



### Creative Action Plans, SY 2020-2021

The COVID-19 crisis has brought considerable impact on the Library resources, services, programs, spaces, personnel, workflows, and policies. The health and safety of the Academic community have to be considered while ensuring that the students, residents, Academic Teaching and Service Faculty, and Non-Teaching Personnel receive library support for teaching, learning, and research. This has prompted the RPAMDAFSC Library to rethink its services and develop innovative and creative measures as a commitment to support the information needs of its users even in the most challenging times. Technology plays a vital role in the planning and implementation of these measures because most of them shall be delivered online.

#### Critical areas

Five critical areas have been identified as the key aspects of the Library's creative plans. **Collections** involve the availability, discoverability, and access of online resources, such as electronic books, electronic journals, videos, images, and multimedia to students, residents, ATF, and ASF, whenever and wherever. **Services** is a combination of physical and virtual circulation, reference, and document delivery to assist users in their information needs with health and safety guidelines in place for both users and staff. **Programs** refer to the user education and training and research support that the Library provides to complement the academic preparation of students and research productivity of ATF and ASF. Majority of the these programs shall be delivered online using a range of technologies and online tools and systems. **Space and technology** form a relevant component in the delivery of the creative measures because the Library shall maximize technology to implement the plans of the other critical areas and use its space to support the online learning of students, ATF, and ASF. Technology shall also be used to facilitate the communication between library staff and between the Library and its users. **Personnel** shall be utilized to efficiently execute the creative measures by providing them with technical support and logistics while maintaining a safe work environment.

#### Implementation

The shift from physical to on-line learning has been a major factor in the planning and implementation of the creative measures. Thus, majority of the library services and programs shall be provided online and technology shall be leveraged to deliver these to the Academic community. Each of the five critical areas have corresponding guidelines to document the details of the implementation and timelines.





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Critical Area	Creative strategy	Implementation	Platforms/S systems	Staff involved	Timeline
Collections	Acquisition and management of online resources	Budget realignment to acquire more online resources such as ebooks, ejournals, and multimedia, covering all courses and SHSSHS	Online databases	Library Director CDA Chair Collection Development Librarian	June-July 2020
		Preparation of collection assessment using Doody's Core Titles List	Doody's Core Titles List	CDA Chair Collection Development Librarian	
		Cataloging, organization, and updating of library resources and records for discovery and access - cataloging - updating of links - updating/editing of records in Destiny Library System - updating of content in Research Guides and LibAnswers - weeding - inventory	Destiny Library System iSearch Research Guides Library website OpenAthens	Librarians (4) Library Assistants (10)	June 2020- July 2021





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		Documentation, organization and management of other academic resources - indexing of journals - abstracting of theses - updating of theses pathfinder - weeding - inventory - preparation and	Destiny Library System Research Guides	CDA Chair ARCA Chair Periodicals Librarian Library Assistants (4)	June 2020- July 2021
		indexing of newspaper clippings - encoding and proofreading research compendium - documentation of archives and gallery collections			
	Remote access to online resources	Increase in number of OpenAthens accounts for all students and faculty members	OpenAthens	User Education Librarian Head of	June-August 2020
		Integration of electronic resources in LMS. Electronic resources shall be accessible within the LMS environment.	OpenAthens LMS	Library Technology and Spaces Librarian Assistant (1)	
Services	Circulation services	Circulation services for walk-in and by appointment borrowers. Users could borrow and return library resources. Computers in the Learning Nook are also available. Policies shall be prepared to maintain the health and safety of staff and	Destiny Library System Chat Email Social media	Librarians (4) Library Assistants (7)	June 2020-July 2021





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		users, including proper handling and isolation of materials borrowed and physical distancing. Online communication shall be used to place advance borrowing requests.			
	Reference services	Reference services to handle walk-in and online queries and concerns of students, faculty, and staff. Transactions involving clearance and fines are also accommodated. Fines of all graduating students shall be waived.	Chat Email Social media	Librarians (7) Library Assistants (2)	June 2020- July 2021
	Document delivery service	Delivery of requested book chapters or journal articles via email by scanning of print and downloading of electronic resources.	Email	Periodicals Librarian Library Assistants (2)	June 2020- July 2021
Programs	Online user education programs	Delivery of recorded and live library orientations, information literacy sessions, and Research Productivity Series through online platforms. Recorded sessions and videos shall be prepared and uploaded in LMS, Research Guides, and library website. Live classes shall also be scheduled.	LMS Research Guides Library website	Librarians (7) Head of Library Technology and Spaces Library Assistant (1)	June 2020- July 2021





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	Online research support	Research support to students, faculty, and staff through online platforms. Queries and concerns shall be answered through email, chat, and social media. Virtual meetings and one-on-one consultations and trainings are available upon request. Turnitin	Email Social media LMS Google Meet Blackboard Collaborate Microsoft Teams	Librarians (7) Head of Library Technolog and Spaces Library Assistant (1)	June 2020- July 2021
		manuscript checking is provided via email.			
	Promotion of online and remote library resources and services	Information dissemination of online and remote library resources and services through online platforms	Email Social media Library website	Librarians (3) Head for Library Technology and Spaces Library assistant (1)	June 2020- July 2021
Spaces and Technology	Reading areas with physical distancing measures	Opening of 2nd and 3rd Floor reading areas for users, with physical distancing measures in place. Signage and markings shall be provided to maintain the health and safety of staff and users.		Librarians (4) Library Assistants (7)	June 2020- July 2021





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	Conversion of Learning Commons and Learning Cubes into Learning Studios	Repurposing of Learning Commons and Learning Cubes as learning studios where CIETI and faculty members could develop learning materials, record sessions and modules, and host live classes. Audio visual and technical support shall be provided.	AV equipment	Head of Audio Visual Technology Audio Visual Technicians (7) Head of Library Technology and Spaces Library Assistant (1)	June 2020- July 2021
	Use of Electronic Resources Services as training venue	ERS as venue for LMS trainings. Audio visual and technical support shall be provided.	Computer AV equipment	Head of Library Technology and Spaces Library Assistant (1)	June 2020- July 2021
	Audio visual and technical support to online classes	Audio visual and technical support provided during face to face and online classes, including development	LMS Email Video editing software	Head of Audio Visual Technology Audio Visual Technicians (7)	June 2020- July 2021
		of learning materials	AV equipment	Head of Library Technology and Spaces Library Assistant (1)	
	Management of library website	Updating of website to make online resources, services, and programs accessible	Library website	Head of Library Technology and Spaces Library Assistant (1)	June 2020- July 2021
Personnel	Flexible work arrangements to execute the tasks	Capacity of the library personnel for work from home and skeletal workforce arrangement shall be identified. Flexible work arrangement of library personnel shall		Chairs (2) Head of Audio Visual Technology Head of Library Technology and Spaces Librarians (6)	May 2020-





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		be prepared. Guidelines for work from home arrangement shall be provided.		Library assistants (12) Audiovisual technicians (7)	
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### Collection Development and Access (CDA) Unit

Post Enhanced Community Quarantine for Services

Guidelines in the use and access of library resources and services

AY 2020- 2021

### Services

#### a. Borrowing

1. Access to shelves is restricted (Closed shelves). A barrier shall be used to cordon off the area. Walk-in and online requests shall be sent online via Google form. Online Form will be available at OPAC terminals for walk-in requests. Forms should include the borrower's name, ID number, bibliographic details of the resources, and preferred date of return and pick up schedule.
2. All borrowed materials will be placed in Eco bags and will be labeled for easy identification. Patrons may pick-up the books at designated book trucks to maintain contactless transactions.

#### Procedure:

1. Patron submits request via Google form.
2. Received requests shall be processed and prepared by the library staff.
3. The Library staff places the borrowed books in Eco bag, puts label for easy identification, and delivers in the designated pick up areas.

#### b. Returning

1. Borrowed resources may be returned through a Drop box located in the Lobby of the Medicine Section.
2. All returned resources must be isolated for 7 seven days in the designated quarantine room. Books must be labeled with the start-end of quarantine dates. After the quarantine period or on the 8<sup>th</sup> day of isolation, books will be transferred in the baggage area for processing and activation in Destiny.
3. Library staff assigned in the Readers' Services shall handle the collection and transfer of returned resources to the designated storage areas. Staff should wear protective masks and gloves throughout the procedure. Schedule of transfer is 2 hours before closing time or as needed.

#### Procedure in Returning library material:

1. Patrons return the book through Drop box.
2. Leaves the library premises.

#### Procedure in Materials handling:

1. Library staff collect and transfer the books to Learning cubes 4 and 5 for isolation.
2. Books must be labeled with the start-end of quarantine dates.
3. After the quarantine period, the library staff shall collect and transfer the books in the Information/Baggage area for processing and activation in Destiny.
4. After activation, books are ready to be shelved.







**c. Service hours**

Library Schedule	Term break May-July 2020		AY 2020-2021	
	Monday-Friday	Saturday	Monday-Friday	Saturday
Technical Services Section	7:00am-5:00pm	closed	7:00am-5:00pm	closed
Medicine Section	7:00am-5:00pm	8:00am-5:00pm	7:00am-5:00pm	8:00am-5:00pm
Learning Commons (exclusive for CIETI and faculty)	8:00am-5:00pm	8:00am-5:00pm	7:00am-5:00pm	8:00am-5:00pm
Allied Health and Reference Section	closed	closed	7:00am-5:00pm	8:00am-5:00pm
Periodicals and Theses Section			7:00am-5:00pm	8:00am-5:00pm
Electronic Resources and Services Section	by appointment	by appointment	8:00am-5:00pm	8:00am-12:00pm
Gallery	closed	closed	by appointment	by appointment

**d. Other services**

1. Use of lockers is suspended.
2. Visiting researcher will not be accepted.
3. Fines and clearance transactions shall be accommodated at the Information/Baggage counter. The PA system shall be used to communicate with the clients.
4. Document delivery service and Bibliography request. Online and walk in request will be accommodated. Delivery of service is through Email.





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## **Academic Resources and Creative Activities (ARCA) Unit**

Post Enhanced Community Quarantine for Programs

User Education Programs and User Support to Online Learning

AY 2020-2021

### **User Education Programs**

The User Education Programs is a selection of library programs aimed to inform and educate users on how to effectively discover, use, manage, and share information for scholarly purposes. Target audience are students and Academic Teaching and Service Faculty (ATF and ASF). The programs are library orientation to new and returning students, ATF, and ASF, Information Literacy Program embedded in the research class of Grade 11, undergraduate, Medicine, and graduate students, and Research Productivity Series intended to support the research endeavors of ATF and ASF. The programs shall be delivered online through live sessions and recorded videos and learning materials using the learning management system. Complementary videos, tutorials, and how to guides shall also be developed and uploaded in the Library website and the Library Research Guides. Library resources, such as the subscribed online databases and iSearch, and research productivity tools, such as OpenAthens, Mendeley Institutional Edition, Turnitin, and Scopus, are featured in the presentations to encourage use and improve research efficiency.

### **Research support**

The Library shall provide online and remote research support to users through chat, email, social media, virtual trainings, and consultations. A team of librarians is assigned to handle the different platforms to ensure that support is available during and after work hours. Users may request for trainings and one-on-one consultations with librarians using virtual meeting platforms such as Google Meet, BlackBoard Collaborate, and Microsoft Teams. Online subjects guides and pathfinders are continuously updated to deliver relevant and current information sources to users. The Library continues to accept manuscript and researches for checking in Turnitin via email.

### **Promotion of remote and online library resources, services, and programs**

The Library shall use different platforms to inform and promote its resources, services, and programs to reach a wide audience. Posters, videos, and announcements shall be posted in social media, sent in email, or uploaded in the Library website.





### User education programs and user support plan of action

Strategy	Implementation	Materials, tools and systems	Staff involved	Schedule
Library orientation	Recorded video of the Library, website, use of iSearch, and remote access via OpenAthens	Library AVP 2019 Introducing the Library website video Discovering content using iSearch video Remote access of on-line library resources video Library services, 1st Term SY 2020-2021 video Research guides page on introducing the Library	ARCA	June-July 2020
	Meet me at RPAMDAFSC Library virtual meeting - a one-hour meeting where students could join to ask queries or discuss concerns about the library resources, services, and programs. Multiple sessions shall be scheduled for new and returning students, categorized into SHS, undergraduate, Medicine, and graduate students	Microsoft Teams	All librarians Head of LTS	August 2020 (Orientation week)
Information literacy program	Recorded videos of ILP sessions, preparation of LMS (content, activities, assessment), development of How to Conduct Research guide	LMS Research Guides	ARCA	June-July 2020
	Regular online and flipped online classes for: Grade 11 2 <sup>nd</sup> Year BSOT, BSPT, BSSLP 3 <sup>rd</sup> Year BSMLS, BSRT, BSB, BSNMT, BSN, and BSP 2 <sup>nd</sup> Year Medicine 2 <sup>nd</sup> Year MA Nursing	LMS	All librarians Head of LTS	Schedule of classes to be identified by August 2020 Classes run August 2020-May 2021 based on schedule
Research Productivity Series 1	Recorded video of using online databases, development of How to guides for online databases	Guide on using online databases <i>including all the videos presented in library orientation</i>	ARCA	June-July 2020
	Live training featuring library website, iSearch, OpenAthens, and online database. Schedules	Microsoft Teams	ARCA	August 2020





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	shall be set for faculty groups (Medicine and BSB; CRS; CN and CMT; CP and CMLS; SHSSHS)			
Research Productivity Series 2	Recorded video of using MIE, development of How to guides for MIE	Guide on using MIE	ARCA	September 2020
	Live training featuring walk-through of MIE. Schedules for 2 sessions shall be set per term.	Microsoft Teams	ARCA	October 2020 April 2021
Research Productivity Series 3	Recorded video of using Turnitin and interpreting the Similarity Report, development of How to guide for Turnitin	Guide on using Turnitin and interpreting the Similarity Report	ARCA	September 2020
	Live training featuring walk-through of Turnitin. Schedules for 2 sessions shall be set per term.	Microsoft Teams	ARCA	October 2020 April 2021
Research Productivity Series 4	Recorded video of using Scopus, development of How to guide for Scopus	Guide on using Scopus	ARCA	November 2020
	Live training featuring walk-through of Scopus. Schedules for 2 sessions shall be set per term.	Microsoft Teams	ARCA	December 2020 May 2021
Online research support	Training and discussion of guidelines on using the library chat, responding and escalating user queries, and checking manuscripts in Turnitin	Google Meet	All librarians Head of LTS	June 2020
	Online support through chat, email, and social media	Chat widget Email Social media	All librarians	July 2020-July 2021
	Trainings on the use of databases and research productivity tools and research consultations available upon request of students, faculty, and staff	Google Meet Blackboard Collaborate Microsoft Teams	All librarians	August 2020-July 2021
	Updating of online subject guides, how to guides, and pathfinders	Research Guides	All librarians	August 2020-July 2021
	Checking of manuscripts and researches in Turnitin	Turnitin	All librarians	July 2020-July 2021





Promotion of online and remote library resources, services and programs	Preparation of posters, videos, and other information materials		Head of LTS	June 2020-July 2021
	Information dissemination through email, social media, website, and other platforms	Email Social media Library website	ARCA	June 2020-July 2021

### **Guidelines on the Use and Access of Library Spaces and Technology**

#### **Guidelines for library personnel before coming to work**

1. Wearing of protective mask is required.
2. Observe proper hygiene.
3. Check temperature.
4. Always bring any of the following: alcohol, sanitizer, soap, tissue or wet wipes.

#### **Guidelines for library patrons and personnel upon entry to the library building**

1. Wearing of protective mask is required.
2. Before entering the library, use disinfectant solution provided in the entrance and wait for temperature to be checked.

#### **Physical spaces**

##### **a. Arrangement**

1. Social distancing must be observed in the library.
2. Air conditioning must be regulated.
3. Regular schedule of cleaning of the library spaces and furniture must be observed. Book stands and computers must be cleaned and sanitized after use.
4. Bags are allowed inside the reading areas. Policy for food and drinks is retained.
5. To make it easier to maintain social distance, the library shall limit the number of users inside the reading areas. At least 25% of the total number of the seating capacity per area may be accommodated at a time. Below is the recommended number of patrons per area.
  - a. Medicine section – 74 persons
  - b. Learning Commons – 24 persons
  - c. Allied Health and Reference Section – 50 persons
  - d. Periodicals and Theses Section – 23 persons
  - e. Electronic Resources and Services – 10 persons





6. Signage and marking shall be placed to maintain physical distancing. Below is the recommended seat plan:
    - a. Long tables – 2 or maximum of 3 persons
    - b. Couch – 1 person
    - c. Cybernook – 5 persons
    - d. Round tables – 1 person
    - e. Individual carrels – 2 seats apart
  
  7. Proper use of the entrance and exit doors must be observed.
- b. Close and open areas
1. When it is safe to return to work, the Technical Services section and 1st and 2nd floor reading areas shall be opened while the rest of the sections in the 3rd and 4th floor shall remain closed until July 31, 2020.
  
  2. Collaborative spaces such as the Learning Commons and the Learning Cubes located at the Ground floor shall be repurposed as learning studios where CIETI and faculty members could create learning materials and host live classes.

### **Learning Commons and Learning Cubes**

The Learning Commons and Learning Cubes shall be converted as learning studios to create learning materials and learning objects and to host or conduct live classes, trainings, and learning sessions. In coordination with the Center for Innovative Education and Technology Integration (CIETI), the Learning Commons shall be set-up to match the needs of the faculty in creating learning materials, conducting trainings, and hosting meetings and consultations. The Learning Cubes shall also be equipped with computers and audio-visual equipment to create materials, record lectures and presentations, and conduct live classes.

### Guidelines in the use of the Learning Commons

1. The Library and CIETI shall set-up the Learning Commons as a space to support online learning for Academic Teaching and Service Faculty (ATF/ASF) and Non-Teaching Personnel (NTP), such as creating learning materials, conducting trainings, and hosting meetings and consultations. The Learning Commons is open Monday to Friday, 8:00am to 5:00pm, excluding holidays.
2. Frequent hand washing and proper coughing etiquette must be observed. Facemask must





- be worn. Alcohol shall be provided inside the Learning Commons.
3. Physical distancing must be practiced.
  4. Users must observe the responsible use of the Learning Commons. Food and drinks are not allowed, except for beverages with tight lids. Furniture must be used with care. Lights and air-conditioning must be switched off upon leaving. Clean as you go.
  5. Please be mindful of the noise in consideration of other users in the Learning Commons and in the Learning Cubes.
  6. The Library and CIETI reserves the right to cancel the use of the Learning Commons for valid reasons, with prior notice to all concerned.

### Guidelines in the use of the Learning Cubes

1. The three Learning Cubes located at the Learning Commons are designated for this purpose and are available Monday to Friday, 8:00am to 5:00pm, and Saturday, 8:00am to 12:00nn, excluding holidays.
2. The Academic Teaching and Service Faculty and Non-Teaching Personnel may book the Cubes up to 3 hours if conducting live classes and up to 5 hours if creating learning materials or recording lectures and presentations through the online reservation system (<https://learningcubes.skedda.com/booking>) at least 3 days from the day of the reservation.
3. The ATF/ASF and NTP must indicate the requested technologies and audio-visual equipment, systems and softwares, and technical support to be used in the online reservation system, subject to the availability of resources and the approval of Library and CIETI.
4. Frequent hand washing and proper coughing etiquette must be observed. Facemask must be worn. Alcohol shall be provided inside the Cubes.
5. Physical distancing must be practiced. Each Cube could be occupied by up to 4 persons only.
6. Users must observe the responsible use of the Cubes. Food and drinks are not allowed, except for beverages with tight lids. Furniture must be used with care. Lights and air-conditioning must be switched off upon leaving the Cubes. Clean as you go.
7. Please be mindful of the noise in consideration of other users who are using the Learning Commons and the other Cubes.
8. The Library and CIETI reserves the right to cancel the reservation for valid reasons, with prior notice to the user.

### **Electronic Resources Services**

The Electronic Resources Services at the 4<sup>th</sup> Floor of the Library has computers and audio-visual presentation equipment (projector, sound system) that could be used in faculty





trainings related to online learning. CIETI shall coordinate the schedule and use of this space with the Library.

### Guidelines in the use of Electronic Resources Services

1. Installation and use of systems and software in the computers must be coordinated with the Library.
2. Maximum seating capacity shall be 10. Physical distancing must be observed.
3. Frequent hand washing and proper coughing etiquette must be observed. Facemask must be worn. Alcohol shall be provided in the ERS.
4. Users must observe the responsible use of the space. Food and drinks are not allowed, except for beverages with tight lids. Furniture must be used with care. Lights and air-conditioning must be switched off upon leaving. Clean as you go.

### **Audio visual and technology support**

Audio visual support to physical class held in Academic classrooms is provided upon request. The ATF/ASF or NTP assigned to the class should fill out the Audio Visual Services Reservation Form (<http://bit.ly/AVSForm>) to request for onsite audio visual support to the physical class at least 3 days before the class schedule.

Audio visual and technical support in the conduct of online classes, development of learning materials and hosting of live classes is provided, in coordination with CIETI. Audio visual equipment, computer, and other peripherals shall be provided in the learning studios.







**Task assignment of Audio Visual Technology deployed to support CIETI**

Unit: Virtual Learning Environment (Technical Support)

Name	Assignment	Task
Kelvin Paul A. Tan	CRS	1) Provide first level support to Blackboard users <ul style="list-style-type: none"> <li>● Answering users' queries (students and faculty)</li> <li>● Assisting students and faculty members in troubleshooting basic computer settings</li> <li>● Resetting of username and password</li> </ul> 2) Elevate the unresolved problem to the Blackboard support system. 3) Prepare student data for on-line course enrolment 4) Assist the faculty in the preparation of multimedia presentation in coordination with the learning objects development team 5) Provide a summary on the usage of Blackboard Open LMS
Shangrilo N. Samonte	CHS	1) Provide first level support to Blackboard users <ul style="list-style-type: none"> <li>● Answering users' queries (students and faculty)</li> <li>● Assisting students and faculty members in troubleshooting basic computer settings</li> <li>● Resetting of username and password</li> </ul> 2) Elevate the unresolved problem to the Blackboard support system. 3) Prepare student data for on-line course enrolment 4) Assist the faculty in the preparation of multimedia presentation in coordination with the learning objects development team 5) provide a summary on the usage of Blackboard Open LMS





James Daniel V. Alcantara	CN	<ol style="list-style-type: none"> <li>1) Provide first level support to Blackboard users             <ul style="list-style-type: none"> <li>● Answering users' queries (students and faculty)</li> <li>● Assisting students and faculty members in troubleshooting basic computer settings</li> <li>● Resetting of username and password</li> </ul> </li> <li>2) Elevate the unresolved problem to the Blackboard support system.</li> <li>3) Prepare student data for on-line course enrolment</li> <li>4) Assist the faculty in the preparation of multimedia presentation in coordination with the learning objects development team</li> <li>5) Provide a summary on the usage of Blackboard Open LMS</li> </ol>
Arjon C. Jimenez	SHSSHS	<ol style="list-style-type: none"> <li>1) Provide first level support to Canvas users             <ul style="list-style-type: none"> <li>● Answering users' queries (students and faculty)</li> <li>● Assisting students and faculty members in troubleshooting basic computer settings</li> <li>● Resetting of username and password</li> </ul> </li> <li>2) Elevate the unresolved problem to the Canvas support system.</li> <li>3) Prepare student data for on-line course enrolment</li> <li>4) Assist the faculty in the preparation of multimedia presentation in coordination with the learning objects development team</li> <li>5) Provide a summary on the usage of Canvas LMS</li> </ol>

### Learning Objects Development and Training

Name	Assignment	Task
Lorenz Lorena	Learning Objects Development and Training	1) Receive request for the creation of multimedia presentation
Roberto Enetorio		2) Evaluate the request and create a team to assist
Gabriel Angelo Reyes		





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Ian Paul De Los Santos

in the development of Multimedia Presentation  
(Linear)

- Video Clips
- Audio Clips
- Audio-Visual Slideshows

3) Prepare the venue for faculty training, both  
physical and virtual.

4) Prepare the learning studios and provide  
technical support to faculty who shall use learning  
studios.

### Note:

1. *The Audio-Visual Technology shall also provide AV support to physical and Academic events as needed. They shall perform their job specifications as the need arises.*
2. *The Library may assign tasks to the Audio-Visual Technology aside from their deployment tasks, in coordination with CIE*

