



OVCA FORM 139: LEARNING VISIT TEMPLATE

I. Rationale

This part outlines the goals of the benchmarking, the participants of the activity, and the date of the visit. It describes the chosen institution to be visited and the processes, programs or best features of the said institution that warrant the visit.

II. Highlights of the benchmarking visit

This part discusses the detailed processes, programs, best practices or best features of the benchmarked institution. Statistics, photographs or similar evidences may be included.

III. Learnings from the benchmarking visit

This part discusses the learnings from the visit. This may be a comparison to the current processes or programs of the visiting College or Department or a description of the aspects that could be applied by the visiting College or Department. The evaluation of the benchmarking activity by the participants may also be included.

IV. Application of learning

This part focuses on the application of the things learned from the benchmarking visit. It outlines the aspects, processes, or programs of the visiting College or Department that could be developed, improved or changed based on the learning. Next steps, timelines, persons responsible, and budget may be included.



SAMPLE BENCHMARKING REPORT

Romeo P. Ariniego, MD, AFSC Library
Learning Visit
October 30-November 3, 2018, Singapore

Rationale

The Romeo P. Ariniego, MD, AFSC Library regularly conducts benchmarking activities as part of the professional and personal development of its team. In AY 2018-2019, it organized a Learning Visit to three (3) libraries in Singapore on October 30-November 3, 2018 where 19 library personnel composed of librarians and library assistants participated. This is the third Learning Visit of the RPAMDAFSC Library; the first was in April 2014 in Singapore and followed in January 2018 in South Korea.

The objectives of the visit were:

- To observe the best practices of libraries in Singapore to meet user needs and provide quality library service
- To know the use of technology and transformation of space of libraries in Singapore
- To foster professional and cultural interaction between Philippine and Singapore libraries

The libraries visited were:

- Nanyang Technological University Medical Library has recently underwent a space transformation and the Library intended to know more about the changes made and how it has impacted the usage and service of the library. The Director shall also share the Information Literacy Program and the Systematic Search Service that the Medical Library provide to the students and faculty members.
- Nanyang Technological University Main Library has also made spatial changes featuring smart use of technology. NTU was in the 11th spot in the QS World University Ranking in 2018.
- library@Orchard is a public library situated in a shopping mall that features innovative use of technology and space for multicultural users.

It was hoped that the participants would be able learn not only the services and spatial use of libraries in Singapore but also programs for user education and information literacy as well as technology integration in education.

Highlights of the benchmarking visit

Nanyang Technological University Medical Library

This library features an intelligent use of space for different purposes, such as:

- Quiet study area for independent learning
- Collaboration space for group meetings and discussions
- Flexi-Space for multifunction purposes such as seminars and other events
- Café area for informal meetings over drinks or snack

It also provides an Information Literacy Program and the Systematic Search Service for students where they learn valuable research skills in an environment that fosters collaboration. Tables and chairs are arranged in a circle where students work in teams to solve problems.

The Library has a dedicated shelf for the Medical Humanities Collection and the board and examination reviewer book collection for easy access by users.



Nanyang Technological University Main Library

The spatial change in this library accommodated individual and collaborative learning through single and group study spaces. The group study spaces are equipped with TV and other AV equipment for projection. It also has sleeping pods for quick naps. Bicycle charging stations are also available where users could charge their equipment by pedaling the bicycle.

library@Orchard

It nicely integrated art and architecture in its purpose as a public library by the intelligent and innovative use of colors, text, and furniture. Most of its services are also user-initiated through the help of technology, such as self-service borrowing and returning of books.

Learnings from the benchmarking visit

The main take-away from the visit was the use of space and technology to provide innovative services to users. The RPAMDAFSC Library has rich opportunities to make the most out of its space and it understands the importance of technology to make innovation possible.

The RPAMDAFSC Library has an Information Literacy Program similar to NTU Medical Library. However, it is delivered face-to-face and most of its activities are designed for individual completion. NTU Medical Library's information literacy program is blended and involves collaborative assessment, which could be also be considered by the RPAMDAFSC Library. The development of the Medical Humanities collection is also a good opportunity to highlight a particular aspect of RPAMDAFSC Library's print resources.

The self-initiated services of the libraries visited are also among the innovations that could be explored by the RPAMDAFSC Library.

Based on the evaluation conducted, the participants of the RPAMDAFSC Library Learning Visit found the activity to be outstanding. Most of them rated the Venue and Amenities of the visited libraries to be the best feature of the activity. Majority of them appreciated the opportunity to travel and experience other culture. They suggested to allot more time to prepare for the next Learning Visit and be more conscious of other team members' needs during the trip.

Application of learning

The RPAMDAFSC Library have learned so much from the Learning Visit and views this as an opportunity to create innovative services for users. Below are the proposed programs to be implemented in AY 2019-2020 based on the Learning Visit experience:

- Medical Humanities collection – The Library plans to have a dedicated shelf for its Medical Humanities collection at the Medicine Section.
- DVD collection – taking cue from the Medical Humanities collection, the DVD collection shall also be put in the shelves of the Medicine and Allied Health and Reference Sections for better user access. It is hoped that users shall be encouraged to borrow the DVD collection when they are displayed in the shelf within reach.
- Self-service printing – the RPAMDAFSC Library has proposed to set-up a self-service printing with cashless payment at the Learning Commons.

Given the learning gained and the positive feedback of the library personnel from conducting the Learning Visit, the RPAMDAFSC Library intends to hold its fourth Learning Visit in January 2020 in Osaka, Japan.