G. Gado attended the 2nd DLSP Annual Library Conference held on May 8, 2014 at De La Salle University Dasmarias. The conference tackled updates on Resource Description Access (RDA).



**LIBRARIANS  
STAFF AND  
ON THE GO**



# Academics Division participates during the annual book selection in Malaysia and Singapore

Malaysia and Singapore are more than fun tourist destinations; these are also good hubs for learning and collaboration. Libraries, museums and publishers converge in these countries to provide an exciting yet scholarly experience.

Taking advantage of the learning hubs offered by these countries, the Academics Division visited Malaysia and Singapore on April 20-26, 2014 during its annual book selection. The group rounded up the Kuala Lumpur International Book Fair in Malaysia and visited the publishing offices of Elsevier, World Scientific and Cengage in Singapore to acquire reference books to boost the library collection and support the learning and teaching needs of the academic community. The group included Library Director Efren M. Torres, Jr., College Deans, General Education director, and faculty members representing all colleges.

## ERRATUM

In the article "PAASCU visits DLSHSI to re-accredit BS Nursing program" published in @LibNews vol. 4, issue 2, it was mistakenly stated that the the program was re-accredited for Level III. The program was, in fact, re-accredited for Level II. The editorial staff apologizes for the said error.



Photos by Ms Rachele Mendoza



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## @LIBNEWS

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