1st ASEAN
VIRTUAL REGIONAL CONFERENCE OF PUBLIC LIBRARIANS

JOURNAL PUBLICATION ON ASEAN LIBRARIES, ARTS, AND CULTURE

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PHILIPPINE LIBRARIANS ASSOCIATION, INC. 1923

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Journal Publication on ASEAN Libraries, Arts, and Culture

From the 1st ASEAN VIRTUAL Regional Conference of Public Librarians

National Library of the Philippines

23-25 August 2021

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PARTNERS

National Library of the Philippines

Manila

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About The National Library of The Philippines

MANDATE

The National Library of the Philippines (NLP) is the repository of the printed and recorded cultural heritage of the country and other intellectual, literary, and information sources.

VISION

By 2022, NLP shall have enhanced library facilities, relevant library resources, and dynamic services that contribute to the intellectual, social, and cultural development of the Filipino society.

MISSION

To acquire, organize, conserve, and preserve Filipiniana materials and provide equitable access to library resources through a system of public libraries throughout the country.

ABOUT THE 1ST ASEAN VIRTUAL REGIONALCONFERENCE OF PUBLIC LIBRARIANS

In cognizance of the various challenges that the public libraries in the region continuously face (such as the lack of strong partnerships, networking, collaborations, among others), this project has been conceptualized. Specifically, there has been no initiative to converge public librarians, library in-charge, library staff, and other stakeholders to confer about the regional progress of ASEAN libraries, arts, and culture.

Last 2015-2017, the National Library of the Philippines (NLP) had initiated a program for public libraries in the ASEAN region, the International Network of Emerging Library Innovators–Association of Southeast Asian Nations (INELI-ASEAN), to focus and strengthen the capacities of public librarians. The offshoot of the INELI-ASEAN Project was the establishment of a network, the ASEAN Public Libraries Information Network (APLiN), which later took part in the organization of the 1st ASEAN Virtual Regional Conference of Public Librarians (1st ASEAN VRCPL). Since APLiN lacked sufficient resources to push through with the idea, the NLP, in collaboration with The Asia Foundation (TAF) and the above-mentioned partners, worked on the necessary preparations to ensure the successful implementation of the project.

This proposal has been initially approved for implementation in March 2020 and was originally imagined to have face-to-face interactions. But with the global pandemic that prevented social gatherings and enforced strict implementation of physical distancing, the project had to be postponed and its mode of execution had to be modified.

ABOUT THE 1ST ASEAN VIRTUAL REGIONAL CONFERENCE OF PUBLIC LIBRARIANS

The initial plan of having a 4-day face-to-face conference transitioned into a virtual conference that is accessible to the public librarians, library in-charge, librarians, information professionals, reading center in-charge, library staff, local government officials, Local Government Unit (LGU) administrators, Library and Information Science students, other interested individuals in the neighboring countries in ASEAN (including China, Japan, and Korea), and other countries and regions in the world. This gave way to the 1st ASEAN VRCPL, a 3-day virtual conference with lectures and poster
presentations.

The conference hopes to highlight the necessity of acquiring and gathering regional-related articles, in the efforts of ASEAN Libraries to nurture deeper understanding among ASEAN librarians, to see the librarianship trends, and to navigate the available library opportunities worldwide. This will eventually deepen the appreciation of ASEAN work and will foster the sense of community among the public librarians in the ASEAN region. In this regard, NLP decided to compile and publish all the papers that were presented in the said virtual conference. This is to make sure that information relative to ASEAN library trends and developments will be organized and be part of the ASEAN library collections.

OBJECTIVES

The main objective of this virtual regional conference is to provide a venue for learning and appreciation of the ASEAN libraries, arts, and culture, as well as their inspiring stories, initiatives, collaborations, and innovations. Specifically, it aims:

1. To showcase ASEAN libraries for deeper appreciation of its work and profession;

2. To develop partnerships and collaborations with the leading international library organizations to stay updated with their advoca cies, librarianship trends, and the available library opportunities worldwide;

3. To deepen the understanding of librarians regarding the vision, mission, objectives, programs, and activities of libraries across the ASEAN region;

4. To cultivate a sense of community among public librarians in the ASEAN region; and

5. To publish the papers presented in the virtual conference and make them readily accessible.

RESULTS/OUTPUTS

Expected results/outputs of the project include the following:

1. The conference shall facilitate the learning process, networking, partnerships, and collaborations among the participants, ASEAN stakeholders, etc.

2. The participants shall acquire the right and positive Knowledge, Skills, and Attitudes (KSA) in providing library services in the ASEAN community.

3. The participants and other interested parties shall realize that public libraries, arts, and culture are important spaces or places for collaboration and innovation, as well as source of inspiration for future development.

4. Journal Publication on ASEAN Libraries, Arts, and Culture shall be made available to all stakeholders, in both print and online channels.

MESSAGE FROM THE NLP DIRECTOR

Cesar Gilbert Q. Adriano
Director
National Library of the Philippines

It is with great honor that, I, on behalf of the organizing committee, welcome all the delegates and guests for the 1st ASEAN Virtual Regional Conference of Public Librarians. This Regional Conference with the theme, "ASEAN Libraries, Arts, and Culture: Inspire, Innovate, and Collaborate," was held from 23rd to 25th of August 2021, via Zoom.

Anent this activity, we are privileged to have a line-up of renowned speakers consisting of experts in the field who will explicate the issues that shape the public libraries and the importance of research concerning library and librarianship. Along this vein, various programs including keynote, plenary, and parallel sessions have been arranged for your convenience.

It is, therefore, the hope of the organizing committee that this conference will offer a platform for participants to discover novel opportunities, to reacquaint or reconnect with colleagues so as to strengthen librarians' bond; and subsequently, collaborate with other libraries in the ASEAN regarding future library activities. It is hoped further that all public librarians/ officers-in-charge will take the opportunity to share, to celebrate, and, together, to create a new history for the public library profession in the ASEAN region.

The local organizing committee members from the National Library of the Philippines, are then looking forward to welcoming you to this project. And to quote this adage, "It's More Fun in the Philippines!"

Arsenio "Nick" J. Lizaso
Chairman
National Commission for Culture
and the Arts

MESSAGE FROM THE NCCA CHAIRMAN

The world is shifting to the realm of the digital and the virtual. Almost everything can now be accessed and served on our digital screens in a flick of a finger. Libraries, with their mission to provide well-chosen information for permanent access, may seem old-fashioned for the young. However, this ASEAN Virtual Regional Conference of Public Librarians is a testament to the vitality of the library and to librarianship as a whole.

Anchored on the theme, "ASEAN Libraries, Arts and Culture: Inspire, Innovate, and Collaborate," this conference is not only timely but also meaningful.

We need to INSPIRE and cultivate a sense of community and pride among our public librarians in the ASEAN region. We need to be creative and resourceful in INNOVATING librarianship by harnessing new technologies to reach the wider public. Only by doing so can we COLLABORATE effectively with our stakeholders and make sure that we are on the same page in developing our patrons intellectually and culturally.

It is important to know that as long as human beings have that desire for reading, the world will always need you. As you face the challenges of the digital space, keep in mind that the future will always need leaders who promote the joy of reading and learning, regardless of the platform.

On this note, the National Commission for Culture and the Arts extends its commendation for the teams behind this vital conference: the National Library of the Philippines, headed by Director Cesar Gilbert Adriano; the Philippine Librarians Association Inc. (PLAI), led by Ms. Emma Rey; and the NCCA-National Committee on Library and Information Service, under the leadership of Prof. Salvacion Arlante.

You all deserve the deepest gratitude of not only the Filipino people, but the whole ASEAN region.

Mabuhay!

PROGRAMME OF THE 1ST ASEAN VIRTUAL REGIONAL CONFERENCE OF PUBLIC LIBRARIANS

DAY 1
23 AUGUST 2021 (MONDAY)

8:30 AM - 9:00 AM	AM Registration	
9:00 - 12:00 NN	Virtual Library Tour and Cultural Presentation	Kevin Conrad T. Tansiongco *Moderator*
12:00 - 12:45 PM	Lunch Break	
12:45 - 1:00 PM	PM Registration	
	Opening Ceremonies	Prof. Rhea Rowena U. Apolinario *Moderator*
1:00 - 1:05 PM	ASEAN Anthem	
1:05 - 1:10 PM	Doxology and Jumatan	
1:10 - 1:25 PM	Welcome and Opening Remarks	Cesar Gilbert Q. Adriano *Director,* National Library of the Philippines
1:25 - 1:40 PM	Message	Arsenio "Nick" J. Lizaso *Chairman,* National Commission for Culture and the Arts
1:40 - 1:45 PM	ASEAN VRCPL Promotional Video	
1:45 - 2:15 PM	Keynote Speech	Dr. Rashidah Bolhassan - *Permanent Secretary*, Ministry of Welfare, Community Wellbeing, Women, Family, and Childhood Development - *Former CEO*, Pustaka Negeri Sarawak (Sarawak State Library)
2:15 - 2:20 PM	A virtual commemorative group photo with the VIPs and Participants	
2:20 - 2:30 PM	Diamond Sponsors AVP Loop: *ODILO, MegaTEXTS Phil., Inc., De Gruyter*	
2:30 - 2:40 PM	Mechanics of the Conference	

PLENARY SESSIONS

2:30 - 3:40 PM	Plenary Session 1: *ASEAN Library Partners' Session*	• Emma M. Rey *President*, Philippine Librarians Association, Inc. (PLAI) • Wan Mazli Bin Wan Razali *President*, ASEAN Public Libraries Information Network (APLiN) • Lucila R. Raquiño *President*, Association of Librarians in Public Sector (ALPS), Inc. • Mohd Faizal Hamzah, PhD *Vice President II*, Librarians Association of Malaysia (LAM)
2:30 - 3:40 PM	Gold Sponsor AVP Loop: Libtech Source Philippines, Inc.	
2:30 - 3:40 PM	- Open Forum - Presentation of Certificates of Appreciation	

END OF DAY 1 and DAY 1 EVALUATION

DAY 2
24 AUGUST 2021 (TUESDAY)
Moderated by Prof. Rhea Rowena U. Apolinario

8:30 - 9:00 AM	Registration	
8:50 - 9:00 AM	Diamond Sponsors AVP Loop: *ODILO, MegaTEXTS Phil., Inc., De Gruyter*	
9:00 - 10:00 AM	Plenary Session 2: *International Library Partners' Session*	Christine MacKenzie *President*, International Federation of Library Associations and Institutions (IFLA)
		Melanie Huggins *President*, Public Library Association (PLA)
		Patricia "Patty" Wong *President*, American Library Association (ALA)
		Ethan Geary *Deputy Country Representative*, The Asia Foundation (TAF)
10:00 - 10:05 AM	Gold Sponsor AVP Loop: *CE-Logic, Inc.*	
10:05 - 10:15 AM	- Open Forum - Presentation of Certificates of Appreciation	
10:15 - 10:45 AM	Plenary Session 3: *Vulnerable Communities, Community Resilience, and Social Capital: Challenges and Opportunities for ASEAN Public Libraries*	Andreas Vårheim *Professor of Media and Documentation Science*, UIT – The Arctic University of Norway
		Randolf Mariano *PhD Student*, UIT – The Arctic University of Norway
10:45 - 11:15 AM	Plenary Session 4: *Collaborating through Crisis: What Libraries Have to Teach Us About Surviving a Plague*	Emily Drabinski *Associate Professor/Critical Pedagogy Librarian*, The Graduate Center, City University of New York
11:15 - 11:45 AM	Plenary Session 5: *Best Practices of ASEAN Libraries: A Showcase of Inspiring Examples*	John Hickok, MLIS, MA *- Library Faculty, International Outreach Librarian*, California State University Fullerton *- ALA International Relations Committee*, Asia SubCom
11:45 - 11:50 AM	Gold Sponsor AVP Loop: Libtech Source Philippines, Inc.	
11:45 AM - 12:00 NN	- Open Forum - Presentation of Certificates of Appreciation	
12:00 NN - 12:45 PM	Lunch Break	
12:45 - 1:00 PM	PM Registration	
12:50 - 1:00 PM	Diamond Sponsors AVP Loop: *ODILO, MegaTEXTS Phil., Inc., De Gruyter*	
1:00 - 4:00 PM	Parallel Sessions	

PARALLEL SESSIONS

*Note: 5 Minutes Opening Activities, 25 Minutes Presentation, 10 Minutes Open Forum, 5 Minutes Awarding of Certificates of Appreciation, 5 Minutes Transfer to the Next Session, 5 minutes AVP Presentation of Silver and Bronze Sponsors with 2 minutes each

	Meeting Room 1 Moderator: Kevin Conrad T. Tansiongco *Senior Product Manager*, Electronic Information Solutions Inc.	Meeting Room 2 Moderator: Chad Aren E. Diaz Librarian III, National Library of the Philippines	Meeting Room 2 Moderator: Chad Aren E. Diaz Librarian III, National Library of the Philippines
8:30 - 9:00 AM			
1:00 - 2:00 PM *Silver Sponsor AVP Loop: Electronic Information Solutions Inc.	1 *Upskill Public Librarians: The Case of Bangkok Metropolitan Library Network Personnel* Namtip Wipawin *Chair*, PhD Program in Information Science, School of Liberal Arts, Sukhothai Thammathirat Open University	2 *The Fostering Dialogue Among Stakeholders for Public Library During Covid-19 Outbreak: Case Study in the National Library Indonesia* Irhamni Ali *Chief Library Data Scientist*, National Library of Indonesia	3 *Assessment of Importance and Performance Matrix (IPMA) of Work Performance Study in Relation with Competencies, Knowledge, and Task Characteristics* Mohd Faizal Hamzah, PhD *Senior Librarian*, The University of Malaya Library, University of Malaya
2:00 - 3:00 PM *Bronze Sponsor AVP Loop: Felta *Multi-Media Inc.*	4 *Ang LibStory Ko (My Library Story): Giving Emphasis on the Value of Public Libraries* Rochelle Silverio *Librarian*, Valenzuela City Library & Michael Nagas *Officer-in-Charge*, San Fernando City Library	5 *A CHANGE OF PACE: The Shifting Roles of Librarians as Scaffold and Support in the Acquisition of Knowledge in the New Normal* Roilingel Calilung *Director of Libraries*, University of Assumption	6 *Service Quality of Public Libraries as Determinant of the Satisfaction of Users' Information Needs* Richel Pajara *Librarian*, Misamis Oriental Provincial Library
3:00 - 4:00 PM *Bronze Sponsor AVP Loop: *Airbooks Corporation*	7 *Outcome-Based Planning and Evaluation (OBPE) for Bookmobile Services in the Selected Public Libraries* Charles Pasicolan *Librarian*, Quezon City Public Library & Jenalyn Nacar *Librarian*, Quezon Provincial Library	8 *Libraries Must Demonstrate Their Impact by Measuring the Benefit They Provide to Individuals and Communities* Irhamni Ali *Chief Library Data Scientist*, National Library of Indonesia	9 *Library Portal: An Assessment of Library Advocacy Practices for Regional Cooperation* Punnapa Suksakorn *Head*, ISBN, ISSN, and Press Act Division, Information Resources Service Group, National Library of Thailand

END OF DAY 2 and DAY 2 EVALUATION

DAY 3
25 AUGUST 2021 (WEDNESDAY)
Moderated by Chad Aren E. Diaz

8:30 - 9:00 AM	Registration
8:50 - 9:00 AM	Diamond Sponsors AVP Loop: *ODILO, MegaTEXTS Phil., Inc., De Gruyter*
9:00 - 11:00 AM	Parallel Sessions

PARALLEL SESSIONS

*Note: 5 Minutes Opening Activities, 25 Minutes Presentation, 10 Minutes Open Forum, 5 Minutes Awarding of Certificates of Appreciation, 5 Minutes Transfer to the Next Session, 5 minutes AVP Presentation of Silver and Bronze Sponsors with 2 minutes each

	Meeting Room 1 Moderator: Kevin Conrad T. Tansiongco Senior Product Manager, Electronic Information Solutions Inc.	Meeting Room 2 Moderator: Chad Aren E. Diaz Librarian III, National Library of the Philippines	Meeting Room 3 Moderator: Rhea Rowena U. Apolinario Professor, University of the Philippines
9:00 - 10:00 AM *Bronze Sponsor AVP Loop: Phoenix Educational Service Inc.	10 *Thinking Out of the Box: Library Services Amidst the Pandemic* Michael Pinto *Librarian IV*, Cagayan Provincial Learning and Resource Center	11 *The Kalibo Municipal Library as a "Third Place"* 1,2 Jillie Ellaine C. Toriaga 2 Cozette M. Gregorios 1,3 Rhea L. Espina 1,3 Edmar T. Labrador 3 Regina A. Maligad 4 Maria Myrlena M. Villaruel 1,5,6 Stephen B. Alayon 1 College of Liberal Arts, Sciences, and Education, University of San Agustin, Iloilo City 2 Main Library, Aklan State University, Kalibo, Aklan 3 Learning Resource Center, University of San Agustin, Iloilo City 4 Kalibo Municipal Library, Kalibo, Aklan 5 College of Computer Studies, Central Philippine University, Iloilo City 6 Aquaculture Department, Southeast Asian Fisheries Development Center, Tigbauan, Iloilo	12 *Libraries Must Create High-Impact Partnerships That Best Leverage Community Resources: Community-Library Partnership Programme* Wan Mazli Bin Wan Razali *Head of ICT Sector*, Sarawak State Library

10:00 - 11:00 AM ***Bronze Sponsor AVP Loop:** *Wiseman's Books Trading*	**13** *Users' Perceptions of the National Library Roles: A Future Librarians' Perspective* Lana Margaret M. Linis *Undergraduate Student of Library and Information Science*, UP School of Library and Information Studies	**14** *Partnership Between K-12 Schools and the National Library: An Exploratory Study* Virgilio G. Medina, Jr. *Librarian*, Qatar National Library	**15** *National Depository: Warehouse for Malaysian Digital Content* Razman Bin Abd. Rani *Senior Deputy Director*, National Bibliography Center, National Library of Malaysia
11:00 AM - 12:00 NN	**Virtual Exhibit of Diamond Sponsors**	**Kevin Conrad T. Tansiongco** *Moderator*	
12:00 - 12:45 PM	**Lunch Break**		
12:00 - 12:45 PM	**PM Registration**		
12:50 - 1:00 PM	**Diamond Sponsors AVP Loop:** *ODILO, MegaTEXTS Phil., Inc., De Gruyter*		
1:00 - 1:30 PM	**Plenary Session 6:** National Central Library's Efforts in Providing Digital Humanities Services: A Look at the Creation of the Taiwan Memory Database	**Tseng Shu-Hsien** Director General, National Central Library, Taiwan	
1:30 - 1:35 PM	**Gold Sponsor AVP Loop:** *CE-Logic, Inc.*		
1:35 - 1:45 PM	**- Open Forum**		
	- Presentation of Certificates of Appreciation		
1:45 – 3:00 PM	**Closing Ceremonies**		
1:45 - 1:55 PM	**Closing Remarks**	**Prof. Salvacion M. Arlante** Head, National Commission for Culture and the Arts–National Committee on Library and Information Service (NCCA–NCLIS)	
1:55 - 2:30 PM	**Conferment of Awards and Recognition of Philippine Public Libraries/Librarians**		
2:30 - 2:35 PM	**Ceremonial Turn-Over of the Next Co-Host**		
2:35 - 2:40 PM	**Sneak Preview of the Next Conference**		
2:40 - 2:50 PM	**Acceptance Speech**	**Wan Mazli Bin Wan Razali** - *President*, ASEAN Public Library Information Network (APLiN); - *Head of ICT Sector*, Sarawak State Library	

END OF DAY 3 and DAY 3 EVALUATION

PLENARY SESSION 1-A: ASEAN Library Partners' Session

PHILIPPINE LIBRARIANS ASSOCIATION, INC. (PLAI): A BRIEF BACKGROUND

Emma M. Rey
President
Philippine Librarians Association, Inc. (PLAI)

Abstract

The paper will present a brief background of the Philippine Librarians Association, Inc.,including its journeys and transformations, legal status, vision, mission, objective for libraries, librarianship and librarians, organizational structure, 10-Point Agenda: A Call to Action, and future and
upcoming programs.

Keywords: Philippine Librarians Associations, Inc., History, Membership, Accredited Professional Organization, Programs

PLENARY SESSION 1-A:
ASEAN Library Partners' Session

INTRODUCTION

The Philippine Librarians Association, Inc. (formerly known as the Philippine Library Association) was established on 23 October 1923, to promote library services and librarianship in the country. Several organizational changes happened later. On 1 September 1973, it assumed the name Philippine Library Association, Inc. (PLAI), integrating all library associations in the country under one umbrella organization to adopt a uniform set of Articles of Incorporation and By-Laws. This explains the establishment of the many library associations we have today.

The passage of Republic Act No. 6966 known as "The Philippine Librarianship Act" on 20 September 1990 necessitated another change in the Association's name since the law does not professionalize libraries but librarians. As such, the Association was renamed the Philippine Librarians Association, Inc. retaining the acronym "PLAI."

A series of amendments to the PLAI By-Laws have been introduced over the years, but I believe, such changes are part and parcel of a growing Association.

Our vision is to build a strong and dynamic association committed to the advancement of the practice of librarianship towards national development. Anchored on this vision, we shall promote the interest and welfare of our members, and develop capacities for quality library and information service.

OBJECTIVES

The Association has the following objectives:

To oblige all practicing librarians to be duly registered and affiliated with the Association as mandated by law;
To undertake programs/projects or activities that will ensure the growth and development of libraries, librarianship, and librarians in the country;
To provide an avenue to discuss problems, issues, and concerns affecting the practice of librarianship, the association and its members;
To strengthen linkages with local, national, and international organizations, as well as partnerships with institutions and agencies in the government and private sectors;
To undertake research and publications affecting the profession; and
To conduct regular continuing professional development activities for its members.

We are governed by a National Board of Trustees who are elected for a term of two (2) years by the members of the House of Delegates during an Annual Convention. The House of Delegates is composed of three (3) representatives from 17 Regional Councils under PLAI. The Regional Councils represent the administrative divisions of the Philippines.

The officers of the National Board of Trustees are: President, Executive Vice-President, three (3) Vice Presidents representing Luzon, Visayas and Mindanao, Secretary, Treasurer, Auditor and the Public Relations Officer. The Presidents of the Regional Councils who are not elected as officers sit as members of the National Board of Trustees.

Today, the Philippine Librarians Association, Inc. is an integrated national association of librarians; and we are the accredited integrated professional organization by the Professional Regulation Commission (PRC).

We are one of 43 government-regulated professions, regulated by the PRC through our Professional Regulatory Board for Librarians. So, a would-be librarian shall have to pass the Librarian Licensure Examination first; be certified as a Registered Librarian; and issued a Professional Identification Card, before earning the right to practice librarianship in the Philippines.

After taking their oath as professionals, librarians are also sworn in as members of PLAI. In short, all registered librarians shall be integrated under a single organization, which is recognized and accredited by the Board and approved by the Commission (Art. IV, Sec. 30).

A librarian duly registered and licensed by the Board and the Commission shall automatically become a member of the integrated and accredited professional organization; and shall receive the benefits and privileges appurtenant thereto upon payment of the required fees and dues. Membership in the integrated and accredited professional organization shall not be a bar to membership in any other association of librarians.

Our librarians can also be a member of specialty associations depending on their employment and interests. Such associations are: Philippine Association for Academic/Research Librarians, Inc; Philippine Association of School Librarians, Inc; Association of Librarians in the Public Sector; Association of Special Libraries of the Philippines; Medical and Health Librarians Association of the Philippines; Philippine Group of Law Librarians; Philippine Theological Librarians Association; etc. These associations have their own Constitution and By-Laws, Securities and Exchange Commission Registration, and set of programs and activities.

By the way, as of October 2019, we have 9,976 registered librarians in our roster and as of January 2019, only 6,697 are active. We will be 98 years old this year and we are looking forward to our centennial celebration in 2023. We are five (5) years older than International Federation of Library Associations (IFLA); and we were one of the first library associations from outside Europe and the United States, along with China, India, Japan and Mexico to join the IFLA family.

PLENARY SESSION 1-A:
ASEAN Library Partners' Session

ABOUT THE PHILIPPINE LIBRARIANS ASSOCIATION, INC. (PLAI)

Four years ago, we conducted the First Librarians Summit to address the welfare of our librarians. In that summit, representatives from concerned government agencies and other entities were invited to be part of the discussions on specific issues concerning our members. Thereafter, the collective body was encouraged to identify solutions and recommendations that prompted PLAI to craft "10-Point Agenda: A Call to Action," which covers the following:

1. Amendments to RA 9246;
2. Establishment and re-operationalization of public libraries and barangay reading centers;
3. Promotion and improvement of programs and services for LIS education;
4. Accreditation of libraries to ensure quality resources and services;
5. Formulation of a Professional Development Agenda that will guide our Continuing Professional Development activities;
6. Development of strategies to conduct research;
7. Standardization of rank and promotion criteria, as well as the upgrading of position and benefits for librarians;
8. Increasing awareness of librarians on their accountability to be set forth by their respective institutions/agency;
9. Increasing the number of professional licensed librarians; and
10. Promotion of the UN 2030 themed: "Transforming Our World: the 2030 Agenda for Sustainable Development" by and among librarians and libraries nationwide.

Over and above the administrative and regular activities, programs, and projects of PLAI, we are so guided by this 10-Point Agenda. A new initiative by PLAI, in partnership with the Professional Regulatory Board for Librarians, was the 1st Southeast Asian Librarians Leadership Convergence we conducted last November 11–12 of last year. The convergence had the following objectives:

1. To gather the leaders of the different library associations, representatives from the National Libraries, and the academe in the Southeast Asian region to look into the Library and Information Science (LIS) education and practice (examination, ethics, continuing professional development, including career progression and specialization);
2. To find out commonalities of education and practice, identify gaps, and come up with recommendations to bridge the gaps; and
3. To discuss on how to go about identifying and establishing the Mutual Recognition of Professional Qualifications that will lead to expression of intent and/or signing of Mutual Recognition of Professional Qualifications (MRPQ) Memorandum of Understanding (MOU).

The convergence produced a Plan of Action and a Manifesto of Support endorsed by interested parties to move towards a Mutual Recognition Arrangement for ASEAN Librarians, as envisioned by the ASEAN Economic Community. Maybe some of you are aware of this initiative for ASEAN librarians. There will be a second part of the convergence to be held this year on November 10–11; and I hope some of you, if not all of you, can join us. The invitation is always open for those interested to participate. And of course, our Annual PLAI Congress, which for the second time, will be held online. We gathered almost 3,000 participants in our first online congress last year; and before the pandemic, we have been having foreign librarians in attendance including ASEAN librarians. So I am inviting everyone in advance to attend our PLAI Congress, free of charge, on November 24–27 of this year.

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PLENARY SESSION 1-B: ASEAN Library Partners' Session

ASEAN PUBLIC LIBRARIES INFORMATION NETWORK (APLiN): A NETWORK OF ASEAN PUBLIC LIBRARIANS

Wan Mazli Bin Wan Razali
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ASEAN Public Libraries Information Network (APLiN)

Abstract

This paper introduces APLiN to all librarians in ASEAN and abroad. APLiN is the core goal of the International Network of Emerging Library Innovators–Association of Southeast Asian Nations (INELI–ASEAN) Project. This paper highlights the concept, objective, membership, organization structure, and resources of APLiN. The involvement of APLiN in the collaborative project is to gather librarians from institutions such as government, academic, and non-governmental organizations in conferences and webinars. APLiN aims to promote professional development and collaboration; and to accelerate public library development in ASEAN. APLiN envisioned a network, informtion hub, and a common and practical platform for public librarians in Southeast Asia. The participation of all public librarians and support from national libraries and librarian associations in Southeast Asia is the critical factor to assure the success of APLiN.

Keywords: APLiN, ASEAN, INELI-ASEAN, Information Network, Librarian Network

PLENARY SESSION 1-B:
ASEAN Library Partners' Session

BACKGROUND

The ASEAN Public Libraries Information Network (APLiN) is the core goal of the International Network of Emerging Library Innovators–Association of Southeast Asian Nations (INELI–ASEAN) Project. The APLiN is envisioning as a network, information hub, and a common and practical platform wherein public libraries in Southeast Asia and beyond can connect. It is a mechanism that will create future collaboration and partnerships among stakeholders in the region.

THE INELI-ASEAN PROJECT

The INELI-ASEAN Project was conceptualized by the National Library of the Philippines (NLP), in collaboration with the Global Libraries Initiative of the Bill and Melinda Gates Foundation (BMGF), to respond to the various issues and challenges that the public libraries in the ASEAN region continuously face, such as the lack of strong partnership and collaboration among them, and the lack of common and practical platform to enable easy access to vital information and conducive venue for relevant knowledge and information exchange.

The INELI-ASEAN Project leverages appropriate solutions to enable public library leaders who share a shared vision to realize integration in multidisciplinary development concerns. Its objectives include:

1. Enhancing the leadership skills of emerging public library leaders;
2. Creating a vibrant network of library leaders in the region;
3. Building capacity to provide ongoing leadership training; and
4. Fostering collaboration and strong partnership among stakeholders in the region.

The Project builds and enhances the leadership skills and capacities of Innovators from the different Southeast Asian countries with their experienced mentors and learning facilitators through online learning modules, workshops, and library visits during convenings.

The *core goal* of the INELI-ASEAN Project is to establish *the ASEAN Public Libraries Information Network (APLiN)*, a network, information hub, and a common and practical platform where public libraries in Southeast Asia can connect. It is a mechanism that will create future collaboration and partnerships among stakeholders in the region.

PLENARY SESSION 1-B:
ASEAN Library Partners' Session

OBJECTIVES OF APLiN

The foundation of APLiN lies in the very nature of what the INELI-ASEAN Project aims to achieve. The APLiN endeavors to continue what the INELI-ASEAN attained by creating a network, information hub, and a platform where public libraries in the region can connect and help each other.

Specifically, APLiN aims to:

1.Build capacities and promote professional development, cooperation, collaboration, and partnerships of/among public librarians in the region;
2.Create a network of library innovators and decision-makers to propel and accelerate public library development in the context of the ASEAN Community;
3.Provide an avenue for educated discussion and exchange on relevant issues affecting public libraries and national libraries in the region;
4.Provide an avenue for sharing of resources and best practices among public libraries and national libraries in the region;
5.Develop exchange programs among national libraries in the region and create projects and activities to improve public library development in the region; and
6.Coordinate, collaborate, and partner with national libraries in the region and other library associations and networks that share similar advocacies.

Further collaboration, identification, and sustainability of practical development strategies hinge on how the member countries can leverage the strengths and potentials available within APLiN.

THE APLiN INFORMATION HUB

The APLiN Information Hub is the portal and network of APLiN, which shall be set up, hosted, and maintained by The National Library of the Philippines. The portal is accessible at http://116.50.242.173/aplin/.

This website shall be the platform where members of APLiN can connect. It shall contain the following:

- General information about the members' respective countries and their public libraries;
- Rare and digital materials that are unique in the national public library or national library associations of the founding members;
- Union catalogue of ASEAN Public Libraries;
- Success stories of public librarians in the Southeast Asian region;
- Relevant publications;
- Projects and activities of APLiN;
- Collaborative projects of the INELI-ASEAN Project Innovators;
- Message board, forum board, information sharing of notices, directory of member libraries; and
- Innovators' professional profile and directory of members.

These materials are subject to the regulatory policies and laws in each Southeast Asian country. Access to some resources on the website is exclusive to APLiN members.

ORGANISATIONAL STRUCTURE

The INELI-ASEAN Innovators of the INELI-ASEAN Project shall serve as the Founding Members of APLiN. The Sponsors shall serve as the Council of APLiN.

The INELI-ASEAN Sponsors (the APLiN Council) shall nominate one innovator from their country to comprise the APLiN Executive Board.

The nominated representatives from each INELI-ASEAN country shall elect the Executive Board's officers among themselves.

The APLiN shall be composed of the Executive Board, Council Secretariat, the Founding Members, and the General Members.

The National Library of the Philippines served as the permanent APLiN Secretariat, which was tasked to coordinate all the activities of the network and keep all important correspondences and reports (Art. VII, APLiN Charter).

PLENARY SESSION 1-B:
ASEAN Library Partners' Session

ORGANIZATIONAL CHART

MEMBERSHIP

The Executive Board is working on finalizing the requirements/criteria, policies, implementing rules and regulations, and types of the general membership.

Once ready, APLiN shall be open to public libraries, librarians and information professionals, and stakeholders in Southeast Asia who share the same objective of propelling and accelerating the development of public libraries in the ASEAN Community.

Applicants shall fulfil the requirements of the network and pay the necessary membership fee. The membership to APLiN of other public libraries in the region is cognizance of the network's foremost goal of being an information hub and platform for public libraries in Southeast Asia to connect.

TYPES OF MEMBERSHIP

Individual Membership

- Regular Membership
  - This type of membership is open to public librarians or librarians and information professionals in general in the Southeast Asian region.
  - Annual membership fee: No membership fee

- Associate Membership
  - This type of membership is open to collaborators of libraries or those not employed in libraries and information centers but share the exact causes of APLiN.
  - Annual membership fee: No membership fee

Institutional Membership

This type of membership is open to public libraries and national library associations in the Southeast Asian region. Employees of the Institutional Members are required to pay the minimum individual membership fee.

Annual membership fee: No membership fee

Corporate Membership

This type of membership is open to institutions/companies/corporations that share the exact causes of APLiN. Corporate members are entitled to three (3) slots in the General Membership. The individuals who will occupy these slots shall be employees of the public libraries and members of national library or librarians associations who embody the objectives of APLiN. The names of these individuals should be communicated to the APLiN Executive Board, upon their application of institutional membership.

Annual membership fee: No membership fee

FINANCIAL RESOURCES

The following shall be the financial sources of APLiN:

- Possibility of institutionalizing the inclusion of each National Library and Public Library (or the annual membership fees), and provisions for sustaining the objectives of the project and itst activities;
- Membership fees; and
- Others fees derived from conferences, trainings, seminars, workshops, and others.

COLLABORATIVE PROJECTS

APLiN's mechanism aims to create collaboration and partnerships with information and knowledge institution to meet its objectives.

Among the collaborative projects include the organization of the Webinar Series on Regional INELIs: Sharing Innovations, Ideas, and Inspirations last April 2021; and the co-hosting of the 1st ASEAN Virtual Regional Conference of Public Librarians last August 2021. Another future collaborative project is the hosting of the 2nd ASEAN Virtual Regional Conference of Public Librarians on August 2022.

CONCLUSION

To achieve APLiN's vision and mission, concerted effort and continuous support are important, especially in sustaining its initiatives and projects. The participation of all public librarians and the support from national libraries and librarian associations in Southeast Asia are crucial to ensure the success of APLiN.

PLENARY SESSION 1-C: ASEAN Library Partners' Session

ALPS: COPING WITH THE CHALLENGES AMIDST THE PANDEMIC

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Association of Librarians in Public Sector
(ALPS), Inc.

Abstract

Public Libraries are vital part of the communities. Public Librarians, the people behind these libraries, are tasked to provide the information needs of people in the communities, particularly the vulnerable ones. The pandemic has changed the overall picture of libraries and librarians. Libraries were closed; librarians who worked from purely on-site reported to work on a skeleton scheme, flexi-time, and work-from-home setup. There are challenges along the way, but librarians have to cope with these challenges, through innovations and creativity, and the will and determination to provide library services amidst the pandemic. Public librarians, in this time of pandemic, need a group or an association to continuously promote the libraries and provide continuing education and the latest information to support our public librarians in coping with the changing library services and trends brought about not only by this pandemic, but by other matters that may also affect the profession. The Association of Librarians in Public Sector (ALPS), Inc., being an association that caters to public librarians (both professionals and paraprofessionals), has done some approaches to address the problems and challenges posed by the changing environment in this time of pandemic. The ALPS, Inc. has realized that it has to have an active participation, in its role as a professional association, in promoting effective public library service throughout the country and in upholding the dignity of the library profession. This paper addresses various factors, problems, and solutions, in order to bring a positive change in the professional culture through research, networking, and collaboration.

PLENARY SESSION 1-C:
ASEAN Library Partners' Session

INTRODUCTION

The role of Library Associations is very vital in the promotion of librarianship as a profession. The Association of Librarians in Public Sector (ALPS) Inc., a non-stock and non-profit organization, was incorporated to accomplish certain goals and purposes and to empower the public librarian profession in the development and promotion of the library services and in leading the advocacies, cooperation, and networking among public librarians and libraries in the country. The association commits to accomplish goals, effect change, and possibly influence the policy or lawmaking body for enactment or amendments of laws for the betterment of the public libraries and the library profession by providing a model that would create an environment or climate for library innovation, creativity, and collaboration.

THE ASSOCIATION OF LIBRARIANS IN THE PUBLIC SECTOR (ALPS) INC.

The Association is a non-stock and non-profit organization, which was incorporated in 2011 with the following objectives:

1. To promote effective library service throughout the country;
2. To uphold the dignity of the library profession;
3. To work for the professional advancement and material welfare of its members; and
4. To seek the support of government officials and the general public in the establishment of more public libraries, which can provide opportunity for the members of a community to educate themselves continuously and to enrich their personal lives.

NAME OF THE ASSOCIATION

The ALPS was formerly named Public Librarians Association of the Philippines (PLAP), and Philippine Public Librarians League, Incorporated (PPLLI). In 2011, it was renamed Association of Librarians in Public Sector, Incorporated (ALPS), Inc.

MEMBERSHIP

ALPS is comprised of professional librarians and non-librarians or the paraprofessionals who are working in the public sector or government.

PLENARY SESSION 1-C:
ASEAN Library Partners' Session

OFFICERS

The Board of Directors is composed of 11 officers who will elect, among themselves, the President, Vice President, Secretary, Treasurer, and the Public Relations Officer.

ALPS' ACTIVITIES

Before the pandemic, ALPS has been organizing Annual Conventions, in partnership with the National Library of the Philippines; and seminar-workshops.

During the pandemic, the Annual Convention was not conducted, due to the challenges that the libraries faced during the pandemic. Meetings of officers were also done virtually.

Last 22 June 2021, ALPS conducted its 1st Webinar entitled "Where Art Thou: Present Situation and Future Direction of Philippine Public Libraries," in partnership with the National Library of the Philippines.

ALPS was also involved as a Committee Member of the Board for Librarians (BFL) in the Drafting of the Career Progression Specialization (CPS) Program for Public Librarians.

ALPS, in partnership with the National Library of the Philippines, studied and proposed the following:

1.Position of Public Libraries in the Local Government (whether under the Executive or Legislative Branch) and
2.Departmentalization of Public Libraries in the Local Government Units.

CHALLENGES ENCOUNTERED

For the past years, the Association have conducted its annual general assembly by organizing a Convention for Public Librarians in the different parts of the country. The pandemic that affected the country starting March 2020 prevented the conduct of the annual general assembly, which was supposed to be conducted in June 2020. Face-to-face gatherings, meetings, and conventions were prohibited by the government.

Regular meetings became irregular, considering the impact of the COVID-19 to the librarians. Library buildings were also closed. The pandemic also posed mental health problems not only to librarians, but to the general public as well.

ADDRESSING CHALLENGES

To address the challenges, the following actions were taken:

1.Partnerships and Collaborations
The seminars/webinars, organized by ALPS, are in partnership with the National Library of the Philippines and other provincial/city library associations.

2.Online/virtual meetings were conducted, although not that regular considering the speed of internet.

3.Support and resources were provided to the officers and Board of Directors.

4.Payment of annual dues was waived for the members.

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PLENARY SESSION 1-D: ASEAN Library Partners' Session

LIBRARIANS ASSOCIATION OF MALAYSIA: REVOLUTIONIZING

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Abstract

Librarians Association of Malaysia (LAM) or better known as Persatuan Pustakawan Malaysia (PPM) is one of the established associations representing professional librarians in Malaysia. Established in 1955, the association has shaped the profession in many ways. As the leading association for the librarians, LAM plays important roles in providing training, policies, and potential research collaboration. Moreover, LAM is also one of the catalysts that ensure Malaysian librarians are trained with new trends of technology, knowledge, and library skills. This article enlightens the roles of LAM in encouraging collaboration, scholarly communication, and leading association on providing training for the Malaysian librarians.

Keywords: Librarians Association of Malaysia (LAM); Persatuan Pustakawan Malaysia (PPM); Collaboration; Scholarly Communication; Librarians and Libraries

PLENARY SESSION 1-D:
ASEAN Library Partners' Session

INTRODUCTION

Librarians Association of Malaysia (LAM) or better known as Persatuan Pustakawan Malaysia (PPM) is a prominent registered association representing professional Librarians in Malaysia. Back in 1995, LAM was set up as Malayan Library Group (MLG). The initial idea was to develop a library association or group covering librarians in Malaya (today known as Malaysia) and Singapore. MLG was registered by the Registrar of Societies in Singapore in the same year.

Today, the vision of LAM is to be a leader of excellence in the development, promotion, and support of Malaysian library and information professionals, and institutions in the global knowledge industry. LAM has remained in existence for more than 65 years with various achievements locally and internationally. LAM is committed to promoting the concept of having an information-rich and knowledge-based civil society, through the promotion of information equity, lifelong and independent learning, and enhancement of library and information professionals. Today, LAM has a strength of 20 committees namely, (1) Public Library Standing Committee, (2) Academic Library Standing Committee, (3) Special Library Standing Committee, (4) School Resource Centre Standing Committee, (5) Standing Committee on Library Services to Special Groups, (6) Library and Information Science Education Committee, (7) Professional Development Committee, (8) Promotion and Membership Committee, (9) Publications Committee, (10) Information Technology Committee, (11) Intellectual Property Committee, (12) Law Library Group Committee, (13) Medical Library Committee, (14) Islamic Library Committee, (15) PPM Awards and Prizes Subcommittee, (16) Training Subcommittee, (17) Internationalization Subcommittee, (18) Standing Committee on Library Services to Special Groups, (19) Research
Committee, and (20) Social and Community Service Subcommittee.

REVOLUTIONIZING LAM

Transforming LAM is not a one-day job, it takes years of planning and commitment. Every three years, the election of a new committee takes place. Each of the elected committees gives their best to make sure LAM can contribute to the members. The new Committee (elected in July 2020), composed of several new faces representing young librarians, managed to become council members and chairmen of the committees in LAM. It was a brave move to transform and rebrand LAM. Various changes were made especially on digital marketing, rebranding, and content management led by the Promotion and Membership Committee. These efforts made an impact on the visibility of LAM among young librarians and students (library and information science students), as evidenced by the increase in the number of membership registration from these member categories.

LAM realized the need to be on the latest communication channels, especially using social media platforms, to avoid losing visibility. Each of the movements and campaigns posted via proper digital marketing was analyzed for future marketing campaigns. Quick responses and sensitivity to the needs of the librarians and users were among the transformations that LAM tries to improve. By referring to the International Federation of Library Associations and Institutions (IFLA) and Sustainable Development Goals (SDGs), various activities were proposed and planned, including reading and literacy campaigns, charity campaigns, equitable education, and lifelong learning. However, the newly elected committees face challenges when the COVID-19 pandemic hit the world. Nevertheless, the crisis can also be an opportunity. COVID-19 pandemic propelled changes in LAM's viewpoints towards digital visibility and technology gaps among librarians in Malaysia.

COVID-19 pandemic has transformed the roles of librarians in many ways. The pandemic forced librarians to utilize information technology (IT) to convey the information needs. Librarians had to be creative in delivering the information to promote the concept of an "information-rich and knowledge-based civil society." The phrase "new norm of librarians" might not be suitable in the field of librarianship because most of the libraries have functioned in hybrid (both physical and digital libraries). However, who would have thought that libraries and librarians were to provide services in totally digital format? Being caught off-guard, with less preparation, trainings and policies, librarians in Malaysia and in other countries too initially struggled to accomplish their roles during the early stage of the pandemic.

Responding to situations during the initial stages of the pandemic, LAM took several quick actions to ensure our librarians were equipped with information regarding the best practices on dealing with the pandemic. LAM's Medical Library Committee produced a comprehensive guideline on the reopening of the library; and this was shared with the members. LAM also organized a series of webinars, in conjunction with Kuala Lumpur World Book Capital 2020 (KLWBC 2020), i.e. Kuala Lumpur World Book Capital 2.0: and The Finale (KLWBC 2.0: The Finale). These webinars were free and accessible to the librarians and the public. Another feature online program that LAM initiated is the PPM2U Talk, the official webinar platform to be used by any LAM committee.

Aware of the technology gaps, the Information Technology Committee offered a special class for those who need training on StreamYard, an online conference tool for webinars. These are some of the quick responses of LAM to the COVID-19 pandemic in Malaysia. COVID-19 pandemic became the driving force for radical revolutionizing of LAM today.

LAM's annual General Meeting was conducted in hybrid format last 2020 and fully virtual in 2021. The general election in 2020 was conducted digitally. This transformation was a necessity due to the limited movement control during the first onset of the pandemic. This transformation allowed LAM members to join any LAM's program from the comforts of their homes or offices. Virtual events help LAM members to keep updated in any of the LAM's programs. For example, workshop of evidence-based medicine practice organized by Medical Library Committee captured the interest of a wider community of medical librarians in Malaysia. This ensured the better engagement between LAM and its members.

POTENTIAL COLLABORATION

As mentioned in the introduction, 20 committees strengthen LAM. These committees are looking forward to partake in local and international collaborations to improve the profession. LAM is open to any collaboration. In addition, listed below are some of the ideas and areas of collaboration that local and international agencies can collaborate with LAM.

3.1 International Conference

Scholarly communication and knowledge production among librarians ensure the development of the profession. Research culture among librarians promote better evidence-based solution during decision-making. The written research and empirical evidence will help future librarians to provide better services and facilities in the library. Thus, LAM is looking forward to any potential joint conference with local and international organizations and/or agencies. Over the years, numerous local and international joint conferences were conducted. One of the highlights from previous LAM's involvement was during the IFLA KLWLIC 2018. The success of IFLA KLWLIC 2018 led to more local and international collaborations including the most recent Malaysian Library Annual Conference 2021 (LAM and Universiti Malaysia Kelantan) and the forthcoming LAS-PPM Joint Conference 2021 (LAM and Librarian Association of Singapore).

3.2 Knowledge and Technology Transfer

LAM is encouraging knowledge and technology transfer among librarians. Knowledge and technology transfer enables librarians to discuss the best practices to be adopted in the organization. Countless initiatives were proposed by LAM Professional Development Committee, LAM Information Technology Committee, and LAM Training Subcommittee to ensure the professional development among Malaysian librarian upsurge. A series of training and coaching sessions were conducted by LAM Professional Development Committee and LAM Information Technology Committee in various aspects, including competencies, career development, and leadership skills. On the other hand, LAM Training Subcommittee has successfully developed a series of certified courses for library assistants. LAM's international collaborations include online trainings, forums, and seminars to improve professional development. Recently, LAM's committee members were invited as international advisors for an international conference in Sri Lanka.

Knowledge and technology transfer can be also in the form of student exchange (library and information science students), lecturers and invited professors, librarian attachments, and Memorandum of Understanding (MoU) between LAM and partner organization.

3.3 Marrakesh Treaty

Inclusivity of accessing information among disabled users is one of LAM's priorities. LAM Standing Committee on Library Services to Special Groups is committed to study, explore, and collaborate with local and international agencies to improve library services and facilities for the special-needs users. As Malaysia is preparing to sign the Marrakesh Treaty, LAM is looking forward to further collaboration with Marrakesh Treaty's Members in ASEAN. This collaboration will help our special-needs users to reach for information across the border to expand their knowledge. LAM believes that this collaboration will improve the digitization of activities in libraries and increase Optical Character Recognition (OCR) collections in libraries. The collaboration can be also in a form of knowledge transfer related to the services and facilities for the special-needs users in the library. There are variouscategories of special-needs users, including those with vision impairment, deaf or hard-of-hearing users, users with mental health conditions, those with intellectual disability, acquired brain injury, users with autism, and users with physical disabilities. Each of these disabilities needs distinct attention to make sure that the library is inclusive and can be accessed. Therefore, various collaborations can be proposed to study the needs of each disability. This will benefit both parties to fulfill the information needs of our special-needs users.

3.4 Digital Information Management

As librarians, we cannot disregard the advancement of the Digital Information Management (DIM). DIM allows end-users to access information on any device anytime and anywhere. DIM helps users to stream data easily. DIM also ensures that heritage records are captured are activities are recorded systematically. The digitization of heritage records can be in the form of artifacts, manuscripts, and many more. This has changed the behavior of information needs among library users. The digitization process involves various issues that the librarians need to be aware of, including the quality of the digitization, copyright, accessibility, and retrieval of the information. Additionally, storage, server, and cloud system are among the aspects that should be highlighted by the librarians. Looking on the bright side, every limitation is always a potential collaboration for LAM. Therefore, there is a various potential collaboration for better future DIM.

3.5 Future Skills Research Hubs

As the influences of the internal and external factors (including technology, information needs, and information management) expand, the librarian's roles become more extensive. Today, some countries claim that librarian skills are one of the skills that will be insignificant due to the advancement of artificial intelligence, and the Internet. Therefore, librarians need to explore, expand their skills, and be embedded with the needs of the stakeholders. LAM is looking forward to research collaborations related to the enhancement of relevant skills that the librarians need to develop. These skills need to be explored and studied to ensure the positioning of future librarians in the industry. Librarian's competencies should be examined frequently to certify competent professional librarians in the future. This should be aligned with the needs of our stakeholders. The collaboration will benefit the profession and increase our visibility among other professions.

CONCLUSION

Working as a professional librarian requires holistic competencies that respond to the internal and external factors. Therefore, as a professional entity, LAM plays an important role to provide comprehensive training, consultation, and guidance for Malaysian Librarians. To fulfill this mission, LAM is always looking forward to future collaborations with experts to transform LAM to become proactive and responsive towards the need of the librarians in Malaysia. LAM believes that these collaborations will benefit the survival of the profession and also the continuing transformation of LAM.

PLENARY SESSION 2: International Library Partners' Session

FOSTERING CHANGE AND INSPIRATION FOR LIBRARY STAFF WITH NOVEL IDEAS

Patricia "Patty" Wong
President
American Library Association (ALA)

Abstract

As libraries are challenged to find novel ways to break down barriers, collaboration among librarians, stakeholders, and community members are needed to achieve necessary goals for advancement. International and national communities depend on libraries for various means. This paper discusses the need for systematic change, particularly during the pandemic.

PLENARY SESSION 2: International Library Partners' Session

Marcus Garvey stated, "A people without knowledge of their past history, origin, and culture is like a tree without roots." As the first Asian American who became the American Library Association (ALA) President,several of my goals and commitments are centered on connection; personal community focused equity;national and international focus; and shared learning. This ties into the central themes of ASEAN; one is to include, "… partnerships and collaborations with the leading international library organizations to be updated with their advocacies, the librarianship trends…" Change requires us to be willing to accept innovative ideas that tie into the 21st century.

As we move forward in 2021 and work towards advancement in our career as librarians, we must actively and genuinely highlight diversity, equity, and inclusion. This includes continued work with Spectrum Scholars, the Asian/Pacific American Library Association, and other National Associations of Librarians of Color. We must continue to do what we can, as individuals and organizations, to impact systems change through racial equity and identity; and the intersection with gender, age, religious, or spiritual affiliation. Such can be noticed in the State of America's Libraries Special Report 2021, which identified many novel and worthwhile strategies that assisted patrons from all walks of life. These strategies include: shelter-in-place orders, digital library cards, and encouraging patrons to use OverDrive (American Library Association, 2021).

As stated in my inaugural speech, "…taking on the struggle against racism, prejudice, stereotyping, and discrimination is central to the ALA's mission to foster cultural understanding…" As we look at the inspiring, innovation, and collaboration over the last year, we note the resiliency of library staff to provide key services and responses to highlight the library's exceptional place and role in education, economic recovery, and public health.

In the State of America's Libraries Special Report 2021, American libraries contributed to ongoing conversations about digital equity and social justice. "It's troubling, if not necessarily surprising, that it took a global pandemic to bring these access issues to the forefront of the conversation. And while our efforts over the past few months may paint a rosy picture of the role of libraries, the truth is that these challenges are not
going to go away even when COVID-19 eventually subsides." As immediate past ALA President Julius C. Jefferson, Jr. stated, "Libraries have demonstrated why they are trusted and valued institutions ... we must focus on staying connected and advocating for policies that ensure we all have equitable access…" (Jefferson, May 2021, p. 4). Libraries have been crucial during the pandemic and "will be the key to the success of our democracy" (Jefferson, 2021).

Santa Fe Community College is just one library that stood out and identified innovative solutions to assist students and faculty members during the pandemic. From providing virtual services to ensuring librarians were virtually visible to students, this campus put students first and foremost during the pandemic. This is what new library trends look like. As we know, broadband is essential for everyday life tasks and a fundamental element of growth within our field. COVID made us aware of social issues that forced libraries to become more open-minded. Additional examples were noted in Hunt Institutes resources, including the Project Roomkey Initiative. This initiative was a partnership between Los Angeles County Library and United Way of Greater Los Angeles. It provided "...7,000 online activity kits … for distribution to local organizations serving homeless and other vulnerable populations" (The Hunt Institute, 2021). Additional examples included "…digital offerings and resources, such as virtual reading rooms" (The Hunt Institute, 2021).

Working with groups such as ASEAN will allow me to continue my initiative for spotlighting the work of tribal, small, rural, school and prison libraries as they are often those that do not receive much attention. Additionally, it will allow me to highlight and learn from international librarians and library workers to showcase innovation at its best.

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PLENARY SESSION 3

VULNERABLE COMMUNITIES, COMMUNITY RESILIENCE, AND SOCIAL CAPITAL: OPPORTUNITIES AND CHALLENGES FOR ASEAN PUBLIC LIBRARIES

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Abstract

Wherever there are people, there are communities—wherever there are communities, there are public libraries (or nearly in every community, there is a public library). This simple observation tells us that libraries are deeply interconnected with communities. Public libraries are meant to be for everyone; they are universal local community institutions. Every citizen is eligible as a user. It does not matter if people are rich or poor, or black or white, male or female, or different from most people in any capacity. Maybe, it is because these libraries, as reported in several studies (Höglund & Wahlström, 2009; Vårheim, 2014; Vårheim et al., 2008), are consistently one of the most trusted public institutions. Further, people view and feel libraries as one of the safest places (Cox et al., 2000; Miller et al., 2013; Solop et al., 2007). However, communities are vulnerable; they are at risk. Threats and vulnerabilities come from environmental, health, demographic, economic, technological, social, and political change on a global scale. Climate change contributes to natural disasters through abrupt and dramatic ecological change. In addition to disasters, the COVID-19 pandemic crisis is one of the big hurdles that communities are facing because of its huge effects on people's lives, particularly in developing regions such as the ASEAN. For meeting changes and alleviating vulnerabilities, communities need to be prepared. This means that communities need to be resilient, that is, to be able to bounce back, to be able to handle shocks (Norris et al., 2008).

This paper aims to describe the conceptual and theoretical frameworks revolving on community resilience and social capital in the ASEAN context. This will focus mainly on the three main shared opportunities and challenges:

1.Indigenous cultural diplomacy;
2.Preparedness for disaster and pandemic; and
3.Science, Innovation and Literacy

INTRODUCTION

PUBLIC LIBRARIES IN COMMUNITIES

Wherever there are people, there are communities—wherever there are communities, there are public libraries (or nearly in every community, there is a public library). This simple observation tells us that libraries are deeply interconnected with communities.

The goal of this paper is to describe several case studies about social capital and community resilience in the United States, Norway, and Japan public libraries; and reflect on how ASEAN public libraries can utilize the concept of social capital and community resilience to address socio-economic, environmental, and cultural challenges and help the vulnerable communities in the region.

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In 2008 and 2011, one of the authors interviewed American library directors about how public libraries through library programs and basic services contributed to making participants trust each other and people in general (Varheim et al., 2008; Varheim, 2011). This was then followed by a study reporting interviews with U.S. library patrons, including Mexican immigrants attending library programs—ESL classes, computer classes, and civics classes (Varheim, 2014a), and a survey of refugees attending Norwegian language classes in a public library context in Norway (Varheim, 2014b). These studies convey the libraries' contribution in creating social trust and social capital to benefit communities.

Libraries are not necessarily about information, but about the people and communities. The mission statement and strategic plan of Denver Public Library, Colorado illustrates this argument:

Vision
A strong community where everyone thrives.

Mission
Together, we create welcoming spaces where all are free to explore and connect.

Values
WELCOMING. We make our resources, services, and expertise accessible for all, recognize the inherent dignity in each person, and provide safe places where everyone can be themselves.

CURIOSITY. We foster a culture of exploration, innovation, and forward thinking by creating environments that support learning and growth.

CONNECTION. We are neighbors. We foster relationships, listen, and act to build and strengthen our community. We bring people together to share information, ideas, and experiences.

EQUITY. We work to change inequitable practices, structures and policies, and attitudes that drive them, to provide opportunities for every person in our community to thrive. As we do so, we actively examine our roles in perpetuating oppressive systems.

STEWARDSHIP. We are accountable to our community, using our resources responsibly. We lead with honesty and integrity, protect privacy, and preserve and share the full history of our Denver community. (Retrieved from: https://www.denverlibrary.org/content/about-dpl)

In other words, libraries exist to help people hone their skills to benefit the whole community. Thus, librarians need to ask themselves—what can we do to help these individuals in the community? What are their most pressing needs? What should we do more as librarians?

In later years, this notion has been complemented by the understanding of public libraries as the frontrunners of community leadership, who organize activities with partner institutions and organizations. Public libraries are meant to be for everyone; they are universal local community institutions. Every citizen is eligible as a user. It does not matter if people are rich or poor, or black or white, male or female, or different from most people in any capacity. Maybe, it is because these libraries, as reported in several studies (Höglund & Wahlström, 2009; Vårheim, 2014; Vårheim et al., 2008), are consistently one of the most trusted public institutions. Further, people view and feel libraries as one of the safest places (Cox et al., 2000; Miller et al., 2013; Solop et al., 2007). Further, people view and feel libraries as one of the safest places (Cox et al., 2000; Miller et al., 2013; Solop et al., 2007).

However, communities are vulnerable; they are at risk. Threats and vulnerabilities come from environmental, demographic, economic, technological, social, and political changes globally. For instance, climate change contributes to natural disasters through abrupt and dramatic ecological change. In addition to disasters, climate change is one of the extensive slow-moving change processes that, over time, have huge effects on people's lives. For example, rising temperatures cause rising sea levels and the extinction of species that threatens communities. Another significant slow-moving process is demographic change; waves of migration provide challenges for countries in both the sending and receiving end. Unstable and changing political regimes and changes in public policy put communities under stress. Globalization of economies has produced growth on a global scale, but this also means more economic instability. New technology is, overall, beneficial for the economy and people; but has also disrupted communities.

For meeting changes and alleviating vulnerabilities, communities need to be prepared. But how can we be ready with all these possible situations? Communities need to be resilient, that is, to bounce back and handle shocks (Norris et al., 2008). Within resilience theory, several types of resilience have been developed. Among them are community resilience (Magis, 2010; Norris et al., 2008; T. Wilson, 1999), which are primary. However, since this paper is about libraries, it is also worth mentioning that libraries also have the concept of information resilience (Lloyd, 2015), and cultural resilience (Beel et al., 2015; Pratt, 2015; Rotarangi & Stephenson, 2014). "Community is the totality of social system interactions within a defined geographic space such as a neighborhood, census tract, city, or county" (Cutter et al., 2008, p. 599). And community resilience is "the existence, development, and engagement of community resources by community members to thrive in an environment characterized by change, uncertainty, unpredictability, and surprise" (Magis, 2010).

The study of community resilience and natural disasters is a vast research field on its own. Regarding the role of public libraries in disaster preparedness, the situation is quite different. After extensive searches of a plurality of bibliographic databases in 2017 (Varheim, 2017), only one study was found that explicitly employed community resilience as a theoretical perspective (Veil & Bishop, 2014). A handful of papers show the role of libraries in disaster response and post-recovery; they are mostly studies on disasters in the United States (see e.g., Hagar, 2014). Jaeger, Langa, McClure, and Bertot (2006) found that during hurricanes in the Gulf coast (2004–2005), one of these was Hurricane Katrina, public libraries served essential infrastructural.functions. Most specialized emergency services were not working, but libraries worked and continued their respective services. In addition to providing information and infrastructure for information, libraries were shelters; these took care of people in need of assistance, distributed food, partnered with relief organizations,both NGOs and GOs, and alleviated some of the structural damage. Varheim (2015) studied the impact of the Tohoku

earthquake and tsunami in Japan on 11 March 2011 on three public libraries that were completely destroyed. The study describes how library services worked under these conditions; and found that library services were provided by bookmobiles and temporary libraries, which were organized by library systems in neighboring towns and prefectures, with the assistance from NGOs from all over the world. Library services were quickly offered and served the communities where people were desperate to find information about what was happening, about missing relatives, local government information and public documents, as well as local news and job opportunities. The paper also discussed the problematic and drawn-out processes of restoration and rebuilding of libraries.

Veil and Bishop (2014) build their study upon the theoretical framework of community resilience, which was developed by Norris and colleagues (2008). This framework consists of four selected capacities operative in creating resilience and communities: economic development; information and communication; social capital; and community competence. The authors utilized interviews with library users and librarians as the primary source. The cases are tornadoes in the US in 2011 and 2012, killing hundreds and destroying infrastructure. The study found several ways that libraries can help building community resilience. People saw the provision of access to the Internet and computers as the most important library services to disseminate information and communicate with the outside world. The library also provided a place for office work and meetings for government organizations and businesses; and the library was the common space and living room of the community. The library became a space for sharing information, narratives, stories, and experiences about the disaster. The library helped in creating resilience for faster recovery of the community.

RESILIENCE

In addition to community resilience, libraries have been related to information resilience and cultural resilience.

Lloyd (2015, p. 1033) defined information resilience as "the capacity to address the disruption and uncertainty, to employ information literacy practices to enable access to information relative to need, to construct new information landscapes, and to reestablish social networks." She finds public libraries as functional spaces for developing information literacy and information resilience among disadvantaged social groups (Lloyd, 2015).

Crane described cultural resilience "as the ability to maintain livelihoods that satisfy both material and moral (normative) needs in the face of major stresses and shocks; environmental, political, economic, or otherwise" (Crane, 2010, p. 2). Public libraries are well-placed in local communities. They are providers of cultural resources; and they contribute to cultural resilience. Preparations for specific events, such as disasters, is what we can call a specialized form of resilience, specified resilience. As mentioned, many extensive slow-moving processes are causing vulnerabilities over time, and thereby affects the normal/everyday lives of people in the community. It is challenging to mobilize specified resilience for each of these processes because they are all-encompassing; they are present in the community all the time. Therefore, to respond adequately or in the best possible way, communities need a general capacity or preparedness for change.

It is this general ability or generalized community resilience that constitutes the "core" of community resilience. Therefore, it is helpful to distinguish between general resilience and specified resilience relative to what we know about, in our context, the vulnerabilities of the community (Folke et al., 2010). Generalized resilience involves the capacity to handle unanticipated events and uncertainties in general. This way, it is directed towardsthe unknown and 'unlikely' threats to communities.

General and specified resilience supplement each other; balancing the two gives better community protection. Specified resilience is focused on known specific threats (e.g., earthquakes or avalanches). Specific vulnerabilities or threats are targeted by building specific institutional capacities; and planning, designing, setting up, and employing specific tools and strategies. Compared with specified resilience, general resilience is at a comparative disadvantage. The general capacity for dealing with unknown threats is necessarily weaker than the specified resilience and known threats. General resilience 'tools' are not much related to specific events and therefore, less tangible. Nevertheless, there have been attempts to study and find factors that enhance general community resilience that are actionable.

1. The Creation of General Community Resilience

Community resilience can be understood as a process connecting four kinds of capacities for community adaptation to vulnerabilities (Norris et al., 2008). They are community competence, economic development, information and communication, and social capital. The model shares the disaster focus with much of the relevant community resilience literature. However, the creators of this theoretical model emphasize that it is a model for meeting unknown threats, for general resilience. Also, Carpenter et al. (2012) discuss variables that may influence the building of general resilience resources: diversity, feedback, leadership, modularity, monitoring, nestedness, openness, reserves, and trust. For resilience to remain general, institutions need options for self-regulation and innovation (Carpenter et al., 2012, p. 3255).

According to Aldrich (2012), social capital is the crucial adaptive capacity with regard to disasters. Further, social capital is the main factor for creating both specified and general community resilience. In addition, economic capital and environmental capital are important in this respect (Wilson, 2014). Social capital mainly consists of two components: social networks and trust in others. Putnam (1993) provides a much-used definition of social capital: "features of social organization, such as trust, norms, and networks that can improve the efficiency of society by facilitating coordinated action". Ye and Aldrich (2019) explicitly mention public libraries as a vital community infrastructure for creating social capital.

2. Community Resilience and Public Library Programming

This section on community resilience and libraries will provide one example of how library programming—program activities—contribute to general community resilience by strengthening the connectedness among community inhabitants and their trust in each other, i.e., social capital. Moreover, very few studies have delved into this matter. Because of this, one of the authors has made an explorativecase study in several public libraries in the United States. Findings from one U.S. library systems locatedin a metropolitan area have been published (Varheim, 2019).

This city public library system provides nine different types of programs: programs for adult education, in this case, the general education (GED) diploma qualifying for higher education and English as Second Language (ESL) classes; job finding programs; early childhood education: pre-K education; programs for engaging the homeless; community conversation programs; programs focusing on ethnic groups; programs addressing poverty, free meals for children; programs for business startups. The library directors, who were interviewed, named the four programs that were the most important: job finding, adult education in general, ESL classes, and pre-K education.

A. Early Childhood Education

Early childhood education programs are largely about parents who bring their children to education programs. Pre-K education is the school system which is offered to three- and four-year-olds before they start kindergarten. One difficulty is that many parents do not know about the pre-K programs: "number one, and in the cultural part from, especially, the Hispanics is for to keep the little ones close to home before they go to school..."

B. Community Conversation Programs

The library had discovered a need for contact across social and ethnic groups: "We are a mixing place that you can walk into our libraries and find a great mixture of the community." One program was about police shooting; this program gathered people in the neighborhood to talk about respect for each other.

C. Homeless Engagement

"The community wasn't really coming to this library as much, because they viewed it as a place that had been taken over by the homeless." The downtown branch library faced many homeless daily. Three years earlier, "it wasn't a fun place to be." Catering to this group of visitors could have immediate benefits for the group, for other users, the library, and the community. Many programs and initiatives were started, and results were positive.

D. New Librarianship

Economically disadvantaged communities are many. Still, it is a reason for hope, in observing librarianship and the library leadership. The problems of the library were handled not with despair, but with common sense, knowledge of communities, initiative, innovativeness, planning, organization, cooperation, doing, and humanity. The results achieved through community programs indicated that community resilience exists.

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THE ASEAN COMMUNITY AND ITS LIBRARIES

In 2017, the Association of Southeast Asian Nations region or ASEAN celebrated its historic 50th Anniversary, in Manila. The celebration reminisced the ASEAN progress since the 1967 Bangkok declaration. This historic event summed up the five decades of long-standing economic integration and people-to-people developmental ties of the 10 member states, including Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Vietnam (Association of Southeast Asian Nations, 2017). Today, ASEAN is the 7th largest economy in the world and predicted to be the 4th largest economy by 2050. The region also comprises of the fastest growing hub of consumer demand, and home of the largest growing
young workforce and human capital (HV, Thompson, & Tonby, 2019).

Despite the growing economy, the diverse tapestry of cultures in the ASEAN region is still coping with the impact of the geopolitical tensions of the Cold War and years of colonialism in the region (Kotarumalos, 2017). The region's awareness and citizen participation towards a sense of ASEAN-ness is a long way forward to be forged. With the pluralistic nature of culture in the ASEAN region, the importance of regional identity must be well understood to form a network of civil engagement, cooperation, social trust among ASEAN citizens (Gnanasagaran, 2018). Government state members and individual citizens need to see the collective benefits of the whole regional architecture and how this regional ASEAN-ness initiative can support the system as a whole and not solely rely on governmental states in pushing the advocacy. Awareness of a regional identity will be the focal key for people to work together to achieve a sense of belonging and active participation and involvement within the region.

The academe and the formal learning communities, specifically the ASEAN University Network (AUN) initiative, have been taking the lead to facilitate regional cooperation in developing the ASEAN academic programs, creating research project cooperation, and building educational exchange. Although ASEAN state leaders give research grants to the members, the academic actors such as the professors, researchers, librarians, and students spearhead various creative ideas and initiatives to collaborate with one another in the region. For example, these academic actors initiated and established the so-called Libraries of ASEAN University Network (AUNILO) for universities to enhance knowledge sharing and information dissemination through digital technologies that fit the needs within the region (ASEAN University Network Inter-Library Online, 2018).

Aside from the academic communities, informal learning environments such as public libraries are also crucial in building a people-centered ASEAN community. The ASEAN public libraries play a key role in the advancement and in advocating for solutions to the region's challenges using social networks and building social trust and active participation in the region (Ellis, 2012).

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1. ASEAN Community Resilience to Solve Region's Challenges

In ASEAN public libraries, three main shared challenges include (1) the right to the development and promotion of sustainable indigenous culture through local community engagement across the ASEAN region; (2) civic participation for strategic disaster preparedness and environmental resilience advocacies;and (3) invigorating shared innovation and literacy among the ASEAN youth (Choh, 2013).

A. Sustainable Indigenous Cultural Initiative through Public Libraries

The ASEAN indigenous population is 2/3 of the total 650 million people in the Southeast Asia region. However, non-recognition of indigenous people, including its traditional livelihood practices, development aggression, migration and forced resettlement, threats, and violence against indigenous rights, are still prevalent in a few states in the region. The indigenous population remains as one of the top vulnerable communities in the area (Asia Indigenous Peoples' Pact, 2010).

Public libraries, particularly local cultural centers, play a significant role in solving these common issues in the indigenous communities by enhancing social capital in the informal learning environments. Public libraries can serve as meeting hubs for indigenous people to be connected with other indigenous communities across ASEAN countries using digital communication strategies. These public libraries may also organize seminars and workshops headed by local indigenous leaders to discuss issues and learn collectively. Through these initiatives, social trust may flourish within the local community of indigenous people and may help the community to be actively involved at a regional level.

B. Environmental Mitigation Advocacy through Public Libraries

Another common problem that the ASEAN region is presently facing is environmental and disaster issues. ASEAN is home to the most vulnerable countries to natural disasters (such as typhoons, wildfires, catastrophic flooding and volcanic eruptions, and tsunamis) caused by earthquakes (Ismail, 2018). In addition, plastic pollution and marine degradation are some of the top challenges of the ASEAN region. According to global statistics, nearly 8.9 million metric tons of mismanaged plastic waste are produced, and 60% of the marine debris comes from China and the ASEAN nations (Tanakasempipat, 2019). According to the Center for Climate, Health, and the Global Environment (C-Change) research team at Harvard (2021), the destruction of wildlife and habitat loss is linked with the greater spread and transmission of infectious diseases. The ecological disruption is due to the changes in the habitat of animals and plants, which eventually affect human public health. For instance, climate change has made the spread of infectious diseases, such as airborne, waterborne, and mosquito-borne diseases possible.

With this, ASEAN public libraries should adopt community resilience policies, unite to create programs that advocate for these environmental causes, and increase sustainable disaster preparedness services in the region. Public libraries can be a space for meetings, talks, and dialogues with the local government units; and a space for regional dialogue, including the participation of civil societies and non-governmental organizations. Information advocacy and campaigns are tools that public libraries can offer since the general public trusts them to provide substantial resources. Digital technology and social media channels may help spread the advocacy about ASEAN environmental problems.

C. Innovation Literacy Promotion through Public Libraries

The last common problem is the absence of innovation skill-building and capacity within the region. ASEAN is the 3rd largest economy in the Indo-Pacific, the 7th largest economy, the 3rd largest population, and the region with the highest consumer demand in the world. Undoubtedly, ASEAN is at the center of a dynamic economic region. However, some ASEAN members still have a below 75% literacy rate (US-ASEAN Business Council, 2018). Literacy and innovation are crucial ingredients and foundations to push ASEAN to continue its economic prosperity on a prolonged basis. Keeping up with the pace of economic movement in the ASEAN region, public libraries may be the key moderator and facilitator to connect government, financial, creative and innovation industries, and the civic public to capacitate innovation mindset and skills. Makerspaces and Fab labs in public libraries can help to advance innovation literacy among ASEAN youth and encourage more students, particularly women, to pursue Science, Technology, Engineering, Arts and Mathematics (STEAM) in the region (Mariano & Labangon, 2018). Second, public libraries can host startup communities and hackathon programs; and partner with government, private companies, and non-governmental organizations to hone the community's skills to venture on the startup scene. Lastly, public libraries across the SEAN region can work together in developing educational technologies such as massive open online courses, open educational resources and repositories, and knowledge sharing tools to uplift the region's literacy rate and innovation capacities (Thomas, 2019).

ASEAN PUBLIC LIBRARY NETWORKS TO STRENGTHEN THE SOCIAL CAPITAL OF LIBRARIES

Librarians are a vital component in initiating the culture of partnership and collaboration; and building trustbetween public libraries and users in the ASEAN region. After the 1967 Bangkok Declarations, Southeast Asian librarians founded the Congress of Southeast Asian Librarians (CONSAL) to provide a platform for academic, school, public and special librarians in Southeast Asia to discuss key challenges in the library profession; and promote cooperation in developing librarianship, documentation, and information studies. CONSAL served as a training ground for librarians to learn about new trends and best practices; and solve challenges to greater cooperation among librarians and their library institutions.

For public libraries, ASEAN Public Library Information Network was established because of a research and library grant called the International Network of Emerging Library Innovators (INELI-ASEAN), supported by Bill and Melinda Gates Foundation's global libraries initiative. The network's primary goal is to enhance the leadership skills and competencies of emerging public library leaders in the region; and develop the capacities to provide relevant innovation for improving the function of public libraries in various local communities. The 3-year grant trained 32 public library innovators in the ASEAN region through online learning modules and collaborative project implementation. The said project provided each public library innovator with an understanding of the different programs of regional libraries; and created strong trust and partnership with community actors in the region (Velasco, Romero & Apolinario, 2018).

CONCLUSION

Case studies in the United States, Norway, and Japan give concrete examples and perspectives on how social capital and community resilience strategies are being incorporated in public libraries to meet the needs of vulnerable communities. Parallel with this argument, social capital and community resilience perspectives may help strengthen the collective values of ASEAN library institutions; and contribute to solving shared challenges in the region, such as advocating for the right to the development of indigenous culture, mitigation of environmental problems, and promotion of innovation for economic growth. ASEAN librarians, including the Southeast Asian library professional organizations and networks, need to realize the idea and concept of social capital and community resilience policies to contribute in solving socio-cultural, educational, and economic challenges in the region.

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PLENARY SESSION 4

BEST PRACTICES OF ASEAN LIBRARIES: A SHOWCASE OF INSPIRING EXAMPLES

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Abstract

Throughout Southeast Asia, there are thousands of examples of public libraries demonstrating "best practices." It may be a national library taking the lead with technological innovation. It may be a city library conducting exemplary outreach to its community members. Or it may be a small library, in a still-developing area, taking innovative approaches to grow and improve. All of these can serve as inspiring examples for improving our own libraries. This paper will showcase such inspirational examples, from all 11 countries of Southeast Asia (10 ASEAN countries), with narrative and web links. The purpose is not to start a competitive "who is better?" comparison, but rather, to draw inspiration from other library practices, to adapt to our own libraries and circumstances.

Keywords: Best Practices, ASEAN Libraries, Innovations

PLENARY SESSION 4

INTRODUCTION

Among the 11 countries of Southeast Asia (10 ASEAN countries), there are thousands of examples of public libraries demonstrating "best practices." Whether in a highly developed city, or in a smaller provincial area, public library innovations and excellences can be found. It may be a national library taking the lead with technological innovation. It may be a city library conducting exemplary outreach to its community members. Or it may be a small library, in a still-developing area, taking innovative approaches to grow and improve. All of these can serve as inspiring examples for improving our own libraries.

This paper will showcase such inspirational examples, from all 11 countries of Southeast Asia (10 ASEAN), with narrative and web links. The purpose is not to start a competitive "who is better?" comparison, but rather, to draw inspiration from other library practices, to adapt to our own libraries and circumstances. This paper will feature a sample public library from each Southeast Asian country, in alphabetical order, with its identified "Best Practice."

BRUNEI

Public Library: Bandar Seri Begawan Public Library

Best Practice: Proactive Service

The Bandar Seri Begawan Public Library is showcased for Brunei. It is the main (central) public library of Brunei, in the capital of Bandar Seri Begawan. Brunei does not have a National Library, so this library also serves as the acting (de facto) National Library. The library is administered by the Dewan Bahasa dan Pustaka, DBP (Language & Literature Bureau) of the Ministry of Culture, Youth, and Sports. In addition to the main library, the DBP also administers 9 branch libraries throughout Brunei. The DBP's website, featuring information and photos of all the libraries, is here: http://www.dbp.gov.bn/. Figure 1, below, is its screenshot. (Note: It is in the Brunei language only; Google translate can be used for an approximate English version).

The Bandar Seri Begawan Public Library—and the DBP behind it—is showcased here for reflecting the Best Practice of providing Proactive Service. The library is instrumental in many outreach efforts: reading promotions, bookmobiles to schools, cultural events, talent/interest events, corporate sponsor tie-ins, book fairs, and on. For example, it sponsors its popular "Book Bazaar" celebration each year. The video of its March 2021 Book Bazaar is here: https://www.youtube.com/watch?v=SFVvzpD8bEo&t=2s

Figure 1. DBP website (http://www.dbp.gov.bn/).

PLENARY SESSION 4

INDONESIA

Public Library: National Library of Indonesia

Best Practice: Rapid Modernization

Cambodia currently has no public library network established and organized by the Cambodian national government. However, Cambodia does have several dedicated advocates for public libraries. Their efforts—despite severe financial and support challenges—reflect the Best Practice of Perseverance.

One advocate is the National Library, located in the capital of Phnom Penh. Its budget is minimal, and for decades it was mainly a library archive of historical items. However, it has persevered in growing. It now attempts to serve as a municipal public library, with book lending, Internet access, reading promotion, a Facebook page (https://www.facebook.com/NLC.gov.kh/) and more. Figure 2 shows its Facebook page screenshot. Another advocate is the Cambodian Library Association. Although it offers no funding, its dedicated volunteers provide library training to school, academic, and informal community libraries. Its Facebook page is: https://www.facebook.com/cambodianlibrary/. A third advocate is the many reading and literacy NGOs in Cambodia. One of the most active, and longest-running, is SIPAR, a French NGO in Cambodia since 1982. Over the decades, SIPAR has constructed hundreds of library rooms in schools andcommunities, trained library volunteers, and operated a publishing program of children's books providing 180+ original works and over 2 million copies throughout the country. SIPAR's website is http://www.sipar.org.

Progress is slowly coming in Cambodia. In 2017 and 2018, two provincial governments opened public libraries (actual constructed library buildings) with NGO and foreign funding. They were the Kampong Cham and Kampong Speu public libraries. Hopefully these two—with the cooperation of the National Library, Cambodian Library Association, and NGOs—will act as a springboard for more public libraries.

Figure 2. NLC Facebook page (https://www.facebook.com/NLC.gov.kh/)

PLENARY SESSION 4

INDONESIA

Public Library: National Library of Indonesia

Best Practice: Rapid Modernization

The National Library of Indonesia reflects the Best Practice of Rapid Modernization. This is due to its impressive evolution in recent years. In 2017, it opened its new building: a huge 24-story skyscraper in central Jakarta. Advertised as the "tallest library in the world," its many stories—filled with collections and services—are impressive. Within the library are technological innovations everywhere: robotic book transports, smart lockers, RFID tags, Wi-Fi, etc. Figure 3 shows its website with videos featuring its ICT innovations. The technology also extends beyond the building, with e-resources and services available to citizens remotely, such as dozens of periodical databases.

While the new shining 2017 building is reflective of rapid modernization, the many services that the National Library has provided also represent its rapid modernization. Its national e-resource network, its mentoring of provincial and municipal libraries, and its literacy and technology outreach efforts (bookmobiles, mobile e-library vans) all underscore the National Library's increased efforts.

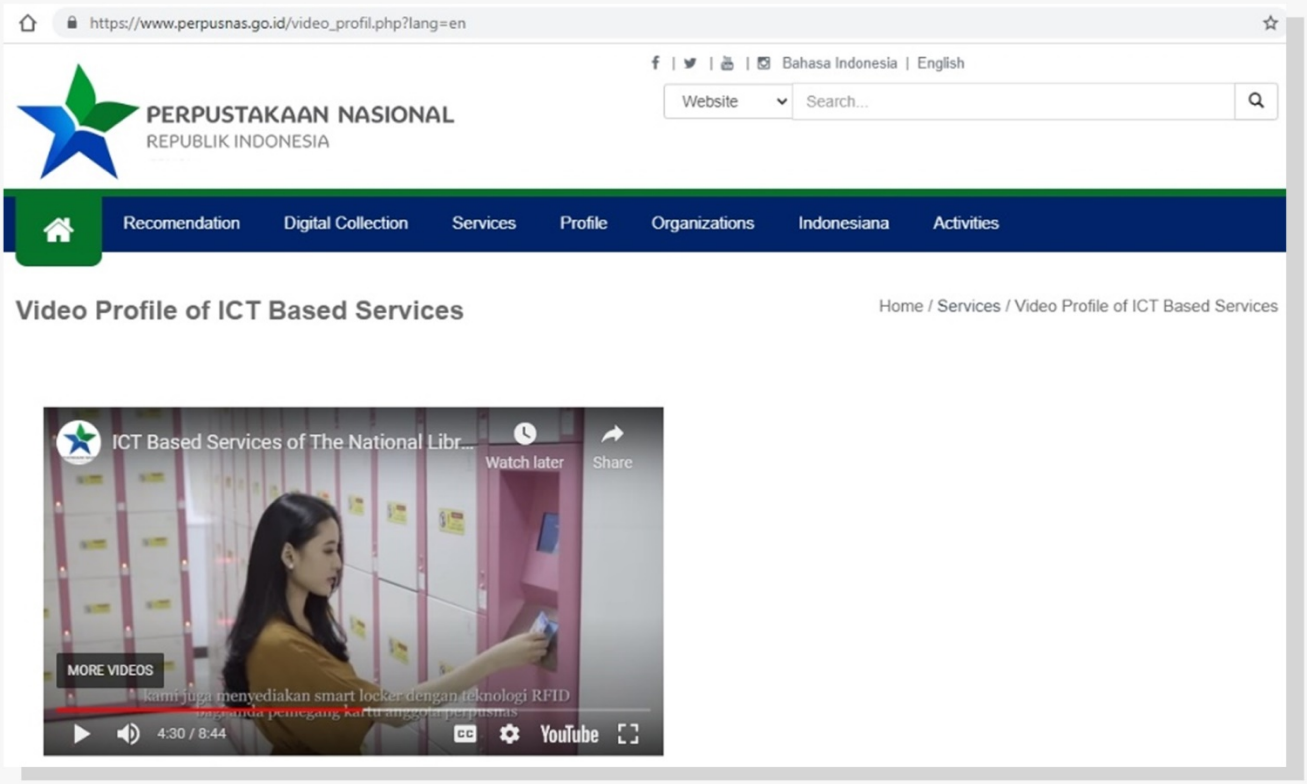

Figure 3. NLI website showing technology (https://www.perpusnas.go.id/video_profil.php?lang=en)

PLENARY SESSION 4

LAOS
Public Library: National Library of Laos
Best Practice: Rural Outreach

The National Library of Laos reflects the Best Practice of Rural Outreach. For decades, the National Library of Laos (located in the capital of Vientiane), along with NGOs, has been active in rural outreach. Its signature effort has been the "book boxes": portable and foldable shelves of books, like giant suitcases, for remote transport.

Partnering NGOs, such as The Language Project (https://www.thelanguageproject.org/), Room to Read (https://www.roomtoread.org/countries/laos/), and the Shanti Volunteer Association (https://sva.or.jp/english/activity/laos/), have worked in tandem with the National Library, by purchasing materials, delivering books, developing school and community libraries, training volunteers, and more.

To date, more than 7,500 book boxes have been delivered, as shown in Figure 4 below. Besides book boxes, the National Library has conducted outreach programs in rural areas through smaller book bags, mobile libraries (buses), themed promotions ("Literacy Day") and outreach services (storytelling events, puppet shows, etc.): http://nationallibraryoflaos.net/lo/services/

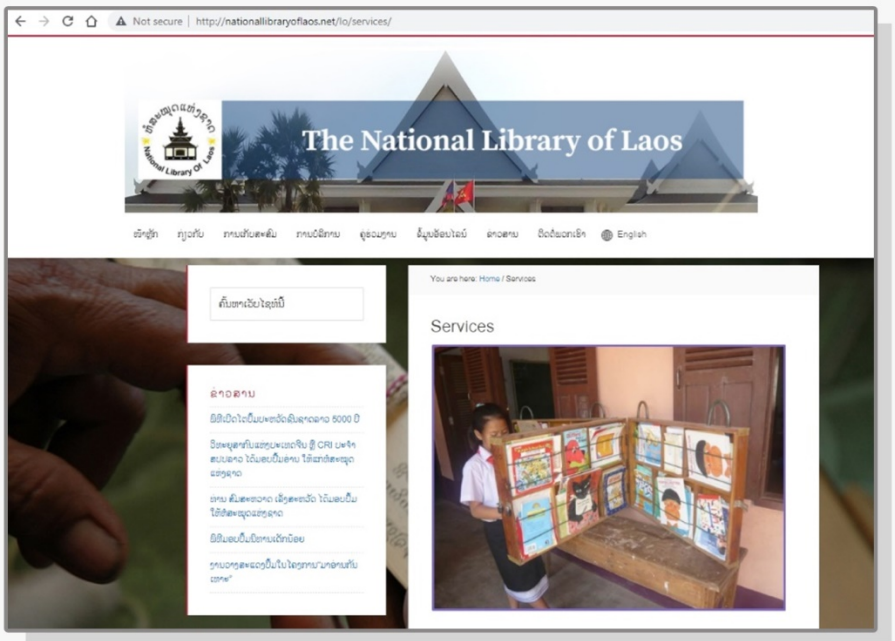

Figure 4. NLL website featuring book boxes (http://nationallibraryoflaos.net/lo/services/)

PLENARY SESSION 4

MALAYSIA

Public Library: National Library of Malaysia

Best Practice: Nationwide E-Resource Access

The National Library of Malaysia reflects the Best Practice of Nationwide E-Resource Access. Since the 1990s, when the government of Malaysia undertook a national ICT infrastructure initiative, the National Library has been a leader in e-resources to citizens.

At the National Library's website is the E-Resource Portal u-Pustaka (https://www.u-library.gov.my/portal/), which is a vast collection of online resources: e-books, e-magazines, e-newspapers, e-journals, e-directories,multimedia content, and much more. Figure 5 shows a screenshot of the portal displaying such choices. Its content is primarily provided by the National Library, but reflects a collection of resources throughout the country from participating libraries (e.g., state libraries, etc.). The portal has been aiming to put "a library in every home."

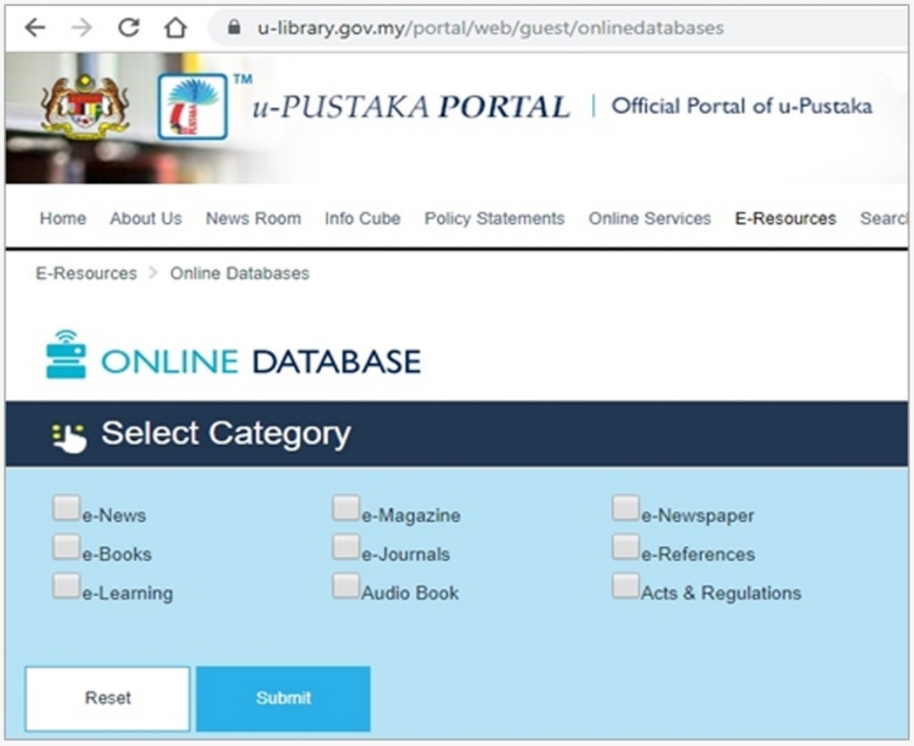

Figure 5. NLM u-Pustaka Portal (https://www.u-library.gov.my/portal/web/guest/onlinedatabases)

PLENARY SESSION 4

MYANMAR

Public Library: Various Public Library Advocates

Best Practice: Group Effort Assistance

Myanmar has tens of thousands of "community libraries," but almost all are not fully-developed libraries (and are, rather, like village reading rooms). A comprehensive 2014 Asia Foundation study found a long list of needs: facilities, materials, electricity, Internet, etc. (https://data.opendevelopmentmyanmar.net/dataset/myanmar-library-survey/resource/2debd5b3-d1e7-4220-b50b-401d402fb49a). Government assistance alone is not sufficient to develop libraries nationwide. So a group effort has been occurring in Myanmar: NGOs plus the Myanmar Library Association, with the support of the government. This Group Effort reflects their Best Practice.

Myanmar's leading library-advocating NGO is the Myanmar Book Aid and Preservation Foundation (MBAPF), https://mbapf.org. It has grown to become an umbrella NGO for library development, organizing dozens of other NGOs or outside donors to support library development. For example, a recent venture was securing 3-wheel motorcycle mobile libraries for community libraries, pictured in Figure 6 below (from the MBAPF's website). In addition to NGOs, the Myanmar Library Association, http://www.myanmarlibraryassociation.org/, has been active in library promotion. This has mainly been through library trainings. For example, in 2019, they provided "Digital Literacy" training for librarians or library assistants.

Myanmar's government assists too—usually with funding. It just completed the renovation of the country'ssecond National Library in Yangon (the first or main National Library is in the capital of Naypyidaw). This is highlighted at the National Library's website: http://www.nlm.gov.mm/bhlib/information/5303.

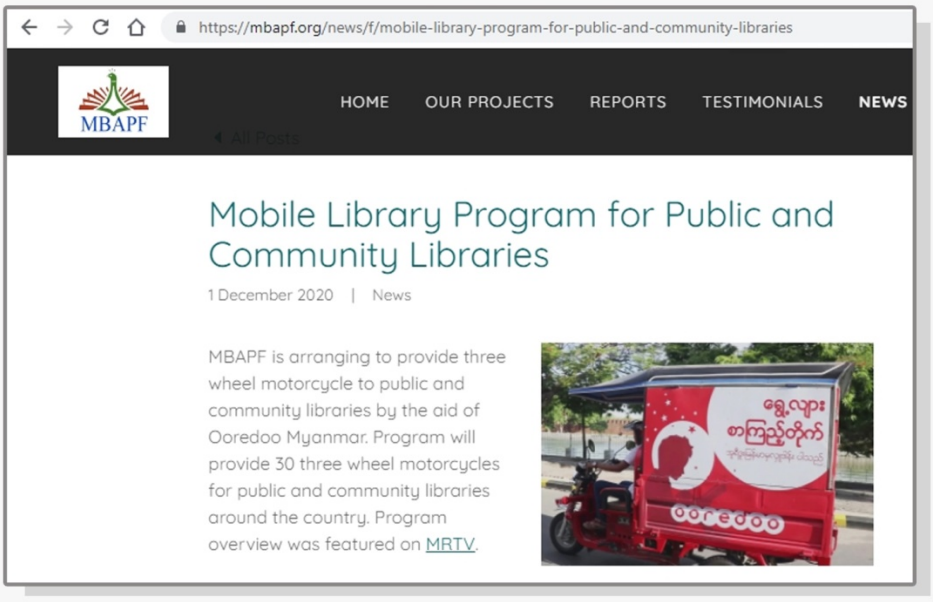

Figure 6. MBAPF website (https://mbapf.org/news/f/mobile-library-program-for-public-and-community-libraries)

PLENARY SESSION 4

PHILIPPINES
Public Library: Quezon City Public Library
Best Practice: Outreach Services

There are thousands of examples of public libraries, throughout the Philippines, with terrific outreach services. An entire book could be written on them. Moreover, the outreach efforts by the National Library of the Philippines are worthy of high praise. Their travelling literacy programs, storytelling activities, training efforts, and more, are all outstanding reflections of outreach.

The Quezon City Public Library (QCPL) excels at multiple outreach services. It provides literacy outreach programs through puppet shows. It broadcasts reading and promotional music videos (dancing librarians, as shown in Figure 7 below, from the QCPL's YouTube channel). It organizes Heneral Basa (Reading Super Hero) gatherings for children; it sponsors Aklatang Gala (neighborhood book carts); it organizes neighborhood "Library Day" parades; and much more. The QCPL, along with many other Philippine public libraries, is showcased for their Best Practice of Outreach Services.

Figure 7. QCPL reading promotion video (https://www.youtube.com/watch?v=XmcAOBibx-s)

PLENARY SESSION 4

SINGAPORE

Public Library: National Library Board of Singapore

Best Practice: Combining Technology & Targeted User Needs

In Singapore, the National Library Board (NLB) oversees all public libraries: the National Library, the Central Public Library, all branch libraries, and all library technology and services. One feature the NLB hasexcelled at—and which is showcased here as a Best Practice—is Combining Technology and Targeted User Needs. Some examples are the following:

Target: Business Professionals. The NLB provides nationwide e-newspaper and e-business journal access on its website.

Target: Seniors. The NLB publishes a senior e-magazine, featuring articles on senior issues (health, finances, leisure, etc.), as well as senior-oriented reading recommendations in the library.

Target: Children. The NLB provides streaming videos for children, such as activities and videos (based on craft or activity books) during school holidays.

Target: Collegiate and Workforce. The NLB links to over 16,000 e-learning videos (in partnership with LinkedIn) for college/university students or working professionals, who need tutoring and training for their studies or skills.

Target: Language-Specific Readers. The NLB provides Chinese, Tamil, and Malay e-materials on its website (in partnership with the Overdrive e-book platform), accommodating the three (3) other predominant languages in Singapore, besides English. Figure 8 shows the NLB webpage, in Tamil language.

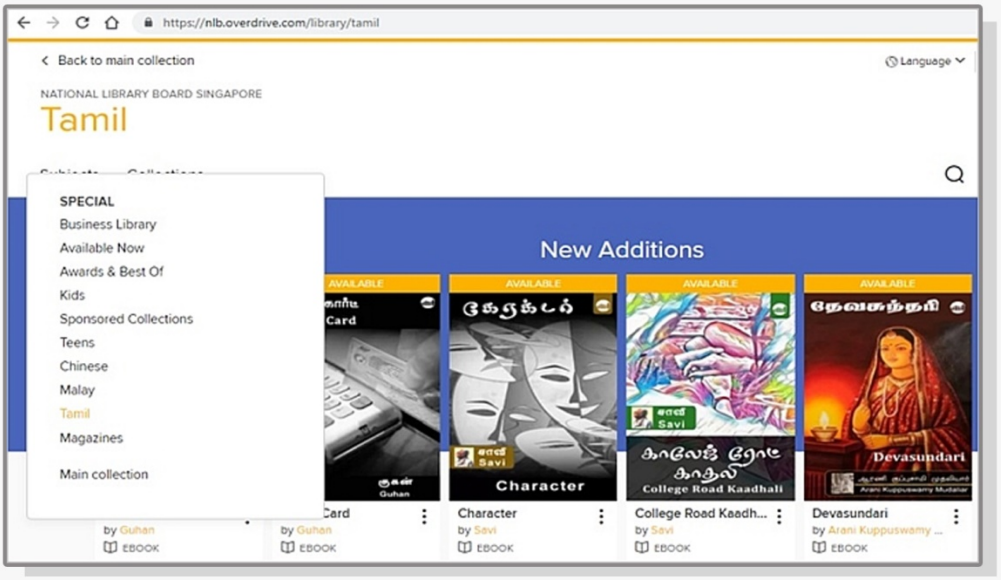

Figure 8. NLB webpage of Tamil e-books (https://nlb.overdrive.com/library/tamil)

THAILAND

Public Library: TK Park Libraries & Bangkok City Public Library

Best Practice: Adapting to Conditions

The world is rapidly changing with social trends, new technology, youth multimedia, and more. Libraries can do nothing and grow obsolete, or they can adapt to these changes and thrive. Thailand is definitely pursuing the latter route—reflecting the Best Practice of Adapting to Conditions—with its TK Park network of libraries. These libraries are high-tech, multimedia "cyber centers" designed to attract more youth visitors. Several have been built around the country. While they may appear like gaming arcades (with computers and multimedia equipment everywhere), they are still very much libraries, introducing users to appealing collections of print books and in modern comfortable reading facilities. Their e-book (and e-resource) collection is also robust, with thousands of appealing e-reading materials. Information, e-resources, and photos of TK Park libraries are available at the TK Park website: https://www.tkpark.or.th/eng/home

A bonus example of adapting to conditions is the Bangkok City Public Library. For decades, Bangkok had no central public library (only the National Library and smaller branch public libraries). In 2017, the government adapted an old, colonial office building into a stunning new central library, which preserves the classic architectural exterior, but presents a modern, sleek, high-tech interior. The library's website (featuring its collections, services, and photos) is here: http://www.bangkokcitylibrary.com/. Figure 9 is a photo of the exterior (with this author happily posing in front).

Figure 9. Main Entrance of the Bangkok City Public Library

PLENARY SESSION 4

TIMOR-LESTE

Public Library: The Xanano Gusmão Reading Room Public Library

Best Practice: Step-by-Step Goals

A modern, highly-developed public library—in a still-developing area—does not happen overnight. Often, it patiently takes step-by-step goals. That is the case with Timor-Leste. Prior to 2000, there was no public library in the country (not in Dili, its capital, or elsewhere). Library advocates worked tirelessly on goals, including networking to important allies like the (then) presidential First Lady, Kirsty Sword Gusmão. Those step-by-step efforts paid off. In 2000, Timor-Leste opened its first public library, named after its first president: The Xanano Gusmão Reading Room Public Library.

Although it began small (with just 4,000 books), it has grown, step-by-step, over the years; now equipped with a multimedia, Internet, a Facebook page (https://www.facebook.com/xananagusmaoreadingroom/), and a website (https://www.xananagusmaoreadingroom.com/en/) that is shown in Figure 10 below. Most importantly, it continues its step-by-step development by networking with partners and donors, both in and out of Timor-Leste. Because of these, the Xanano Gusmão Reading Room, indeed, reflects the Best Practice of Step-by-Step Goals.

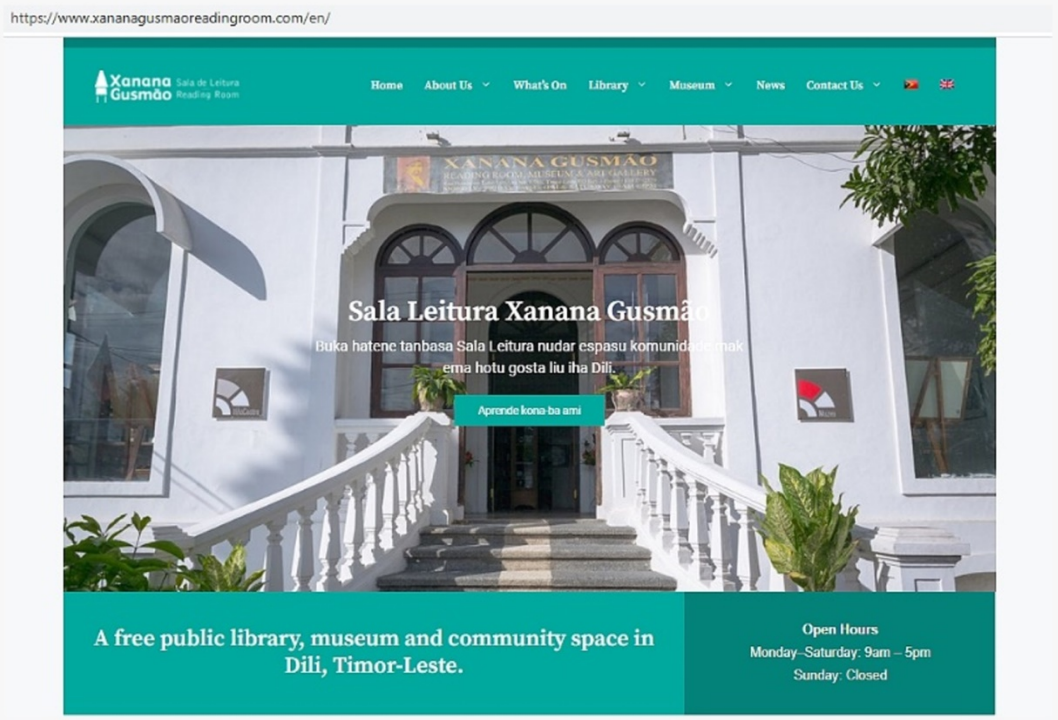

Figure 10. XGRR website (https://www.xananagusmaoreadingroom.com/en/)

PLENARY SESSION 4

VIETNAM

Public Library: The Ho Chi Minh City Public Library Children's Library

Best Practice: Partnership Building

The Children's Library of the Ho Chi Minh City Public Library (called General Sciences Library or GSL) is showcased for Vietnam. It reflects the Best Practice of Partnership Building. For decades, the Children's Library occupied a simple, single room. It was nice, and its staff added inviting décor as much as possible; but the room was without many modernizations. Over the years, through dedicated discussions and networking,GSL library officials obtained modernization funding from the Samsung Corporation in 2018. The renovation results were amazing: bright new paint, modern shelving, new flooring with a raised stage, colorful furniture, and new computers and tablets. A particular bonus, on the stage area, was a domed umbrella ceiling with a constellation machine for projecting stars of the night sky.

But this was not just a cosmetic makeover, it was a commitment to a whole new approach: new technology, new STEM (Science-Technology-Engineering-Mathematics) emphases, new event programming, a new Children's Library website called "S.hub" (https://s-hubkids.thuvientphcm.gov.vn/), which shown in Figure 11 below, and more. This modernization program was, indeed, a reflection of long-term partnership building (with Samsung and other partners).

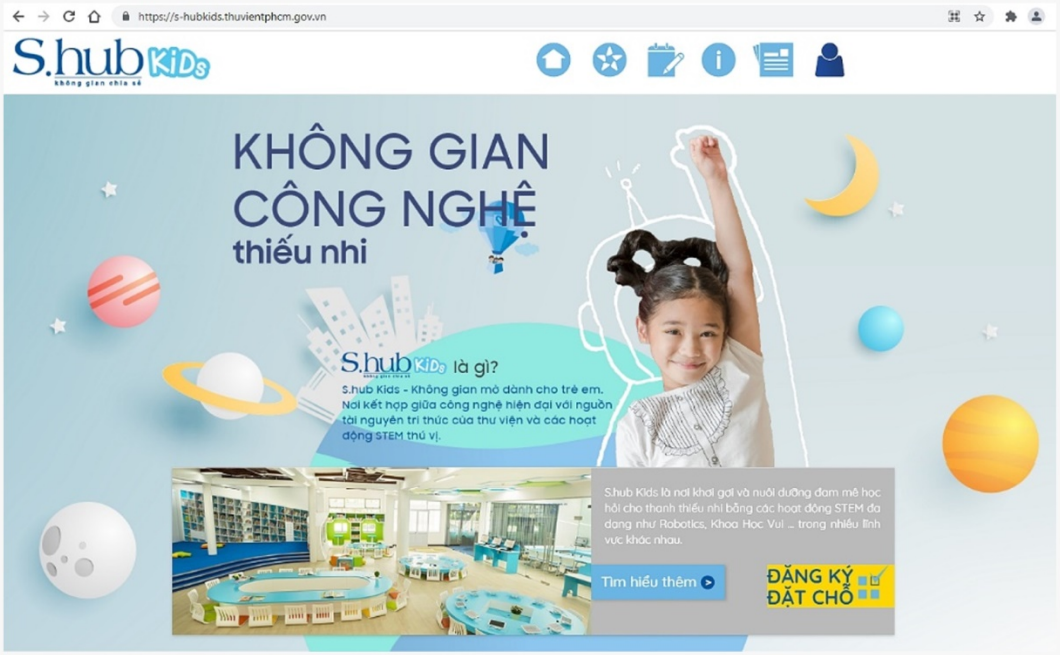

Figure 11. GSM Children's Library

PLENARY SESSION 5

NATIONAL CENTRAL LIBRARY'S EFFORTS IN PROVIDING DIGITAL HUMANITIES SERVICES: A LOOK AT THE CREATION OF THE TAIWAN MEMORY DATABASE

Shu-hsien Tseng

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Abstract

NCL has a rich collection of Taiwanese historical documents and materials, such as postcards made in Taiwan during the Japanese Occupation Period; old photos of different areas; old books; local historical records; ancient contracts; genealogy books; stone tablets and rubbings, etc. To properly preserve Taiwan's historical memory, in accordance with digital development, NCL established the "Taiwan Memory" system. By establishing the system, NCL has created a digital collection of the historical documents ofTaiwan enabling it to analyze and establish interpretative information of the digital materials, and thereby fulfill the purpose of sharing and using library resources. In addition, NCL plans to strengthen its coordination with local governmental institutions and private cultural and historical organizations of different counties and cities to further enhance relevant resources that are located in different places; so that it can promote reading and researching Taiwan's historical materials in different areas in Taiwan and abroad through the easy accessibility of the internet.

Keywords: Taiwan Memory, National Central Library, Digital Humanities, Digital Collection, Historical
Documents

PLENARY SESSION 5

INTRODUCTION

The digital humanities are flourishing in Taiwan and have gained significant attention and strong support from the government. The research institutes that have heavily invested in the development and establishment of digital humanities research have garnered much momentum, which has greatly benefited researchers. Academia has applied technology to literary and historical research, thereby making it possible for scholars, armed with digital humanities research tools to uncover more research topics and unprecedented possibilities for research. (Tseng, Leu, and Chuang, 2019)

The National Central Library has been undertaking national digital collection projects, digitizing valuable materials in its collections, and has been accumulating rich and unique digital resources. In recent years, in collaboration with universities and research institutes, the NCL has established digital humanities research platforms and systems, including the Taiwan Memory System, the Universal Type Digital Humanities Research Platform on Chinese Ancient Books, the E-Newsletter for Research in Chinese Studies, and the GIS Geographic Information System. It has also held workshops on the developmentand practice of digital humanities in the hope of improving services and enhancing the professional capabilities of the library staff. All its efforts have gained positive outcomes.

2. THE RELATION OF LIBRARY AND DIGITAL HUMANITIES

1.1 The Role of Library in Digital Humanities Research

Shepp (2015) contends that one function of the library is to support the digital humanities through the computerization of humanities as a direction of the library's future development.

Fortier and James believe that there is a natural connection between the library and digital humanities projects since the latter require library support. Extensive library collections are the basic resources for digital humanities research, so the library should offer easy-access services to researchers (Xia, 2017).

Keller asserts digital humanities projects can benefit from library support through continuous development and long-term preservation; more specifically, the library and librarians can play an important role in the acquisition of materials, the digitalization of resources, cataloguing and publishing meta-data, preserving digitalized material, and promoting relevant projects (Xia, 2017).

1.2 Digital Humanities Services Offered by the Library

Gale Cengage conducted an investigation of the library staff and the faculty of many colleges and universities between October and November 2015 and, in coordination with libraries in the U.S., published its results in the Special Report: Digital Humanities in Libraries to demonstrate the changes that libraries were undergoing and to determine whether the libraries were supporting digital humanities research (Varner and Hswe, 2016).

The survey reveals that an overwhelming 97% of libraries agree that DH materials and project outcomes should be held in library collections. However, only half (51%) reported that consultations about initial project development are important in helping users engage in DH projects. The survey found that 17% of responding libraries say there are no digital scholarship services at their institutions, while 41% described their digital scholarship services as merely ad hoc. Not surprisingly, among the libraries that are actively engaged in DH, activities vary widely. Some have limited their engagement with DH to digital collections, while 19% have built expansive DH centers. All of this has had implications for staffing as well, with 21% of respondents reporting that they have created special positions such as digital humanities librarian, while others are cross-training existing staff to be project collaborators (Varner and Hswe, 2016).

2. THE ESTABLISHMENT OF THE NCL's PLATFORM AND TOOLS FOR DIGITAL HUMANITIES

Since its reestablishment in Taiwan in 1945, the NCL has added many national treasures to its collections, including rare books from the Song, Yuan, Ming, and Qing dynasties; government documents; theses and dissertations; journals and newspapers, as well as audio and video materials. For the preservation of national documents, the NCL continues to digitize its collections, including complete editions of rare books, ancient books, journals and newspapers, theses and dissertations, government notices, government statistics, local historical records, local government documents, family genealogies, ancient contracts, old pictures, manuscripts of famous people, etc.

When rare books are digitized, it is convenient for researchers to search and read the full text free of the restrictions of time and space. But when searching through a great amount of data, researchers still need to go through all relevant materials, one text after another, a time-consuming and demanding endeavor. The establishment of a full-text search system equipped with the function of big data analysis is truly beneficial to researchers, who are capable of making breakthroughs in their research and come up with valuable discoveries through related statistical analysis and context analysis.

In recent years, in coordination with a number of universities and research institutes, the NCL has devoteditself to establishing research platforms and systems for the digital humanities, thereby elevating the service capacity of the library. This article also introduces some exhibitions that showcase collaborative achievements that bring together libraries, universities, high schools, and elementary schools. Exploring interactive reading experiences through digital humanities, NCL has become a great learning spot for developing digital creative services. The following are detailed descriptions.

2.1 Taiwan Memory

To activate NCL's digital collection and promote Taiwanese studies, the "Taiwan Memory" system was established in 2002 and was updated in 2016 and 2018. The new system aims at establishing a digital humanities platform for researchers of Taiwanese studies and for the general public by making use of GIS and digital humanities information; establishing an interactive frame between the multi-leveled knowledge and analyses of Taiwan Memory within a spatial and temporal continuum; expanding the range and lifecycle of digital objects; transforming the modality of library information; and forming a database of relevant information to enhance the capacity to engage in research and utilize applications of digital technology related to Taiwan History. In addition, the online application of the authorization mechanism serves to speed up the circulation of image sources and documents (Tseng, Leu and Chuang, 2019).

2.2 Universal Type Digital Humanities Research Platform on Chinese Ancient Books

The Library works hard to develop digital cultural creativity on the materials of the digital resources of rare books and documents to establish the Rare Book Digital Resources for academic research and the public. In 2017, "Universal Type Digital Humanities Research Platform on Chinese Ancient Books" was established in coordination with the National Chengchi University. This consolidates the research results of academic institutions with digital research tools for the humanities of 70 literary collections of Ming authors. Focusing on the development of experimental functions and the feedback of user experience, it establishes a whole-text material environment, promotes multiple research perspectives of scholars, and extends the vision of research (National Central Library, 2016a).

2.3 E-Newsletter GIS System for Research in Chinese Studies

To improve the E-Newsletter service as an ongoing initiative, the Center for Chinese Studies launched the CCS E-News plus service at the end of 2017. Though the integration of GIS and GPS features, the servicesprovide tens of thousands of items of academic information. Users can use a computer or cellphone to look for academic activities, scholars, or research institutes in a specific location or set it to look for such information in the immediate vicinity. We hope that more Chinese-related studies and academic information are easily delivered (National Central Library, 2018b).

2.4 The Humanities Academic Trends System

The Humanities Academic Trends System was created by the National Central Library in 2018. It combines Artificial Intelligence, text mining, and meta-analysis techniques to work over the web pages and social media of Chinese Studies institutions worldwide, as well as the over 2,000 academic papers published in Center for Chinese Studies. The system surveys research in the fields of Taiwan Studies and Chinese Studies; and analyzes popular academic trends, and explores the spatial-temporal distribution of prevalent academic concepts.

The system homepage features interactive analytical charts and uses Responsive Web Design to arrange content to fit different screen sizes. The system uses Chinese and English text mining to automatically analyze web pages for the recent three (3) months and produce keywords, top 50 vocabularies, hot topic analysis, post volume, spatial distribution analysis, and popular article ranking charts. The links of these interactive charts open relevant data lists and display links to the original articles. The system can also perform an analysis in depth, based on user-defined keywords (Tseng, Huang and Liau, 2019).

2.5 Poetry-Language in Motion: Poetry and Terms Interactive Learning Platform

The "Poetry-Language in Motion: Poetry and Terms Interactive Learning Platform" utilizes Artificial Intelligence (AI) and human-computer interface technology to design a game website that aided children in reading and learning. Poetry includes 82 selections from the Northern and Southern Dynasties, Tang, Song, Qing, and the Japanese-occupation period. The website provides different games, such as rearranging lines of poetry and Chinese scrabble. These can help students repeatedly learn and simulate motivation by bringing together interesting poetry and modern Chinese vocabulary. In addition, Chinese scrabble can be played with terms or idiomatic expressions. These online knowledge games are great, fun, and helpful for learning common poetic expressions.

This Platform was established in coordination with National Taiwan Normal University. This consolidates the research results of academic institutions with digital research tools.

2.6 Impression Sun VR Interactive Exhibit

Impression Sun Uses VR to see what an author's life is like and experience soft content of literature. Impression Sun VR received the 1st XR Golden Award for producing an interactive VR video based on two classic chapters of Lang Lin's Little Sun: "A One-Room House" and "Little Sun." Users can experience the wonderful feeling of a newly married couple or a father taking care of his young child. Impression Sun VR also designed a set of lesson plans to enable the VR video to be used in the classroom. This allows teenage students to step into the imaginative world of the author and experience a new way to read literature and realize the possibility of a flipped classroom.

2.7 Remembering Going to School Interactive Exhibition

The exhibition unit brought together precious resources in NCL's Taiwan Memory database with Assisted Reality (AR) technology to let patrons play the role of a high school student who could travel through time. This way, they can travel classrooms in the Japanese occupation, the period of martial law, and the post-martial law period to interact and speak with students, teachers, or military instructors at different learning atmospheres from the three periods. At the same time, it incorporates the teaching plans and instructions from the unit on "Two Mandarin Movements" from the 2019 history curriculum. This can help students understand the various aspects of education development in Taiwan over the last 100 years.

3. THE ESTABLISHMENT OF A NATIONAL MEMORY SYSTEM

Libraries and archives are important institutions that collect a nation's memory. They play a mandatory role in the preservation of the cultural heritage of a country. Take the Library and Archives Canada (LAC) as an example. All sorts of materials, such as books, periodicals, photographs, films, blueprints, government documents, private texts, and records of social and civil activities contribute to the preservation of national memory. As the national library in Taiwan, NCL has spared no effort in preserving our national memory. Through the library's resources on Taiwan Studies, related digital collection systems, the results of digitalization of library materials, and the Taiwan Memory System of NCL, I will demonstrate to you the effort that this library has made.

PLENARY SESSION 5

3.1 The Meaning of National Memory

National memory is a form of collective memory defined by shared experiences and culture. It is an integral part to national identity. It represents one specific form of cultural memory, which makes an essential contribution to national group cohesion. Historically, national communities have drawn upon commemorative ceremonies and monuments, myths and rituals, glorified individuals, objects, and events in their own history to produce a common narrative. According to Lorraine Ryan 洛林瑞恩, national memory is based on the public's reception of national historic narratives and the ability of people to affirm the legitimacy of these narratives (Wikipedia, 2020).

3.2 The Significance of Building a National Memory Website

UNESCO believes that documentary heritage, which describes changes of the thoughts, discoveries, and achievements of human society, is part of the world cultural heritage left by the past to the present and future international society. Thus, in 1992, the Memory of the World Progamme that deals with the preservation and development of documentary heritage was launched to urge countries, governments, communities, and individuals to protect and use documentary heritage; and to ensure that world documentary assets would not suffer further damage and loss; and that the precious documentary resources of countries around the world could be instantly preserved (UNESCO, 2019).

3.3 Types of "Memory Webs"

By searching "Memory Webs" on the Internet, one can get many results. Some are limited to certain areas, such as a specific city, and some are limited to specific issues, such as the 228 Incident, the Nazi Holocaust, etc. We can categorize memory into the following types, according to the geographical arrangement of materials: World Memory, Regional Memory, State Memory, City Memory, Family Memory, Company Memory, Community Memory, Personal Memory.

"National Memory Webs" are established by both governmental institutions, such as libraries, archives, museums, and departments of cultural affairs, and non-government institutions, such as societies (associations), foundations, and government-sponsored projects.

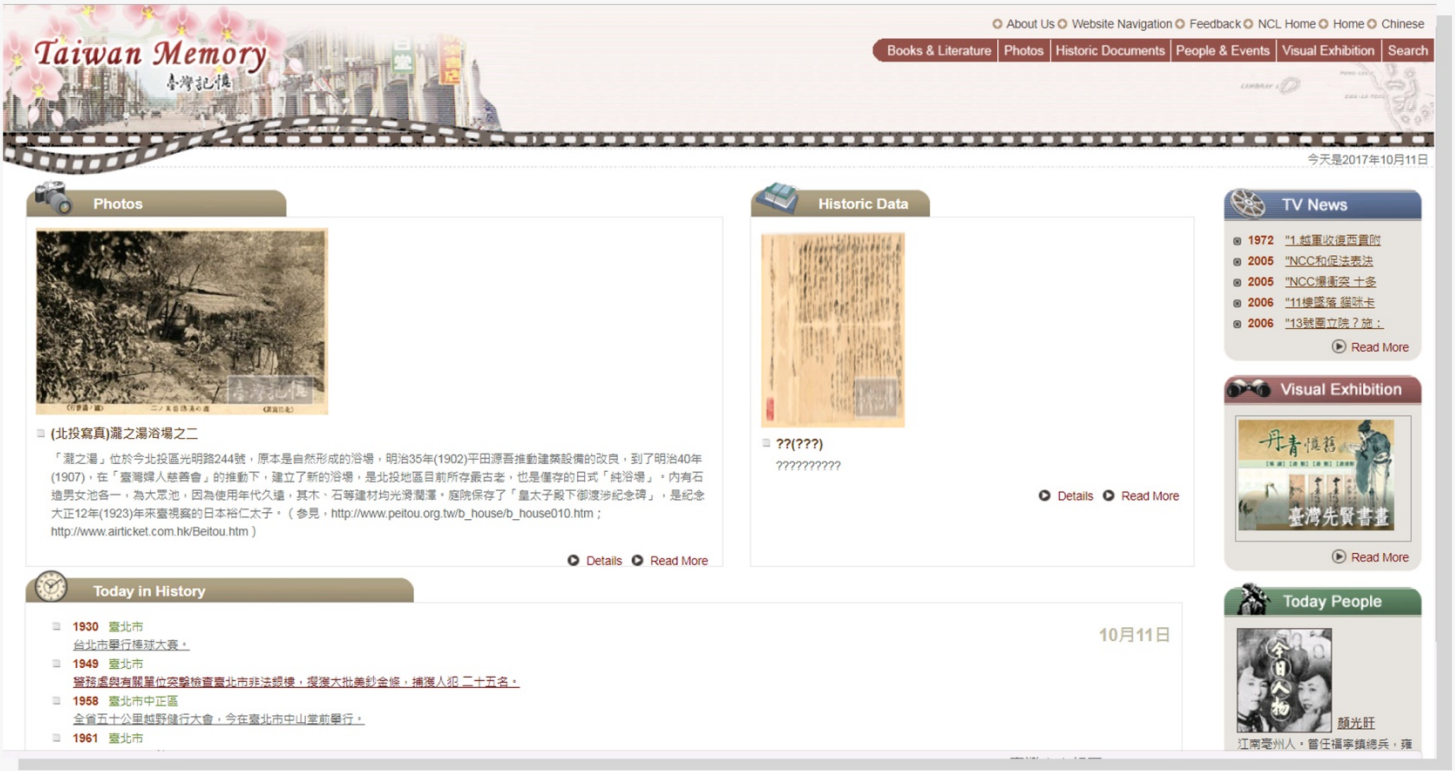
Sources of "National Memory Webs" come from public solicitation, which allows the public to upload materials and the writings of experts and scholars. Websites established by the library usually contain materials from the library collection, such as bibliographical data, digital collection, genealogical records, ancient contracts, pictures, posters, etc., and other materials donated by the public or obtained through interlibrary cooperation.

4. SYSTEMATIC DEVELOPMENT OF NCL'S TAIWAN MEMORY

The first generation of the System of Taiwan Memory was established in 2003. With the continuous growth of digital contents and interpretive data, the system was restructured and updated in 2016 through the digital humanity project: "A Preliminary Study of Reconstructing 'Taiwan Memory.'" The new system has an interworking structure with the concepts of time and space, multi-faceted knowledge, and interpretive data. Through the Responsive Web Design (RWD), the Taiwan Memory can be accessed by various types of mobile devices; and it features county and city memory, a memory window, and various management functions. The online service of the new system was launched on 31 January 2018 (National Central Library, 2018a).

4.1 Taiwan Memory System (1st Generation)

The first-generation interface of Taiwan Memory System was designed with personal computers in mind, where searching is conducted through PC or notebooks. The first page of the first-generation Taiwan Memory includes links with facsimile photos of Taiwan, historical data, chronicles of events, news in A/V, special online exhibitions, historical figures, etc; and offers space for quick searches of the extent of the collection. The frame construction of the web is fixed.



4.2 Taiwan Memory System (2nd Generation/Prototype)

The first-generation Taiwan Memory System had a limited structure and collection of meta-data that could not meet the demand of search, index, and research; it also needed to add visual presentation through the axis of time and space. To address these, a new embryonic form of the system was proposed in 2016, with a subsidy provided by the Ministry of Education to colleges and educational institutions. It proposed digital humanities projects for 2016-2017; a cooperative agreement for the project "Preceding Study on Reproducing 'Taiwan Memory'" was signed on 3 June 2016 with the Research Center for Digital Humanities of National Taiwan University.

The second-generation of the Taiwan Memory System was placed online and its function and web design

4.2.1 Contents of the System

A new version of the Taiwan Memory System intends to present the memory and features of the modern history of Taiwan and collect extensive historical materials of Taiwan and resources on Taiwan Studies, enhancing its cultural value, including books and documents, photos, historical materials, people and things, online exhibitions, etc.

4.2.2 Responsive Web Design

The second-generation of the Taiwan Memory web page adopts the Responsive Web Design through which the size of the photo block is determined by the size of the screen and moves accordingly. In this way, the web page can appear on different screens and be viewed on mobile carriers.

In 2016 and 2017, the Prototype form of the system was developed. Comparing the first page of the second-generation to that of the first-generation, one can see that the interface reserves all the functions on the first page of the original system, but the RWD designs were added to satisfy the demands of different carriers.

In addition to the original browser used for obtaining collected data on a topic, functions for reviewing and overlooking the data with time and place were added. Interface enhancement was prioritized to make it user-friendly; and the display of search results was modified by taking users' opinions and suggestions

4.2.3 Homepage of Taiwan Memory

On the homepage, the upper half of the web page shows a blue frame that offers a search box. One can also search by geographic location, timeline, data type, or subject to gain access to research resources.

The lower half of the homepage includes special exhibitions online, local records, figures of the day, etc. to provide information on the special exhibitions from the Library's collection, local records of historical events, and historical figures in Taiwan. It updates historical information and provides an introduction of the historical figure of the day, according to the date; and is, thus, educational and valuable for its memory of humanities.

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The second-generation of the Taiwan Memory System was placed online and its function and web design continued to increase through the 2017 mobile value-added project of the "Formosa Mambo Geographical
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Figure 2. Homepage of 2nd Generation Taiwan Memory System Retrieved from: https://tm.ncl.edu.tw/index?lang=chn

4.2.4 Search Through Different Headings (View the search outcome through a timeline)

One can search through five (5) different headings such as data collection, figure, group, location, and key word. The digitalized collection can be analyzed through meta-data, which helps the searcher connect the key word with digital resources of different headings to find image data or document materials that match the research request.

If the key words fail to come up with a successful search, one can choose to search all available resources through a timeline. Just go to the combo box in the upper left corner and choose "timeline search." It indicates how many items in the Library's collection match the designated time range; and one can choose items according to the appropriate time frame.

One can also choose "view through location" on the combo box and select the geographical coordinates on the map to determine if a specific geographical location has some relevant historical data on a given subject.

4.2.5 View (Examine detailed data)

One can get an aerial view by selecting different dimensions of data collection, location, and timeline; and then select contracted images and a brief description to evaluate if further examination of detailed data is necessary.

Besides examining basic meta-data and digital items, one can undertake an examination by selecting geographical information, key words, collection location, and other related key terms at the bottom. One can also conduct an online application of authorization of digital images through links. The platform has gained praise from scholars, publishers, and researchers. More than 5,000 people click links to view and use authorized digital materials each and every month. This increases the usage rate of the Library's collection and raises its visibility.

4.2.6 Construct City Memory and Memory Windows

In terms of constructing individual city and town memory and individual memory, Taiwan Memory serves as a memory window. Through coordination with national cultural and historical institutes, cultural departments of local governments, and civil institutes of collection, it has harnessed public and private power to design digital resources with impressive results, including Japanese books from the Tainan Municipal Library, old Taiwan poetry collections from the Lukang Cultural and Educational Foundation, scripts of shadow puppet shows from the Kaohsiung Museum of Shadow Puppetry, old photos of Taipei from Taipei City Archives, and documents and cultural relics related to the Romanization of Taiwanese dialect collected by the Presbyterian Church in Taiwan.

4.2.7 Online Exhibition Hall

NCL is planning a wide range of exhibitions to display the Library's collection, combining the collection with digital resources to hold online exhibitions for those unable to come to the live exhibitions to appreciate cultural memory presented in the exhibitions.

4.3 Taiwan Memory System (3rd Generation)

After having developed a Prototype form of the previous generation, the third-generation of the system is more detailed. Nicknamed as "Formosa Mamba," the third-generation system is designed to provide more functions.

4.3.1 Chronicles of Major Events in Taiwan

One special feature of the third-generation Taiwan Memory System is that it displays chronicles of major events in Taiwan on the upper half of the homepage.

The display of the Chronicles of Major Events in Taiwan, by means of a timeline in the third-generation system, strengthens the modification functions of space and time range, so that chronicles of major events in the various local records of the library's collection can be integrated. By being able to change ranges of years and areas, it is easier to understand the interconnection of events in various sites in a designated area or a designated time-frame.

The lower half of the homepage of the third-generation Taiwan Memory System remains the same as before, with information such as special online collections, contemporary local records, figures of the day, etc.

In the Thematic Collection Browsing page, the appearance of data classification is enhanced with visuals, which help the users to instantly recognize the needed data through images.

Figure 3. Homepage of the Third-Generation Taiwan Memory System Retrieved from: https://tm.ncl.edu.tw/index?lang=chn

4.3.2 The Display of the Search Results

On the display of the search results, one can see that on the upper left side, other than the general view, time view, place view, word frequency analysis, etc., users can also select topics according to collection headings or chronological headings. For every collection heading and chronological heading, separate data for each search are provided for users to decide whether further browsing of related content is necessary.

If the user chooses to present the search results according to a timeline, the timeline will appear above the results with a horizontal axis indicating the years and a vertical axis indicating data volume. The ruler underneath the bar chart limits the chronical range of the display. The search results are then presented for a given year; and the left side of the chart displays the year's contents while beneath the chart, the links to comprehensive search results for that year are displayed.

When searching for a place, the web page displays a quantified map, which converts the local data of digital objects through the geographical data interpretation. This appears on the map to show the locations of the search results. Beneath the map, highlighted geographical areas show the objects of search results within the selected site.

PLENARY SESSION 5

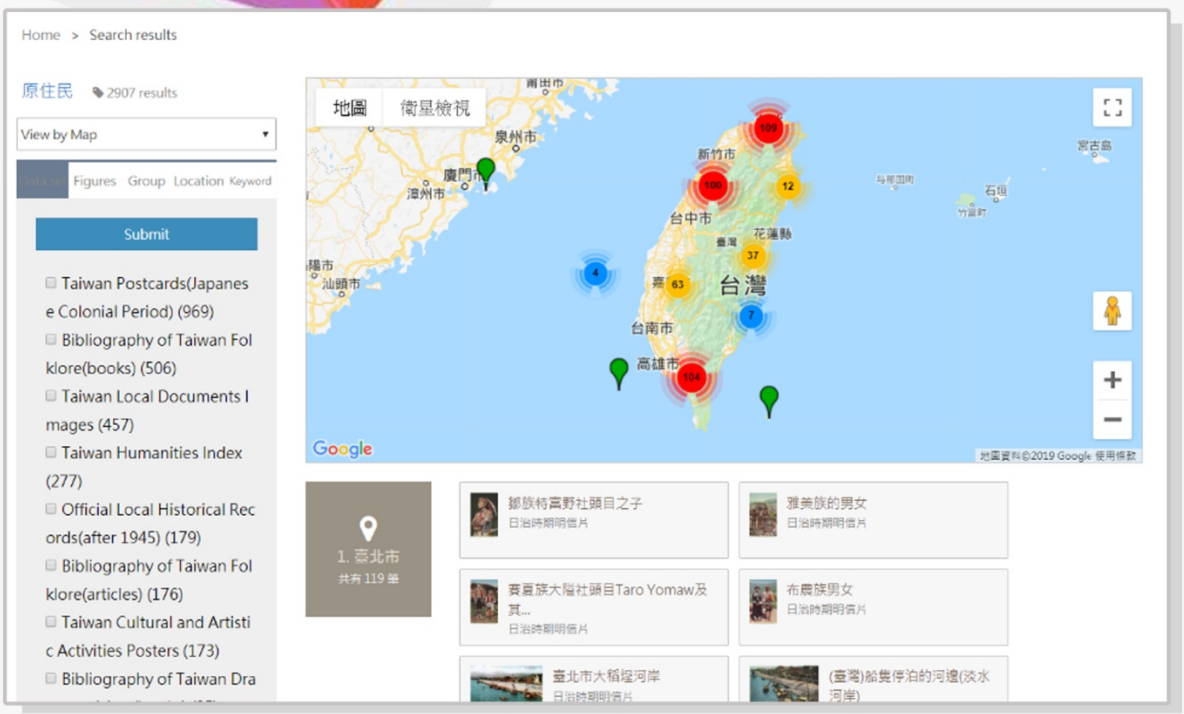

Figure 4. Search results—View the objects by map with location tag
Retrieved from: https://tm.ncl.edu.tw/search_result?query_words=原住民&page=1&page_limit=10

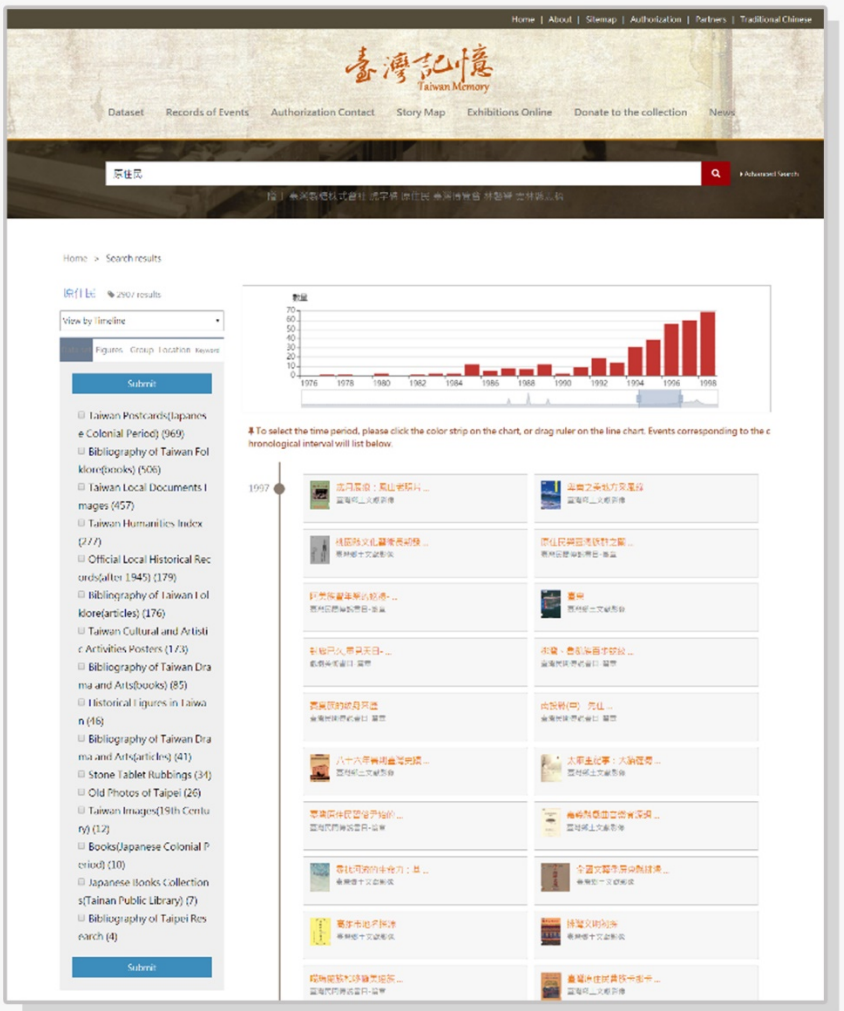

Figure 5. Search Results—Time View
Retrieved from: https://tm.ncl.edu.tw/search_result?query_words=原住民&page=1&page_limit=10

12 4.3.3 Back-End Management System

The Back Side manages the latest news, photos, interpretation data, and authorization function; and develops an interface for co-management with cooperating institutions in the later stage. Its interface design is user-friendly and easy to maintain. It can also add, delete, or revise the website data and format directly online.

It offers all staff members and coordinating managerial staff management the mechanism to create accounts. Permission to use the system can be set up according to user types and purposes, such as levels of managerial staff in-charge of the Taiwan Memory System, staff in-charge of data content and auditing, common users, etc. It can check the account number and the pin number of those who log in, to grant permission to the corresponding user, corresponding digital item management functions, and data content.

5. CONTENT ESTABLISHMENT AND SYSTEM DEVELOPMENT OF NCL'S TAIWAN MEMORY SYSTEM

NCL first considered establishing the Taiwan Memory System in 2002. To establish a website of digital resources that feature local culture, NCL came up with the Taiwan Memory System. It is an online database based on the resources of Taiwan History and Culture in the Library's collection; the wide-ranging historical materials of Taiwan and valuable cultural materials including postcards published during the Japanese Occupation Period, old photographs of places, old books, local historical records, ancient contracts, genealogical records, rubbings of stone inscriptions, A/V data, etc., which show Taiwan'shistorical memory and features of different periods, were being digitalized.

To make up for gaps in the Library's collection and expand the breadth and the depth of the system's resources, NCL undertook the digitalization of consolidated collections with institutions both at the local and international level, who have collections of memory resources. Through authorization, the library constructed digital resources and contents that correspond to "Taiwan Memory" and have consequently expanded the contents of the system.

5.1 General Introduction of Taiwan Memory's Content

NCL has a rich collection of Taiwanese historical documents and materials, such as postcards made in Taiwan during the Japanese Occupation Period, old photos of different areas, old books, local historical records, ancient contracts, genealogy books, stone tablets and rubbings, etc. To properly preserve Taiwan's historical memory, in accordance with digital development, NCL established the "Taiwan Memory" system. By establishing the system, NCL has created a digital collection of the historical documents of Taiwan enabling it to analyze and establish interpretative information of the digital materials; and thereby, fulfill the purpose of sharing and using library resources. In addition, NCL plans to strengthen its coordination with local governmental institutions and private cultural and historical organizations of different counties and cities to further enhance relevant resources located in different places; so that it can promote reading and researching Taiwan's historical materials in different areas in Taiwan and abroad through the easy accessibility of the internet (National Central Library, 2020a).

Books and Documents. Theme resources include "the collection of official local historical records of Taiwan after its recovery," "the collection of the books published in Taiwan in the initial period of its recovery," "the collection of books published during the Japanese Occupation Period," "the collection of old books in Japanese in the Tainan Public Library," and "Taiwan's Hakka Digital Library," with the bibliographies, tables of contents, and images of complete texts available for online searching and viewing.

Historical Materials. This includes NCL's collection of Taiwan's historical materials, such as ancient contracts and genealogy books, over a time period of more than 200 years, from the 18th century to the 20th century. One can browse or search according to category, or view the digital contents and summaries of old books. The data above present Taiwan's society and culture between the 18th century and the 20th century, which can be explored by scholars and experts, and are important teaching materials for local education in a wide variety of places.

Pictures and Photos. This includes the library's collection of more than 4,000 precious postcards from the Japanese Occupation Period, digital images with interpretative analyses, and descriptions of liberty lottery tickets, featuring five categories: "Taiwan's Images in the 19th Century," "Taiwan's postcards from the Japanese Occupation Period," "Old Photos of Taipei City," "Yearbooks from the Japanese Occupation Period," and "The Liberty Lottery Tickets issued between 1950 and 1987." One can browse or search by category and read the digital contents and introductions of the various themed images that highlight Taiwan's social life and the history and images of its development—some of the most common and important media for the
preservation of Taiwan's memory.

People and Events. Important events are recorded in words to present the historical development of Taiwan. The resources are mainly "the chronicles of events" in local historical records, which include the places, dates, and contents of the event. As for the data on individuals, the system has basic information and basic profiles of about 2,000 significant persons in Taiwan beginning from the Ming and Qing dynasties up to the Period of
Japanese Occupation.

Online Exhibition. This includes "A Photo Album of Facts: An Exhibition of Photos of 19th Century Taiwan," "A Brilliant City: Exhibition of Images of Taipei for the 120th Anniversary of the Establishment of the City," "Travel Notes of Literature: A Special Exhibition on the Development of Taiwan's Literary Magazines Over the Past One Hundred Years," "The Looks of a Century Past: Images of the Aboriginals One Hundred Years Ago," "The Story of Taiwan's Stone Tablets," "Remembrance of the Past through Paintings: Paintings and Calligraphic Works of Taiwan's Scholars of the Past," "The Looks of A City: Old Buildings in Taipei City," "The Silhouette of Professor Xiao Zi," "Taipei's Elegance on Record," etc. It presents the system's digital collection in depth through special themed exhibitions (National Central Library, 2020a).

5.2 Material Origins of Taiwan Memory's Contents

12 5.2.1 Digitizing Past Publications

NCL reorganized past publications on Taiwan, such as Short Biographies on Taiwan Historical Figures, Keelung during the Japanese Occupation, Tainan during the Japanese Occupation, Taipei during the Japanese Occupation, Exhibition Catalog of Old Contracts in Taiwan, A Collection of Old Pictures from Taiwan, A Record of Taiwan's Culture, and Faces of a Century: Images of Taiwan Aborigines from 100 Years Ago, then digitized them and added them to the Taiwan Memory database.

5.2.2 Adding Digitized Content from NCL Holdings

In 2000, NCL began digitizing its collection, which now has become a very sizeable digital corpus. In an effort to make this digital information more accessible and to promote Taiwan studies, NCL has created databases so users can easily browse and search content. Digital content related to Taiwan Studies was added to the Taiwan Memory database to enrich its content.

5.2.3 Purchasing

With limited funding, it is difficult to make any real progress in acquisitions on Taiwan History through purchasing. However, some purchases are possible, especially when a collector has a rare and complete collection of Taiwan-related materials. To cite an example, NCL has a collection of 11,951 postcards. Out of these, more than 4,800 are on Taiwan conditions and customs; and were acquired from a collector. The images on the postcards reflect the development aspects of politics, the economy, industry, and culture in Taiwan. They also record the material and cultural changes of Taiwan and its people at the beginning of the last century. These represent a collective memory shared by all Taiwanese.

In addition to purchasing the whole lot, each year, purchases are made for select postcards from secondhand bookstores or auctions. At times, the new acquisitions are quite something.

5.2.4 Gifts

Libraries acquire new materials through gifts; these can be divided into active requests from the library and donations from collectors.

5.2.4.1 Requests

To have a complete archive of publications in Taiwan and to preserve precious historical materials on Taiwan, NCL actively acquires old books and other materials from a variety ofsources by inquiring about collections both in Taiwan and abroad. For those acquisitions that come from requests, they are primarilyaligned with NCL's development plan, specifically the collection aims and characteristics. In recent years, NCL has primarily focused on the manuscripts of local authors and famous persons, galley proofs, and historical information on publications, school histories, and posters printed by cultural and educational institutions. The aim is to acquire unique items.

5.2.4.2 Donations

In terms of donations, the vast majority are done by authors or renowned persons. These primarily consist of manuscripts of famous persons, letters, calligraphy paintings, pictures, and paintings. In addition, there are architectural plans, teaching materials, etc. NCL has in recent years sought to acquire the manuscripts of famous persons and has accumulated a sizable collection thus far.

5.2.5 Creating Collaborations

5.2.5.1. Methods of Collaborating

In addition to asking for originals when donations are being made, when the collector is unwilling to give with the original item, the following ways of collaborating are offered to assist in acquiring precious items that would be helpful for expanding the content of the Taiwan Memory system:

A. The collector already has a digital copy.

If a collector already has a digital copy of an item that NCL would like to acquire, the digital file is requested; its access and methods of use are then decided upon.

B. The collectors does not yet have a digital copy.

If the collector does not yet have a digital copy, NCL will assist in its digitization. The original will then be returned to the collector. A digital copy will also be provided. In addition, its access and methods of use are then decided upon.

5.2.5.2. Ideal Collaborators

A. Libraries of All Types

Libraries with long histories tend to have more materials on various aspects of Taiwan's development in their collections. Because of this, NCL actively advocates for collaborative projects with such libraries to co-create content that can be shared and used by both parties. Below are several examples of such collaboration.

PLENARY SESSION 5

1. The Digitization of Old Books on Taiwan in NCL's Collection

In 2005, NCL and the Tainan City Library signed an agreement to digitize old books from the Japanese occupation period. The result produced scans of 2,000 volumes of old Japanese books and newspapers, as well as reproductions of portrait photos. In addition, NCL began a project in 2015 called the "National Collaboration on Digitizing Books and Materials." Libraries and archives in Taiwan were invited to participate by digitizing publications between 1911–1949 so as to preserve important scholarly achievements from that period. These materials, which spanned Taiwan's historical culture, humanities and geography, art and literature, society, politics, and economy, are extremely valuable in terms of scholarly research. Indeed, they have become the best resources for Taiwan Studies. Participating libraries and archives consisted primarily of university libraries and public libraries, including Academia Historica's Library, National Taiwan University Library, National Taiwan Normal University Library, Cheng-chi University Library, National Taiwan Library, and the National Library of Public Information. Promotions will continue, with the hope that even more units will join this project, create digital resources to share, and expand the effect of collaborative digitization.

2. The Reappearance of Old Photos in Taiwan Memory: A Collaborative Project

To continue expanding available materials for Taiwan Studies, NCL and UC Berkeley collaborated in 2016 to digitize pictures of Taiwan in Berkeley's collection that were taken in the 1960s by US photographer Tom Davenport. Tom Davenport was a photographer for National Geographic in 1967 when he arrived in Taiwan for a shoot. The result was a series of photos of high artistic, historical, and commemorative value. All in all, there were more than 7,000 photos, covering daily life in Taiwan, such as customs, industrial development, country life, scenery, artists, street scenes, famous landmarks, aboriginal life, etc. In addition to daily life and current events in Taiwan, Davenport also took portraits of famous artists, literati, and intellectuals at the time. These give an accurate reflection of the details of the artistic world in Taiwan during the 1960s (National Central Library, 2016b).

3. The Central Government and Local Governments

Two types of collaboration take place with county and city governments. The first type is the digitization of publications by local governments. The second type is the digitization of local historical information collected by the cultural bureau of local governments.

With the passage of time, publications by government institutions have covered much content, including policies, projects, regulations, and achievements of governance. They have also become more readable, making them a means by which the people can understand various efforts by the government; and thus have greater feelings of belonging. Because of this, government publications are extremely beneficial in understanding the local conditions, historical culture, geographical landscape, cultural views, social trends, industrial developments, and local persons. Therefore, government publications are an integral part of the Taiwan Memory database. In addition to collaborating with the subordinate offices of the Executive Yuan, such as the Ministry of Culture, the Ministry of Interior, the Hakka Affairs Council, the Ministry of Economic Affairs, and the departments under them, NCL primarily receives digital files of publications or print publications for digitization from county and city governments. Collaborating governments include the Kinmen Islands, Lienchiang County, Taipei City, New Taipei City, Taoyuan City, Tainan City, Kaohsiung City, Changhua County, and Penghu County, and the departments and offices under their jurisdiction.

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C. Unique Museums

In every region in Taiwan, there are unique museums that specialize in the collection, display, and promotion of one type of artifact. NCL collaborated with the Kaohsiung Museum of Shadow Puppet to digitize the shadow puppet plays it had in its collection. This is a rare and valuable category of textual data.

D. Local Enterprises

The pastry store, Kuo Yuan Ye, has been around for 151 years. Its business development history has witnessed a century and a half of changes in society, food, industry, and agriculture. NCL and Kuo Yuan Ye Education Funds collaborated to digitize many old photos, such as people, buildings, products, brand logo, ceremonies, and employee uniforms. NCL will then upload them to the Taiwan Memory database. This is a rare collaborative opportunity.

E. TV and Radio Stations

TV news is not only a witness to the growth and change in Taiwan's society but is also extremely interconnected with the growth and trends of the land. Recorded in detail are the trials and reforms in politics, the remolding of the economy, and the betterment of life in general.

From 2002 to 2003, NCL began a project called "The Digitization of Taiwan News Videos and Audio Recordings." The project digitized 40 years (1962–2001) of CTV evening news and analyzed the metadate on the news content. NCL made a permanent collection of the digitized news files and provided free access to them via the internet. Furthermore, NCL and Da Ai Television signed a Cooperative Agreement to Archive Materials and Data. Da Ai provided digital files of its worldwide news programs from 1998 to December 2008, which NCL then digitally archived. Da Ai also authorized NCL to publicly transmit them for non-profit use on the internet. NCL collaborated with the Chinese Television System to take its CTV News Report show and make it available for transmission and broadcasting on National Central Library's platform. This program began in 1981 and has discussed many topics dealing with Taiwan politics, economy, society, military, cross-strait relations, and other major affairs that are newsworthy. CTV News Report has reported all of these in a deep and penetrating way.

With regard to collaboration with radio stations, NCL has also worked with the Broadcasting Corporation of China to digitize its Interviews with Notable People. This preserves the voices of famous contemporary people, such as Sun Yat-sen, Chiang Kai-shek, and Soong Mei-ling.

F. Foundations

1. Chiang Wei-shui Cultural Foundation

In 2016, NCL and the Chiang Wei-shui Cultural Foundation co-hosted a special exhibition called "The Rise of Humanities in Contemporary Taiwan." It was comprised of several displays: The Age of the Rise of Humanities, Core Persons: Chiang Wei-shui (1891–1931), and Echoes and Insights. It looks back on the beginnings of humanities thought in Taiwan. This content was added to the Taiwan Memory database and made available to the public.

2. Lukang Cultural Education Foundation

NCL collaborated with this foundation to digitize the poems and prose in the old books it had. These are important resources in researching Taiwan literature.

3. Taiwan's Presbyterian Church

NCL and the Presbyterian Church worked together to digitize its documents, including meeting minutes, piano music, poems, gospel, hymns, sacred songs, and Sunday school materials.

G. Individuals or Families

1. Artists donate their paintings

Professor Liang Dan-feng is a renowned artist and author, who specialized in Chinese and Western painting. In fact, she is internationally famous. Beginning in 2012, she began donating her remaining painting and manuscripts to NCL. In recent years, she has donated over 14,000 paintings and 2,000 manuscripts.Professor Liang has lived and painted in Taiwan for more than 60 years. She has traveled all over the island and accumulated a large amount of paintings and sketches on Taiwan, roughly 760 of them. She has painted scenes from northern, central, southern, and eastern Taiwan, as well as the outlying islands, on topics such as natural scenery, architecture, people, and common people's lives. The content is both rich and stunning. NCL digitized these paintings and made them available to the public for viewing and research in both Contemporary Celebrities' Manuscripts and the Taiwan Memory database.

2. Television producer donates scripts

In 2012, famed script writer and producer Jiang Zian donated the 2,000 scripts in his collection to NCL. This corpus of scripts was collected by Mr. Jiang during his time as a CTV screenwriter, producer, and editor (1969–1992). These are rare and precious resources.

3. Scholar donates digitized files of postcards

Professor Chien Chung-liang from National Taiwan University's Department of Medicine had 1,700 old postcards from the NTU Museum of Medical Humanities that he was taking care of. These postcards were of Taiwan and other regions, which he provided to NCL to digitize. These continue to enrich historical materials on Taiwan.

4. Descendants of Xiaoyun Mountain Village Donate Ancient Books and Local Historical Materials

The tradition of multi-generations of literary gentry in Taiwan witnessed an age of prolific writing. During this long historical development, they bore the weight of cultural and historical heritage. This is of no little value or significance. The books and materials donated by the descendants of Xiaoyun Mountain Village not only added several hundred volumes of ancient books to NCL's collection, but also rare land contracts, diplomas, and account books from the Japanese occupation period. These were added to the Taiwan Memory database (National Central Library, 2019b).

5.2.6 Co-creation and Sharing

5.2.6.1. County and City Libraries

The design of Taiwan Memory's third generation database features the ability to co-create and share. This means that county and city libraries can upload their own local books and history; thus creating their own "City Memory."

5.2.6.2. General Population

The design of Taiwan Memory's third-generation database also features an ability to share content. This allows the general population to share old photos in their personal possession. In other words, NCL is allowing the crowdsourcing of pictures of Taiwan to add to its archive.

5.3 Value-added Application

In the past, libraries would collect, organize, and disseminate books and materials, which the patrons may use. Over time, the way libraries are run and the way people learn have also changed. Libraries no longer only provide original materials for patrons to come and use themselves; librarians must also play the role of a "chef," who organizes different materials using different subjects and a variety of channels to provide systematic readings to the public; and thus, more effectively assimilate them into personal knowledge.

In addition to organizing different subjects into data sets and subject site in the Taiwan Memory database based on the availability of materials, NCL also provides online exhibitions with more lively methods to display various aspects of how things are in Taiwan.

5.3.1 Data Sets

The data sets organized in the Taiwan Memory database include postcards from the Japanese occupation period, yearbooks from the Japanese occupation period, patriotic lottery tickets issued between 1950–1987, images of 19th century Taiwan, old pictures of Taipei City, official local gazetteers from Taiwan after the Japanese occupation in NCL's collection, books published in Taiwan during the late 1940s in NCL's collection, books published in Taiwan during the Japanese occupation in NCL's collection, Taiwan folk songs in NCL's collection, old Japanese books in the Tainan City Library, an old collection of poetry and prose at the Lukang Education Foundation, materials from the Presbyterian Church in Taiwan, shadow puppet play scripts at the Kaohsiung Museum of Shadow Puppet, rubbings of steles in Taiwan, old contracts, sketches of historical persons in Taiwan, a catalog of research on Taipei, a booklist of Taiwan folktales: a chapter, performing arts: a chapter, performing arts: books, images in Taiwan nativism literature, artistic posters, index system of papers in Taiwan's Literature, History, Philosophy, 100 years of business in Taiwan, and children and youth literature (National Central Library, 2020b).

5.3.2 Thematic Websites

The subject sites on Taiwan Memory database include Unity-Knowledge-Strength: Chiang Wei-shui, Fong Fei-fei: When I Hear Applause, An Exhibition of Old Contracts in National Central Library's Collection, The Silhouette of Robert Scholz, A True Portrait: Pictures and Images of 19th Century Taiwan, the Story of Steles in Taiwan, the Patriotic Lottery: By Small Means, To Dream Is Beautiful, Taiwan Literature Magazine, Old Postcards from the Japanese Occupation: Conditions in Taiwan in the 19th Century, A Map of the Ocean City Keelung: A Rare Geography Painting, Painting the Past: Early Painters in Taiwan, The Elegance of Taipei, City Visages: Taipei City's Old Buildings, Reverberations of a City's Brilliance: Images of the120th Anniversary of Building the City, An Exhibition of Paintings by Contemporary Artists in NCL's Collection (National Central Library, 2020d).

5.3.3 Online Curation

5.3.3.1. Scholars and Experts Invited to Curate

NCL invited scholars and experts to curate the exhibition and provide online viewing. From 2017 to 2018, experts in pertinent fields reviewed the content in the Taiwan Memory database and turned it into an online exhibition. In all, four main themes were completed. For each of these themes, a knowledge map was made, a glossary compiled, and related websites enumerated—allowing patrons to quickly find the information they want. The following four exhibitions contain abundant and professional content, providing aid for teaching, learning, and research (National Central Library, 2020d).

• Economic Development of Taiwan: 1945 to present

Between 1960 and 2000, the sharp increase in the living standard of Taiwanese people has been almost unprecedented in human history. The island's GDP growth rate during this period was ranked number one in the world. In the early 1960s, the successful expansion of textile and electronics exports ignited the high growth rate in post-war Taiwan. The main reason stemmed from the high quality of Taiwan's labor force and wages that were low compared to other countries. This combination made its labor-intensive industries competitive in international markets. However, the high growth rate in post-war Taiwan brought about a rise in wages. Thus, by the early 1990s, wages in Taiwan were higher than those of many low-wage countries. Consequently, many factories were relocated to countries where workers were paid lower wages. As a result, the economic growth rate declined and wages stagnated.

• Medicine and Public Health of Taiwan: Japanese Colonial Period

Taiwan was called "the land of subtropical diseases" in early times because of the various infectious diseases that plagued this subtropical island. When Japan took over Taiwan in 1895, the western medical system was introduced by the colonizer, removing the mysterious veil of these infectious diseases. Anti-epidemic measures were taken, and Taiwan entered the modern era of public health. This exhibition shows how Japanese troops suffered from epidemics in the early phase of the Japanese Occupation Period, which serves as a background to explain the policy of scientific colonization proposed by Goto Shimpei. He promoted modern medicine and established a health system and sanitary conditions. Increased sanitation helped decrease the devastation of epidemics. Plague and malaria are taken as examples to show how Taiwanese society were introduced to foreign concepts and came to embrace modern sanitation.

• Anthropology Matters on Taiwan: Research Methodologies, The Earliest Arrivals, and More...

The exhibition highlights the lifestyle and social activities of the earliest inhabitants of Taiwan from prehistoric times. The vision is then extended to convey the interaction of the ancient Taiwanese people and peoples from other regions in Asia and the backgrounds and conditions that led to the rise of maritime commerce. The historical stages and features of the development stages of Taiwan from prehistoric times are featured. The exhibition demonstrates the importance of archaeological research and the nature of archaeological work at excavation sites in Taiwan.

• Old Pictures of Taiwan

In the 16th century, Taiwan started to be known in the Western world by the appellation "Formosa," which meant "beautiful island." During the subsequent 400 years of historical changes, Taiwan's beautiful mountains and rivers have seen moving stories of past generations starting on the difficult path of modernization, as their blood mixed with their tears.

5.3.3.2. NCL Continues Planning Exhibitions Utilizing its Diverse Professional Staff and Abundant Resources

• The Image of Children in Taiwan Memory

"The Image of Children in Taiwan Memory" has four main themes: children's games, children's clothing, children and animals, and women and children—showing the image of children in people's memory over thelast 100 years in Taiwan.

• The Beauty and Grace of Thailand— Thailand in Taiwan Memory

National Central Library held an exhibition titled "The Beauty and Grace of Thailand—An Exhibition of Thailand in Taiwan Memory." The exhibition highlighted the close connection and relations between Thailand and Taiwan. With seven themes on display, including statistics, rare books, Japanese investigation reports, memories of Taiwan's celebrities, services of the public library, fun in daily life, footages, as well as getting souvenir stamps, with 100 books published over a period of 400 years, the exhibition shows the beauty and grace of hailand in the memory of the Taiwanese people.

• Taiwan Memory: Memories of School Across the Generations

In 2019, an exhibition called the "Taiwan Memory: Memories of School across the Generations" was held. On display were different generations' memories of schools in the Taiwan Memory database. The exhibition was divided into four main units: traditional Chinese education (academies), Western education (missionaries and colonists), education after 1945, and a general survey of education in Taiwan. Exhibition content included a themed book exhibition, the exteriors of different academies, students in class during the Japanese occupation, and the content of Taiwan textbooks.

• One Hundred Years of Education: Memories of the Affiliated Experimental Elementary School of University of Taipei

In 2019, NCL digitized the books on school history and yearbooks donated by the Affiliated Experimental Elementary School of University of Taipei; then uploaded them to the Taiwan Memory database. The content was made available to the public in the form of a special exhibition.

5.3.4 Putting on Physical Exhibitions

Libraries becoming more like museums is a modern trend in library management. Nowadays, it is common to see libraries use the space in reading rooms, hallways, or other unused spaces to put on exhibitions. The hope is that patrons who visit the libraries would not need to specifically go to the exhibition room to see the displays. Rather, they can encounter exhibition displays in the spaces they normally walk through, increasing their culture and aesthetic literacy.

NCL used its abundant materials on Taiwan history in the Taiwan Memory database as a basis for exhibitions held at NCL and elsewhere. This has proven to not only increase Taiwanese love for their native land, but also to deepen the understanding foreigners have of Taiwan.

5.3.4.1 Adventures Mailed to Time: An Exhibition of Postcards

Postcards, which were originally used as a means of communication, later became a tool for understanding the past. This is because their designs tended to be more exquisite, increasing their artistic value—not to mention the abundance of image content. NCL designed an exhibition entitled "Adventures Mailed to Time: An Exhibition of Postcards" to showcase handpicked images of the country, street views, people and the land, time travelers, hardworking children, and city voices. Over 300 postcards from Taiwan and China were on display in 2012 at the Taipei International Book Exhibition, which was pavilion-themed. Through these old postcards that were printed in both Taiwan and China, attendees felt as if they were in a ulti-stage time travel, leisurely moving through the river of memory, as they remembered relatives in distant places (National Central Library, 2014).

5.3.4.2 Remembering Taiwan: An Exhibition of Liang Dan-feng's Landscape Paintings on Taiwan

From 31 July to 19 September 2018, NCL hosted "Remembering Taiwan: An Exhibition of Liang Dan-feng's Landscape Paintings" on Taiwan. On display were Professor Liang Dan-feng's paintings of Taiwan, including almost 300 oil paintings, watercolors, and sketches. Professor Liang also donated more than 14,000 paintings and manuscripts from her life's work to NCL for preservation (National Central Library, 2019b).

5.3.4.3 Thailand in Taiwan Memory

In 2018, in conjunction with the opening of a Taiwan Resource Center for Chinese Studies (TRCCS) at Chulalongkorn University, NCL planned an exhibition called "The Beauty and Grace of Thailand: An Exhibition of Thailand in Taiwan Memory." It highlighted the close connection and relations between Thailand and Taiwan. The exhibition was comprised of seven themes: statistics, ancient books, Japanese investigation reports, memories of Taiwan's notables, public library services, videos about daily life, and commemorative stamps. 100 books published over a period of 400 years, showing the beauty and grace of Thailand in the memory of the Taiwanese people, were also displayed (National Central Library, 2018d).

5.3.4.4 Taiwan Memory: Memories of School Across the Generations

To celebrate the 85th anniversary of NCL, a special exhibition called the "Taiwan Memory: Memories of School Across the Generations" was planned in the hallway on the 5th floor reading area. On display were different generations' memories of school in the Taiwan Memory database. The exhibition was divided into four main units: traditional Chinese education (academies), Western education (missionaries and colonists),education after 1945, and a general survey of education in Taiwan, as well as a book exhibition and a commemorative stamp booth. Attendees were also invited to share their memories from school, or to provide old pictures, files, images, letters, and certificates to NCL for preservation. In this way, a memory database can be created together and be made available for even more varied use (National Central Library, 2018c).

5.3.4.5 Images of Children in Taiwan Memory

NCL selected images from the Taiwan Memory database related to children as an in-house exhibition called "Images of Children in Taiwan Memory." Content was divided into four themes: Children's Clothes, Children's Games, Children and Animals, and Women and Children—showing the image of children in people's memory over the last 100 years in Taiwan. In addition, books on related topics were selected for a book exhibition. NCL then worked with Zhu-Qiang Elementary School in Hualian County to put a replicacopy of the exhibition on display in its library. The content of the exhibition also incorporated teaching activities to deepen the significance of the exhibition. The book exhibition displayed 50 books which were then donated to the Zhu-Qiang Elementary School library after the exhibition was over (National Central Library, 2019c).

5.3.5 Producing Digital Courses

With the idea to creatively use abundant digital holdings and to improve the depth of digital services, in 2014, NCL began the Digital Resource Innovative Education Promotion Project. It selected unique digital content and invited experts and scholars to generate digital courses from them. The results of the project were five courses: Elegance of Modern Metropolises in Taiwan, Rural Social Life in Modern Taiwan, Images of Aborigines in Modern Taiwan, Modern Taiwan and Oceanic Culture, and Temple Construction and Religious Activities in Modern Taiwan. Patrons can access the courses on NCL's reading education promotion project web page, as well as in the Special Collections Digital Archives Interactive Exhibition System in NCL's 1st floor reading room.

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5.3.6 Hosted International Joint Research and Training Program for National Memory Archives Management

NCL enjoys close interaction with East Asian libraries and Chinese studies institutions worldwide. To satisfy the need of international East Asian librarians to use Chinese studies resources, every two years, an international seminar for professional librarians is held. From 30 October to 3 November 2017, NCL hosted the International Joint Research and Training Program for National Memory Archives Management. Seminar courses included the current status of national memory in each country, the experience of creating Taiwan Memory, records collection management and use, and the unique features of Taiwan's digital archives. In addition, a lecture was scheduled, and eleven other courses were offered. A group discussion and experience sharing session were also held. In all, approximately 60 professionals from 15 countries attended.

FUTURE PROSPECTS

• Continue to Strengthen Its Level of Collaboration with All Parties

NCL will continue to strengthen its level of collaboration with all parties in the future, continue to digitalize Taiwan's historical data to increase its standing with the public and the nation to preserve national memory, continue to collect diversified cultural resources that are in danger of being dispersed and lost. By drawing upon resources in the humanities and different social levels, we will provide more people with access to library resources and research. Finally, NCL will continue to advance its digitalization technology so that it can always
serve as a powerful base for mobile carriers' use of cultural assets.

• Continue to Conduct Planning of County and City Memory

NCL will conduct resource investigation and look into the possibility of collaboration. Besides actively discussing collaborative details, NCL will assist related county and city departments to establish memory systems by helping them set up a system; and select and design an interface to enable them to serve the public and enjoy the mutual benefits of such collaborative efforts.

• Invite Private Institutions to Participate in the Memory Window

At the same time, NCL will invite private groups and individuals to offer personal memory resources online through relevant mechanisms and upload them onto a response window. After contact and confirmation of the resources, authorization negotiation, and related digitalization and meta-data operation, they can be offered to users to undertake broader searches.

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PARALLEL SESSION 1

UPSKILL PUBLIC LIBRARIANS: THE CASE OF BANGKOK METROPOLITAN LIBRARY NETWORK PERSONNEL

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Abstract

This project surveys the needs to upskill and design the open science skills training for public librarians of the Bangkok Metropolitan Library Network. The population consisted of 70 librarians from 38 libraries in the Bangkok Metropolitan Library Network. The instruments were online questionnaires; and the data were collected between February and March 2021. The research findings showed that most Bangkok Metropolitan Library Network personnel need to upskill general ICT proficiency, especially the content creation and online meeting application in virtual learning environments. This was followed by skills in digital learning and development, information, data and media literacies; and also communication, collaboration, and digital participation. The new skill urgently needed was online media creation for the ASEAN society and the lifelong learning process.

Keywords: Upskill, Public Librarian, Bangkok Library Network

PARALLEL SESSION 1

INTRODUCTION

The concept of upskilling library and information professionals is becoming more important, in order to acquire new library and information competencies needed during the COVID-19 pandemic such as soft skills and digital skills, and to upgrade the virtual working environment. The necessary knowledge, skills, and library competencies will not only apply to all library professionals; but will also apply to related jobs and positions and vary based on the three levels of proficiency such as basic, skilled, and expert.

The development of core competencies for library and information professionals have been developed continuously by the national professionals associations committees such as the American Library Association(ALA), Online Computer Library Center (OCLC), Association of College & Research Libraries (ACRL), Young Adult Library Services Association (YALSA), NASIG, Confederation of Open Access Repositories (COAR), Association of Research Libraries (ARL), Canadian Association of Research Libraries (CARL), Association of European Research Libraries (AERL), European Open Science Cloud (EOSC), and the library associations in every country including ASEAN countries.

The core competencies of the general librarians and reference librarians differ because of the required proficiency levels in the knowledge and skills of the different job descriptions and positions, as seen in the table below.

General Librarian	Reference Librarian
1. Foundational Knowledge 2. Interpersonal Skills 3. Leadership and Management 4. Collections Development 5. Information Literacy 6. Research and Contributions to the Profession 7. Information Technology Skills	1. Basic Knowledge of Information Resources 2. Skill in Conducting Reference Interviews 3. Professional Search Skills 4. Knowledge of Policies, Procedures, Ethics, and Issues. 5. Technology Skills 6. Communication Skills 7. Readers' Advisor 8. Teaching and Presentation skills 9. Customer Service 10. Commitment to Lifelong Learning

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Based on the Core Competencies for the 21st Century CARL Librarians, every librarian should have strong foundational knowledge in the following aspects:

a. The social, cultural, economic, political, and informational environment within which they work
b. Librarianship and professional practice
c. The library or library system within which they work
d. The larger institutional organization
e. The extra-institutional environment
f. The higher education environment at various levels
g. Scholarly communication models and practices (including institutional repositories, open access journals, data management)
h. Legal issues related to the academic library environment such as knowledge of copyright, knowledge of various license models related to service, and resource provision

According to the Association of College & Research Libraries (ACRL), scholarly communication is the system through which research and other scholarly writings are created, evaluated for quality, disseminated to the scholarly community, and preserved for future use. The system includes formal means of communication such as articles in peer-reviewed journals and informal channels such as listservs and social media
(Association Research Libraries 2016).

Scholarly communication skills involve open science practices such as publishing open scientific research, promoting open access, and publishing and communicating scientific knowledge. Therefore, open science skills become the new role of libraries in creating knowledge and assisting institutions to manage their research outputs in the institutional repositories (Belzile and others 2010). Therefore, the scholarly communication competencies are institutional repository management, publishing services, copyright services, data management services, and assessment and impact metrics.

In 2019, Bangkok Metropolitan Library Network personnel conducted research to study users' needs to improve the quality of library services. It was found that most library users need spaces for social and cultural activities; it was followed by health literacy and spaces for learning activities. The age group that needs the libraries the most was 6-17 years old. `

Picture 1. The Focus Group Discussion with library users led by the Bangkok Metropolitan Library Network

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Due to the COVID-19 pandemic situation, the Bangkok Metropolitan Library Network needs to upskill their library personnel to improve library services. There is a project by the Faculty of Liberal Arts, Sukhothai Thammathirat Open University to survey the need to upskill public librarians in order to upgrade the virtual working environment.

OBJECTIVE

To study the need to upskill and design the open science skills training for public librarians, specifically in the case of the Bangkok Metropolitan Library Network personnel

METHODS

This study employed the mixed methods research approach. The population consisted of 70 librarians from 38 libraries in the Bangkok Metropolitan Library Network. The instruments were online questionnaires and online focus group meetings. The data were collected between February and March 2021.

FINDINGS

Most of the librarians are women (82.86%), who are 31-40 years old (48.57%), with working experiences of 1-10 years (62.85%).

The findings revealed two phases.

PHASE 1. The need to upskill public librarians: The Case of Bangkok Metropolitan Library Network Personnel. The findings are as follows:

The need to upskill public librarian competencies	$\bar{x}$	S.D.	Level
1. General ICT proficiency 1.1 Online meeting 1.2 Content creation 1.3 Communication tools in virtual learning environment 1.4 Online customer relation management	**3.78**	**0.06**	**High**
2. Information, data and media literacies 2.1 Information literacy 2.2 Data literacy 2.3 Media literacy	**3.66**	**0.05**	**High**

3. Digital creation, scholarship and innovation 3.1 Digital content creation 3.2 Scholarship, Research data management 3.3 Digital innovation services	**3.64**	**0.02**	**High**
4. Digital communication, collaboration and participation 4.1 Communication tools 4.2 Collaboration tools 4.3 Network participation tools	**3.77**	**0.02**	**High**
5. Digital learning and development 5.1 Digital learning/eLearning 5.2 Digital teaching and training	**3.74**	**0.07**	**High**
6. Developing and managing space 6.1 Community space 6.2 Physical space	**3.74**	**0.07**	**High**

Table 1. The need to upskill public librarian competencies

The survey showed that most of the librarians need to upskill general ICT proficiency in the aspects of online meeting, content creation, communication tools in the virtual learning environment, and online customer relation management, followed by digital communication, collaboration, and participation in communication tools, collaboration tools, and network participation tools.

The specific skill that needs to be urgently upskilled is content creation for the ASEAN society, lifelong learning process, online media, and online activity.

PHASE 2. Designing the open science skills training course for public librarians: The Case of Bangkok Metropolitan Library Network Personnel.

The findings are as follows:

Unit 1: Content Creation	Unit 2: Online Meeting & Workshop
1. General ICT proficiency 1.1 Online meeting 1.2 Content creation 1.3 Communication tools in virtual learning environment 1.4 Online customer relation management	4. Digital communication, collaboration and participation 4.1 Communication tools 4.2 Collaboration tools 4.3 Network participation tools
Unit 3: Institutional Repository	**Unit 4: Digital Literacy**
5. Digital learning and development 5.1 Digital learning/eLearning 5.2 Digital teaching and training	2. Information, data, and media literacies 2.1 Information literacy 2.2 Data literacy 2.3 Media literacy
Unit 5: Scholarly Publishing Cycle	**Unit 6: Management and Services**
3. Digital creation, scholarship and innovation 3.1 Digital content creation 3.2 Scholarship, Research data management 3.3 Digital innovation services	6. Management: Publishing Services 6.1 Publishing Services 6.2 Copyright services 6.3 Assessment and Impact Metrics

Table 2. Open science skills training course

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This design of open science skills training course for public librarians is in six (6) units such as Unit 1: Content Creation, Unit 2: Online Meeting & Workshop, Unit 3: Institutional Repository, Unit 4: Digital Literacy, Unit 5: Scholarly Publishing Cycle, and Unit 6: Management and Services. The courses to fulfill the scholarly communication competencies or open science skills are **Management**: Publishing Services, **Collection**: Scholarly Publishing Cycle, Services: Data Management Services, **Technology Tools:** Institutional Repository Management.

A. Management: Publishing Services

- Knowledge of and experience with publishing platforms, the full life cycle of publishing, minting identifiers, meta-data schemata
- Provide technical support
- Perform system administration and programming
- Collect and disseminate assessment metrics

1. Copyright Services

- Knowledge of national copyright law
- Understand author's rights

2. Assessment and Impact Metrics

- Understand indicators of research impact
- Understand emerging alternative measures of impact
- Knowledge of faculty profile systems and academic social networks
- Knowledge of faculty activity report systems
- Evaluation of journals

B. Collection: Scholarly Publishing Cycle

- Collection Management
- Meta-data and Persistent Identifier
- Digital Curation
- Digital Preservation
- Records Management

C. Services: Data Management Services

- Data Description and Storage
- Data Management Planning
- Knowledge of and ability to apply funder mandates related to data storage, access, and retention
- Knowledge of and experience with open source and hosted data repository solutions
- Collection development, organization of, and access to third party data sets

D. Technology Tools: Institutional Repository Management

- Collect, store, and preserve faculty, staff, and student intellectual output
- Knowledge of and ability to apply publisher policies on archiving
- Knowledge of and ability to apply meta-data schemata
- Knowledge of and experience with repository solutions
- Ability to develop policies
- Reporting statistics in support of outreach and education

OBJECTIVE

This ongoing project seeks to develop the open science skills training course for public librarians of the Bangkok Metropolitan Library Network. The collaboration between university lecturers and public librarians will be a mutual benefit to upskill both lecturers and librarians. Librarians need to upskill general ICT proficiency in the aspects of online meeting, content creation, communication tools in a virtual learning environment, and online customer relation management; followed by digital communication, collaboration and participation in communication tools, and collaboration tools and network participation tools. The specific skill that needs to be urgently upskilled is content creation for the ASEAN society, lifelong learning process, online media, and online activity. The training course has been designed to provide the academic services of the Faculty of Liberal Arts Working Group via an online platform, MS Teams. The content will have 6 units, namely, Unit 1: Content Creation; Unit 2: Online Meeting & Workshop; Unit 3: Institutional Repository; Unit 4: Digital Literacy; Unit 5: Scholarly Publishing Cycle; and Unit 6: Management and Services.

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PARALLEL SESSION 2

THE FOSTERING DIALOGUE AMONG STAKEHOLDER FOR PUBLIC LIBRARY DURING COVID 19 OUTBREAK: CASE STUDY IN THE NATIONAL LIBRARY OF INDONESIA

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Abstract

The National Library of Indonesia (NLI) is a government institution that, according to the library act, is responsible for library development in Indonesia. However, in 2020, the COVID-19 outbreak came and change all of the game. All of the advocacy plans were transformed into virtual and through social media. This paper aims to reveal how the NLI transformed the advocacy program to advocate libraries for public issues during pandemics. The methods used in this paper are descriptive analysis and social media data analytics approach to describe what the NLI does to keep advocacy alive during pandemics in Indonesia. The findings show that there are significant participation on the virtual advocacy program; however, there is problem with measuring the engagement of the program in Indonesia. The NLI also used social media like Twitter to engage stakeholders; however, there is no systematic planning on using social media as an advocacy tool for library. Several issues on the discussion include measuring advocacy impact and also data-driven advocacy in library. The conclusion on this dialogue convinces stakeholders that the library can be a trusted and safe place for fostering dialogue and community development.

Keyword: Library Advocacy

PARALLEL SESSION 2

INTRODUCTION

Libraries have a very important role as providers and managers of information. As part of the efforts to achieve the Sustainability Development Goals of the world community, libraries participate in increasing access to information and knowledge universally, which are important pillars in educating people's lives. This is stated in the Lyon Declaration of the Results of the 2014 International Federation Library Association and Institution (IFLA) conference. However, library issues are still not as pressing as other issues like education, health, and others. Library issue needs a breakthrough to be bold between those other issue. Library advocacy needs a better planned and systematic approach to create the library and ensure its survival and growth.

Advocacy is not always about having promotion or making impact to the stakeholder. According to the Canadian Association of Public Libraries (2011), advocacy is a "planned, deliberate, sustained effort to raise awareness of an issue or issues. Library advocates continuously speak up for the library and also draw the attention of important people or decision makers towards the needs of the library (Miller, 2009); and the strategies by which these activities of advocacy are carried out are crucial for its success. One of the successful programs of advocacy was done by the Global Library initiatives to ensure the library directly impacts people's lives through library programs and services; this is one of the most important elements of effective
advocacy. Therefore, it is critically important that the right data are collected to support the unique library advocacy opportunities in a particular community, country, or region.

Advocacy is currently becoming a critical issue for public libraries. Current trends indicate that library is one of the most favorable places to hang out. Surveys reveal that most Americans—especially Millennials—say libraries can help them find reliable and trustworthy information. Based on the Connecticut State Library Digital Inclusion Survey in 2020, during pandemics, most libraries are transforming their library services into digital; and are creating breakthrough advocacies. In Indonesia, libraries shift their service and their advocacy during the pandemic. This paper will try to present several transformations of dialogue among stakeholders

LIBRARY ADVOCACY PROGRAM

From Face-to-Face to Digital Meeting

COVID-19 has struck Indonesia since March 1st, starting with two suspects. A month after the first two positive Covid-19 cases were reported in the country, there has been an exponential increase in the number of confirmed cases to over 5,000 (Adisasmito, 2020). The Indonesian government decided that all public services should stop operating onsite. The Work From Home (WFH) policy was implemented to all public servants.WFH is also adopted by many government institutions, including the libraries. Many libraries transformed their services into digital and implemented the WFH policy. COVID-19 also affected the physical operations of the library; most services are done virtually.

The impact of pandemics affected the dialogue between the NLI and the stakeholders in in creating better understanding about the library's role in the community. In the first wave of pandemic, the president ordered budget cut in several programs that involved public gatherings, such as:

- Library Stakeholders Safari Program
- Librarian Seminars and Scientific Activities
- Library Transformation Based on Social Inclusion
- Librarian Training
- Library Development Assistance

The NLI had to change their programming and strengthen the implementation of online services, which include: i-Pusnas, e-resurces, Indonesia One Search, and Khastara (Khasanah Pustaka Nusantara). The NLI also transformed their service to provide various information packages about the Coronavirus through literature books, journals, and a collection of articles.

The closure of all government services during the pandemics affected the way on how the NLI runs its services, especially those that are related to events. The conduct of events is one of the greatest ways to communicate with stakeholders about the roles of the library to the community as a public sphere. In the era of pandemic, virtual meeting has become a trend and a new way to spread the message. In the old days, the television was a powerful tool way to get to the word out. In the present time, streaming platforms like Youtube have become a new trend to spread the message. Webinar is also a new format that was adapted in the library advocacy programs.

During the pandemic, the National Library of Indonesia took the opportunity to shift all events into the virtual mode; and gathered thousand of viewers through various streaming and meeting platforms. The NLI has also created more than 28 webinars with 131,100 viewers in Youtube and 15,646 participants in Zoom. However, the identified limitations are the lack of interaction and the lack of easily accessible and affordable Internet connection in Indonesia, not to mention the unavailability of electronic devices and public internet centers in the rural areas across the country. The most challenging aspect in the library advocacy during the pandemic is the feedback from stakeholders about what they can do and what the libraries can do to engage them in future programs.

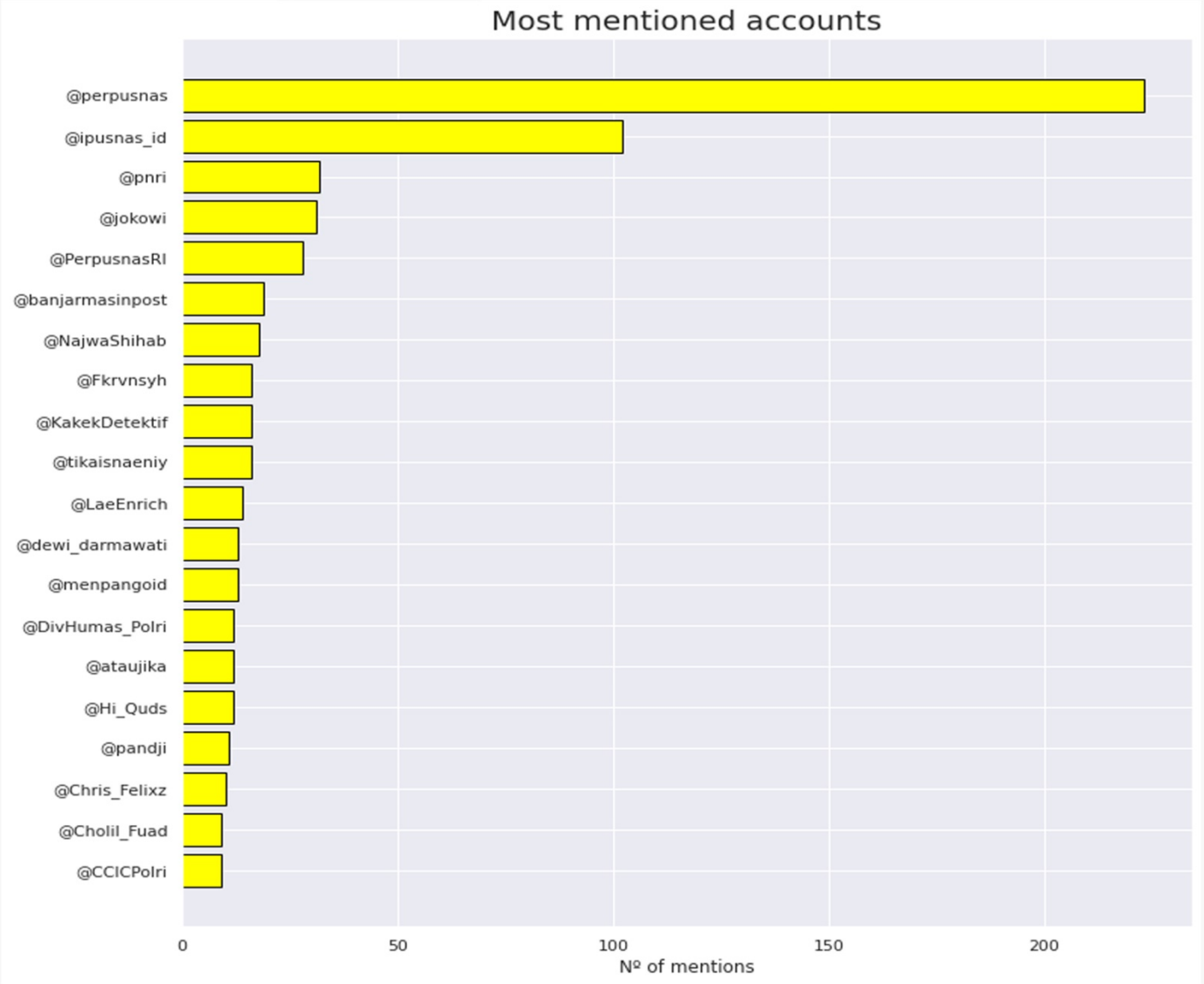
Social Media Engagement

Social media has the potential to facilitate relationships between libraries and their patrons. These tools are currently accelerating; and are likely to play an increasingly important role in library service provision and outreach in the future (ALA, 2014). The reasons why a library would consider social media technologies may seem obvious, but all involved parties need to come together, discuss the possibilities, and reach a consensus. A defined goal is essential in the development and direction of a project. So think about what you are trying to achieve, define the goal, and outline how you will apply the tools available to reach the goal. The National Library of Indonesia uses social media to advocate and promote library services. The social media accounts of NLI are:

	Account Name	Follower/ Subscriber	Number of Posting
	Ayokeperpusnas	661	-
	perpusnas1	38.6K	6571
	Perpustakaan Nasional RI	43K	400
	perpusnas.go.id	175K	1375

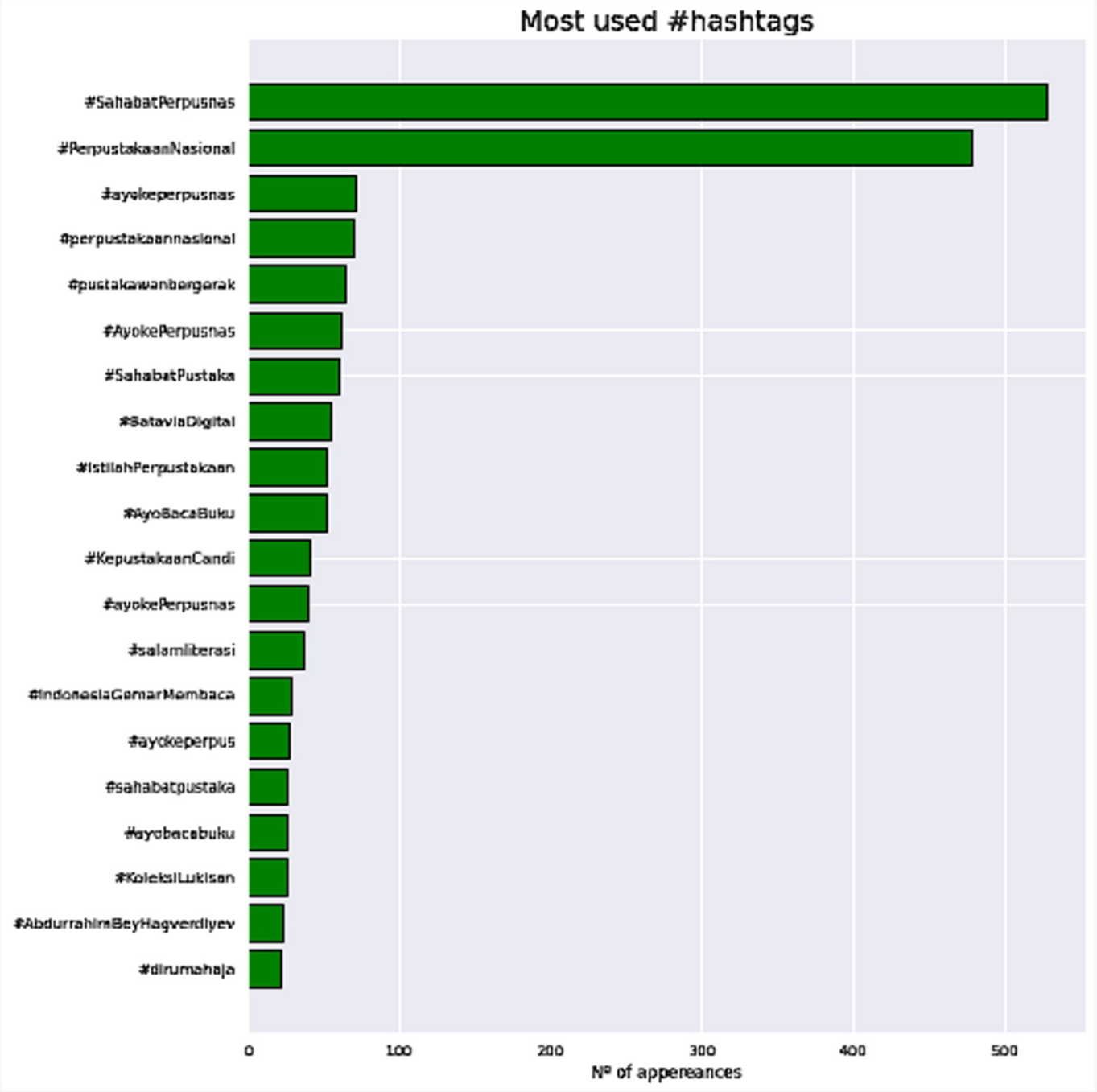
Social media is more than a passing fad. It is a valuable set of communication tools. These social networks create large, interconnected webs of individuals linked by common interests, friendship, and familial groupings. Social networking tools allow individuals to tap into these webs and provide information instantaneously. In 2009, 55.6 million adults visited a social networking site at least once a month in the United States. That's one-third of the adult population. Facebook reported that there are 500 million users worldwide in 2011; by 2010, Twitter was reporting usage statistics of 50 million tweets per day. The Pew Research Center reports that the fastest-growing group of social network users is those older than age sixty-five, followed closely by those between the ages of fifty and sixty-four (Comito, Lauren, et al., 2012).

From all the social media accounts of NLI, only Twitter provided data analytics. From the extraction, there are more than 6,000 tweets during 2012 up until April 2021. Based on the data analytics, there is zero percentage of Retweets; however, the percentage of Mention is 62% of all the tweets. The most mentioned accounts are listed as in the figure below.



Involving influencers in the library advocacy campaign is one of the effective strategies that create better influence. Social media campaign can be used for organizing, motivating, and informing people to take part in the advocacy. The real power of social media comes from the quick, easy, word-of-mouth marketing that it encourages. Social media use is growing by leaps and bounds. There are staggering numbers of people out there who are using these tools (Comito, Lauren, et al., 2012). Twitter, for instance, uses the hashtag symbol (#) to campaign for something or someone. A hashtagged word shows all the other Tweets in that category. Hashtags can be found anywhere in the Tweet—at the beginning, middle, or end (Hobson, 2012).

Based on the data, the most used hashtag is #SahabatPerpusnas (Friends of Library). The second is #PerpustakaanNasional. The Twitter account of NLI is still centered on the aspect of library promotion; and is still not used to discuss library advocacy issues of public libraries in Indonesia. Regular service information posted on social media pages include visitor services, mobile library services, and reference services.



Meanwhile, information about library advocacy is still is not a popular conversation in Twitter. A social media strategy needs to be prepared to popularize library advocacy in the discussions among the public in Indonesia.

CHALLENGES ON LIBRARY ADVOCACY IN INDONESIA

Measuring Impact

Measuring the impact of library advocacy is one of the challenging factors to measure. Indonesia is a complicated country where every region has its own uniqueness. Data is one of the main issues in measuring the impact of library advocacy. Impact data is different from performance data, which measures factors like the number of computers, classes, or services available in public libraries. Instead, impact data focuses on the outcome that these factors have made for individuals or communities (Public Library Advocacy, s.n). One of the best practices of the Global Library initiatives is when it involved local stakeholders to design library programs that both meet community needs and take into account the stated priorities of national and local government stakeholders, such as employment or digital inclusion (Ferrari, 2019). Global Library ensures the sustainability life of the program by designing impact measurement frameworks that can be reasonably sustained by local librarians, from collecting impact data for future advocacy to sharing these data. Impact data measures changes in:

- Attitudes and perceptions
- Behavior
- Quality of life
- Broader social or economic change

The main challenge in measuring the impact of library advocacy is the process of data gathering. Up until now, there are no established standards. The NLI continuously tries to create several applications to gather data that supports library impact. Following the growing trend of mobile device usage, Gartner, Inc. estimates that "computing everywhere" will be the top trend in 2015. In line with this, NLI launched a mobile application called iPusnas. This has been utilized by several public libraries in Indonesia. This app could also access library collections through PC, tablet, PC, Android, and iOS devices. However, this single application can only provide limited information, which is not sufficient to examine the impact of library advocacy. In order to assess the impact of library advocacy, greater data should be available. The impact data refers to any change or effect that the library has on an individual, group, or community.

In the post-pandemic era, libraries will need to adjust not only the policy but also its infrastructure. In the post-pandemic era, technology will become the backbone of library service; the integrated system will be the main framework used to collect user engagement data, that will measure the quality of service. Measuring impact means looking beyond the ways that the library's technology or services have expanded—for example, the number of library visitors, the number of book (or other resource) loans, the number of computers installed in the library, and the number of library staff who receive formal training—in order to understand the difference that these factors have made to individuals and groups. One of the various challenges in library advocacy in Indonesia is inadequate funding: (1) Libraries cannot afford the cost of the goods and services they need to support the community; (2) High librarian turnover or lack of leadership and outdated computers or limited broadband access throughout the library system. The outdated system led to failure in collecting data.

Data-Driven Advocacy

Libraries play an increasingly vital civic role in the information age. Data-driven policy could give insights on the stakeholders' unique interests. The current technology provides better interactive dashboard and allows libraries to visualize their data through maps, charts, and graphs to help librarians make more informed decisions regarding outreach, collections, programming, and more. These data are key to make better engagement to the stakeholders on what they want for the library.

In the post-pandemic era, libraries need to improve their technological infrastructure and literacy, especially in using tools to leverage their knowledge of current issues in library advocacy and to take advantage of the new possibilities presented in the growing domain of library advocacy using data-driven policy. Data analytics has become a primary tool to provide new insights into existing service models. In the context of library advocacy, library data platforms could be useful to examine and evaluate library advocacy campaign. However, library advocacy still involves complicated entities.

Providing real-time library advocacy data could help the library to target their campaign and reach out to its stakeholders. Over the years, the NLI had increased its budget and upgraded its technology. The main issue and challenge for the NLI is to create better advocacy impact on how librarians would take on the role of an information literacy educator better.

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PARALLEL SESSION 3

ASSESSMENT OF IMPORTANCE-PERFORMANCE MATRIX ANALYSIS (IPMA) OF WORK PERFORMANCE STUDY IN RELATION WITH COMPETENCIES, KNOWLEDGE, AND TASK CHARACTERISTICS

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Abstract

Study on work performance is not a new research area. The interchanging of various internal and external factors in the working environment affects the work performance in the organization. The rapid growth of various factors of work performance has captured the researcher's interest around the world to study the factors, impact, and the latest dimensions to boost the work performance. This study investigates the relationship between work performance and work design among librarians in Malaysia. The study extended the previous research findings on work performance in the context of competencies and work design. This study used Importance-Performance Matrix Analysis (IPMA) to determine SmartPLS outcomes by using latent variable scores. Work performances such as task performance and contextual performance were analyzed. The findings from this study may help human resource practitioners and librarians to understand vhow work design and competencies influence employees' performances.

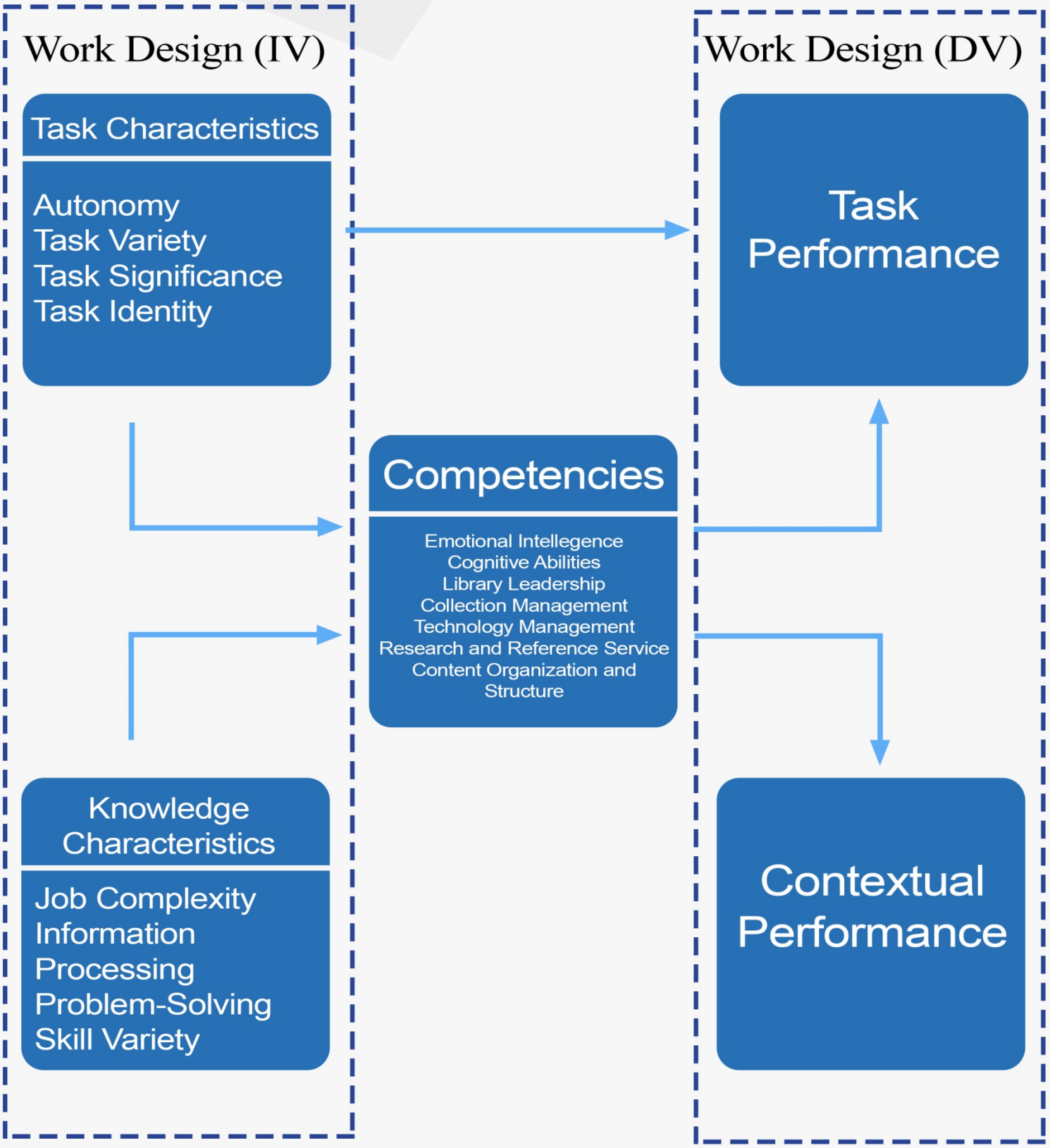
INTRODUCTION

Indicators and factors of librarian's motivation have been actively discussed on many research platforms. The integration and transformation of the latest technologies, workplaces, cultural settings, and even the event of pandemic have brought about tremendous changes in the work environment. Work performance and competencies are always considered a top priority in many organizations. The emergence of industry 4.0 has resulted in higher productivity, whereby employees are expected to be more flexible (Pandiyan, 2017). As a result, work performance has become a key indicator of success in many libraries. Work performance plays an important role in delivering efficient and effective service in the organizations (Kathiraveloo et al., 2010; Koopmans, Bernaards, Hildebrandt, Vet, & Beek 2014b, p. 6–28). This study investigates the most significant dimension that needs to be highlighted in work performance study, in relation to work design study. It also proposes that competencies mediate the association between both dimensions. Even though the relationship between competencies and work performance is well-recognized, the role of work design is proven crucial in the studies done on competencies and work performance, as reported by Hackman and Oldham (1976, p. 250–279). Two prominent constructs that measure work performance were used to measure the work performance among librarians, namely: task performance and contextual performance. This study adopts seven basic competencies of librarians including: (1) emotional intelligence, (2) cognitive abilities, (3) library leadership, (4) collection management, (5) technology management, (6) research and reference service, and (7) content organization and structure. The chosen competency items are flexible and adaptable to all categories of the librarian. This is important to make sure that research findings can represent the selected population. On the other hand, to measure the work design among librarians, this study focus on the two dimensions of work design, which are task characteristics and knowledge characteristics.

The objective of this study is to identify the most significant construct in work performance study to measure the performance of librarians in Malaysia. Some organizations prepare strategic plans without considering the research findings from the work performance empirical findings. It is suggested to conduct work performance analysis before drafting any strategic plan. Besides SWOT analysis, research findings using assessment of Importance-Performance atrix Analysis (IPMA) will help the researchers and the management to look into areas where they should focus more. Human resource management should be brought into line with the real needs of the organization. The ignorance of work performance assessment will result to a problematic success plan in any organization, especially the library.

BASIC RESEARCH MODEL

The model developed by Garg and Rastogi (2006, p. 572–587) is the foundation of the proposed basic conceptual framework for this study. The relationship between work design and work performance is well-explained in the Self-Determination Theory. According to Rayburn (2014, p. 71–81) Self-Determination Theory proves that work design characteristics and positive work effect are significantly proven. One of the indicators proposed in the Self-Determination Theory is competence. Competence plays a significant role to predict positive work effects. Even though previous experts have argued about the difference between competence and competencies, Farooq, Ullah, Iqbal, and Hussain (2016, p. 410–425) believe that the terms are the same. This study also considers the model proposed by Rayburn (2014, p. 71–81), which has been extended to study job stress to improve service employees (Elmadağ & Ellinger 2018, p. 121–141), motivate customer-oriented behaviors (Rayburn & Gilliam 2016, p. 339–355), and enhance personality traits (Gilliam & Rayburn 2016, p. 339–355). In the same vein, Li and Voola (2005) propose an organizational performance model by looking at the organizational culture perspective. The model claims that organizational culture (work design) and organizational performance are significant when competencies occur as a mediator. Even though the model emphasizes the organization's level of performance, Li and Voola (2005) believe that it will also influence individual performance. To strengthen the relationship in the basic model, it is equally important to mention the research model proposed by Hernaus and Mikulićs (2014, p. 268–292) and Hernaus and Vokic (2014, p. 615–641). The model has been cited by numerous experts such as Shih et al. (2018, p. 2389), Hassan, Mohamed, Abdullah, and Zaini (2017, p. 234–243), Hasgal and Ahituv (2017) and Santoro, et al. (2017). Hernaus and Mikulićs' (2014, p. 268–292) and Hernaus and Vokic's (2014, p. 615–641) research model propounds a direct effect of the relationship between work design and work performance. Three work design characteristics are mentioned, namely: task characteristics, knowledge characteristics, and social characteristics. Further, two work performance indicators are found in the proposed model, namely: task performance and contextual performance. Even though various studies have propagated competencies as a mediating effect between work design and work performance, the direct effect of the relationship of both concepts should not be ignored. Figure 1 shows the basic research model for this study.



Content Figure 1. Basic Research Model of this research

RESEARCH METHODS

There are four types of educational institutions in Malaysia, namely: public and private higher learning institutions (universities and colleges), Polytechnic colleges, community colleges, and training institutions under the Ministry of Youth and Sports (Malaysia Ministry of Higher Education, 2017). The total number of educational institutions listed by the Ministry until March 2019 is 665. This study focuses on public universities due to the greater number of librarians. There are three categories of public universities in Malaysia, namely: research universities, comprehensive universities, and focus universities. In distributing the questionnaires to the respective academic librarians, this study adopted a proportionate stratified randomsampling technique. To perform stratified random sampling, a complete set of the respondents' names was listed to the academic library's online directory. To analyze the data collection, this study adopted the Partial Least Squares Structural Equation Modeling (PLS-SEM) to run Importance-Performance Matrix Analysis (IPMA) analysis.

Importance-Performance Matrix Analysis (IPMA) helps determine SmartPLS outcomes by using latent variable scores (Ramayah, Cheah, Chuah, Ting, & Memon, 2018a). According to Hair, et al. (2017), the total value (performance) and total effect (importance) were observed. The high value in the latent score indicates a higher prediction in terms of the significance of the predicted construct. The steps in the study of Ramayah et al. (2018, p. 81–106) were used to determine the IPMA. To identify the IPMA, the researcher calculated and ran IPMA analysis. The IPMA dialog box appears and the target constructs for this study were identified. In the context of this study, two dependent variables (DV) were involved as targeted constructs, namely: task performance and contextual performance. Once the result was obtained, the researcher clicked the IPMA

RESEARCH FINDINGS AND DISCUSSION

In total, 340 questionnaires were distributed to all academic libraries in public universities in Malaysia. A total of 326 (95.88%) questionnaires were returned. Out of 315 respondents, 93 (29.5%) of the respondents are male librarians and 222 (70.5%) are female librarians. To complete the demographic information about the population, the grade level of the respondents was also recorded. In the context of this study, librarians with grade S44 (n= 192, 61%) represent the highest number recorded, followed by S41 (n=45, 20%) and S48 (n=28, 12.4%). Meanwhile, only 1.9% (or n= 6) of librarians with grade S54 answered the questionnaire. In total, 315 out of 326 returned responses were used. Table 1 presented the response rate by the university categories.

UNIVERSITY	Total Distributed		Total Returned		Total Usable	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Research universities	140	41.17	136	41.8	131	41.6
Comprehensive universities	100	29.42	98	30	95	30.2
Focused universities	100	29.41	92	28.2	89	28.2
	340	100.00	326	100.0	315	100.0

Table 1. The Response Rate by University Categories

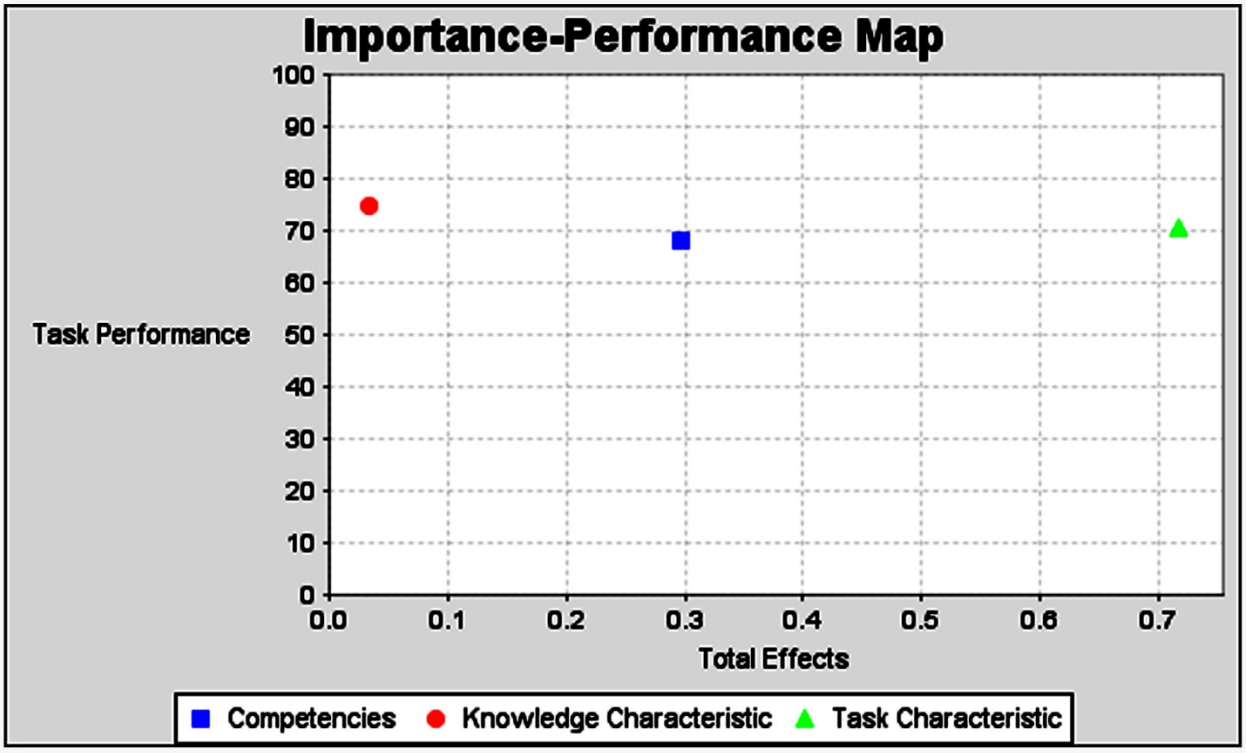


Figure 2. Results of IPMA for Task Performance

Construct	Task Performance	
	Importance (Total Effect)	Performance (Index Value)
Competencies	0.297	67.878
Knowledge Characteristics	0.034	74.799
Task Characteristics	0.718	70.572

Figure 2. Results of IPMA for Task Performance

Figure 2 and Table 2 display complete IPMA results for task performance. The IPMA of task performance reveals that knowledge characteristics construct evinces high performance (74.799) compared to competencies (67.878) and task characteristics (70.572). However, based on importance value (total effect), knowledge characteristics is not the important variable in the prediction of task performance. These findings show that in measuring task performance of academic librarians, knowledge characteristics should not be the highlight, or else it will affect the task performance of the librarian's study.

To increase the task performance of the academic librarian, future researchers and library management should give more attention to increasing task characteristics and librarian competencies development. The research findings of IPMA's performance, in terms of task characteristics and competencies, show a lower performance value (index value) but higher in Importance value (total effect). Even though the value of performance for both dimensions is low, both dimensions should be given more attention to increase librarian's task performance. The human resources division or training unit in the libraries should provide more training, courses, staff exchange, and conferences to increase academic librarians' competencies because competencies play an important factor in the increased task performance of the librarian. Besides increasing the competency level among librarians, full attention should also be given to increasing task characteristics among librarians. IPMA findings reveal that task characteristics and not knowledge characteristics should be the main focus to increasetask performance. Thus, giving more autonomy concerning work scheduling, decision-making, developing a variety of tasks, promoting more task significance, and acknowledging task identity should be treated as the main priority to predict task performance among academic librarians. This is one of the elements of task characteristics that library management should focus on. This will also increase work value and build confidence among librarians to perform their job.

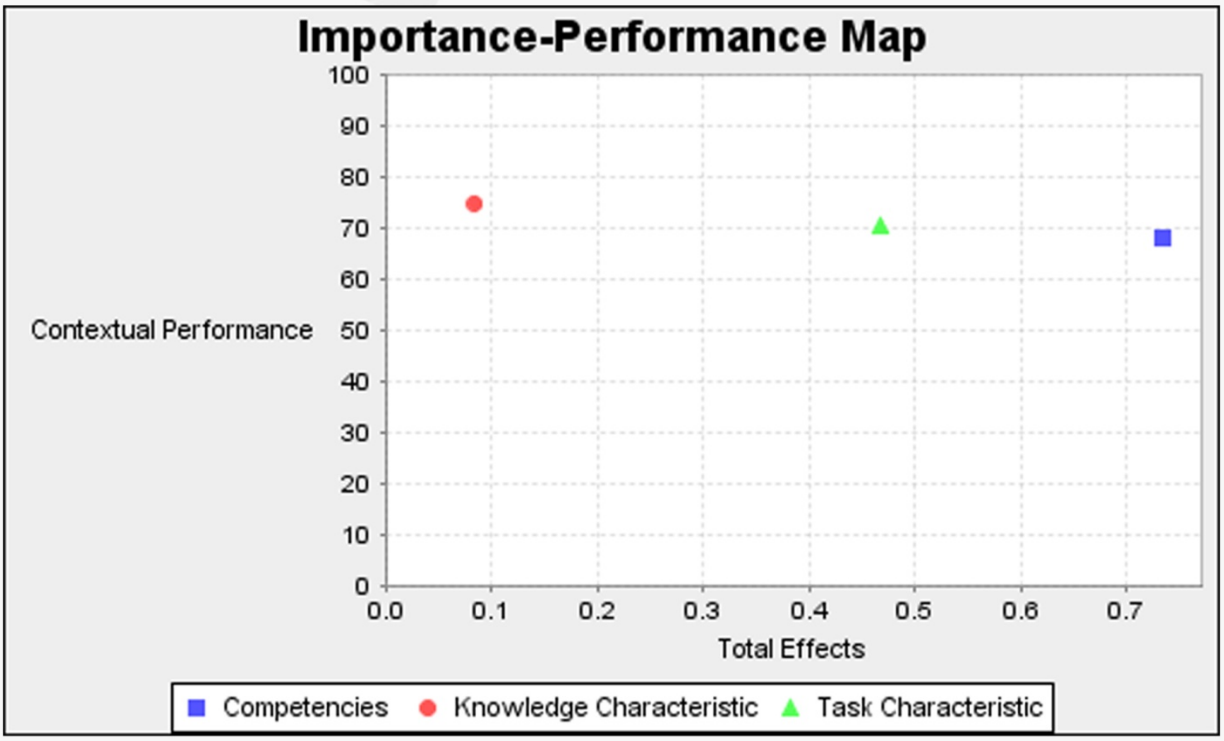


Figure 3. Results of IPMA for Contextual Performance

Construct	Task Performance	
	Importance (Total Effect)	Performance (Index Value)
Competencies	0.733	67.878
Knowledge Characteristics	0.084	74.799
Task Characteristics	0.467	70.572

Table 3. IPMA Results for Contextual Performance in Terms of Total Effect and Index Value

Figure 3 and Table 3 display complete IPMA results for task performance. Similar to task performance, the performance (index value) for knowledge characteristic has a high index value (74.799) compared tocompetencies (67.878) and task characteristics (70.572). However, we need to check the importance of the construct to identify the most significant construct to increase the contextual performance of the librarians. Based on the importance value (total effect) of contextual performance, competencies (0.733) play an important construct to boost contextual performance among librarians. Besides competencies, task characteristics (0.467) should also be one of the highlights in order to boost contextual performance. Less attention should be given to knowledge characteristics (0.084) in measuring the contextual performance of academic librarians. This shows that more activities related to knowledge characteristics should be conducted to boost the contextual performance of the librarian. The library management should always update and access the competencies level of the librarian to boost contextual performance among the librarians. More knowledge sharing, training, and research should be conducted to build competencies among the librarians. Competencies among librarians can also be a part of the agenda of library management. The librarian should be the center of knowledge to fulfill the information needs of the users.

Figure 3 and Table 3 display complete IPMA results for task performance. Similar to task performance, the performance (index value) for knowledge characteristic has a high index value (74.799) compared to competencies (67.878) and task characteristics (70.572). However, we need to check the importance of the construct to identify the most significant construct to increase the contextual performance of the librarians. Based on the importance value (total effect) of contextual performance, competencies (0.733) play an important construct to boost contextual performance among librarians. Besides competencies, task characteristics (0.467) should also be one of the highlights in order to boost contextual performance. Less attention should be given to knowledge characteristics (0.084) in measuring the contextual performance of academic librarians. This shows that more activities related to knowledge characteristics should be conducted to boost the contextual performance of the librarian. The library management should always update and accessthe competencies level of the librarian to boost contextual performance among the librarians. More knowledge sharing, training, and research should be conducted to build competencies among the librarians. Competencies among librarians can also be a part of the agenda of library management. The librarian should be the center of knowledge to fulfill the information needs of the users.

CONCLUSION

Task characteristics and competencies play an important role in boosting task performance and contextual performance. The research findings from IPMA show that less attention should be given to knowledge characteristics to study work performance in terms of task performance and contextual performance. It can be concluded that that the librarian is already aware of the job complexity, information processing, and problem-solving skills in the workplace. These elements are significant in determining the individual work performance in terms of task performance and contextual performance. This study can be expended for further work performance study because this study only focused on the two elements of work performance. Not only that, due to the structure and population background, some of the work design constructs such as ergonomic and environment factors were not included because there is no standard workplace design.

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PARALLEL SESSION 4

#ANGLIBSTORYKO: GIVING EMPHASIS ON THE VALUE OF PUBLIC LIBRARIES

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Abstract

Guided by the notion that libraries must advocate for support from the communities they serve to be able to provide sustainable, strong, and relevant programs, this collaborative project of the San Fernando La Union Library, Cotabato Provincial Library, and Valenzuela City Library is a user-centered campaign, which gathers the experiences of library users through various strategies. By having access to the collective memories of the users, the project highlighted the value of public.

Keywords: Best Practices, Library Stories, Value of Public Libraries

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INTRODUCTION

Time and again, libraries have been challenged of their importance in the community. This situation is also felt widely. In a study of (4) four public libraries in Italy, Chiessi (2011) mentions several challenges which are faced by many libraries from all over:

"…in the last few years the serious global economic crisis has challenged those libraries functionality and sometimes their very existence because of the huge cuts in their budget—cuts that mean less books, reduced staff and opening hours, obsolete facilities, etc. This is a development that concerns not only Italy. Civic services all over the world are facing major funding cuts: 400 public libraries are under threat in the United Kingdom and even Florida public libraries that were the subject of a well-known Return-of–Investment research had to fight a long battle in 2010 for saving their funding."

This can be connected to how libraries are valued. Similar concerns also occur locally, here in the Philippines.

With the mentioned circumstances, libraries do need to better demonstrate their relevance to the bigger public. By having an understanding of the library's worth in the lenses of the people, professionals in the field of librarianship may also understand what the library is at the moment and how it can gain more value from its community, towards providing more quantifiable support in the programs that libraries render. With this, the researchers created a sustainable campaign, which highlighted the value of libraries and their programs through gathered testimonials of the library users' experiences.

THE VALUE OF PUBLIC LIBRARIES

Demonstrating the value of the library is of critical significance for it provides information that will help in the provision of services to the library users. Moreover, Brown (2011) expresses that the library institution must also be capable of indicating value at any moment that it is needed. Many public libraries have already realized this notion of demonstrating the value of their institutions to their respective communities, which are supported by research projects that explore and measure their contributions. The International Federation of Library Associations (IFLA) have curated many of these projects, which include the following interesting take-off points (IFLA, 2013):

- Return-on-Investment (ROI) concept can be applied in libraries (In "An Old Tool with Potential NewUses: Return on Investment"). The application of the ROI assessment tool in the library setting can provide library managers with the means of increasing the effectiveness of their libraries assessment, valuation, and their results.
- The Library is a partner in economic development. (In "Making Cities Stronger: Public Library Contributions to Local Economic Development"). Libraries are logical partners for local economic development initiatives. Being an institution, which is extensively available, they can provide a wide range of information services and provide support to varied stakeholders.
- The Library has a corresponding economic value (In "Dollar, Sense and Public Libraries"). The independent report of SGS Economic and Planning for the State Library of Victoria and Public Libraries Victoria Network is a major three-year project, which assesses the economic value of public libraries in Victoria which began in 2007. The project aimed: (1) To expand the understanding of the value of public libraries in Victoria; (2) to provide public library managers with the means to calculate their specific contribution to the communities they serve; and (3) to produce advocacy materials to build their case for library funding.

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The role that libraries play as community and cultural centers are constantly undervalued and, at times, embattled. Edwards, Rauseo, and Unger (2013) have recognized this scenario that led to their work, which highlights the ways on how libraries add value to the community as can be briefly seen below:

A. Library as community builders

- Libraries help revitalize struggling or depressed neighborhoods and downtowns.
- Libraries are important partners in sustainability.
- Libraries' special collections grow out of specific community needs.
- Archives preserve historic artifacts, oral histories, digital history projects, and monographs relevant to the community, including minority groups.
- Libraries are places where people come to know themselves and their communities.
- Libraries serve as catalysts for addressing social problems.
- Libraries, which champion, promote, and reflect important democratic values, are part of the community's political life.
- Library buildings as architectural structures are culturally relevant.
- Libraries provide important business resources, especially for small local businesses.

B. Libraries as community centers for diverse populations

- Libraries help to ensure that non-English speakers see themselves represented in their communities.
- Libraries provide immigrants with helpful information about, and opportunities to connect with, their new communities.
- Libraries provide information, resources, and support for lesbian, gay, bisexual, transgender, intersexed, and questioning (LGBTIQ) patrons.
- Libraries provide information, resources, and support for patrons with disabilities.

C. Libraries as centers for the arts

- Libraries provide access to non-mainstream points of view and give voice to local artists.
- Libraries provide opportunities for free classes that encourage art appreciation, as well as art participation.
- Libraries provide access to the arts for all, not just those who can afford them.

D. Libraries as universities

- Libraries serve as the "people's university."
- Libraries offer opportunities for remote access, making it possible for those who can't get to the library to still access the library's cultural and educational offerings.
- Libraries go beyond providing content to enabling patrons to encouraging them to create their own content.
- Libraries promote civil discourse.

E.Libraries as champions of youth

- Libraries teach teens important life skills.
- Free tutoring, homework help programs, and summer reading programs for kids and teens help bridge the economic divide that impacts students' academic performance.
- Libraries are important partners in child development.

EXISTING MATERIALS AND ACTUAL WORKS ON THE VALUE OF LIBRARIES

This section is composed of two parts: (1) works on the evaluation of the significance of libraries and (2) projects emphasizing the value of libraries in the community.

Evaluating the Value of Libraries

Performance measurement, where the effectiveness and cost-efficiency of the target institution is measured, has also been used in the library setting. There are many studies which have focused on the evaluation of the impact of public libraries. There are many identified ways to do this—common practices cited include the use of surveys, evaluations, outreach/marketing, user testimonials, and statistics (Best Practices for Demonstrating the Value of Your Library Services, 2010).

Chiessi (2011) focused on the development of an evaluation tool based on the IFLA/ISO/UNESCO project entitled "Global Statistics for the 21st century." The study involved 81 participants from four libraries in Italy with whom the prototype questionnaire and interview were tested for further enhancement. From the results of the study, it was learned that those who took part in the study see great value in their libraries for they (1) consider the library to be a part of their community; and (2) that they like being there not just to borrow materials but also to read, meet people, or join events held in the library.

Another report which centered in Australia, entitled "The Value of Libraries as Public Spaces," has the same results; whereas the consensus of the community involved in the project showed firmly that "libraries are a valued and vital resource" as observed in how the community members interact with the institution. The report looked into the role of libraries in the said country: the need for libraries in the modern society, future role of libraries, the evolution of the library spaces, increasing role of technology in libraries, and the provision of public spaces. Here, the respondents have ultimately expressed that the library for them is a central community hub, the "heart of the community," and is described to be a safe haven from discrimination, aside from being a provider of learning (Civica Group Limited, 2016).

Performance indicators and tools alike need to be calibrated through time. The use of a library calculator to provide concrete monetary value is one of the prevalent methods of projecting worth (Brown, 2011). The American Library Association has a Library Value Calculator developed by the Massachusetts Library Association, whereas one inputs the use of the library materials and services, which are then converted into its monetary value. The library materials and services include the following: borrowed books (adult books, young adult books, children's books, audiobooks, eBooks), interlibrary loan requests, serials read (magazines, newspapers), audio-visual materials used (movies, CDs), downloaded music, use of spaces (i.e. meeting room), programs attended, borrowed museum passes, computer use per hour, database searches, and reference assistance (American Library Association, 2019). The ilovelibraries website, an initiative of the same association, also has the value calculator.

PROJECTS ON THE VALUE OF LIBRARIES

Libraries = Strong Communities. This is a national advocacy effort which eyed at stressing the value of all libraries—may it be an academic, a public, or a school library. The 2018–2019 American Library Association President Loida Garcia-Febo toured a number of libraries from October 2018 to June 2019 which included the following: Pikes Peak (Colorado) Public Library District, MIT and Harvard University Libraries, Cambridge High School East Library Media Center, Seattle Public Library, North Miami Public Library, and the Los Angeles Public Library. It made use of the hashtag #LibrariesStrong on social media. To show the value of libraries and empower users to advocate for libraries, all libraries are encouraged to utilize the "Libraries = Strong Communities" platform (Libraries Transform, 2015).

Libraries Change Lives. A campaign initiated by the State Library Victoria and Public Libraries Victoria Network, Libraries Change Lives, shows the achievement of public libraries for the Victorian community and what they can offer to help them succeed in life. Its website states that no other institution can provide the same secured and inclusive public space with "free and equal, life-changing access to art, ideas, education, and social engagement." On a general sense, the campaign shows that there is so much more in libraries for libraries can provide online classrooms, playgroups, social clubs, art galleries, theatres, streaming services, recording studios, study desks, boardrooms, lecture halls, lounge rooms, and science laboratories. Moreover, it also offers a portal for the community to know why public libraries matter and a way to get involved and support public libraries. There are two ways to get involved: (1) as librarians, by providing toolkits to support the advocacy (includes media release, social media pack, digital assets, posters); and (2) as library supporters, through stories of how public libraries changed their lives (Libraries Change Lives, 2019).

I need. I value. ILOVEMYLIBRARY. One similar project in the country, spearheaded by the University of the Philippines College of Engineering Library II, can be identified. It highlighted the value of the library amongst its clientele. The said library advocates proper library etiquette and that there is a prevalent need to give respect to the library as a "shared space." It inspires other libraries to be a part of the effort to "promote responsibility among library users in the care, upkeep, and maintenance of the library materials, facilities, and equipment." The library hopes that through this, "many people would learn to value the libraries by using and taking care of it as if it is their own possession" (University of the Philippines College of Engineering Library II, 2013). The campaign outlines 10 simple ways on how to take care and love the library:

1. Handle equipment with care.
2. Refrain from hiding, damaging, and intentionally misshelving books.
3. Return chairs back to their proper place after use.
4. Maintain conversation at a minimum level.
5. Dispose of garbage properly.
6. Respect other users (and behave properly inside the library).
7. Put my mobile phone on silent mode.
8. Avoid damaging the shelves, tables, and chairs.
9. Return books on time.
10. Place books back in the trolleys provided.

METHODOLOGY

This collaborative project mainly aims to seek for the support that libraries need, through the systematic and creative gathering of user memory. By being able to show the value of the library to all concerned individuals, the proponents of the study hope that this lead to them becoming more supportive towards the unified goal of the libraries, which is to be able to deliver sustainable, strong, and relevant programs.

The project has four phases:

Phase 1: Technical Preparation of the Collaborative Project

1. Setting up the social media accounts for the collaborative project
2. Preparation of materials for the recording of stories

Phase 2: Implementation of the Collaborative Project

1. Willing people from the community are tapped for the #AngLibStoryKo Collaborative Project. The stories are captured by taking photos and videos. The photos and videos undergo editing.
2. Each library held a launch of the Collaborative Project. The stories are presented here.

Phase 3: Evaluation

1. Feedback from the participants and other concerned individuals are gathered. These served as a way to assess the performance of the Collaborative Project.

Phase 4: Planning for Continuous Implementation

1. This involved the calibrated plans of the three library proponents based from the evaluation on the first year of implementation.

RESULTS OF THE STUDY

The project sites are the libraries of the Collaborative Project proponents, namely, the City of San Fernando Library in La Union, Cotabato Provincial Library, and Pamantasan ng Lungsod ng Valenzuela Library for the Valenzuela City Library. Discussed below are the results of the collaborative project.

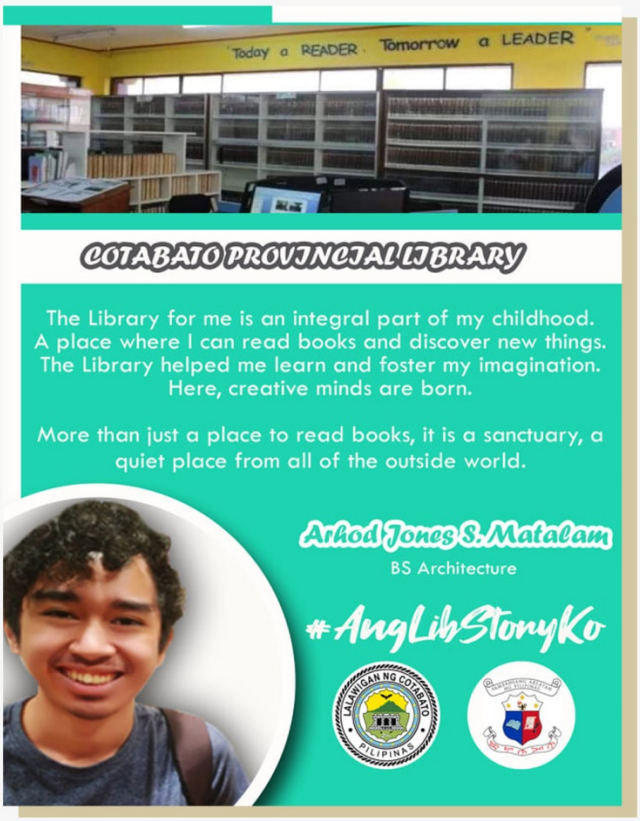
A. City of San Fernando Library, La Union

The City of San Fernando Library in La Union featured Atty. Aileen Lubiano who emphasized the role of the library in her journey to becoming an attorney.

Figure 1. Photo of Atty. Aileen Lubiano

B. Cotabato Provincial Library

On the other hand, Cotabato Provincial Library featured Arhod Jones S. Matalam, BS Architecture, who expressed that the Library is an integral part of his childhood. Juven Ryan Nunez, a library visitor, also emphasized the positive effects of the library to his well-being.



Figures 2 and 3. Photos of Arhod Jones S. Matalam and Juven Ryan Nunez

C. PLV Library for Valenzuela City Library

While the establishment of the Valenzuela City Library's physical site is in progress, the Pamantasan ng Lungsod ng Valenzuela (PLV) Library became the location of the project since the staff of the Library are also in-charge of the public library.

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1. **Call for Stories**. The PLV Library first uploaded a search for inspiring stories on the official Facebook account. Here, the Library featured Kelvin De Mesa, a BS Social Work student, who stated that he finds the Library as his happy place. He also mentioned that anyone who becomes part of it will definitely be a good individual.

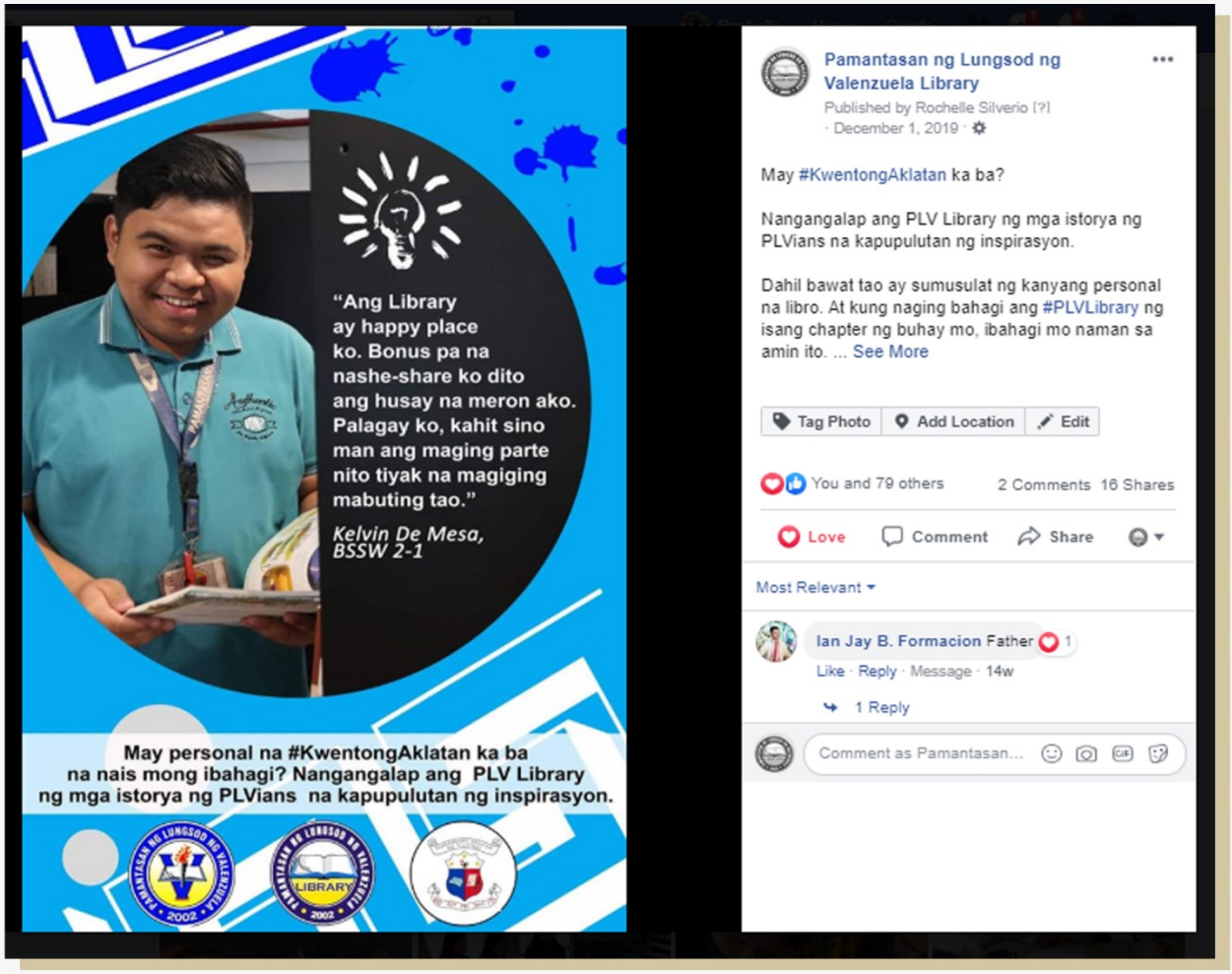

Figure 4. Call for stories

A poster of the announcement was also printed and placed in the Library for visiting guests to see.

2. **Image Teaser Online**. Before uploading the main video, the PLV Library also featured still images on its Facebook and Twitter accounts. Here, Ann Charis Mae B. Flores, a BSED English student mentioned that reading goes across ages. At the right side of the shelf is her father, Rolando A. Flores, Jr. who stated that the Library is a treasure—a big help to the development of a person.

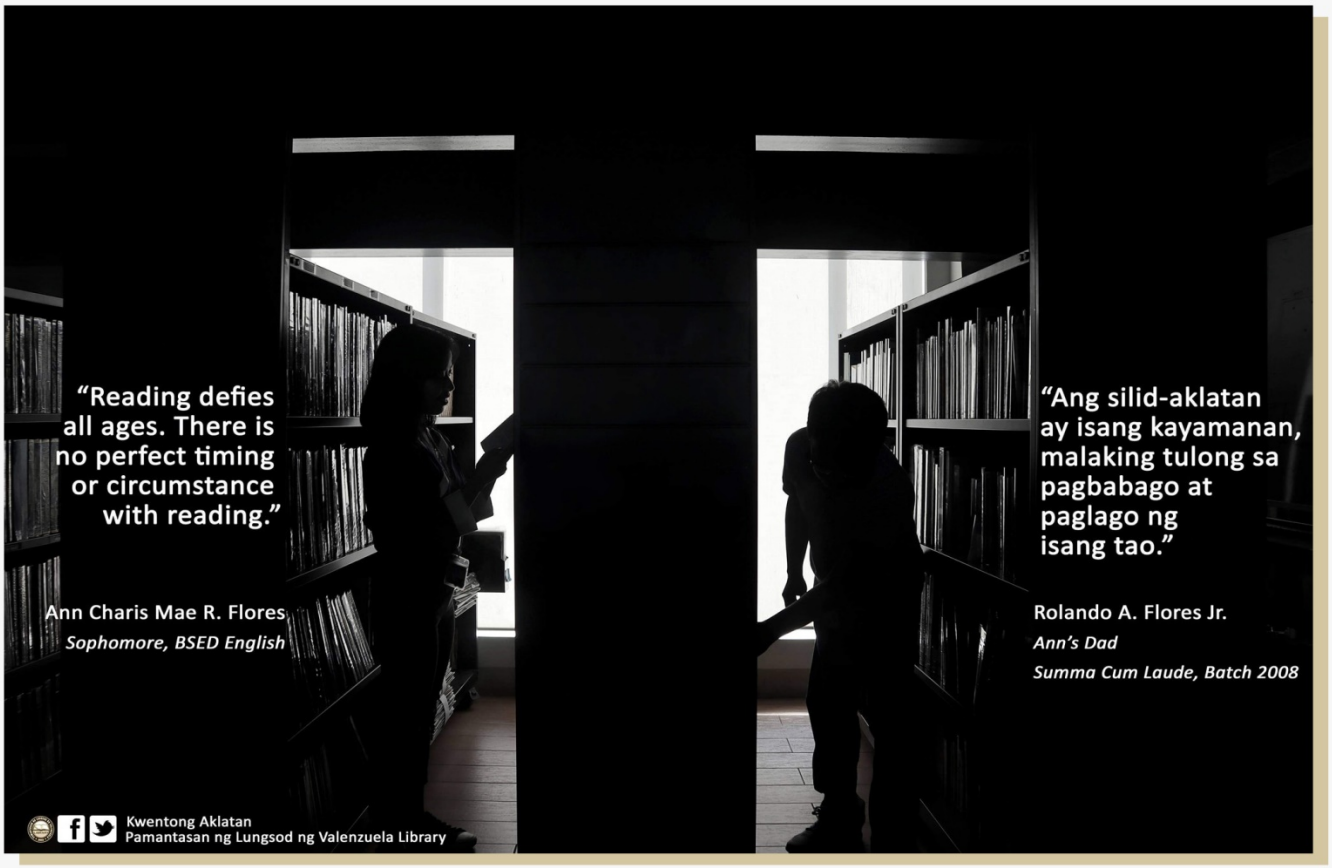

Figure 5. Image Teaser Online

3. Video on the Library's Social Media Page. The video shoot took place during the Christmas break of the Pamantasan ng Lungsod ng Valenzuela Library, making the place conducive for recording videos, since the surrounding sounds can be controlled. The Library is privileged to have Mr. Roland Flores, Jr. with his daughter.

The video of the #MyLibStory premiered on 31 January 2020, at 4:00 PM. The video, with a duration of around 4 minutes and 42 seconds, featured the story of a father, a teacher at a local school in Valenzuela City; and a daughter, an incoming third year student. Her father was a summa cum laude graduate of Bachelor in Elementary Education in Pamantasan ng Lungsod ng Valenzuela back in 2008.

The video narrated how they both see the importance of reading, highlighting the significance of the Library as a place for knowledge, care, and support. (See link: https://www.facebook.com/permalink.php?story_fbid=10156610079731721&id=141283691720).

Figure 5. Image Teaser Online

Figure 7. Video Screenshot of #MyLibStory: Mr. Rolando Flores, Jr., father; and Ann Charis Flores, daughter talk about reading and their experiences in the Library.

4. Response from the Public. The video released at the PLV Library Facebook page was well received. This can be noted on the comments section of the video and the shared posts.

Figure 8. Response from the public

DISCUSSION AND CONCLUSION

The completion of the Collaborative Project was very challenging; but nevertheless, there were several facilitative factors which aided in the accomplishment of the project. Identified factors are the following: (1) enthusiasm of the library team; (2) eagerness of the library users in the project; and (3) availability of gadgets. On the other hand, the following became the major challenges among the proponents: (1) time; (2) communication of proponents; (3) availability of the library visitors involved; and (4) the technological limitations of proponents.

To sustain the collaborative project, this kind of activity must be integrated with other programs which are running in the Library. Support from the local government may be sought to supply the needed gadgets and other equipment to produce better quality photos and videos. Expenses should also be considered.

Library users, now being engaged through the stories, may want to form a group which will support the Library. The project can be seen as a start of a growing group which values libraries on another level.

Moreover, this project seems to be a timely and relevant practice, in relation to the current situation of the libraries nowadays: libraries need to be more responsive online given the present quarantine conditions in the country. Moving forward, this can be a good project that may be adopted by other libraries worldwide.

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PARALLEL SESSION 5

SERVICE QUALITY OF PUBLIC LIBRARIES AS DETERMINANT OF THE SATISFACTION OF USERS' INFORMATION NEEDS

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Abstract

Public libraries provide unrestricted access to library resources and services free of charge to all residents of their community. The users' assessment of the quality of public library services, in relation to the satisfaction of their academic and non-academic information needs, was the focus of this study. This descriptive-correlational study was conducted to evaluate the service quality of public libraries as determinants of the satisfaction of users' information needs. Specifically, this research determined the users' assessment on theservice quality of public libraries in terms of physical domain, interpersonal domain, and collection domain, the satisfaction of users' academic and non-academic information needs in relation to the service quality of public libraries, and any significant association in the users' assessment considering their demographic profile. Data were collected using validated and pilot-tested questionnaires. The data were analyzed and interpreted using descriptive and inferential statistics. Findings reveal that the public libraries offered good services in terms of the physical, interpersonal, and collection domains. The users' academic and non-academic information needs were moderately satisfied. A significant association was found between the service quality of the public libraries and the satisfaction of users' information needs. The study points to the need to improve further the service quality of public libraries to increase utilization and to achieve maximum satisfaction of the library users' academic and non-academic information needs.

Keywords: Service quality of public libraries, Physical domain, Interpersonal domain, Collection domain, Academic information needs, Non-academic information needs

PARALLEL SESSION 5

INTRODUCTION

Quality service rendered to all library users is among the core values of librarianship. This covers the conduciveness of the physical environment, the accessibility of materials, the adequacy of collections and technologies, and the approachability of the librarians.

A public library provides unrestricted access to library resources and services free of charge to all the residents of its community. It has a broader mandate than the academic and special libraries. Thus, its collections and resources should reflect diversity (Online Dictionary for Library and Information Science, 2004). The International Federation of Library Associations and Institutions/United Nations Educational, Scientific and Cultural Organization Public Library Manifesto (2001) declared the public library as a "local center of information, making all kinds of knowledge and information readily available to its users." It is expected to provide all age groups and different kinds of people with all the appropriate materials and media that are relevant to their needs and conditions. As the local gateway to knowledge, the public library does not only have collections, but also promote personal cultivation, lifelong learning, civic engagement, cultural and socio-economic development (Educator Licensure Information System, 2017).

Public libraries gather and report data about their collections, funds, and staffing for decades. However, such data have concentrated primarily on finances, resources purchased, and workloads. The data do not reflect the quality of the library services as perceived by the users. These libraries have not conducted quality assessment of their services. Hence, this study was conducted to provide the local government units with information on the service quality of their public libraries. Such information can be used as basis for identifying interventions that will further enhance the service quality of the public libraries in Misamis Oriental.

As observed by the researcher, there is a lack of local support for the public libraries as manifested in the appalling condition—poor location, old furniture, worn-out and outdated books—of the visited libraries. The poor condition of many public libraries can be the reason why librarians do not engage in quality assessment. As a librarian, the researcher desires for the improvement of the general condition of the public libraries. One way of helping the public libraries improve their services is to identify the needs of the library
and its users.

Herron, Altman and Dugan (2015) posited that every organization's service has a quality dimension that may range from wonderful to awful. Quality is the manner in which the service is delivered or not delivered. For a library, quality of service encompasses the interaction relationship between the library and the people whom it is supposed to serve, and satisfying people's needs is a major component of quality. Feedback is important especially on users' satisfaction with the library services. The feedback will point to areas of services that require enhancement. Hence, this study sought the perspective of the user in determining the service quality of the public libraries.

THEORETICAL AND CONCEPTUAL FRAMEWORK

This study assumed that the quality of public library services is associated with the satisfaction of users' information needs. This assumption is anchored on the principle of Total Quality Management (TQM) espoused by Deming (1986).

TQM is an established framework in the implementation and maintenance of quality management system in an organization. It is built on the understanding that organizations are systems with processes designed to serve customers. Quality is "concerned with meeting the wants and needs of customers (Sivankalai and Yadav, 2012)." TQM calls for the integration of all organizational activities to achieve the goal of serving customers. It seeks to impose standards, achieve efficiencies, define roles of individuals within processes and the organization as a whole, and employ teams to plan and execute processes more efficiently. It requires individuals who are willing to create a culture in which people define their roles in terms of quality outputs to customers (Lynch, 2004; Wang, 2006; Redmond, et al., 2008; Sivankalai &, Yadav, 2012; S Cooper, 2014).

Moreover, TQM is a system of continuous improvement employing participative management, which is centered on the needs of the users. It is a structured and systematic approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to customer feedback. The constructs underlying Deming's TQM include customer-driven, continuous improvement, and employee participation.

For Deming (1986), like all TQM theorists, the customer, not internal activities and constraints, comes first. The organization must be sensitive to customer requirements and respond rapidly to them. Attendant to this customer-driven orientation is the concept of continuous improvement, which Deming sees as the heart of TQM. An organization should continually find ways and maintain high quality products and services. Continuous improvement of the quality of the product is the only way to maintain a high level of customer satisfaction.

Another important component in TQM is employee participation. Deming also postulated that a successful TQM environment requires committed and well-trained employees who participate fully in quality improvement activities. Such participation emphasizes the achievement of quality objectives. Ongoing education and training of all employees support the drive for quality. Employees are encouraged to take more responsibility, communicate more effectively, act creatively, and innovate. These three constructs are the links between quality and customer satisfaction. An organization should focus on customer orientation, implement continuous improvement, and promote employee participation to ensure satisfaction of customers' needs (Kanji, 2005).

Customer satisfaction is seen as the organization's highest priority; and the organization can be successful only if the customers are satisfied. As Pedramnia, Modiramani, and Ghanbarabadi (2012) pointed out, quality service means satisfying the needs of each and every user accurately, exhaustively, and expeditiously. Customer satisfaction is the starting point of library services. To better meet the users' expectations and to improve all aspects of library services, libraries must understand customer satisfaction. Libraries must endeavor to improve service quality to meet the changing needs of users and enhance user satisfaction (Tang, 2010).

In this study, the independent variable is service quality of public libraries in terms of the physical, interpersonal, and collection domains.

The physical domain refers to the spaces, physical environment, facilities, and equipment. According to IFLA/UNESCO (2001), such provisions are important to the operation of the public library services. Library's design should reflect the functions of the library; service should be accessible to all people within the community; and space should be able to accommodate any changes in the services. The needs of public library users are varied, and the population is diverse. Since the public library is the reservoir of information and center of knowledge in the community, it should be an inviting place for all kinds of people and all age groups. In the article "Public Library Facilities for the Future" (MSS, 2017), it is suggested that library spaces and facilities should provide "customer-centric experience." Libraries have to live up to the expectations of the library users. No matter how many materials there are in the library, the citizens will lose interest if the space is not comfortable or conducive to their needs, if the space is not "customizable," and if the facilities are not current, updated, or upgraded. Wherever possible, the physical library should also be available for community use, for example, for meetings, exhibitions, media performances and other community-based activities. A public library that is frequently visited and utilized can make a significant contribution to the vitality of the community and be an important learning and social center and meeting place for the people in the community (IFLA/UNESCO, 2001).

Librarianship is a public service profession; hence, it must focus on customer service skills (Pellack, 2003), which is the interpersonal domain that relates to the interaction of the library staff with the library user. IFLA/UNESCO (2001) pointed out that public library service should be directed to all members of the community who have varied and changing needs. To deal with each one of them in an appropriate and rightful manner, public librarians will "require a range of skills and qualities, including interpersonal skills…" It is expected of a library staff to interact effectively with diverse library users, listen and speak effectively, and understand the needs of library users. The behavior and personality of the librarian are significant factors in the perceived success or failure of a library service. In all forms of library service, the success of the service is measured not only by the information that is provided, but also through the positive (or negative) impact of the librarian-library user interaction (RUSA, 2013).

Collection domain refers to the library materials. Library materials complement library services. The collection can attract new library users and influence continued use of existing users. It is not the size of the collection that is important, but it is how relevant the materials are to the needs of the local community. Public library should have a wide range of resources in various formats and media for all members in the community. IFLA/UNSCO (2001) provided a comprehensive list of materials that should be in a public library. The materials range from print materials to non-print to electronic resources, fiction to non-fiction, local history materials to resources in other languages, documented and undocumented resources, toys to computer games and resources for all members within the community without discriminating "age, gender, religion, disability, economic and employment status, and educational attainment." Library researches conducted about public libraries (Ikenwe and Idowu, 2014; Gilbert, 2015) found that the availability and accessibility of suitable library materials for use are important factors why people in a community visit the public library.

In the recently published document "A Strategic Diversity Manifesto for Public Libraries in the 21st Century," Mehra and Davis (2015) presented a holistic identification and description of public library users in terms oftheir demographic attributes in response to localized environments. This document was a response to an earlier suggestion that categories be used in current public library practice and research to develop a bigger and broader picture giving greater context and understanding of local and regional communities (McClure and Jaeger, 2009). This study is limited to three categories: age, socio-economic status, and educational attainment. These characteristics are reflected in most studies on public library users.

Public Library users may vary by age, socio-economic status, and educational level. The 1980s identified shifts in public library practice and information science research from a system-centered to a user-centered focus (Dervin and Nilan, 2006). There were efforts to provide the community with various user-centered programs: information literacy programs for teenagers to guide them with their homework (Taylor, 2006), business letter and resumé writing workshops for the unemployed (Jerrard, 2009), or computer trainings for the elderly to learn emerging technologies (Piper et al., 2009). It has been acknowledged by Evans and Saponaro (2012 in Bopape et al., 2017) that data with reference to demographics are essential in order to identify population distribution changes and trends that will affect library service and library collection development.

Populations in the public library can be distinguished according to age, such as young adults, teenagers, adults, elderly, etc. Individuals/groups can also be identified based on their formal and/or informal educational attainment that may include elementary, high school, home-schooled, undergraduate students, graduate students, adult learners, etc. Public libraries are also serving across a wide socio-economic spectrum, which includes professionals, skilled and unskilled workers, unwaged individuals, retirees, etc. (Alaya-ay, 2013; Hawkins, Morris, Sumision, 2001; Mehra and Davis, 2015). Data on the age, socio-economic status, and educational level of library users can help determine what library materials to acquire and services to offer.

For a library, quality involves the interactive relationship between the library and the library users. A library can claim quality only when the users' needs, requests, and desires for information are satisfied.

This is an age of information, and many people largely depend on information. The right information to the right person at the right time is a basic concept of a public library. It is the public library that has to serve as an information center to provide free access to information to all the people in the community. The dot.com era has witnessed information explosion, and the volume of reported knowledge has increased tremendously. As such, the public library of today should provide all types of information to fulfill the needs of different people for various purposes (Gilbert, 2015).

Libraries are known for providing information resources and services to support teaching, learning, research, and community services. Therefore, the quality of information resources and services rendered should be of standard to meet the users' expectations. At present, there is no clear evidence of how public libraries support the users' information needs. It is through the users that librarians can determine if the library information resources and services rendered to users are satisfactory or not. Without the users patronizing the library information resources and services, it is difficult to identify how public libraries satisfy their needs. In this study, the users' information needs are categorized into two: academic information needs and non-academic information needs. Academic information needs refer to the users' academic requirements. on- academic information needs refer to the users' needs for leisure, entertainment, and personal development.

The foregoing discussion provided valuable insights that helped the researcher to better understand the interplay of the variables of the study. Figure 1 shows the schema of the study. The quality of public library services and the characteristics of library users are the independent variables correlated to the satisfaction of the users' information needs, which is the dependent variable. The quality of library services is assessed in terms of the physical, interpersonal, and collection domains. Library users are categorized by age, socio-economic status, and educational attainment. On the other hand, the users' information needs are categorized into community needs and non-community needs. Community needs refer to information needs related to public services while non-community needs relate to the personal needs of users.

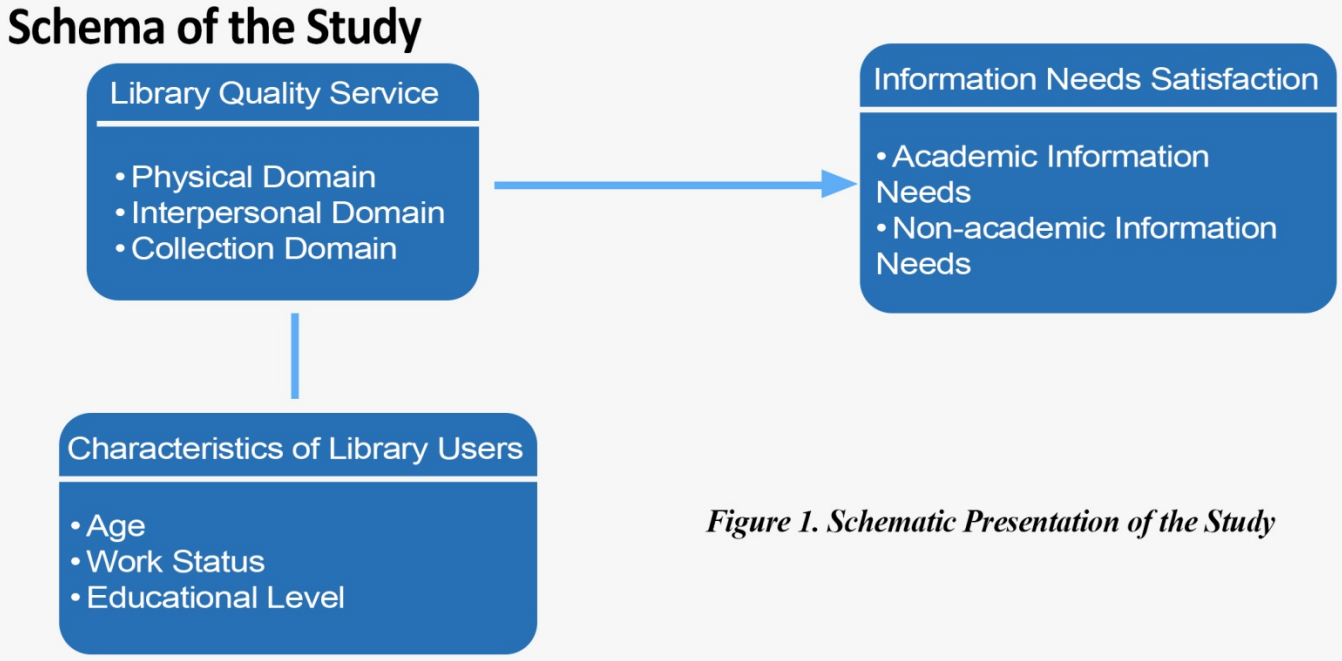

Figure 1. Schematic Presentation of the Study

SIGNIFICANCE OF THE STUDY

The findings of the study would be beneficial to the following:

Local Government Units. Findings of this study may highlight the situation of each public library and provide valuable data information needed to enhance the service quality of library.

National Library of the Philippines (NLP). The findings of the study may help the NLP decide on how to better provide technical supervision, allocation of library materials, and capacity-building programs to the public libraries.

Community. Findings of this study may provide the public with a better perspective of the role of the public libraries within the community they serve.

Library Users. Findings of this study may help public libraries improve the quality of their services, which may redound to user satisfaction.

Library Personnel. Findings of the study will provide an overall picture of the current state of public libraries and allow the librarians and library staff to design programs accordingly.

Researchers. Findings of this study can be used for future studies on the public library system in the Philippines. The study can also be replicated to explore others that are often overlooked.

SCOPE AND DELIMITATION OF THE STUDY

This study involved public libraries in Misamis Oriental, including the public library of the highly urbanized city in the province. The participants were the actual library users of the public libraries. The focus of the study was on the service quality of the public libraries and its implications to the satisfaction of the users' information needs. Service quality covered physical, interpersonal, and collection domains while information needs covered academic and non-academic needs. The participants' demographic characteristics were limited to age, work status, and educational level.

DEFINITION OF TERMS

The following terms are defined as used in this study:

Information Needs. The term refers to the needs of the users of the public library. These information needs are as follows:

Academic Information Needs. The term refers to those information needs that pertain to the users' academic requirements that include research and subject assignments.

Non-academic Information Needs. The term refers to the users' information needs pertaining to leisure, entertainment, and personal development.

Library Services. The term refers to those services of the library that facilitate the users' access and use of library-sourced information. Library services are categorized into the following domains:

Collections Domain. The term refers to the library materials that are available in a public library.

Interpersonal Domain. The term refers to the librarians'/library staffs' extent of assisting users, voluntary or asked, in their information search.

Physical Domain. The term refers to a public library's interior spaces, facilities, and equipment, or the total physical environment.

RESEARCH METHOD

Research Design

The study used the descriptive-correlational research design. Best and Khan (2006) defined descriptive design as one that attempts to find generalizable attributes pertaining to the present conditions. Likewise, this study described the satisfaction of the participants' information needs (academic and non-academic) and its relation to the service quality of the public libraries.

Research Participants and Sampling

The participants of the study were the library users of fifteen (15) public libraries in Misamis Oriental. Non-probability sampling was used; only those library users who visited the public libraries during the data gathering period were taken as participants. A quota of 800 users was set. There were 753 users who participated in the study, but 107 users were excluded for their failure to give complete information. Hence, the study had a total of 646 participants.

Research Instrument

The study used a survey questionnaire based on the criteria developed by IFLA/UNESCO Public Library Manifesto (2001) and National Competency-Based Standards for Filipino Librarians (2015).

The questionnaire consisted of three parts. Part I sought the demographic information of the public library users, such as their age, work status, and educational level. Part II has three (3) sections. Section A sought information on the users' level of satisfaction with the service quality of the library in terms of the physical facilities. Section B determined the users' level of satisfaction with the library's service quality in terms of the rendered service of the library staff. Section C determined the users' level of satisfaction with the library's service quality in terms of the library's collection. Part III has two (2) sections. Section A determined the level of satisfaction of the users' academic information needs. Section B determined the level of satisfaction of the users' non-academic information needs.

Validity and Reliability of the Instrument

The questionnaire was submitted to the experts in the field for content validation. Revisions in the questionnaire were made in the light of the experts' comments and recommendations. Moreover, the questionnaire was pilot-tested to a group of public library users who were excluded from the actual set of participants. The Cronbach's Coefficient Correlations were used to statistically establish the reliability of the questionnaire. According to Pallant (2007), for a survey to be reliable for research purposes, it must have a Cronbach's Alpha of equal to or greater than 0.70. The following values were obtained: 0.925 (physical domain),0.953 (interpersonal domain), 0.945 (collection domain), 0.916 (academic information needs), and 0.928 (non-academic information needs). The values indicate that the questionnaire was reliable.

Scoring Procedures

Data were analyzed and interpreted based on the scoring procedure below.

Interpretation				
Scale	Range	Quality of Library Services	Library Use	Satisfaction of Information Needs
5	4.51-5.0	Outstanding	Very High	Very Satisfied
4	3.51-4.5	Very Good	High	Satisfied
3	2.51-3.5	Good	Moderate	Moderately Satisfied
2	1.51-2.5	Fair	Low	Less Satisfied
1	1.0-1.5	Poor	Very Low	Not Satisfied

Data Gathering Procedures

The researcher asked the permission of the Provincial Governor of Misamis Oriental, through the Acting Provincial Administrator, for the floating of the questionnaire to the users of each city and municipal public library. The researcher then asked the participants to accomplish the questionnaires, which were retrieved immediately. The data generated from the questionnaire was then statistically processed for their analysis.

Statistical Treatment of the Data

The participants' demographic profile, assessment of the service quality of the public library, and satisfaction of their information needs were described using descriptive statistics such as frequency, percentage, and meanto determine any significant difference in the participants' assessment of the service quality of public library. Considering their demographic profile, ANOVA was used. On the other hand, Pearson Product moment correlation was used to determine any significant relationship between the participants' satisfaction of their information needs and the service quality of the public library.

SUMMARY

The Problem. This study determined the service quality of the public libraries in Misamis Oriental and the satisfaction of users' information needs. Specifically, the following were determined in the study: (1) the users' assessment of the service quality of public libraries in terms of physical, interpersonal, and collection domains; (2) the extent of satisfaction of the users' academic and non-academic information needs; (3) the users' assessment of public library's service quality considering their age, work status, and educational level; (4) any significant association between quality service of public libraries and satisfaction of the users' information needs; and the (5) the predictors of satisfaction of users' academic and non-academic information needs.

The Methods. The study used the descriptive-correlational research design, with adapted questionnaire as tool for gathering data. The questionnaire was administered to actual users of the public libraries during the data gathering period. Data was then analyzed and interpreted using descriptive and inferential (Pearson and Multiple Linear Regression) statistics.

SUMMARY OF THE FINDINGS

The salient findings of the study are the following:

1. The services of the public libraries were rated as good by the users in terms of the physical domain, very good in terms of the interpersonal domain, and good in terms of the collection domain.

2. The users' academic and non-academic information needs were moderately satisfied.

3. The users differed significantly in their assessment ratings of the service quality of the public libraries when their age, work status, and educational level were considered.

4. The service quality of the public the libraries was significantly associated with the satisfaction of the users' academic and non-academic information needs.

5. The physical and collection domains were strong predictors of the satisfaction of users' academic information needs while the physical, interpersonal, and collection domains were all strong predictors of the satisfaction of users' non-academic information needs.

CONCLUSION

Service quality of public libraries can be best determined by how the services satisfied the academic and non-academic information needs of the users. Based on the users' assessment ratings, it can be concluded that the public libraries in Misamis Oriental deliver quality library services. The satisfaction of users' academic and non-academic information needs validates such conclusion.

More specifically, findings of this study identified areas of library services that have to be enhanced to satisfy fully the academic and non-academic information needs of their users. Special attention should be given to the collections and physical environment. The improvement of the service quality of the public libraries requires full support from the local government units and concerned government bodies.

RECOMMENDATIONS

The findings and conclusion of the study become the bases upon which the following recommendations are drawn:

1. ***To the Local Government Authorities***. That they may increase the budget allocation for public libraries to improve their service quality for the full satisfaction of their users' information needs;

2. ***To the Public Librarians/Library In-charge.*** That they may increase their efforts in keeping their services and collections of quality to ensure the full satisfaction of their users' academic and non-academic information needs; that they may further promote the use of the public li braries;

3. ***To the Public Library Users***. That they may maximize the use of the public libraries to satisfy fully their academic and non-academic information needs; that they may find the value of the public libraries in their community, which may lead to the local government giving full support to the public libraries;

4. ***To the National Library of the Philippines Committee.*** That it may heighten its effort in assisting the local government units in the establishment, development, and maintenance of public libraries; and

5. ***To Future Researchers***. That they may consider exploring other factors, aside from service quality of public libraries causing the use or disuse of library services, e.g. adequate funds for public libraries, perceptions about the library and the librarians, and experiences in the use of public libraries.

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PARALLEL SESSION 6

OUTCOME-BASED PLANNING AND EVALUATION (OBPE) FOR BOOKMOBILE SERVICES IN THE SELECTED PUBLIC LIBRARIES

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Abstract

The purpose of this paper is to assess bookmobile services of public libraries in the Philippines using the Outcomes-Based Planning and Evaluation (OBPE) as a measuring tool to demonstrate the benefits of bookmobile services to the community where the library serves. It also aims to evaluate whether this measuring tool can be adopted by other public libraries.

Survey-questionnaire and interviews were used to gather data to determine the contribution of the bookmobile services on library users; these techniques will enable us to explore the effect/impact of the bookmobile services on our library users and our stakeholders as well. This paper attempts to serve as a model in measuring the success of library services, particularly bookmobile services, using OBPE to determine whether this program should be expanded, supported, and replicated.

The team was able to implement the bookmobile project in their respective libraries. They also did storytelling, arts and crafts, and distribution of books. The project was able to serve 230 participants with 96% of them manifesting the benefits of measuring outcomes: learn something new; gain confidence; experience a behavior change; and become more aware of the library's resources.

PARALLEL SESSION 6

INTRODUCTION

This paper is one of the Collaborative Projects during the National Library of the Philippines' 3-yearleadership training program, which is the Network of Emerging Filipino Library Innovators (NEFLI).

We are Team Vanguards and our focus is that Libraries must demonstrate their impact by measuring the benefit to individuals and communities.

BACKGROUND OF THE STUDY

To saturate the entire community it serves, the Library has adopted an outreach facility in the form of Bookmobile Service/Project. Being both stationary and movable, this library service is among the library's vital venues for improved services since it brings libraries to the non-library goers to introduce the learning and pleasure facets of reading. We have identified that the less privileged and marginalized sectors in the community are among the clients we serve. Since these clients are not only constrained in finances but also in informal learning, the outreach aspect of an improved Bookmobile Service is being evaluated as to its impact using OBPE as a measuring tool to gauge the overall benefit and effectiveness to individuals and the community as a whole. This process provides access to a library's formal setting which gives light to the positive effects to its target beneficiaries in the local government which aims to supplement basic library services. These indicators will guide the collaborative efforts of Quezon Provincial Library (QPL), Quezon City Public Library (QCPL), and Muntinlupa City Public Library (MCPL) in evaluating Bookmobile Service, a long-existing service of the National Library of the Philippines (NLP). Bookmobile Service will then come to the spotlight of evaluation as it is being measured in its effectiveness towards its intended clients, thereby validating its impact as all librarians aim to adapt to the international demands of informal learners.

Under the supervision of NLP, the Bookmobile Service is already given emphasis as an integral part of the library system. It serves as a vital link between local government and members of the community; it provides direct library access to the underprivileged and underserved segment of the populace. Similarly, it also serves as a support in the various programs of the National Government that can stimulate good reading habits in the rural areas where there are no libraries or reading centers.

Many city and provincial libraries have implemented the Bookmobile to serve their far-flung Barangays. However, it remains in a single bookmobile unit; instead of envisioning a propagation or maintaining several bookmobile units simultaneously, which operate from strategic locations or where they are most needed.

A bookmobile is a converted vehicle serving as a mini library. The vehicle has shelves to hold books; and usually it has a small reception place, as well as a small room for readers. These customized vehicles are used to take books to readers in locations without brick and mortar libraries, or to supply books to people who cannot access libraries. The term is mainly used to describe a mobile vehicle that carries library material or any library service and does not stay in one place.

The early bookmobiles served to deal with illiteracy and promoted reading in remote areas. "The overall objective of a mobile library service is to promote equity of service provision by enhancing the opportunity of access to library services. A mobile library provides the most flexible library service, not being restricted to any particular population center and able to respond to the needs of fluctuating populations" (IFLA, n.d.).

Muntinlupa City Public Library's "Basa Batang Munti" is a version of a bookmobile where books and other library materials are brought to the school and communities without libraries through "MOLI" (Moving Library). Activities conducted are reading, storytelling, arts and craft, film showing, and tutorial for non-readers. Bookmobile is very essential to their community since the main City Library is far from other Barangays. They looked for alternative methods on how to reach their patrons and came up with a bookmobile as a solution. "MOLI" is loved by the community, not only by children but also teens, parents, and senior citizens.

Quezon City Public Library's "Aklatang Gala" is part of QCPL's Outreach Services that takes charge of the different activities that promote literacy in the Main and Branch Libraries, as well as the whole community even outside of Quezon City. It provides library services beyond conventional limits; and serves as an extension arm of Main Library in providing relevant data that are responsive to the needs of the reading public in the community.

Quezon Provincial Library was one of the first branch libraries of The National Library (former name of National Library of the Philippines) to receive a bookmobile bus that served the rural areas of Quezon Province. QPL revived its bookmobile through "Hatid-Dunong sa Kabataan ng Quezon: A Bookmobile Project" in 2009, in partnership with DepED Quezon Library Hub. Supplementary Reading Materials were transported to far-flung elementary and secondary schools province-wide; and storytelling and orientation on the Library Hub project were conducted. In 2019, during the Library and Information Services Month, "My Little Bookmobile Library (Read with a Reading Buddy)" was launched to augment the lack of bookmobile vehicles to transport books; a makeshift recycled carton box filled with storybooks and stuffed toys was used.

Outcome-based evaluation is a powerful tool that can help you tailor-fit your programs to the needs of your community; report the difference you make; and improve library service. It is the process of identifying desired outcomes from a particular program or service and then conducting some kind of data gathering/collection to determine if these outcomes have been achieved. Outcome-based programs are designed with specific outcomes in mind; this helps you reflect on the reasons you offer such programs/activities, the type of programs/activities you plan, and the results you want to achieve with your programs/activities. In addition, outcome-based programs include an evaluation component which enables you to capture data about the impact of your work (Hysell, 2007).

Outcome-based planning and evaluation is a way for library heroes to be more effective advocates for their communities. (Williams, 2016)

PROBLEM AND ITS CONTEXT

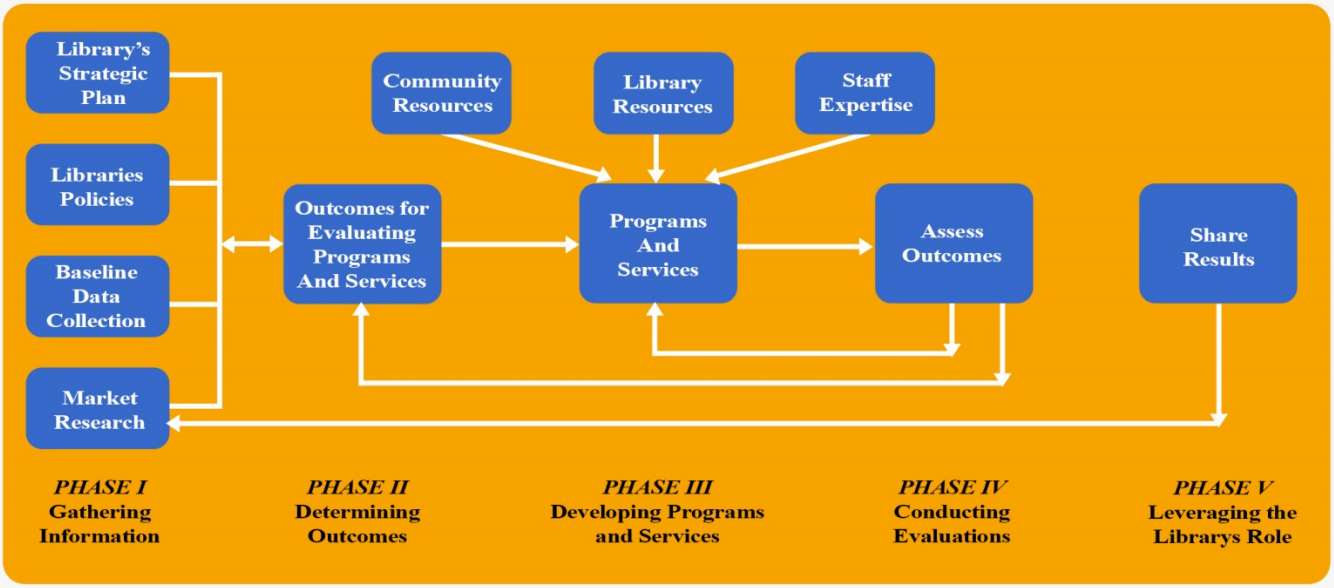
This Collaborative Project (CP) aims to assess the contribution of bookmobile services of public libraries in the Philippines with Muntinlupa City Public Library (MCPL), Quezon City Public Library (QCPL), and Quezon Provincial Library (QPL) as model libraries, using the OBPE to demonstrate the benefits of bookmobile services to the community; to evaluate if its outcomes are achieved for the participating libraries; and to demonstrate its positive impact to its stakeholders.

The purpose of the project evaluation was to assess the participants' perception of the project activities, identify the project's longer-term impact, and monitor the activities to demonstrate the project's success.

The objectives of the evaluation are:

1. To assess the degree to which the bookmobile project objectives were achieved;
2. To document the lessons learned and problems met;
3. To provide recommendations for project development and improvement;
4. To examine the outcomes of the project; and
5. To provide input in the decision-making for the upcoming renewal and extension of project funding.

Figure 1.1
Outcome Based Planning and Evaluation Model



This model is an extension of the Project CATE OBPE Model developed as part of an IMLS Research and Demonstration Grant, See Dresang, E.T., Gross, M., & Holt, L.E. (2006). *Dynamic Youth Services through Outcome-Based Planning and Evaluation*.Chicago, IL: ALA Editions, p. xi.

Figure 1. Conceptual Framework

PLAN AND ITS INTENDED OUTPUT

Specifically, this Collaborative Project will (1) introduce OBPE as a way of measuring the impact of public libraries' programs and services such as the bookmobile project; (2) know the impact of bookmobile project and its relevance to the society/community; (3) present the short and long-term impacts of bookmobile project on users and the communities; (4) come up with a measuring tool using the OBPE to assess the impact of bookmobile project; and (5) create a sample format of a logic model worksheet that public libraries can r eplicate.

PROPOSED OBPE Worksheet

Name of Program/Project/Activity:
_____

Brief Description:
_____
_____
_____

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	IMPACT
Resources?	What was done?	How many?	Change that happens as a result of the inputs, outputs, and activities • Attitude • Skill • Knowledge • Behavior	Evaluation

Prepared by:	Approved by:
_____	_____

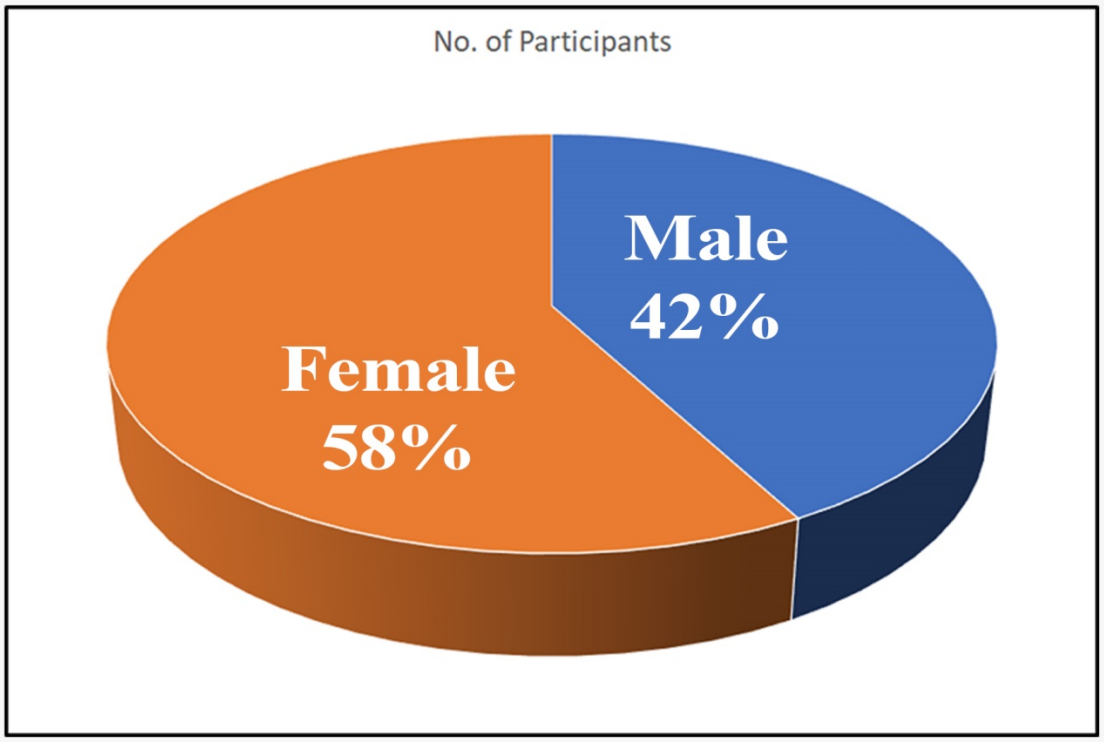
Figure 2. Proposed OBPE Worksheet

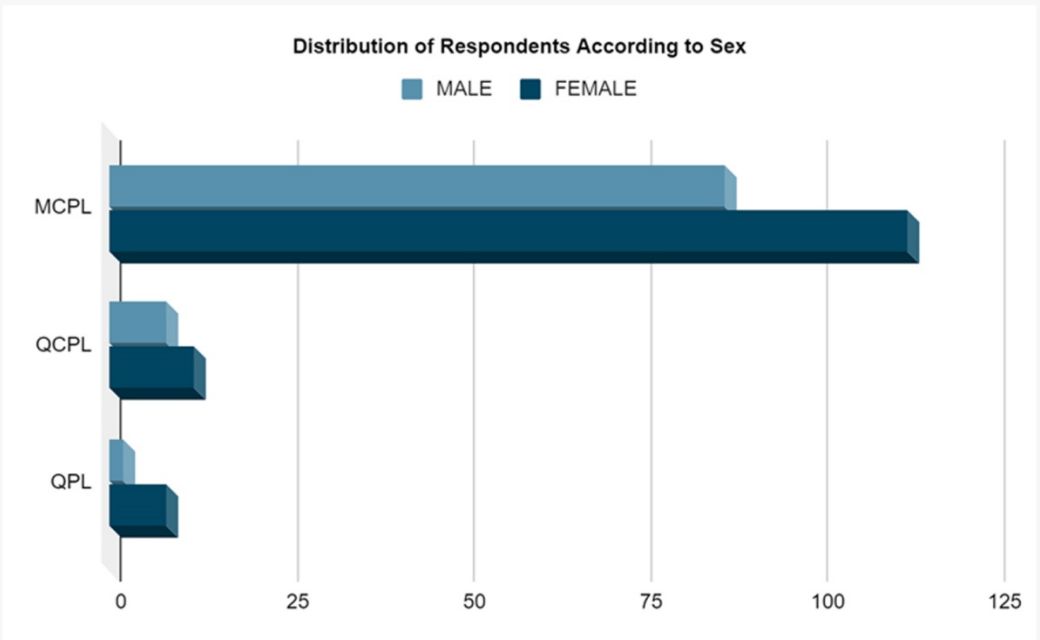
Bookmobile Service will then come to the spotlight of evaluation as its effectiveness towards its intended clients is being measured.

IMPLEMENTATION AND RESULTS

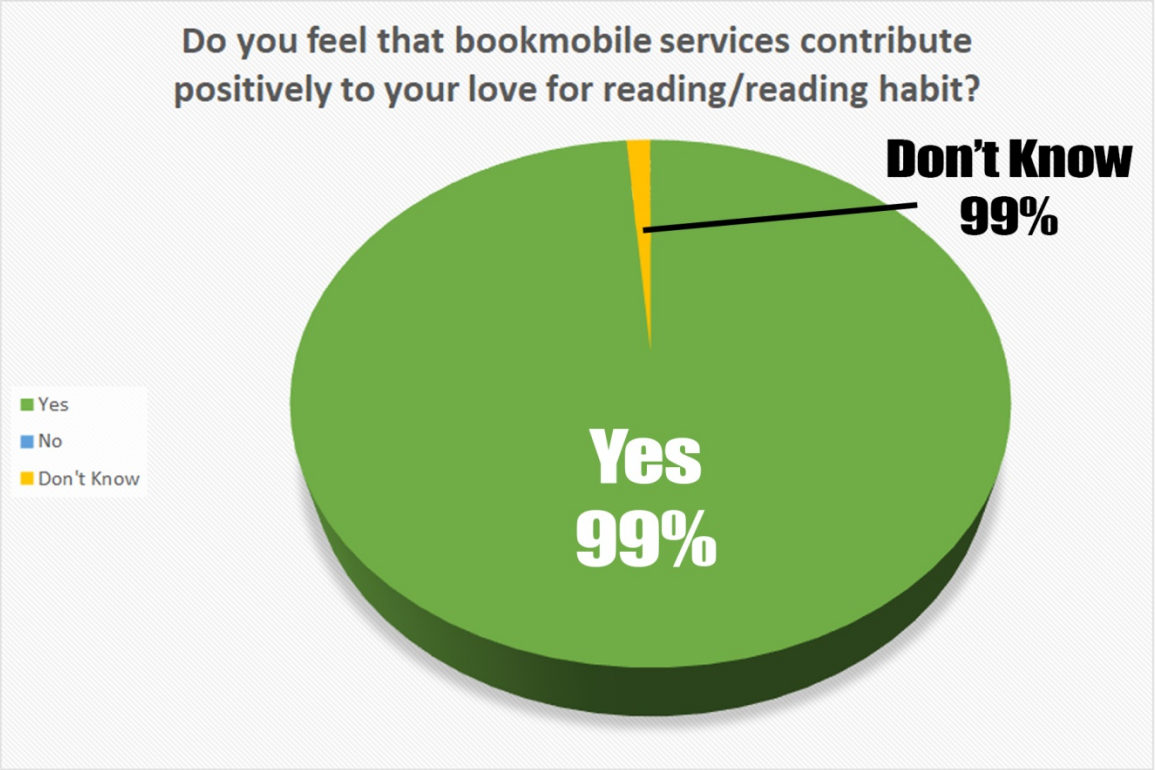
As scheduled, we were able to implement the bookmobile project in our respective libraries. We also did storytelling, arts and crafts, and distribution of books. All in all, we were able to serve 230 participants and was able to come up with the following results:

a. The majority of the respondents are female (58%); 42% are male.

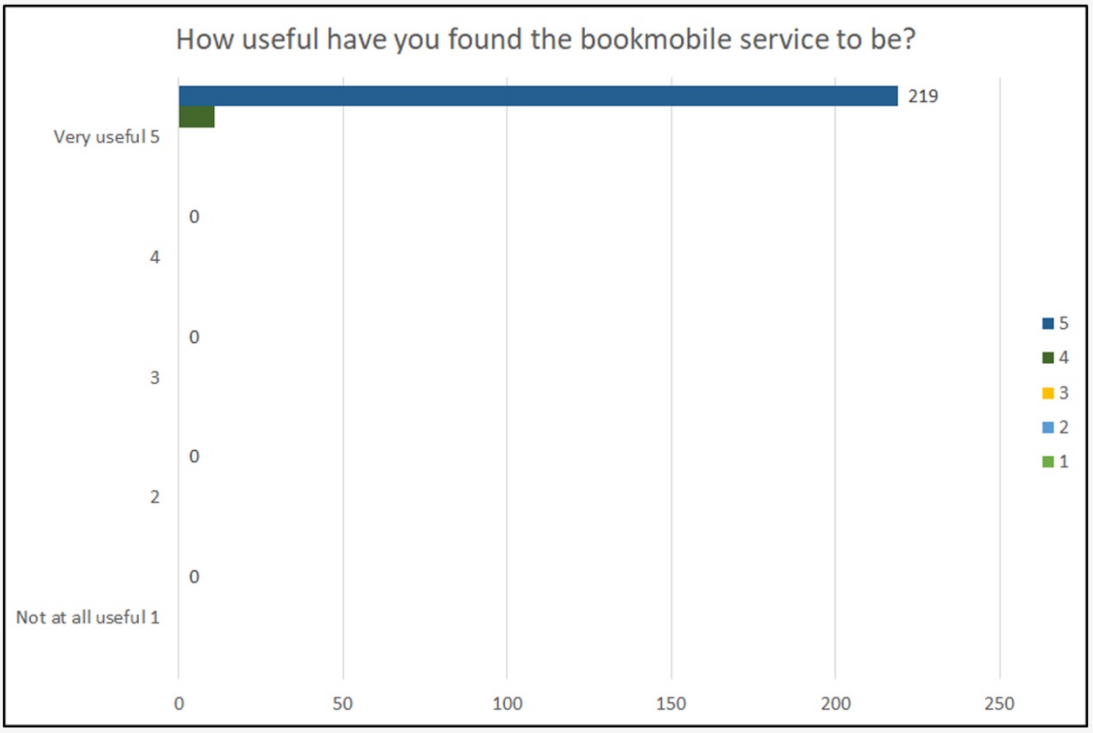




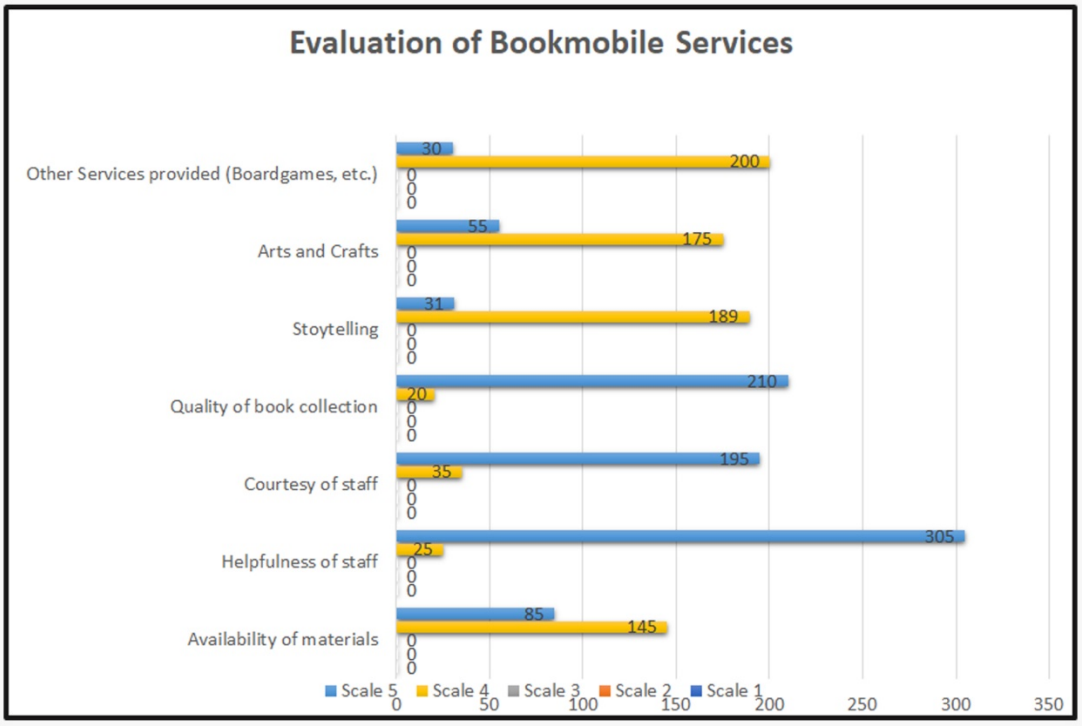
b. Majority or 99% of the respondents said that bookmobile services contributed positively to their love of reading or reading habits.



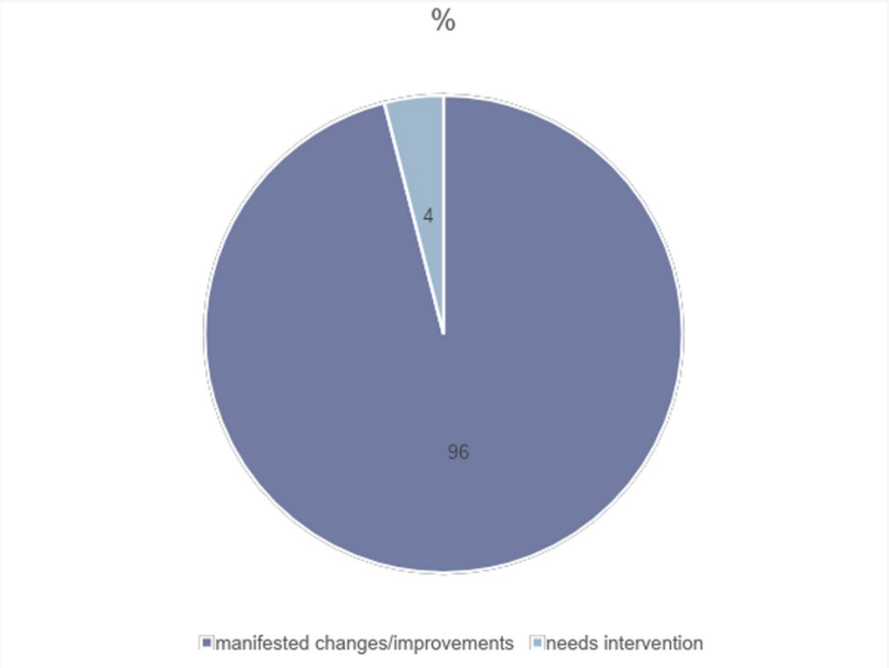
c. 95% of the bookmobile users/recipients found bookmobile service to be very useful.



d. 63% availability of materials;
e. 89% of the staff are helpful;
f. 85% of the staff are courteous;
g. 91% quality of the collection;
h. 82% found storytelling to be the most common, followed by arts and crafts, then board games;



i. Majority or 96% of the bookmobile users manifested changes/improvements



RECOMMENDED NEXT STEPS

For OBPE to be used as a tool in evaluating library services/programs, the following are being recommended:

a. Further use or application of the evaluation tool;
b. Periodic review;
c. Benchmarking activity;
d. Institutionalizing the tool;
e. Inclusion in the Library Manual/Library Strategic Plan;
f. Inclusion in the Performance Appraisal;
g. Give rewards and recognition; and
h. Training, retraining, or retooling of the staff.

LEARNINGS OR VALUE OF THE OUTCOMES

Outcomes-based Planning and Evaluation helps public libraries to demonstrate how valuable programs impact the community they serve.

Why Measure Outcomes?

1. To measure the effectiveness of a program or service;
2. To identify effective practices;
3. To identify practices that need improvement;
4. To prove the project value to existing and potential funders; and
5. To get clarity and consensus around the purpose of the program.

Outcome-based results can improve management decision-making. These results can be used to modify and improve programs like bookmobile services that don't meet expectations.

CONCLUSION

We normally collect data for our programs and services. The data we collect is usually for community needs assessment, patron or client satisfaction survey, and output measures. What is lacking is the assessment of the learning output that happens in libraries, and the benefits that these programs and services provide to our clients. This is where outcomes measurement comes in. An outcome is a specific benefit that a patron receives from a library program or service. Outcomes can be qualitative or quantitative; and are expressed as changes that individuals perceive in themselves. By measuring outcomes, libraries would be able to know if patrons learned something new, gained confidence, changed their behavior, or increased awareness of the library's resources. Libraries would also be able to know what their patrons liked the most and what the library can do to improve. These outcomes help determine how their programs and services benefit patrons and how they make an impact in their lives.

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PARALLEL SESSION 7

NATIONAL LIBRARY OF THAILAND AND REGIONAL COOPERATION

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Abstract

Not all libraries in Thailand are under one Royal Thai Government Ministry. The National Library of Thailand is under the Fine Arts Department, Ministry of Culture. Academic libraries, college libraries, school libraries and public libraries are mostly under the Ministry of Education. Some public libraries are under Bangkok Metropolitan Administration and Provincial Municipality Administrative Offices. Special libraries are under various government offices, departments, autonomous bodies, etc. During the last years, we saw how libraries tried to follow the "Thailand 4.0" policy of the Royal Thai Government. The Thai Library Association under the Royal Patronage of H.R.H. Princess Maha Chakri Sirindhorn had performed greater roles on library network center and international collaboration.

PARALLEL SESSION 7

INTRODUCTION

Not all libraries in Thailand are under one Royal Thai Government Ministry. The National Library of Thailand is under the Fine Arts Department, Ministry of Culture. Academic libraries, college libraries, school libraries and public libraries are mostly under the Ministry of Education. Some public libraries are under Bangkok Metropolitan Administration and Provincial Municipality Administrative Offices. Special libraries are under various government offices, departments, autonomous bodies, etc. During the last years, we saw how libraries tried to follow the "Thailand 4.0" policy of the Royal Thai Government. The Thai Library Association under the Royal Patronage of H.R.H. Princess Maha Chakri Sirindhorn had performed greater roles on library network center and international collaboration.

The National Library of Thailand is a governmental office under the Fine Arts Department, the Ministry of Culture. It operates to promote cultural documentary heritage collection, national imprint collection, education provision, and lifelong learning. The National Library and its 12 branches created the project. It operates to promote the following objectives of the master plan of the Ministry of Culture, "Reading Culture as Part of Thai Learning Society 2017–2021":

1. Promote the habit and love of reading of Thai people of all ages;
2. Create an environment that supports the creation of reading culture by developing good quality and accessible learning resources for all;
3. Provide more convenient facilities and learning resources to promote a reading atmosphere; and
4. Craft policies and operational framework to foster the habit of reading and support the goal continuously.

In accordance with the "Reading Culture into Part of Thai Learning Society 2017-2021," the National Library of Thailand organizes the following:

National e-Library

According to an official statement by the Prime Minister's Office, the Ministry of Education, the National Library of Thailand, and Digital Government Development Agency Public Organization (DGA) collaborate to establish the "National e-Library." The project aims to: (1) collect valuable Thai government publications in electronic files such as PDF, ePub, RTF, instructional media, and teaching media; and (2) make digital educational resources available to all Thai citizens to empower, inspire, and encourage learning.

Kid's Inspiration

The National Library will take the role of promoting reading culture and spotlighting role models who can inspire children to read both printed books and e-books. The National Library organizes monthly children activities under the name of "Kid's Inspiration." Most activities focus on making the reading journey fun and interactive to promote reading culture among the children and youth in Thailand.

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NLT Edutainment

The National Library organizes monthly children activities under the name of "NLT Edutainment." This is one of the ways to promote the reading culture through events where children can spend their leisure time in productive ways by using books as a tool to learn and have fun.

Elderly Reading Promotion Program

Launched in 2019, this is a new annual program that targets to enhance reading promotion for the elderly community. The main objectives are: (1) to provide knowledge, information, and news concerning health care and wellness; and (2) to organize meeting and sharing activities related to the topics of good mental health and emotions including happiness and joy in life.

Total operating budget in 2020:	40,640,000 baht (USD 1.23 million)
Total number of staff:	148 persons
Total volume:	5,503,126 items

Digital Library Development Project

The main task of the National Library is to collect, store, organize and preserve heritage in the form of national information resources. They are books, prints, ancient documents, audiovisual media, and electronic media. These information resources include old manuscripts, rare books, and journals. The old photographs and the old plaques are very important and valuable to our national heritage. The objectives are:

1. To improve the service of the National Library to reach the public easily and quickly;
2. To add value to the national heritage of the National Library;
3. To conserve and preserve the nation's information heritage;
4. To develop the National Library collection as a lifelong learning educational resource;
5. To develop quick digital information service points within the library; and
6. To reduce the disparity in access to public information resources in the nation.

INNOVATIONS

Activity 1. Convert information resources such as original and rare publications of the National Library.

1.1 Scan original documents, including rare books, rare journals, ancient documents, maps, and old photos then put it in a file system.

1.2 Convert existing video data in a video roll then store in a data file or CD.

Activity 2. Develop a digital library system.

2.1 Provide a digital library service system:

- Online information service site which is able to communicate, display the content of electronic books, and support library search
- Electronic Book Information Import Program

2.2 Import copyrighted electronic books of the Library of Congress into the system.

Activity 3. Develop electronic services and digital media which consist of:

3.1 Digital Media Relations System
3.2 Smart Card
3.3 Smart Librarian
3.4 Video Call System
3.5 Video on Demand
3.6 Digital Signage

DIGITIZATION OF NATIONAL LIBRARY COLLECTION PROJECT

In 2019, the National Library of Thailand allocated a government budget of 18 million baht for the digitization of the National Library collection, especially the cultural heritage collection such as rare book collection and Thai traditional book collection.

According to the Digital Library Development Project, the National Library of Thailand launched its new digital technology which comprises of two (2) buildings and an area of 25,280 square meters. The library holds over 5 million items of information resources, which can be divided into:

- Internet services and notebook zone;
- Mini theater, co-working space, and meeting room;
- Universal or friendly-design for people with disabilities;
- Smart card system provides various services of the library such as entrance gate with FID card reader, lockers, internet, and video call reference service;
- Digital signages within and outside the buildings;
- Mobile device for Smart Library Services;
- National Library mobile applications which can be run on iOS, Android, and Windows phone;
- E-books;
- E-newspapers and magazines covering about 120 countries;
- D-library (Digital Library);
- Online searching by Single Search System;
- Free Wi-Fi; and
- Intelligent Navigation Directory System

Smart Library

The National Library of Thailand offers various channels on the digital platform: website (www.nlt.go.th), Facebook, Youtube, Instagram, Line, and Twitter. Moreover, the National Library of Thailand launched the "Smart Library," a new library function that provides a collection of digital materials of the national library, co-working space, and book-reserved services.

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Smart Library is located in front of the main building with clear glass windows, beautiful park, and atmosphere. The digital materials and services being provided are E-books, E-newspaper, and D-library. Users can access the digital collection through their mobile application via the digital platform or QR code. The Smart Library service hour is at 7:00 AM to 8:30 PM every day.

National Bibliography and Digital Collection

A budget has been allocated to procure information media technology and intranet system to connect the National Library and its branches; and to share local heritage and relevant information with each other. Since 2018, all national libraries' users can use common automatic library database system; thus, services become more convenient and are rendered faster. Users can access the national bibliography through the website (www.nlt.go.th).

D-Library

The National Digital Library Project of the National Library of Thailand created the D-library, a modern digital library with efficient information technology, library system, and digital collections. This project plans to share the collections of the National Library of Thailand and its branches to all users of the country and beyond.

D-library has digital collections and other databases. It has a total of 14,000 items. It is comprised of the following: collection of the Fine Arts Department, the extract of the valuable photo and full-text content of Thai literature, manuscripts, Thai tradition books, newspapers, periodicals, yearbook, newsletters, rare books, and handwritten documents of the Kings or famous writers in the past. Some of these have to be digitized to digital formats.

e-Service

The National Library of Thailand developed an online or electronic service for the national registration of International Standard Book Number (ISBN), International Standard Serial Number (ISSN) and Cataloging in Publication (CIP); and provides these national services, as required by the Press Act A.D. 2007. Users can access the services through this link: http://www.nlt.go.th/e-service.

Database Information System for the Persons with Disabilities

The National Library of Thailand has expanded the opportunity and library services to the persons with disabilities by developing the database to facilitate the accessibility to library information resources. Presently, the library provides some online audio books and Braille electronic media in the format of CD-ROM and DVD (481 items) and DAISY collection (80 items). Users can access these through this link: http://www.nlt.go.th/disabled/.

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International Cooperation Project of Cultural Information Resources with the National Library and Archives of Egypt

The National Library of Thailand launched the "International Cooperation Project of Cultural Information Resources" between Thailand and Egypt in 2018. Its objective is to strengthen our relationship and library cooperation between National Library of Thailand and Egypt.

The program is focused on exchange publications, information resources, promotion and development of cultural heritage. Therefore, the project has exchanged or donated some of the library materials such as the publications relating to Thai Culture, Museum, Art, and Literature to the National Library and Archives of Egypt and Bibliotheca Alexandrina.

ASEAN Cultural Heritage Digital Archive (ACHDA) Project

The project is implemented by the ASEAN Secretariat and supported by the Japan ASEAN Integration Fund (JAIF). The main objective of the project is to raise ASEAN awareness and ASEAN identity by supporting the efforts of AMS in digitizing their cultural heritage collections and promoting public access to the digitized archives of AMS. Indonesia, Thailand, and Malaysia are the participating AMS in the first phase of the ACHDA project.

As partners of the project, the Ministry of Culture and the Fine Arts Department have proposed the cultural heritage collections of the National Library of Thailand to include manuscript cabinets for 14 items and Thai traditional books which are about 8,000 items. The digitization is conducted by NTT Data Cooperation, Japanfrom February to April 2019.

Co-Host of the Second Convening of the Network of Emerging Filipino Library Innovators (NEFLI) Program of the National Library of the Philippines

The National Library of the Philippines invited the National Library of Thailand to co-host the Second Convening of NEFLI on 23–26 July 2019 at the National Library of Thailand, Bangkok.

ASEAN Public Libraries Information Network (APLiN)

The APLiN Information Hub is the website and portal of ASEAN public libraries. The program was initiated and hosted by the National Library of the Philippines from 2018 to 2020. In the said collaboration, the National Library of Thailand served on the Executive Board of the project.

PARALLEL SESSION 7

Chinese Language Course

The National Library of Thailand cooperated with the Huachiew Chalermprakiet University (HCU) to conduct "Chinese Language Course" for 30 hours from February to March 2019. Its main objective was to discover, learn, and understand the Chinese language and culture to better manage the Chinese language collection in Thailand.

Thai Library Association (TLA)

The only national library association in Thailand was established officially on 11 October 1954. The Association has been under the Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn since 1976.

The Thai Library Association is governed by an Executive Committee of 25 elected members. The elected members serve the committee for a period of two years. The Executive Committee selects, among themselves, the officers of the Association; and those members who will lead or take charge of various positions and/or sections. The work of the Association is carried out by a set of permanent officers headed by an Executive Secretary. The Executive Committee appoints Ad Hoc Committees in the implementation of various programs of the Association.

The library groups affiliated with TLA are (1) the Academic Librarians Group; (2) the Society of Library and Information Science Faculty; (3) the School Librarians Groups; (4) the Special Librarians Group; (5) the Public Librarians Group; (6) the National Librarians Group ; (7) the Vocational Education and Technology Librarians Group; (8) the private Schools Group and (8) the International Librarians and Information Specialists Group. The membership in the Association consists of five categories: regular members, associate members, honorary members, contributing members, and institutional members. TLA also formulated a Code of Ethics for Librarians in 1978, which has served as guidelines for good conduct and character covering moral rights and obligations. Since its founding, TLA has engaged in various activities and projects covering a wide range of interests in an effort to contribute to the development and advancement of librarianship in Thailand and to an informed and knowledgeable Thai society. Some of its major activities and projects are:

1. Annual library conferences (since 1969)
2. Continuing professional development programs (short courses/training programs, seminars, and workshops)
3. Library Week and National Book Week (in collaboration with the National Committee for Book Promotion)
4. Library standards, guidelines, best practices formulation
5. Status of the promotion of librarians
6. Journals and publications (bi-annual TLA Bulletin; bi-annual LIS Research Journal)
7. International programs (study visits abroad, in coordination with library associations and institutions outside the country; participation in meetings, conferences)
8. Consultation and supervision for the establishment of libraries upon request
9. Presentation of awards for best libraries, library donors, outstanding persons of the year (in library and information science)
10. Other activities in collaboration with related organizations in the country and abroad.

PARALLEL SESSION 7

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MAJOR DEVELOPMENTS IN LIBRARY AND INFORMATION SCIENCE EDUCATION

Library and Information Science Education in Thailand has its long history. Since 1951, through the assistance of Fulbright Foundation of the United States, library education in Thailand has been founded at Chulalongkorn University, which has just celebrated its 100th anniversary this 2017. Many universities (conventional, open or distance, private and public) offer library and information science programs.

Some major developments that should be highlighted are as follows:

1. Thailand is the only nation in the ASEAN region that offers distance education programs in Information Science from Bachelor's degree to Master's and PhD programs through the Sukhothai Thammathirat Open University (STOU), a state university, in 1989, 2002, and 2010 respectively. Doctoral graduates achieve the status of becoming a university library di rector, senior librarian, and assistant professors.

2. There are two universities that offer LIS PhD Programs: Khonkaen University (KKU) and STOU. The names of the programs are Library and Information Science or Library and Information Studies (LIS) and Information Science.

3. The LIS curricula in Thailand have almost similar objectives. It generally aims (1) to hone librarians and information specialists who can adapt to the society's demands and diverse needs for information, both in the public and private sectors; and (2) to set leadership and pro fessional ethics within the LIS profession. The objectives of the curricula differ from graduate individuals with general information knowledge and competencies to business-oriented and technological-oriented individuals with different sets of competencies.

4. The curricula are designed to be more interdisciplinary and to require more coursework in subject fields, especially in computer and technology, business, management, communication arts.

5. There is a trend towards offering Bachelor's Degree program in Education (B.Ed.) majoring in Library and Information Science, specifically in Rajabhat Universities, as there is a need and shortage of school librarians or teacher-librarians.

PARALLEL SESSION 7

LIBRARY AND INFORMATION SCIENCE (LIS) EDUCATION QUALITY ASSURANCE IN THE ASEAN REGION

ASEAN LIS quality assurance to enhance the quality of education throughout the region and beyond is needed. Great efforts have been made to promote quality assurance in higher education in both national and regional levels. ASEAN University Network (AUN), Association of Southeast Asian Institutions of Higher Learning (ASAIHL), ASEAN Quality Assurance Network (AQAN), and Asia Pacific Quality Network (APQN) are some of the key collaborative regional efforts. In the field of library and information science (LIS) education, Khoo, Majid, and Chaudhry (2003) indicated that the issue of quality assurance, specifically in the aspect of the accreditation system for LIS professional education programs in Southeast Asia, was raised during the 2001 International Conference for Library and Information Science Educators in the Asia Pacific Region held in Kuala Lumpur, Malaysia. It was felt that an accreditation scheme for the region would be useful in enhancing the quality and acceptability of LIS degrees, as well as providing more flexible mobility of library and information professionals in the region. There was a general consensus that some efforts need to be made in this direction. In 2002, a proposed organization model for the accreditation of LIS education programs in Southeast Asia under the oversight of Congress of Southeast Asian Librarians (CONSAL) was presented uring the Library and Information Science Education in Asia (LISEA) Workshop in Singapore by Majid, Chaudhry, Foo, and Logan (2002). Subsequently, in 2003, the issue of accreditation and certification was raised again during the CONSAL 2003 conference in Brunei, with a proposal for the development and implementation of a regional accreditation and certification scheme as one of the conference resolutions. Khoo (2013) indicated that there has been little activity in this area since the early 2000s.

The proposed strategies for the development of LIS quality assurance in the region focus on (1) LIS collaborative network through CONSAL, ASEAN Quality Assurance Network (AQAN), and ASEAN Quality Assurance Framework for Higher Education (AQAFHE), as well as the strong support in the policy formulation of each country. The means of facilitating the internationalization of LIS higher education, through the regions, was raised in the research by Sacchanand (2015) in the IFLA Sections for Education and Training (SET), Library Theory and Research (LTR), and the Education in Developing Countries Special Interest Group (EDCSIGLIS Education in Developing Countries), 81st IFLA World Library and Information Congress,

Development of ASEAN Information Literacy Network

Information literacy is a topic of public concern and LIS educators and librarians play active roles in the development of an information literate citizen and society. Many information literacy networks were developed at the national, regional, and international levels especially in Europe:

PARALLEL SESSION 7

Collaboration with the Philippine Librarians Association Inc. (PLAI)

On 21 November 2017, the Thai Library Association had signed the Memorandum of Understanding (MOU) with the Philippine Librarians Association Inc. (PLAI) in relation to the partnership of both Associations during the PLAI National Congress and General Assembly, "Libraries Take Action: Providing Access and Opportunity for All," on 21–24 November 2017 at the SMX Convention Center, Bacolod City, Negros Occidental, Philippines. During that period, 11 Thai Librarians attended the Congress and visited the University of Santo Tomas at Bacolod; the School of Information Studies and University Central Library of the University of the Philippines, the National Library of the Philippines in Manila, as well as other cultural centers in that country. During 24–27 March 2018, the President of the Philippine Librarians Association and his group of 10 executive members observed the Thai Library Association Annual Conference entitled "Together We Create Learning Society"; attended the meeting with the President of Thai Library Association and executive members at the Stock Exchange of Thailand building; and visited the Discovery Learning Center and Museum of the Stock

Collaboration with the Library Association of Cambodia

During 12–16 February 2018, the Thai Library Association—in cooperation with the PhD Program in Library and Information Science, School of Liberal Arts, Sukhothaithammathirat Open University; and with the financial support of Foundation of Stock Exchange of Thailand by the Thawee Panya Foundation—had organized the three-day training program for 20 librarians from the Cambodian Library Association. The program also included the visit to Kasetsart University Library; Library of the Stock Exchange of Thailand; the Faculty of Engineering Library and Faculty of Political Science Library, Chulalongkorn University.

PARALLEL SESSION 8

THINKING OUT OF THE BOX: LIBRARY SERVICES AMIDST THE PANDEMIC

Michael A. Pinto
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Cagayan Provincial Learning
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Abstract

With the event of the pandemic, all establishments, both public and private were affected. Like any other organizations, some libraries were forced to close either partially or totally. But despite this, the pandemic also provided a silver lining to librarians to reinvent and introduce innovative services that would cater to the library clients during the quarantine period. This paper presents the best practices of the Cagayan Provincial Learning and Resource Center, which include the new services they offered during the period of pandemic. The strategies and actions taken by the library management such as the offering of online services and programs, conduct of selective dissemination of information to COVID-19 patients in the isolation units and hospitals, and building of library programs are among the responsive services they offered. Along this line, library managers should think of transforming the mindset and doing some reforms to improve the services of the library. A discussion on the strategies applied in every service is presented on this paper.

PARALLEL SESSION 8

INTRODUCTION

Libraries were not spared from the effects of the COVID-19 global pandemic. The International Federation of Library Associations and Institutions (IFLA) conducted monitoring activities for libraries to view the effects of the pandemic in libraries around the world. In the Philippines, libraries are considered non-essential, as declared by the Inter-Agency Task Force (IATF), the agency in-charge of formulating polices and directives on all COVID-19-related activities and developments in the country. This leads to the closure of many libraries especially in areas where cases are increasing.

Prior to the declaration of the pandemic, libraries have been performing routinary work in the readers' and technical services section. In the reader's services, the circulation activities, Selective Dissemination of Information (SDI), referrals, storytelling sessions, interlibrary loan activities and user education are on a face-to-face setup. In the technical services section, the usual technical and mechanical processes are also in place. Managerial services such as budgeting, organizing, communicating, coordinating, directing, monitoring, collaborating, and other administrative activities are also part of the daily routine in all libraries. Further, the concept of digital library is almost impossible to many libraries, considering the resources that the public libraries have.

When the government declared community quarantine in March 2020, all establishments such as malls, schools, parks, and cultural agencies such as museums and libraries were forced to close except for business establishments, which were considered essential to the community. With the continuous spread of the disease throughout the country, it aggravated the situation of many libraries. Considering that libraries are not considered essential, many Local Government Units (LGUs), public libraries including libraries in schools from elementary, secondary, and tertiary levels were forced to close. Many public library staff were assigned as volunteers who helped their communities through provision of relief goods and other assistance. School and academic librarians were assigned to help in the preparation of modules for the online classes. However, some of the private schools were forced to terminate some of their personnel including library staff, due to financial reasons. In some institutions, libraries were converted into faculty rooms or meeting rooms. Librarians were forced to adopt the skeleton work structure due to health protocols imposed by the government. In many LGUs, majority of their library staff were assigned as frontliners, teachers, office assistants, or volunteers.

Given this scenario, many libraries had to strategize how to operate functionally despite the situation. Consequently, many libraries have ventured into online services and other innovative programs. Some libraries offered virtual and online services while others introduced new services. The staff, on the other hand, needed to be trained to become "keyboard warriors" to man their online services. Further, new opportunities were given to staff to be able to learn new skills. The library spaces had to be restructured to adopt to the new normal setup; new priorities in the budget were also reviewed especially in the acquisition of information materials, shifting from print to online resources. All of these innovations were products of the creativity of librarians.

LIBRARIES' RESPONSE TO THE NEW NORMAL ENVIRONMENT

As many libraries were affected with the pandemic, public librarians needed to think of ways to respond to the challenge of the new normal setup. Library organizations like the Philippine Librarians Association Inc. (PLAI), the National Board of Trustees and its Regional Councils, the National Library of the Philippines, Association of Librarians in Public Sector (ALPS), Philippine Association of Academic and Research Librarians, and other librarians' association in the country started to organize webinars to discuss strategies on how libraries should respond to the challenges brought about by the pandemic. One of the first librarians to propose measures on the health protocols in libraries is the author of this paper. For this purpose, he further recommended to have changes in perceptions on the different facets of library administration and management. He then identified eight (8) things to consider to cope with the challenge of the pandemic. Accordingly, librarians should consider the following:

1. **Changing the Mindset**

Librarians should look back into the "Old Normal" scenario to identify the effectiveness and efficiency of the services during the old normal. This can be done by looking into the strengths and weaknesses of the library services and looking for new opportunities to improve the processes. Upon careful evaluation of the services offered, the librarians shall plan for strategies and services that respond to the scenario. By studying the global scenario, libraries can benchmark on the best practices of other libraries and assimilate these best practices to make their services responsive to the community.

2. **Changing the Work Setup**

Since almost all organizations are now adopting the Work-from-Home scheme, head librarians should be able to identify their employees' outputs and outcomes to meet their targets. Reporting and monitoring systems should be in place using available online technologies such as Google Drive, social media platforms, and other forms of online applications. However, the challenges on this kind of setup includes the following: cost effectiveness, connectivity issues, infrastructure (Information Technology) concerns, and how should the head librarians would ensure that all of the staff will have their outputs at the end of the day. For instance, the maintenance or utility staff of the library are among the personnel who may not be given a work-from-home assignment since their work requires physical presence in the library. Other simple tasks such as preparing an index of all articles in the print magazine collection of the library, seedling propagation, and other similar activities can be assigned to these staff.

Another challenge in a work-from-home scheme is internet connectivity. A company named AM Trust Financial suggested the following tips for working remotely at home: (1) proper technology, (2) securing connections, (3) clear expectations, (4) communication programs, (5) trust and, (6) testing effectiveness.

3. **Enhancement of the services**

Enhancement of the library services should be the primary consideration of libraries in this time of pandemic. One of the secrets in providing a responsive service is being able to think innovatively and creatively. Since libraries are physically closed, librarians can still opt to provide online services. Librarians should consider the available resources and come up with a good strategy of introducing new services, even if their libraries are physically closed. Planning plays an important role in this aspect.

4. **Enhancement of Skills**

In order to enhance the skills of each staff, the following should be done by the head librarians:

a) Assessing one's capability is important to identify opportunities that will enhance the skills of the staff. Training and retraining the staff with the skills needed is necessary to make them responsive to the call of the new normal setup in the libraries.
b) Systematic planning is also an important aspect in managing libraries during this pandemic. Planning the activities of the year is not an easy task. Strategic planning should be considered to set the direction of the library. The importance of crafting the library's action plan must also be emphasized. Further, the action plan should be more specific; hence, semestral, monthly, weekly, and daily plans should be crafted carefully. This is to ensure that there is consistency in implementing bigger and daily plans. Further, coaching and mentoring is also important in enhancing the skills of the staff. The challenge, however, is bringing out the best during the worst times.

5. **Changing Directions**

In considering the direction of the library, one should not forget to look into the strategic plans of the following aspects: services, collection acquisition, and career pathing of the staff. Policy formulation is also important in crafting the direction of the library during pandemic. Furthermore, librarians should be realigning the library's objectives against organization's objectives since libraries are part of their mother institution.

6. **Changing priorities**

Librarians should carefully study whether they are capable of offering online services or continue adopting the old system of face-to-face transactions. Another area in the library management is acquisition. Deciding whether to buy print, non-print, or online resources is a decision to make. Information Technology infrastructure should also be considered. Since most of the services are online, it is necessary to have good and quality internet connectivity. Among all the priorities, the budget plays an important role in the realization of these plans. Therefore, a good and justifiable budget is necessary to make these plans work. The challenge, therefore, for the head librarians is how they would justify the budget and define the future of our libraries.

7. **Changing Perspective**

Since librarians should be creative and innovative thinkers, our perspective is important to better understand the situation and offer responsive services. Despite the threat and worries in maintaining our health and the continuous economic downfall brought about by the pandemic, there are still a lot of opportunities for librarians to venture. Further, this pandemic has provided a silver lining and a chance for librarians to adapt. Librarians should be proactive and reflective rather than reactive. They should also have the skill of future-casting, the ability to foresee probable scenarios in the future to come up with a comprehensive strategy in dealing with problems that may arise along the way. This is to say that librarians should study every scenario to come up with the best solutions to the problems that may arise.

8. **Revisiting our Attitude**

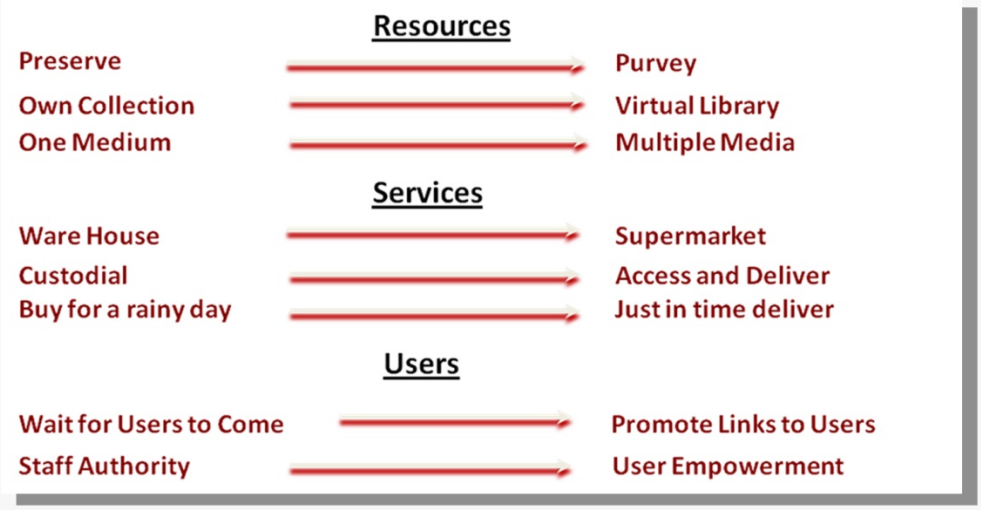
Attitude is the key to person's happiness. It is important for librarians and employees to do self-introspection. This means that librarians and employees should think of their attitude towards their work and consider their roles in the workplace. Librarians must be agents of change in their community. Lastly, librarians and employees should have a positive mindset towards their work. They should avoid comparing their work with their colleagues; and focus on their work targets instead. As the author stressed:

"**Do not COMPARE**. If you start to COMPARE, you start to become DISSATISFIED. If you are dissatisfied, you start to be UNPRODUCTIVE. If you are unproductive, you will NEVER ENJOY YOUR WORK. If you will not enjoy your work, YOU WILL NEVER BE HAPPY."

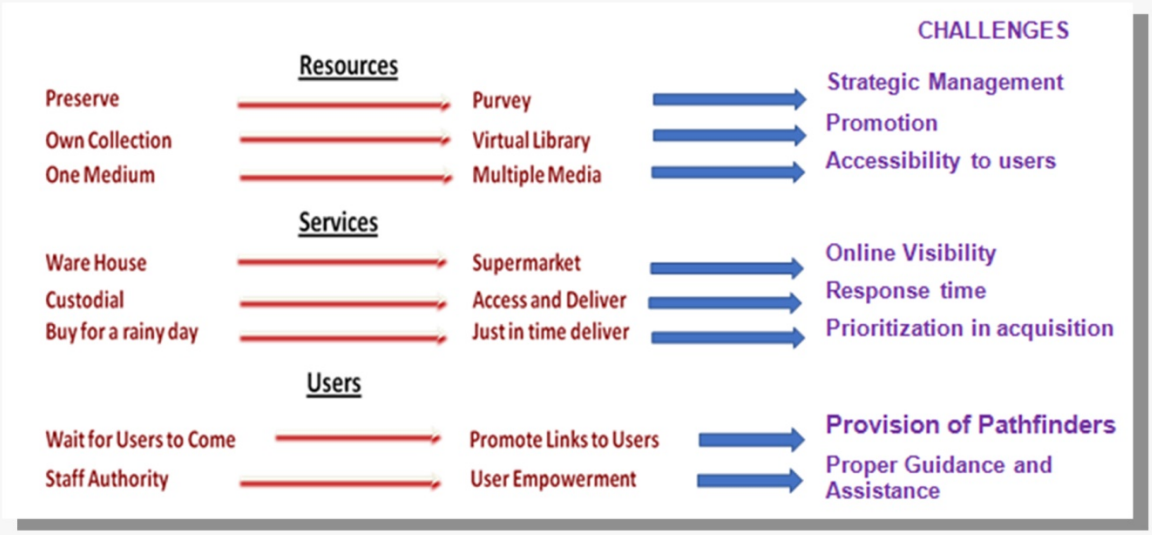
Therefore, it is important to focus on one's work, and look for ways to enjoy it.

CHALLENGES DURING THE PANDEMIC

Robert Stueart (2007), a known author of Library and Information Science books, identified the Paradigm Shift for libraries. Below is a diagram of how libraries shifted its focus in terms of resources, services, and clients.



In the illustration above, the author identified the challenges of each element. These challenges should be taken into consideration by the librarians, in order to become responsive during pandemic.



Librarians should revisit their strategic directions in managing their libraries. They should also decipher if they are still responsive to the new normal situation. A review of the strategic direction is essential. In the diagram, the role of libraries should shift from preserving the resources into becoming a purveyor of information. However, the challenge is to review the strategic direction in order to properly implement the concepts of strategic management. Further, libraries also shifted from building its own collection into establishing an virtual library. However, the challenge for librarians is how they would promote these resources to make them accessible. In terms of medium, libraries had focused on one medium until such time that libraries shifted to multimedia forms of resources. However, the challenge is how they would provide accessibility to the users.

In terms of services, libraries served as warehouses of information until the idea of a supermarket was adopted; however, librarians should consider online visibility. Online visibility means making the library services available on the web. Further, the libraries' traditional role is to be custodians of information resources until it shifted to focus on access and service delivery. This time, librarians should consider the response time in the provision of its services. Another aspect in library service is the application of "buy for a rainy day" until it shifted to "just in time" deliver." However, prioritization in the acquisition activity is also a challenge.

In terms of users, libraries traditionally wait for users to come and do their research, but eventually, the idea of promoting links to users become the focus of library service. Librarians, therefore, are challenged to promote links and to prepare pathfinders for user's consumption. In terms of authority, staff authority has been identified as the focus in the provision of service in the old setup until it shifted to user empowerment. The challenge, however, would be the manner of providing proper guidance to the users.

PARALLEL SESSION 8

OPPORTUNITIES DURING THE PANDEMIC

One of the challenges of many libraries during this pandemic is how to make the library functional. Librarians, therefore, must look into how the library resources and services become more interesting and accessible to their clients.

In terms of library resources, librarians should consider the open access databases as an additional reference for researchers. There are a number of open access resources in the internet where librarians can create pathfinders or a list of URLs for the users' access. For those libraries with enough budget, they can venture into subscription of online resources or acquire electronic resources which are perpetual in nature. Further, libraries can also organize resource sharing activities as part of their collaborative initiatives.

It is also important for librarians to think of innovative and resourceful programs and services. Going online is the best strategy. This means that the library should provide online or virtual reference assistance services; and make sure that these services are responsive and safe, following the prescribed health protocols.

The Cagayan Provincial Learning and Resource Center Experience (CPLRC)

As a response to the challenges of pandemic, the Cagayan Provincial Learning and Resource Center (CPLRC) prioritized the acquisition of electronic resources. For the year 2020, the CPLRC ventured on subscribing to three (3) online resources: Vital Source, Scholastic Go, and Bibliotex. Hence, the CPLRC is considered as the first public library in the country to subscribe to these online databases.

CPLRC Strategy on the Promotion of its Services

In order to promote these online resources to the clients, the CPLRC prepared bookmarks containing the Library Virtual Reference Assistance (L-ViRA) contact information that includes Facebook Messenger account, email and the CPLRC Hotline. Further, study tips were also included in the printing of these bookmarks. These bookmarks were distributed to all the schools in the province of Cagayan. For the Library Virtual Reference Assistance (L-ViRA), the library staff located the needed article or information from the available resources in the library. If the information is available in printed books or magazines collection, the library staff will scan the materials and provide the proper citation before sending them to clients.

The CPLRC also conducted meetings with fellow librarians in the province to discuss strategies for collaboration and resource sharing. Further, online orientations on user education were conducted to the different colleges and universities in the province.

Another milestone in the history of the CPLRC was the inclusion of Tele-radyo program via the Cagayan Information Office (CPIO) Facebook Page. On August 2020, the CPLRC was given a time slot for a Tele-radyo program called "Caygandang Alamin." This Tele-radyo program aims to promote the services of the CPLRC, provide information on the latest development in the different fields, events, personalities, and special occasions. Since then, the CPLRC programs and services were made known to the clients within and outside the province since the CPIO FB pages has around 600,000 plus followers.

Another program that was launched by the CPLRC, in response to the pandemic, is the "Hatid Pag-asa sa Pagbabasa" (HPP). This program aims to provide reading materials to COVID-19 patients in the different hospitals managed by the provincial government and other hospitals like the Cagayan Valley Medical Center, which is considered as a COVID-19 hospital in the region. The CPLRC delivered four (4) copies of Reader's Digest and a bar of handwashing soap to each COVID-19 patient. The purpose of this is to provide the patients with reading materials while they are in isolation or confinement. The said materials will become their property and will not be retrieved anymore by the CPLRC since these materials are all donations from a supplier.

To enhance the resources of the schools, the CPLRC continuously donates books and other reading materials for the libraries of the identified schools in the province through the "Build a Library Program." A total of 43 schools were already given library materials as an addition to their library collection.

Further, as part of the online program of the CPLRC, the "Makinig at Matuto: The CPLRC Children's Show" was launched in December 2020. This included tandem-telling, online tutorials, and arts and crafts. Volunteer storytellers and tutors were invited by the CPLRC from the different schools. A call for volunteer was conducted sometime in March 2021.

Another unique online program is the "Buhay na Aklat: The CPLRC Human Library." The first episode was previewed via the CPIO Tele-radyo last January 2021. The aim of this program is to provide information on the life stories of people in the locality. The program already featured the following life stories: Buhay ng isang Delivery Rider, Buhay ng isang Student Leader, Buhay ng isang Person with Disability (PWD). The program is aired every third Wednesday of the month.

CONCLUSION

In this new normal, librarians should continue to look for ways to reach out to their clients. Despite the challenges brought about by the pandemic, librarians should be creative, innovative, and resourceful in order to be responsive to the information demands of the clients. Further, in finding new ways, librarians need to transform and reform their services by building their own digital libraries.

Libraries should also promote their resources using the available technologies in the library; and study the priorities of the library in terms of its acquisition. In this period of pandemic, it is important to be relevant by becoming visible online, since library clients cannot personally visit the library. Furthermore, in order to use these resources effectively and efficiently, libraries should promote them well using all means. Lastly, librarians should think out of the box; and be the best librarians one can ever imagine.

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PARALLEL SESSION 9

LIBRARIES MUST CREATE HIGH-IMPACT PARTNERSHIPS THAT BEST LEVERAGE COMMUNITY RESOURCES: COMMUNITY-LIBRARY PARTNERSHIP PROGRAMME (CLIPP)

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PARALLEL SESSION 9

Abstract

This paper presents collaborative projects (CP) undertaken by the different members of the Team. The idea is that each of these projects should show the key area or assigned focus of the project, which is the "high-impact partnerships that best leverage community resources." This paper incorporates ideas, issues, and challenges; and addresses the critical area in starting the Collaborative Project.

This collaborative project established a collaboration with other institutions such as government, academic, and non-governmental organizations. This collaborative project aims to provide an avenue for people to gain new experiences, skills, and knowledge; show new talent; offer new services in the library; and expand the roles of the library.

The expected result of this project includes the increased use of the library as a venue for the expansion of knowledge and skills and the increased inter or intracommunity relations/bonding. Each team member properly resolved the risk encountered during the implementation of this project and was able to assure the success of the project.

Keywords: Collaboration, ASEAN, Public Library Network, Partnership, Library Role

INTRODUCTION

Every citizen of a country has the right to education and public information. This idea was cited in the Declaration of the American Library Association (2014) for the Right to Libraries. Libraries have to empower the individual; support literacy and lifelong learning; strengthen families; serve as a great equalizer; build communities; protect our right to know; strengthen our nation; advance research and scholarship; help us to understand each other better; and preserve our nation's cultural heritage.

In support of the ideas of UNESCO, George W. Bush, former president of the United States of America, stated:

"Public libraries promote the sharing of knowledge, connecting people of all ages with valuable information resources. These dynamic and modern institutions, and the librarians who staff them, add immeasurably to our quality of life" (http://www.ifla.orgI/humour/subj.html).

Moreover, the American Library Association's Library Bill of Rights (1996) affirms that all libraries are forums for information and ideas. This Bill of Rights enumerated the following basic policies that should guide the services that include books and other library resources that could provide interest, information, and enlightenment to all populations of the society the library serves.

The International Network of Emerging Library Innovators (INELI)–Association of Southeast Asian Nation (ASEAN) project aims to enhance the leadership skills of emerging library leaders to create a vibrant network of library leaders in the region; to build capacity to provide ongoing leadership training; and to foster collaboration and strong partnership among stakeholders in the region. A specific topic group is assigned to

each team of innovators. The collaborative project is one of the expected outputs of the implementation of the INELI-ASEAN Project. Team ASEANindah was assigned to work on this topic: Libraries must create high-impact partnerships that best leverage community resources: Community-Library Partnership Programme. This team consists of innovators from the Philippines, Malaysia, Vietnam, Indonesia, and Thailand.

Team ASEANindah aimed to develop different innovative services for library users and create an avenue for new knowledge/learning for the people in our society. The challenge in geographical boundary and communication makes this collaboration interesting. Maximizing communication technology will minimize the challenge by using email, social media, instant messenger (LINE) and Skype Video Meeting to communicate with each other virtually.

The members worked independently with the community in their country and drew from each other the experiences and learnings of various members. Virtual meetings via LINE or any other channels were conducted, whenever necessary. Team members were encouraged to write and share their graphical reports via LINE or other digital media with all members. Any concerns about the project were raised anytime via LINE to be instantly addressed by the other members. All members were encouraged to give inputs and
possible solutions.

In the context of this project, we are highlighting local products from each member/country. Local products are goods produced by people from a certain locality or area. To some extent, local products carry the local content essential to a locality's cultural identity. Moreover, it also represents the economic activities of the local people. Therefore, taking local products as the subject for this project is relevant to libraries' work to preserve the local content as cultural heritage and foster the people's economy.

The presence of local products enables collaboration between the library and its community. The library that is conducive for the community to learn, experience, and disseminate knowledge is an environment that best leverages community engagement.

SCOPE AND LIMITATIONS OF THE PROJECT

The collaborative project focused on partnership and collaboration with the different institutions in our community to introduce innovative services to our library. Likewise, this project also focused on the local products, which are of interest to the library and its community. The local products, namely crafts, textiles, people skills, services, tourism, etc. are highlighted in this project.

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Mandate and Strategic Directions of the Institutions Involved in the Collaborative Project (CP)

Each member of the team is mandated to follow the proposed actions that would enable the success of the project:

- Establish a team/committee among library volunteers. This team/committee will look for partners and potential local products; and organize workshops/seminars to invite the community to participate. One staff member will be appointed to be the liaison officer to ensure that all members are informed about the necessary information to carry out the library's support program.
- Identify the community, organizations, and individuals who want to engage freely with community work, e.g. sharing their skills and knowledge to benefit the community.
- Organize a workshop or Train-the-Trainer program to gather skilled individuals who will train and upskill the interested group.
- Identify the potential products and their maker/creator to highlight their skills and products/services.
- Provide an avenue for skilled individuals to share their knowledge to the community.
- Identify a marketplace to market their products.

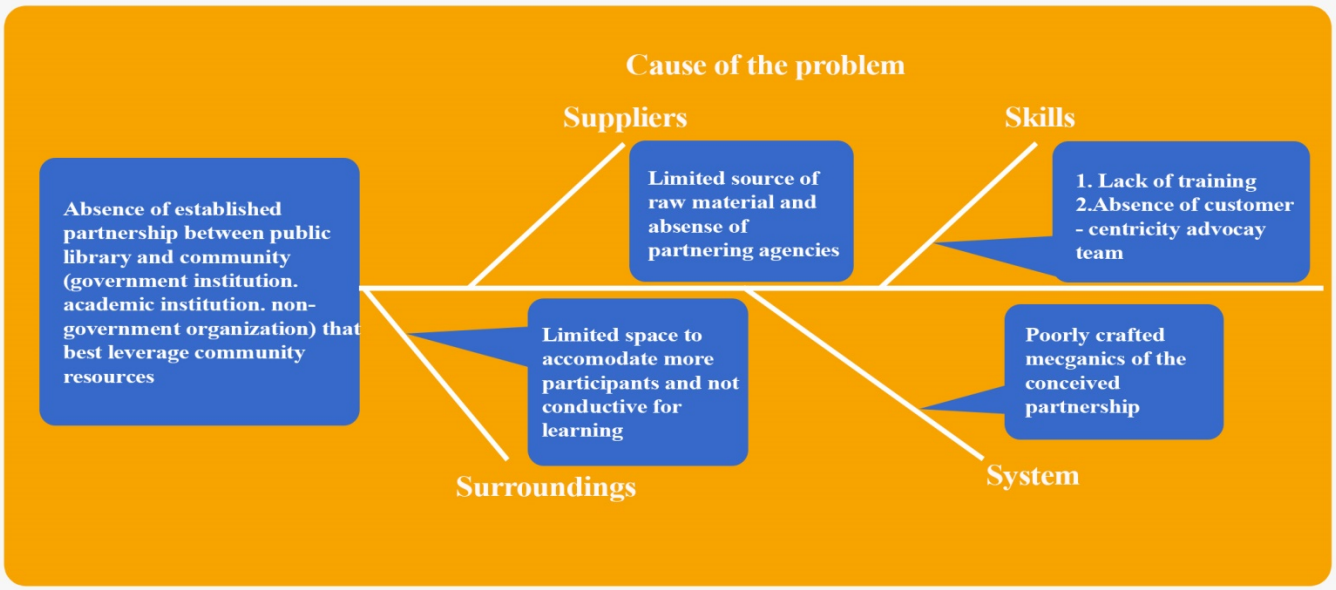
Regional Assessment

ASEAN has many local products to offer; some are yet to be recognized by the community or abroad. The local products, namely crafts, textiles, people skills, services, tourism etc. are highlighted in this project. Library is a place that supports learning and knowledge discovery and a space for people who believe in learning from others. Sharing their skills and knowledge would create a bond within the community. This collaboration will enable connection among the people to interact with each other, embrace learning, expand skills, and bring harmony to the society.

As stated by Ngian Lek Choh in her article entitled "Libraries in Southeast Asia: A Force for Social Development!", libraries worldwide play a significant role in national and social development, which includes improving literacies; enhancing access to information, libraries and library resources; building communities and strengthening rootedness; and preserving and promoting the country's cultural and documentary heritage.

PARALLEL SESSION 9

PROBLEM ANALYSIS OF THE PROJECT



The figure above shows the problem of our research and its causes. Team ASEANindah aimed to address the absence of partnership between the public library and the community (including government institutions, academic institutions, and non-government organizations). Strong partnership with the said institutions will leverage community resources. The major causes of this problem are as follows: suppliers (limited source of raw materials and absence of partnering agencies who could provide their services in the respective libraries); skills (lack of training on the specific subject area); absence of customer-centric advocacy team who could be in charge in the partnership to the other institution and support the activity of the library; surroundings (limited resources and space to accommodate more participants); system (poorly crafted mechanics of the conceived collaboration and partnership). These problems may result in discontinuity and avoidance of roles and tasks. In relation to this, a Memorandum of Agreement is crucial in the collaboration.

SOLUTION ANALYSIS OF THE PROJECT

Collaborative project problem: Absence of partnership between public library and community (government institution, academic institution, and non-governmental organization) that will best leverage community resources.

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To facilitate the project implementation, the project owner shall coordinate each event according tothe following criteria:

- Engage external organizations in the planning of the working committee.
- Establish the relevant topics which would highlight the local products.
- Identify persons or organizations who believe in the project; and engage them to plan a program to deliver the desired outcomes.
- Organize a workshop or any program that brings local products to the community; market their products; and highlight their skills/knowledge.
- Record the session through photo/video documentation and written report; and share those via LINE, Facebook and INELI-ASEAN Learning Portal.
- Conduct program assessment and SWOT analysis.
- Prepare report and presentation for the INELI-ASEAN Convening.
- Continue to identify and engage persons in the community to organize more programs.

REVIEW OF RELATED CONCEPTS AND PROJECTS

To facilitate the project implementation, the project owner shall coordinate each event according to the following criteria:

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- Prepare report and presentation for the INELI-ASEAN Convening.
- Continue to identify and engage persons in the community to organize more programs.

A. Related Concepts

The East And Southeast Asia Network For Better Local Governments Implementing Guidelines (1997) stated that networking enables local government units to pool resources and exchange information about the best practices to respond to common concerns in delivering essential services and in undertaking collaborative projects designed to promote social and economic development.

On the other hand, Wang (2015) shared that libraries in the U.S. have over 100 years of history of sharing library information through Interlibrary Loan (ILL) since the beginning of the 20th Century. Libraries are cultural and educational institutions, which share a common goal of building a civilized and educated society. In other words, libraries are not commercial entities in competition for monetary profits. Sharing is an act of interaction and cooperation—the ingredients of regional integration. Digital libraries, which use computer systems and telecommunication networks, ease the burden and speed up the process of ILL. Library information carries national cultures; and library information sharing among libraries beyond the national
borders promotes an international understanding of cultures.

Further, Gill (2016) presented that partnership and collaboration will introduce new values: learning from both sides, renewed enthusiasm, increased visibility for libraries, and working together to find a solution. Above all, this will give a better service for library users.

B. Related Projects

Public libraries as a community space, partnerships, community involvement in the library service, involvement of volunteers, working around books or information, and engaging in public dialogue and deliberation were shown in the study entitled "Community Engagement in Public Libraries: Practical Implications" by Hui-Yun Sunga, et al (2013). They concluded that the public library as a community space was recognized as a key aspect to foster community engagement.

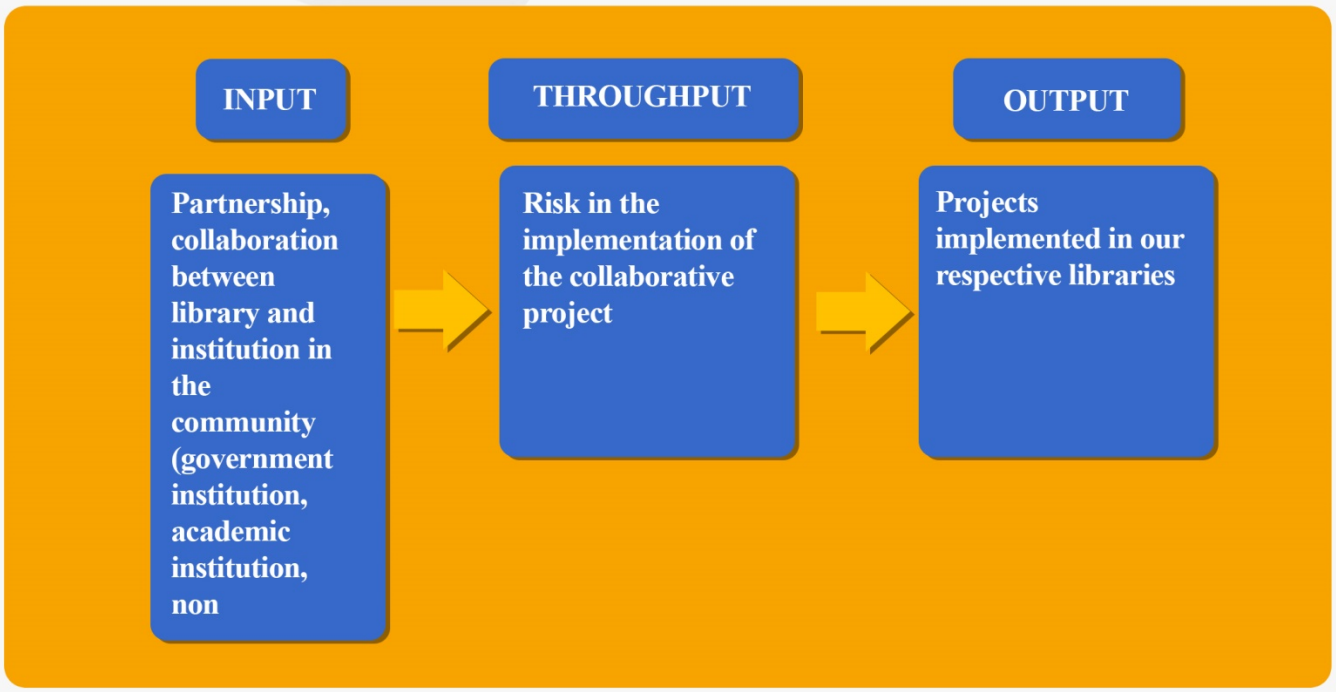
Studies conducted by Bruce Massis (2013) on her research entitled "Library Partnerships: A Key to Growth" revealed that partnerships with other institutions have a significant function to the library, to the partner, and to the community. The partnership would promote visibility and encourage access to the library, especially in unexpected locations.

The partnership of public libraries with other institutions will result in additional roles of the librarians or information providers. Findings on the study of Jayshree Mamtora (2013) entitled "Transforming Library Research Services: Towards a Collaborative Partnership" revealed that librarians have to be involved in new roles—roles that are not traditionally associated with librarians.

C. The Review and the Proposed CP

This collaborative project was implemented from 2016 until August 2017. Each team member is required to develop a write-up on their collaborative project in their respective regions. The project encouraged each library to collaborate with other institutions; and organize at least two programs a year to highlight local products and get feedback from attendees regarding their knowledge of the products. The expected result of this project includes the increased use of the library as a venue for the expansion of knowledge and skills and
the increased inter or intracommunity relations/bonding.

D. CP Framework



The first group of variables (input) aimed to determine the presence of partnership and collaboration between libraries and institutions in the community (government institution, academic institution, non-government organization). The second group of variables aimed to address the risk encountered in conducting the collaborative project. Risks will deter the implementation of the collaborative project, if it is not adequately addressed. Another variable (output) aimed to determine the projects implemented in our respective libraries.

E. CP Characteristics

The following are the characteristics of a collaborative project, as presented by Joel Cruz (2015):

Citizen-centric. It represents an improvement in the quality of interaction between public librarians in the region as duty-bearers and the citizens as customers. The CP results/outputs should be products and services for the external customers.

Collaborative. It involves a team, several units/institutions/agencies converging to resolve a common problem and optimize an improvement or innovation opportunity.

Relevant and Innovative. It must be linked with the Key Areas. It should address either a genuine concern of innovators' workplace or a shared concern of public librarians in the region through a "thinking-out-of-the-box" solution.

Visible. It makes an unquestionably FELT difference (impact) in the workplace or the region, as to service delivery through effectiveness (achieves objectives), efficiency (fast, reasonable, and transparent use of resources), and developmental character.

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THE CP PLAN AND INTENDED OUTPUTS

Objectives of the Project

General Objective

The team has come up with a project plan that is set up based on its key area. The goal of this project is to leverage community resources through library partnership and collaboration with the following general objectives:

1. To provide an avenue to people/community/users for new experiences, skills, and knowledge;
2. To offer unique services in the library; and
3. To expand the roles of the library.

Specific Objectives

Programming the activities, which require library and community engagement, is based on the followingspecific objectives:

1. To transform the library to meet the evolving needs of its community and enhance its ability to respond to the dynamic changes in the community environment;
2. To increase the community awareness on the importance of information and knowledge in making decisions in their daily lives;
3. To stimulate ideas and generate innovative products to improve the lives of the people;
4. To build the library as a venue that accommodates sharing of community resources; and
5. To increase the visibility of the library to the community through the programs conducted in the library.

A. Highlights of the CP Intervention

1. Stages/Phases/Components of the Project and Outputs

Initiator	Resources	Participation	Expected Result
Library or Community	Skills, local craft, wood products, tourism destination, or any local resources.	General community Specific interest groups	Increased use of library f acilities to support local industry Increased use of the library as a venue for expansion of knowledge and skills Increased inter or intra-community relations/ bonding Increased bonding between library and community High mutual benefit engagement to acknowledge skills and knowledge

The collaborative project will cover two (2) years. The project will require each library to collaborate with other institutions; and organize at least two programs a year to highlight local products and get feedback from attendees regarding their knowledge of the products. The project timeline is indicated below:

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Activity	Year 1				Year 2			
	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec	Q1	Q2	Q3	Q4
Engage persons in the community and form the working committee								
Establish the relevant topics								
Promote the programs								
Organize and hold the workshop								
Record the session								
Conduct program assessment and obtain feedback on the knowledge gained by attendees								
Prepare report and presentation, and fine-tune the process of organizing programs.								

Continue to engage suitable persons and organizations to organize more programs

Market and promote programs to make them visible and valuable to the community

1. Benefits to Primary Stakeholder Groups

The implementation of this project resulted in the increased visibility; appreciation of the importance of the library to the community; additional library services; and awareness of the use of available raw materials in the locality.

2. Risks Management

The ability to address risks would result in the project's success, but failing to address these risks will result in the non-implementation of the project. Despite the identified risks below, we managed some of them, and successfully implemented the project:

- Lack of voluntary spirit among the staff in one organization
- Low priority given by the staff due to other official commitments
- Managers who gave their commitment initially did not provide staff/workforce when the program began
- Technology constraints in communication
- Insufficient resources, e.g. funds, staffing, etc.
- Lack of support from employees
- Insufficient IT infrastructure
- Limited library space to accommodate more participants
- The negative perception of the clients on the project that resulted in their non-commitment
- Absence of personnel to concentrate mainly on the implementation of the project. The staff who implemented the project have other library functions and responsibilities.

3. Communication Plan

The team utilized the different kinds of digital channels. Virtual meetings via LINE or other platforms were conducted, whenever necessary. Team members were encouraged to write and share their graphical reports via LINE or other digital channels with all members. Any concerns about the project were raised via LINE to get feedback from the other members. All members were encouraged to give inputs and possible solutions.

B. The CP Project Team

1. Composition and Functions in CP Implementation

Leader: Wan Mazli Bin Wan Razali (Malaysia) – mazlir@sarawak.gov.my
Co-Leader: Chaerul Umam (Indonesia) – chaerul.umam@ymail.com
Secretary: Le Thi Huong Ly (Vietnam) - lehuongly@nlv.gov.vn
Members:
1. Mariline Sawey (Philippines) – saweymariline@yahoo.com
2. Linda Puechsee (Thailand) – linda.puechsee@gmail.com

2. Proponent's Management Plan for the CP

Each member will implement the collaborative project in their respective library.

C. Sponsorship

The projects implemented by each team member were sponsored by their partner agencies, including government institutions, non-government institutions, and private companies.

THE CP IMPLEMENTATION AND RESULTS

The following are the results of the collaborative project implemented by each innovator in their respective region:

I. Mariline B. Sawey – Innovator, Philippines

Project Name: Tech4ED Center Launching at Benguet Provincial Library, 26 September 2016

A. Objectives of the CP

This project is a result of the collaboration and partnership with the Department of Information and Communication Technology (DICT). The main objective of this project is to provide and develop innovative ICT-enabled services and content for the socio-economic development of communities, especially the unserved and underserved communities; thus, providing equal opportunity to everyone and increasing awareness, appreciation of, and support for the Tech4ED projects.

B. Background of the Project

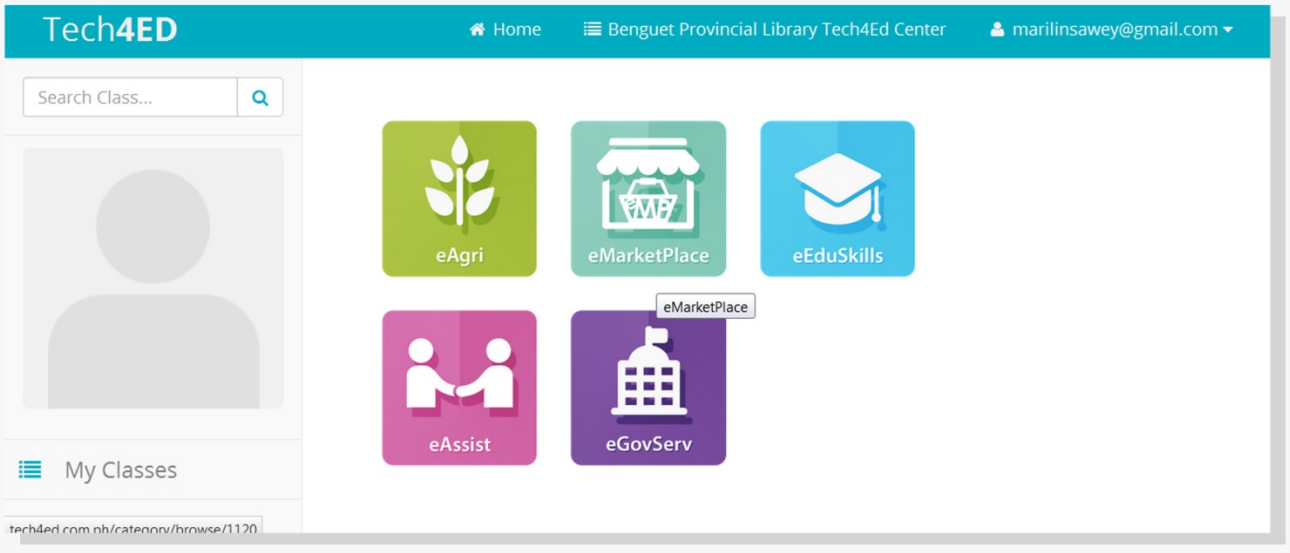
Technology Education Employment Entrepreneur Economic Development (Tech4ED) Center is a self-sustaining, shared facility providing access to ICT-enabled services and relevant content. It serves as a conduit for efficient delivery of government and other services; and a potent tool for the empowerment and participation of the unserved and underserved communities in development.

On 26 September 2017, the Benguet Library launched the Tech4ed Center Project. The project formally opened with the ribbon cutting by Governor Crescencio Pacalso, Department of Information and Communication Technology (DICT). Officer-In-Charge of Luzon Cluster 1 Rey Parnacio and other Benguet and DICT officials. Director Parnacio gave the briefer on the project emphasizing that Benguet is lucky to have this project where clients can research the different government agencies, online books, TESDA programs, etc. Governor Pacalso, for his part, expressed his deep thanks to the DICT Team for choosing Benguet as one of their recipients in the establishment of the center.

After the opening, some participants had the chance to browse the project's contents with the assistance of the DICT staff.

Furthermore, to avail this center's service, clients are encouraged to visit the Benguet Provincial Library. However, clients must have a Gmail account and are advised to log in using the URL: Tech4ed.com.ph. It has five (5) freely accessible platforms: (1) eAgri, (2) eMarketPlace, (3) eEduSkills, (4) eAssist, and (5) eGovServe. Each segment contains different topics, which can be accessed free of charge.

The following photos show the different segments of the Tech4ED Project:



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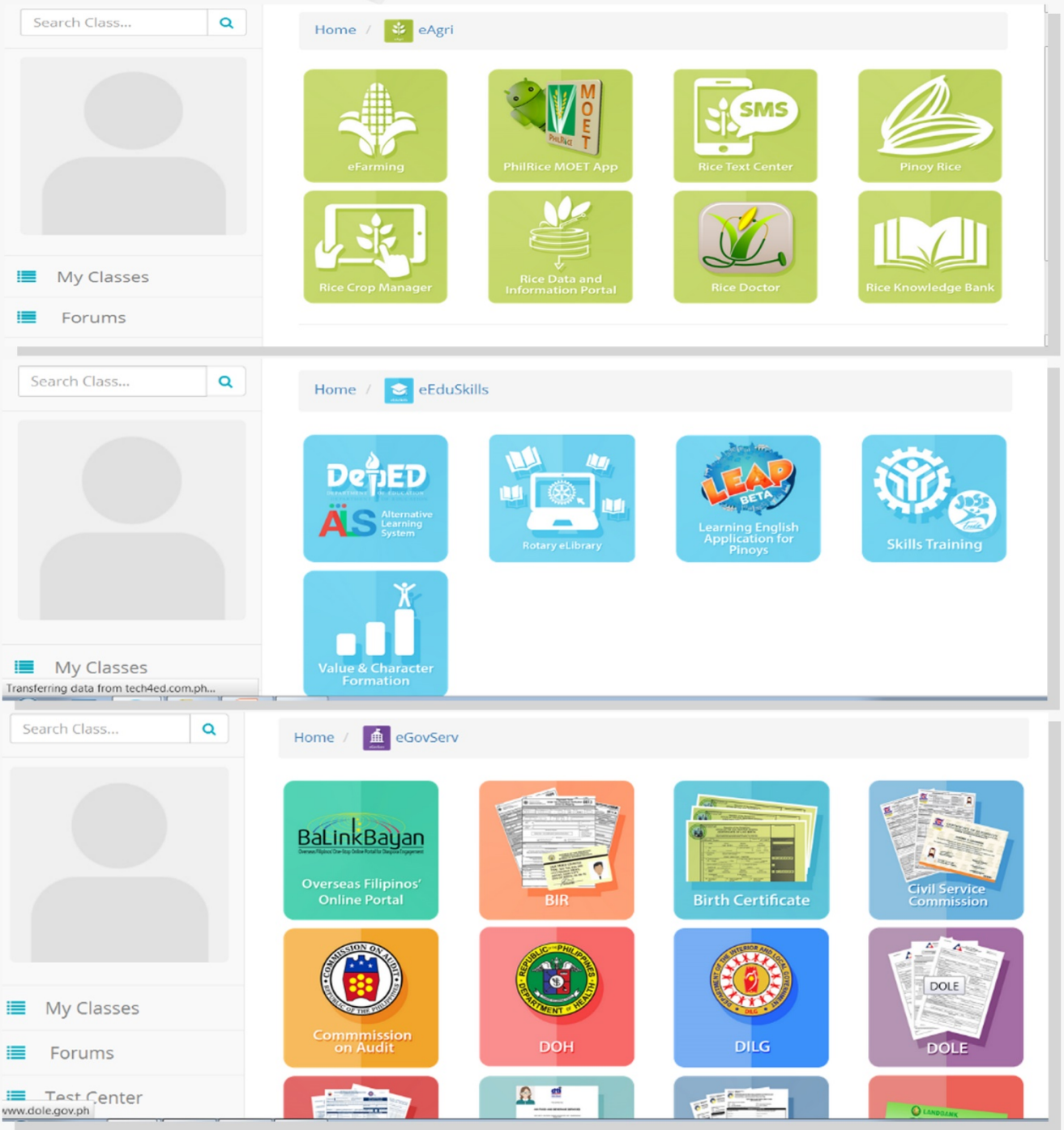

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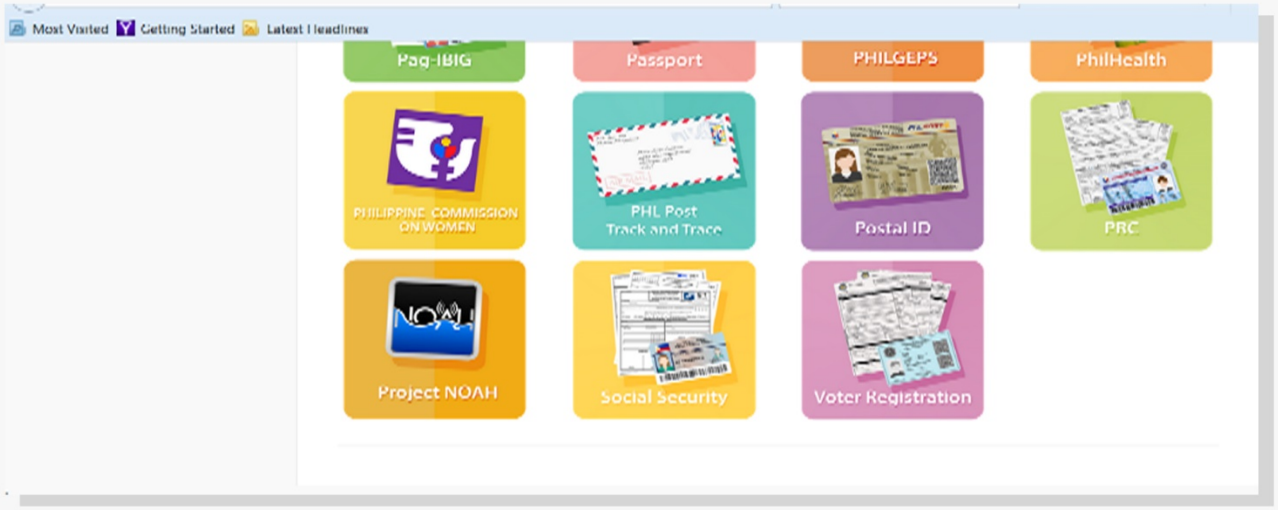

PARALLEL SESSION 9

The following are photos taken during the launching of the program:

C. Project Site

The project was implemented at the Benguet Provincial Library, which is situated at the Provincial Capitol of Benguet, Capitol, La Trinidad, Benguet.

The Benguet Provincial Library was established as a public library in the Cordillera Administrative Region (CAR), officially affiliated with the National Library of the Philippines. Likewise, it aims to strengthen the exposure of users to library materials through the cooperation of the provincial administration and the library staff. The Library was established as Tech4ED Center, which is a project of the Department of Information Communication Technology (DICT) under the e-Filipino program.

Guided by its vision and mission, the Benguet Provincial Library aims to provide outstanding library services, collections, programs, and facilities; to expand; and to enrich their customers' lives.

D. Planned Activities, Targets, Actual Implementation

One of the planned activities of this project is to provide full assistance in the registration of new members and the usage of the different portals. We visited different schools within the locality to introduce and promote the said project. Future plans include visitation to other schools/academic institutions, other government agencies, and non-government organizations to introduce and present this program.

Target stakeholders of this project are the general public that includes out-of-school youth (OSY), students, professionals, non-professionals, and senior citizens.

The actual implementation of this project took place after its launching last 26 September 2016. As of 29 August 2017, we have 446 people who registered in the program.

E. Facilitative Factors to Accomplish the Project

Facilitative factors to accomplish the project include building new trusting relationships (open communication between both parties); and development and adherence to collaborative principles of our partner agencies.

F. Challenges in the Implementation

Challenges that were encountered include limited facilities, resources, and space to accommodate more than fifty (50) people, which resulted in the discouragement of the library clients. The library staff are maximizing the available space to address the identified community needs.

G. Other Programs of the Library in partnership with Academic Institutions

Currently, the library is collaborating with academic institutions; we have the CARIANA collaboration. CARIANA is one of the databases about Cordillera cultures and other related indigenous knowledge. It will be updated through the collaboration of participating universities and public libraries in the Cordillera Administrative Region (CAR). This was initiated by the Benguet State University.

The Library conducted Reading Readiness Training for Children last 7 November 2017, which was participated by different elementary and secondary schools within the municipality of La Trinidad, Benguet,

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Declamation Contest

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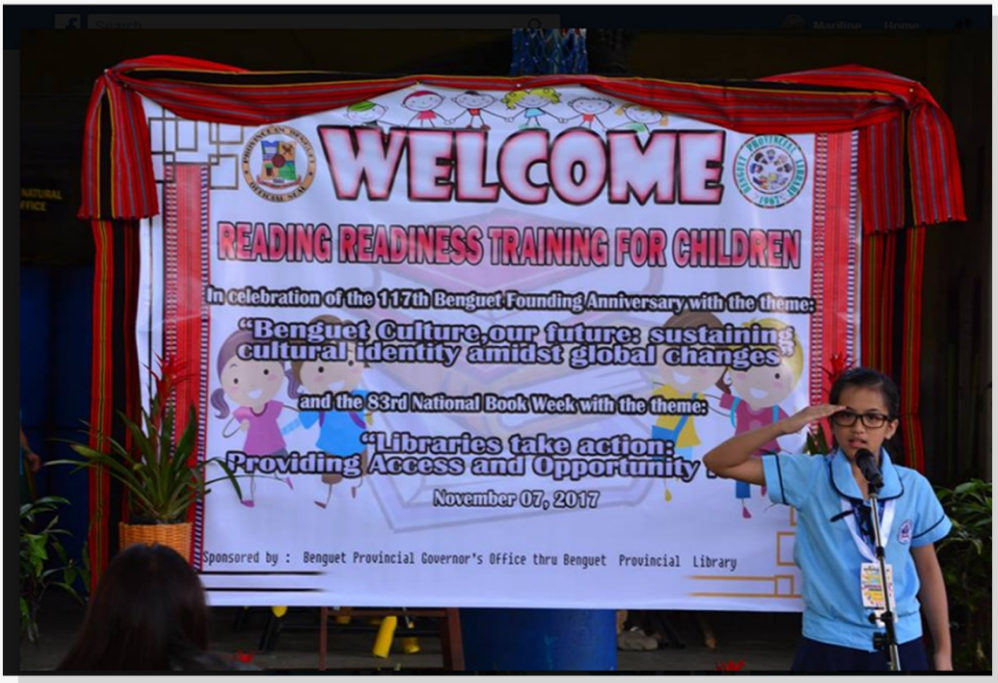

Library Hunt Contest

II. Wan Mazli Bin Wan Razali – Innovator, Malaysia

Project Name: Engaging Creativity in Local Arts and Crafts

A.Objectives of the CP

The initiative started with a written proposal that aims to highlight local skills and products. The innovator hoped to make an impact by highlighting people skills and products that would improve their lives. This project was established to meet the following objectives:

- To promote Sarawak Local products;
- To inculcate learning of local skills among the young generation; and
- To establish a venue for talented locals.

B. Project Background

Our library was always optimistic about people-centric collaboration. Being the State Library, weopen seven days a week except for public holidays; we need to fulfill our user's variety of demands. To meet our user's information needs, we do collaborations with associations, NGOs, and individuals. These collaborative programs would enrich our programs and services. The project entitled "Engaging Creativity in Local Arts and Crafts" have highlighted skills and products such as paper beads, Capan abundance, Natural Dye for Fabric, and Traditional Head Scarf.

C. Project Site

The collaborators conducted the training to the community; the Sarawak State Library, Kuching, Sarawak served as the venue for the activity.

D. Planned Activities, Targets, Actual Implementation

This program could be conducted in an informal setting. It could be in a seminar room, in the lobby, or open space, as long as it is convenient for learning. The learning method is hands-on: one facilitator is assigned to handle five (5) participants; this will create high- impact subject delivery and encourage the participants to focus their attention on the subject matter. One class comprises a maximum of 10 participants with two (2) facilitators. Each participant is expected to learn about one (1) specific product.

The planned activities for this project were:

- "Paper Beadworks of Infinity" (February 2016)
  - To highlight ecological products, which are designed to provide therapy healing for people with learning disabilities; by Heart Treasures Pte Ltd.
  - Paper Beadworks are unique because of its pattern, design, and style. The textile meets Borneo native art.

- 22 craft enthusiasts attended the workshop; each one of them created their own paper beads designed with different colors and shapes.
- The achievement of this program is the commitment, skills, and knowledge that the Heart Treasures' Angels imparted to the participants. The participant may adapt the skills in a 2-hour hands-on sessions.
- The Angels' skills, knowledge, and their products have been highlighted in Sarawak, across ASEAN, and abroad through social media, namely Facebook, Instagram, and Youtube.

- **"Capan of Abundance" (March 2016)**
  - "Capan" is an Iban (ethnic group) traditional craft commonly used for winnowing rice before being washed and cooked.
  - This program adopted a similar approach based on the methodology of the "Paper Beadworks of Infinity" Project.

- **Natural Dyes for Fabric (August 2016)**
  - In making fabric dye from leaves and fruits, colors are extracted from these sources.

- **Lincoln Corner Carnival: DIY Faire (August 2016)**
  - This is a collaborative project with American Corner, USA Embassy. It involved local makers in woodworks, Mini Robots, Recycle Product Crafts, Kite Making, Electronic and 3D Printing.
  - Over a thousand participants attended the project.

- **Malay Ladies Traditional Headscarf (September 2016)**
  - "Keringkam" is a very fine traditional headscarf weaved and designed in Sarawak. The wealthy women traditionally wore them in society. The program intended to get the weaving technique shared and learned by the interested individuals in the community. 20 participants attended the 4-day program. Usually, the time to weave the size of 2 x 2 feet of "Keringkam" takes about 2–3 months.

- **"Library in a Box" (February 2017)**
  - This project aimed to make Content Hotspot accessible even in offline mode. It targeted the low bandwidth in schools and rural libraries in Sarawak. Library in a Box uses Raspberry Pi Version 3 as a medium to install content and enable WiFi for smartphones and laptops to access the content.

- **Makerspace @ Sarawak State Library (2017)**
  - A space in the Sarawak State Library provides free 3D Printer Training and 3D Pen Training during weekend classes. One (1) hour free training is open to all citizens from 10 years old and above.
  - The Makerspace class also do outreach programs in the state. A thousand people were trained and exposed to this technology since it was introduced in August 2016. The classes have been officially operating since February 2017.
  - The classes supported the local makers who wanted to make prototypes for their products, school projects, hobbies, etc.

The target group is anyone interested in learning and improving their life or just gaining skills for a hobby within Kuching or Sarawak. All planned activities have been successfully implemented.

E. Facilitative Factors to Accomplish the Project

Communication, trust, and similar objectives led to the accomplishment of this project. The objectives of the collaboration are communicated clearly to both parties involved in the partnership.

F. Challenges in the Implementation

There were only minor challenges in delivering this project, such as matching the time between facilitators and the class schedule, and addressing overwhelming responses from the participants during the registration. We only allowed 10 participants per class to facilitate the best learning environment. Further, as a solution, we are conducting more than one session per topic, e.g. Malay Ladies Traditional Headscarf session.

Malay Ladies Traditional Headscarf "Keringkam" session took place in September 2016.

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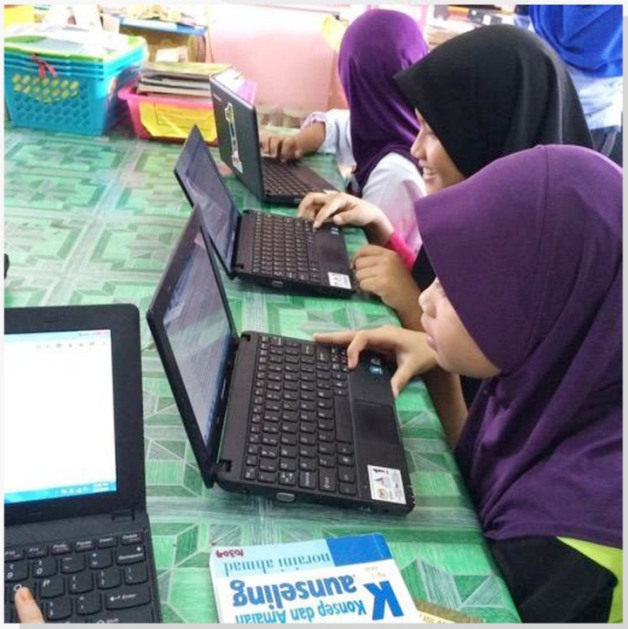

School pupils tested the "Library in a Box" WiFi in the suburban primary school to access Wikipedia, Khan's Academy online learning videos, and free Project Gutenberg e-books.

Woodworks and mini-robots are some of the topics exhibited and taught during Lincoln Corner Carnival: DIY Faire.

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3D Pen and 3D Printer Training at Makerspace
was attended by families and teenagers.

The making of Capan (rice winnow)
at the Capan of Abundance Workshop with Heart Treasures Pte Ltd.

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Paper Beads Workshop attracted various ages in the community to participate.

Participants make a decorative T-shirt in the Natural Dye for Fabric Workshop.

III. Chaerul Umam – Innovator, Indonesia

Project Name: Open Library Open Discussion/Workshop

A. Background of the CP

The project was initiated through an integral program of the Grand Launching of Telkom University Open Library. Telkom University Open Library (TUOL) has a vision and mission based on their concepts of the library. They are open to sharing any kind of knowledge, catalogue, and resources with other institutions and individuals who are interested to learn. TUOL has been creating many activities to engage the surrounding communities they serve; and provide them with opportunities to learn new knowledge and skills. As such, these have made TUOL both unique and innovative.

B. Objectives

Motivated by the aforementioned backgrounds and the fact that TUOL is one of the significant partners of the National Library of Indonesia, the Innovator has decided to implement the project in the Library. The objectives of the project are:

- To serve communities and help them learn new knowledge and skills that can be useful for their personal, social, and economic development; and
- To make the service provided by TUOL be widely known as a best practice that other libraries can duplicate.

C. Project Site

The first realization of the project was initiated as a pilot implementation, conducted in Telkom University Open Library in Bandung, West Java.

D. Planned Activities, Targets, Actual Implementation

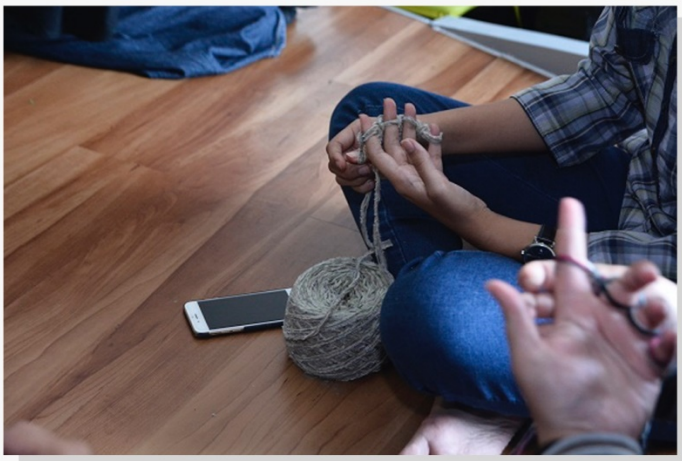
The library planned the project to be one of the regular activities. The activities are expected to engage people interactively, i.e. focus group discussions or workshops. Targeted facilitators, speakers, presenters, or performers are those from specific communities who are willing to be our collaborative partners. The audience and participants are library users, visitors, and surrounding communities in general. The first implementation of the project was done in February 2017, taking the theme of Finger Knitting or Yubiami. This activity was the first project to be implemented because it does not require sophisticated tools, as it uses only people's fingers to do the knitting. Furthermore, Yubiami is also easy to learn and is believed to stimulate the work of the right brain.

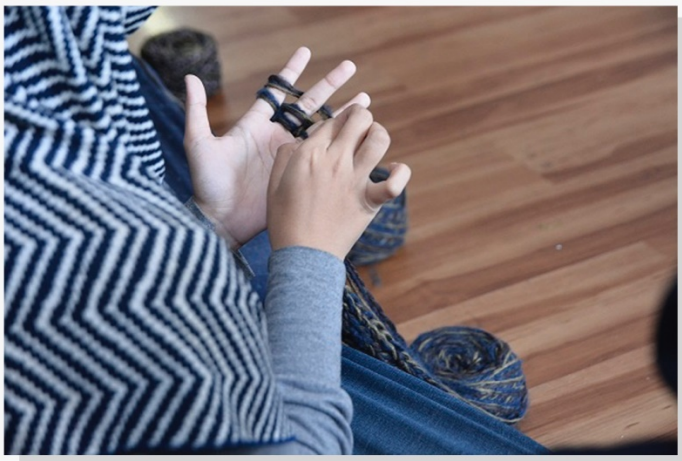
E. Facilitative Factors to Accomplish the Project

Facilitative factors that helped the project's accomplishment were the collaboration between the team and the facilitators, good communication, and dedication. Furthermore, the activity was also engaging, interactive, and free for everyone.

F. Challenges in the Implementation

The major challenge in the project implementation was that it was conducted in another city, outside of the Innovator's residence. The schedule was a pretty significant issue as well.





IV. Project Name: Indonesian International Festival of Fairy Tales (IIFF) 2017

A. Background of the CP

The Festival is an annual event organized by a community called Ayo Dongeng Indonesia. The community is committed to encouraging fairy tale reading and storytelling among Indonesian children. This movement aims to spread happiness, build motivation, and develop imagination through activities and events such as the IIFF. Usually, the community holds IIFF in different venues for which they have to pay.

The launching of the new National Library of Indonesia's building has provided opportunities to embrace community events like IIFF to promote the facilities and invite the public to come and visit. NLI welcomes every community to hold their reading and literacy-related activities in this new space for free. Due to these circumstances, the innovator saw an opportunity to collaborate in organizing IIFF in NLI.

B. Objectives

The objectives of the project are:

- The partner community can do their events in a conducive venue with complete facilities without financial hindrances.
- NLI's visitors served various fruitful events.
- NLI's new building and facilities are well-promoted.

C. Project Site

The project was conducted in the National Library of Indonesia's new building.

D. Planned Activities, Targets, Actual Implementation

The National Library of Indonesia planned the project to be one of the annual activities. The event is expected to engage people interactively through its various activities, such as workshops. The storytellers came from different countries, including South Korea, Great Britain, Taiwan, Singapore, New Zealand, India, Japan, and Indonesia. One of themes was "Magical Stories." This event was filled with various activities like storytelling, writing, drawing, and crafting workshops.

E. Facilitative Factors to Accomplish the Project

Facilitative factors that helped the accomplishment of the project were the intensive collaboration between the two partner institutions, good communication and dedication, and the contents of the event, which were interesting for children.

F. Challenges in the Implementation

The major challenge in the implementation was the scale of the event; the event was quite big, many people were involved, and a large number of visitors attended.

V. Le Thi Huong Ly – Innovator, Vietnam

Project implemented: Book Festival Day 2017 at the National Library of Viet Nam

A. Objectives of the CP

The Book Festival Day is an annual program of the National Library of Viet Nam based on the Vietnam Book Day on April 21st. This event was organized, in cooperation with other central agencies, schools, international organizations, and enterprises. Its objectives are the following:

- To appreciate the value of books;
- To affirm the role and important position of books in social life; and
- To encourage the reading habit in the community.

B. Project Site

The Book Festival Day 2017 was implemented at the National Library of Vietnam—a 100-year old central library and a government agency under the management of the Ministry of Culture, Sports, and Tourism. It is mandated to collect and preserve the nation's documentary heritage; and acquire, preserve, organize, and provide information resources for the society's use.

C. Planned Activities, Targets, Actual Implementation

The outline for this program was developed in January 2017 and was approved by NLV Director. Each division of NLV had their tasks and responsibilities for the specific activities of the event, including:

Documentary Exhibition. More than 500 featured materials were exhibited on 20–25 April 2017, providing the public and readers with helpful information about the important role of knowledge, which is the driving force of social development.

Meeting the authors and their works. This is more than a meeting for book lovers but also a venue for spreading cultural values, crystallizing through pages of books to readers.

Drawing by Theme Competition. This activity was designed for children. The drawings follow the theme "Civilized City." With a pure heart, they drew sketches of the civilized city. The theme revolved around the ways in keeping the city more and more beautiful.

English/ Vietnamese Storytelling Contest. The stories about the history, culture, literature of Viet Nam and the world have been perceived and reinterpreted by the children in the form of plays. They conveyed the content by speech, sound, and theatrical art in a witty way.

The Festival had received attractions from primary/secondary schools, enterprises, and international organizations. They contributed actively to the event in such valuable ways: registering children to attend the competitions, sponsoring specific activities (financial assistance or book donations), and volunteering to be the judges in some contests.

After the Book Festival, NLV shared some of the donated books to some primary school libraries, and libraries in remote areas and islands throughout the country. This can be considered as a practical, meaningful, social, and humanitarian library activity. This great effort also contributed to improving the community's reading literacy and fostering the culture of reading.

D. Facilitative Factors to Accomplish the Project

We can say that the Book Festival Day's success depended on the collaboration between NLV and the community, schools, government agencies, international organizations and enterprises in Ha Noi.

E. Challenges in the Implementation

This program received full support from the NLV Director and the Ministry of Culture, Sports, and Tourism Leaders. However, one identified challenge is the lack of staff, considering such a big event and the numerous activities, in collaboration with other institutions.

The opening ceremony of Book Festival 2017

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Delegates and visitors looking through the exhibition

PARALLEL SESSION 9

Meet-up with authors

PARALLEL SESSION 9

Storytelling Contests

PARALLEL SESSION 9

Contestants of the drawing competition

Book Fair

VI. Linda Puechsee – Innovator, Thailand

Project Name: Reading Activities Enhancing Reading Behavior

A. Objectives of the CP

The National Library of Thailand was supported by the Office of the Public Sector Development Commission (OPDC) in the implementation of this project. It enhanced the strong and sustainable network between the National Library, regional branches, and its communities. This project aims to promote activities that draw the attention of children and young adults to reading as an interesting and fun activity.

B. Project Site

In 2016, The Queen Sirikit National Library, Nakon Phanom, located in northeastern Thailand, implemented reading activities for the first time. In 2017, a similar program was implemented for the first time at The Ratchamangkhalapisek National Library, Chiang Mai, the capital of northern Thailand and its economic, cultural, and communication hub.

C. Planned Activities, Targets, Actual Implementation

This project provided basic and advanced techniques to stimulate reading activities in public libraries, universities, and special libraries. The training encouraged kids and young adults to read and contribute to the their respective libraries.

D. Facilitative Factors to Accomplish the Project

The project was accomplished because of the funding and network building between the National Library and other libraries. The target of this project are librarians, primary, secondary, high school, and university students who love reading.

E. Challenges in the Implementation

One major challenge is addressing distance-related issues in the implementation of the project. It should be noted that there is quite a distance between the National Library, the main venue, regional and national libraries, and The Ratchamangkhalapisek National Library, Chiang Mai. At t.he same time, most of the staff who administer this project were based in the National Library located in Bangkok.

Young and senior librarians attending the Book Preservation Training

Reading promotion activities

CONCLUSION

Lessons Learned from the CP and Recommended Next Steps for the Project Sustainability

A. Being a Team Leader/Manager

It is so challenging to lead a team that is affected by geographical boundaries. Although the innovator has no communication or language challenges in my country, there are still cases when some instructions communicated did not reach the team members. As far as collaborative projects and communication are concerned, one identified issue was the challenge for project members to allocate time and prioritize the task. To be successful in any partnership, we must issues concerning time and prioritization should be mitigated.

B. Being a Team Member

Collaboration requires the participation of all concerned individuals and members of the team. Some of the knowledge gained in the partnership include personnel development, social marketing, mobilization, basic and advance networking concepts, professionalism, teamwork, communication, networking, social marketing and enhancement of library services.

C. Next Steps for CP Sustainability

The project proposal that was presented in the 2nd Convening may be used as an Official Standard Guideline in establishing any future collaborative projects with any institution of our choice.

D. Our Development Plans as Leaders/Managers

We are looking forward to more collaborations with other institutions; and strong partnerships with other institutions and agencies. A project that focuses on the impact of libraries to the people would be the best venture for the next development plan. There is also a need to establish a group of apprentices in our respective libraries to understudy the collaborative projects. They will soon be the next leaders or managers who will carry on doing more innovative collaborative projects in our respective libraries.

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PARALLEL SESSION 10

USERS' PERCEPTIONS OF THE NATIONAL LIBRARY ROLES: A FUTURE LIBRARIANS' PERSPECTIVE

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Abstract

In the recent years, many local cities around the Philippines have started building their public libraries to support the reading and literacy development of the community. This exploratory study highlights the role of a public library from future librarians' perspective and their level of awareness. Students' perceptions into how a public library could provide assistance to university students, particularly for library science information students, were examined. Data was collected through an online survey. Using the preliminary findings, this paper reveals how students view the national library as a place for information, research assistance, and other academic-related homework. This study aims to help public librarians understand the information needs of those students who will be future librarians.

Keywords: Public Libraries, National Library, Perceptions

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INTRODUCTION

In the recent years, many local cities around the Philippines have started building their public libraries to support the reading and literacy development of the community. To note, the City of Dumaguete will soon open a 24/7 public library that provides resources and spaces, catering to students' needs (Lato-Ruffolo, 2019). Prior to this initiative, the public library in Cebu City has become famous with their 24/7 space that has hosted more than 130,000 patrons in 2018, which is highly recognized by the National Library of the Philippines and the Asia Foundation (Lachica, 2019). The National Library's vision is to improve existing resources, facilities, and programs to support the Filipino society in their academic, social, and cultural needs by 2022. Its mission is to develop Filipino materials collection and provide equal access through various public libraries established in the country (NLP, n.d.). With the continuous effort and campaign of local agencies and national government, this paper investigates future librarians' perceptions on the function of a public library in the community. Specifically, these include following research questions:

- What is the college students' level of awareness of the national library's current services?
- What do students perceive about the national library services?
- What do students think of library's role in helping their academic needs?

LITERATURE REVIEW

The literature presented here focuses on the several fundamental definitions of public libraries, including the roles and the set of qualifications for public librarians in the 21st century. The study provides an overview on the national library and the status of public libraries in the Philippines, highlighting some of the milestones and achievements. Lastly, the study includes several studies on users' perceptions and how findings are used to improve the current library services.

1. Public Libraries

New World Encyclopedia defines public library as "a library that is open to the public and generally funded by taxes at the municipal district covering several municipalities, county, state, or federal level. It is also believed that the existence of a public library has created a community that has an "educated and literate population" (para. 2). McMenemy (2008) views the vital role of public library in the education aspect of the community. Helling (2012) believes that public libraries are recognized as important institutions for education and culture, particularly "to educate, indoctrinate, homogenize, or empower their patrons" (p. 1).

Moreover, International Federation of Library Associations and Institutions (2010) states a list of duties and tasks for qualified librarians working in a public library:

Planning and Administration
- Analyzing the resource and information needs of the community
- Formulating and implementing policies for service development
- Planning services for the public and participating in their delivery
- Developing acquisition policies and systems for library resources
- Managing and administering library and information services and systems

Information Provision
- Retrieving and presenting information
- Answering reference and information enquiries using appropriate material
- Assisting customers in the use of library resources and information
- Providing readers' advisory services

Marketing
- Developing services to meet the needs of special groups, e.g., children
- Promoting library services
- Advocating for libraries, services and staff

Information Organization
- Creating and maintaining databases to meet the needs of the library and its customers
- Designing library and information services and systems to meet the needs of the public
- Cataloguing and classification of library materials
- Keeping up-to-date with current developments in the information profession and relevant technologies Evaluation and monitoring:
- Evaluating library services and systems and measuring their performance
- Selecting, evaluating, managing and training staff

Facility Management
- Participation in planning the design and layout of new and refurbished libraries and of mobile libraries

Collection Development
- Selecting and purchasing library materials for stock
- Developing reading with customers

Customer Education
- Providing educational and training opportunities for the community
- Developing services to meet the needs of special groups (p. 86)

2. Public Libraries in the Philippines

In the 2018 research report about the status of the Philippine Public Libraries and Librarianship initiated by the National Library of the Philippines, the document provides comprehensive information and facts on the existing conditions of public libraries in the Philippines. Some of the highlights include the following: many of the public libraries (50%) are built in local municipalities; some are in the barangay (21%), cities (19%), and provinces (9%). It is also interesting to note that most resources that are available in public libraries include serials, magazines, journals (83%); non-book materials (61%); audio visual materials (39%); and e-book or e-journals (18%). In terms of services, most of them have children's services (74%), services with special needs (39%), ICT (30%), and other services (12%). With regard to library hours, majority of them operate from 8:00 AM to 5:00 PM, while few of them are open 24 hours. Additionally, most of the users of public libraries are school-aged level, and they use the library to read, study, and research. As part of the recommendation gathered through a national survey initiative, public users expect the library to improve the library space: build more facilities and equipment; provide more learning resources and internet access; improve the ventilation; and implement the library rules.

3. Users' Perceptions Studies

Investigating users' perceptions around libraries has been a common practice; various feedback, insights, and challenges are collected to determine the impact of libraries. In a research that explores Americans' perceptions of public libraries, findings show that 95% of Americans recognize the important role of public libraries through the provision of information access and resources. They believe that public libraries "promote literacy and reading"; public libraries have helped and improved people's lives within the community (Pew Research Center, 2013). In the study of Appleton, Hall, Duff, Raeside, and Hall (2018), the role of public libraries and its value in the UK were explored. The researchers identified four themes that emerged in the findings:

1. "the epistemic role of libraries" which the library plays a role in exchange of information and knowledge;
2. "the primacy of print" which pertains to print publications offered by the library;
3. public libraries as safe, inclusive community spaces which refers to physical spaces for users;
4. community ownership of public library services, and citizenship which refers to the public library as a free open space to all users (p.8).

In a quantitative study on how public libraries and information services are perceived in Kenyan public libraries, 112 respondents have positive feedback on existing services and resources, despite the challenge in terms of information access (Nzivo, 2012). Ali, Yu, and Amran (2018) conducted a users' perception study that focuses on different scopes of the public librarians (image, skill, and nature of work). This study reveals a positive feedback on the nature of work of public librarians in providing resources to their users. Using the self-reported questionnaire survey, the study of Bhatti, Marwat, and Khan's findings (2015) show that the central public library provides overall quality services to the users. Users' recommendation on the use and improvement of electronic resource is highlighted in the study.

METHODOLOGY

A total of 55 college students from a catholic university in Manila, who are currently taking up Bachelor's degree in Library and Information Science, participated in the study to determine their perceptions about the national library and its current services. An online self-reported survey was administered which centered on gender, frequency of visits, level of awareness in the current services, reasons for visits, and perceptions on the librarians as professions. The survey had two open-ended question that sought to explore students' perceptions on what kind of help the national library could do and its roles in helping the community. Since this is a preliminary study, this paper used frequency distributions and percentages to create a tabular representation and summary of all collected data. Lavrakas (2008) claimed that this method "is the building block of statistical analytical method and the first step in analyzing survey data" (p. 293).

FINDINGS AND DISCUSSION

1. Gender

Figure 1 shows the number of participants by gender. There is a higher number of females (58%, n = 35) who
participated in the study compared to males with only 42% (n = 23). In a fact sheet prepared by the Department for Professional Employees, almost 79% of the librarians and professionals employed in the library science sector are women (2019). What we can conclude here is that the number of women in librarianship, not only in the Philippines, will continue to rise in the next decades especially in the sector of public libraries.

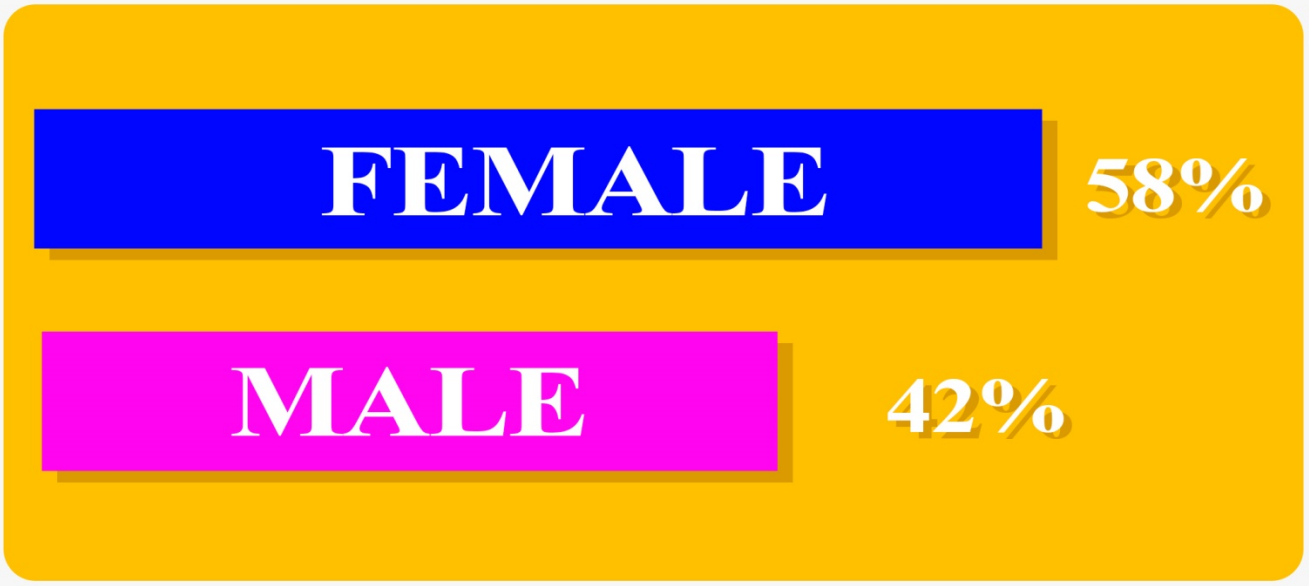

Figure 1. Percentage of participants by Gender

2. Frequency of Library Visits

Figure 2 reveals the frequency of library visits of college students to a national library. It is interesting to see that almost half of the participants (42%, n = 23) did not visit the national library nor attend to any library activity. Thirty-three percent of the respondents (n = 18) mentioned that they "occasionally" visit the library. Ten of them (33%, n = 10) indicated that they come to the library weekly. None of them used the library on a daily basis. What we can understand from this data is that users may have limited knowledge about the existing resources or services of the library.

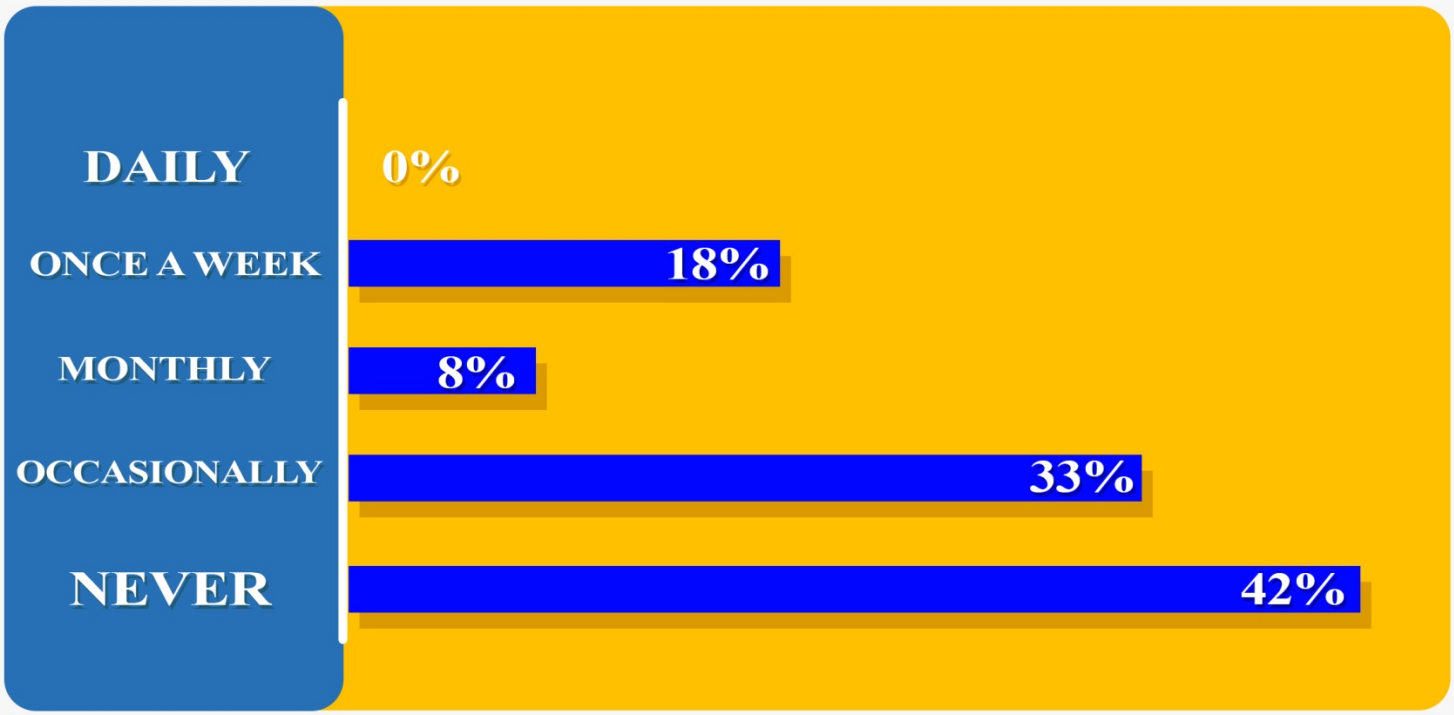

Figure 2. Frequency of Library Visits

3. Awareness of the Library Services

Figure 3 shows the list of library services that college students are aware of. Of all these services, majority of them (80%, n = 44) believed that research is one of services provided by the national library. This was followed by the answer "to obtain general information" (78%, n = 43). A large number of students (76%, n = 42) thought that users can borrow library resources from the library. More than half of them (64%, n = 35) claimed that users can use the library space for reading. 29% (n = 16) of the students indicated that the library has responsibilities in the government publication training. The level of users' awareness on the existing services might help the library to design their marketing and promotional strategies on how other services could be highlighted for the students' use.

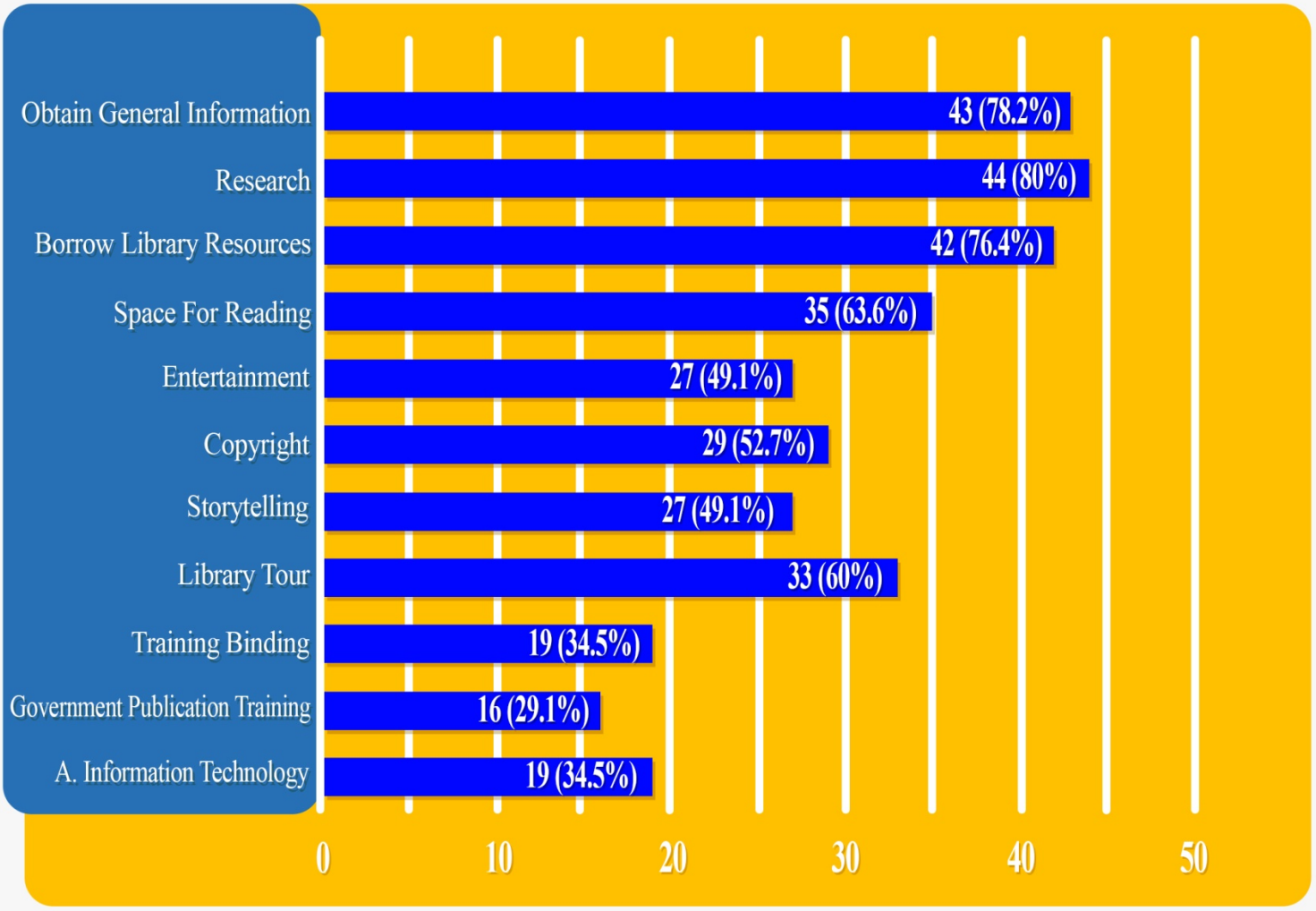

Figure 3. Awareness of the Library Services

4. Reasons to Use the National Library

As shown in Figure 4, a list of possible reasons why students use or visit the national library can be seen. First, a majority of the students (89%, n = 49) believe that they use the library for research-related activities. This was followed by "assignment" (45%, n = 82%). Half of them (28, n = 51) thought they visit the library to use and access the Internet. Some (35%, n = 19) mentioned that they use the library to read newspapers or magazines; and the rest of the students (26%, n = 14) noted that attending a library event could be the reason why they visit the library. Exploring the students' reasons to come to the library would help the library identify various activities suited to students' needs, especially in organizing future programs and activities.

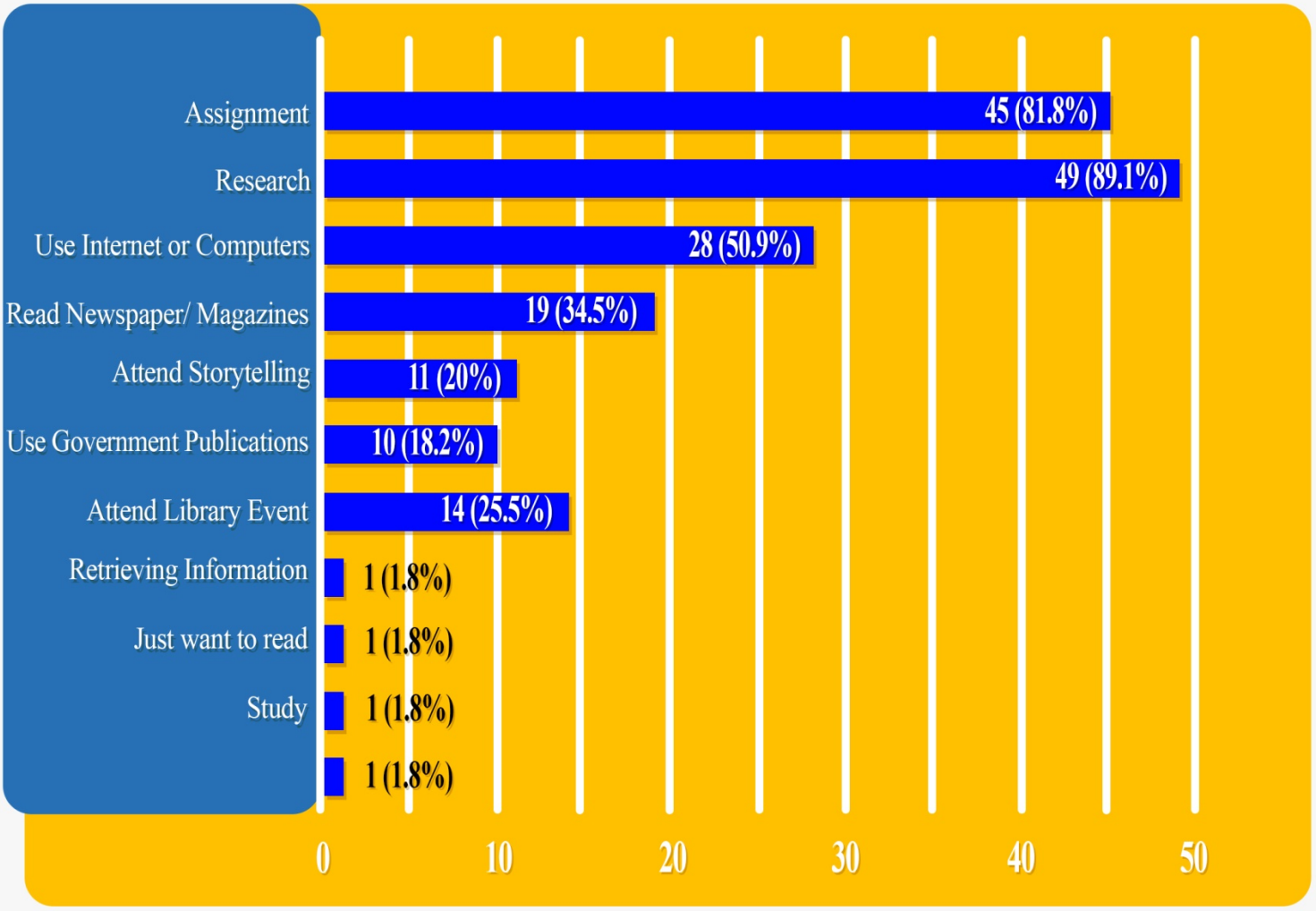

Figure 4. Reasons to Use the National Library

5. Users' Perception of Working as Public Librarians

Since the respondents were college students who are currently enrolled in a library and information science course, it is noteworthy to see their interest working in a public library. A majority of them (38%, n =21) were still unsure if they will take the path of public librarianship as their profession. However, some of them (35%, n = 19) expressed an interest to become a public librarian. The rest of the respondents (27%, n = 15) indicated that they are not willing to work in public libraries. The data here might indicate that students have low interest working in a public library; because they do not see the important roles of a public library within the community arena.

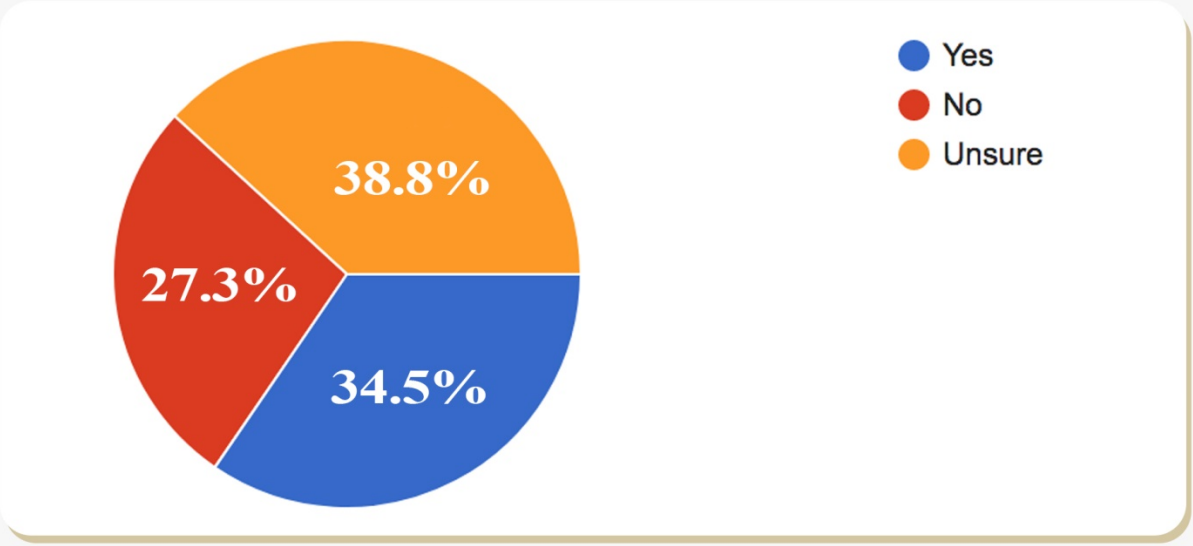

Figure 5. Users' Perception of Working as Public Librarians

6. Users perceptions of library's role in helping them

One of the open-ended questions pertains to users' perceptions of library's role in helping students needs. With these findings, five (5) themes have been identified: Academic (36%, n = 20), Information Access (20%, n =11), Information Literacy (16%, n = 9) Programming (9%, n = 5), and Space (5%, n = 3). Some of the selected comments from students are provided below:

Academic
Student 1: "Provide information for my research"
Student 2: "Other references that have deeper meanings that I don't understand" Student 3: "Help me with my assignments"

Information Access
Student 4 "Help me find the book that I need"
Student 5: "Guide me to the right shelves"

Information Literacy
Student 6: "Be Digitally capable of helping students since almost all student nowadays rely on digital information"
Student 7: "Help me detect fake news in the internet"

Programming
Student 8: "Something that would entertain me"
Student 9: "Something like library events or storytelling"

Spaces
Student 10: "Spaces for reading my book"
Student 11: "Spaces to study"

These findings reveal interesting insights, which highlight the kind of help a public library provides to its target users. These also raise points that might be explored in the next stage of this research.

CONCLUSION

The study reveals that students have different perspectives about the roles of a public library and how the library could help them in their learning development. However, students have shown little interest to explore the national library. Findings here will be useful to understand the needs of students in reference to public library services. This study might also be helpful to public librarians, educators, teachers, and government to identify the appropriate strategies in ensuring that resources and services are maximized by students for their own development.

LIMITATIONS

The study does not generalize the students needs in reference to public library services particularly those who are taking library science course. The study is limited to a number of students who may not have complete idea about public libraries. The sampling method that was used is based on the researcher's discretion.

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PARALLEL SESSION 11

PARTNERSHIP BETWEEN K-12 SCHOOLS AND THE NATIONAL LIBRARY: AN EXPLORATORY STUDY

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Abstract

This paper highlights the role of a public library in creating partnerships with K-12 schools in the community through various initiatives, services, and programs. Specifically, this paper explores how different library resources and services address the schools' academic, information, and research needs. Insights into how these services could be improved are also examined. This paper aims to contribute to the development of public library services and provide unique perspectives in building collaborative partnerships.

Keywords: Public Libraries, School Libraries, Partnerships

REFERENCES:

Numerous research studies have recognized the role and importance of school and public libraries in fostering students' learning. Libraries can be one of the foundations to support students' academic success (Swartz, Carlisle, & Uyeki, 2007). Additionally, it is believed that libraries, as gateways to knowledge, are a source of information, learning, inquiry, and personal development (National Knowledge Commission, 2007).

In Qatar, the government has aspired to support a knowledge-based economy that encourages development of human potential in education, science, and research (Qatar Foundation, n.d.). To support this vision, the library has offered an array of resources that are freely accessible to all educators, researchers, students, and residents in Qatar; institutional memberships, which provide access to additional databases, are also offered to schools. The library's vision is to become the center of learning and information in the community.

RESEARCH OBJECTIVES

The paper focuses on the services, resources, and practices of public libraries, with emphasis on the first year of their operation. It identifies how the library fulfills its mission in supporting the learning needs of the K-12 school community. The following research objectives were explored:

- How does the public library address the needs of the K-12 school community through its current programs, services, and resources?
- What resources and services are being offered to schools?
- How do schools perceive QNL's current services in relation to the school visits program?

LITERATURE REVIEW

1. School Libraries

Many studies highlight the role of school libraries and their impact on students' learning and development. For example, PhD Ross Todd, a Distinguished Professor at Rutgers University, has concluded that school libraries are an integral part of students' learning development. Todd and Gordon have defined school libraries as "physical and virtual learning commons for reading, inquiry, thinking, imagination, and discovery to students' information-to-knowledge journey, personal, social, and cultural growth" (2010, p. 1). This definition emphasizes the importance of school libraries in the students' development. Likewise, findings in a 2016 synthesis report by Scholastic Publishing support the findings regarding the role of school libraries in K-12 curriculum. Findings show that "schools have maximum impact when they: provide collaborative programs for reading instruction; select and provide resources to meet the learning needs of all students; assure seamless integration of technology, teaching, and learning; provide resources to support state and national standards; offer resources that enhance leveled classroom collections; encourage students to independently seek, access, and use information" (Scholastic, 2008, p. 8). Additionally, a report by the Australian School Library Association (ASLA) also provides evidence on how school libraries support student achievement (Lonsdale, 2003). The ASLA document outlines how school libraries can impact and enable students to be successful in the learning process by focusing on library instruction,

2. Public Libraries

In the International Federation of Library Associations and Institutions (IFLA) and United Nations Educational, Scientific, and Cultural Organization (UNESCO) joint manifesto for the development of public library services, a public library is referred to as an "organization established, supported, and funded by the community, either through local, regional, or national government or through some other form of community organization" (2010, p. 1). The library's core mission centers on provision of access to a wide variety of resources and services to all community members, regardless of personal or cultural background. This report provides guidelines on how public libraries can meet the diverse learning, cultural, personal, and academic needs of their communities. McMenemy (2008) posits that public libraries play a significant role in supporting education within the community. McMenemy adds that a odern public library and lifelong learning can be attained through various factors such as accessibility, supportive environments, skilled staff, as well as resources, partnerships, and strategic management.

3. Public and School Libraries

Evidence supports the need for establishing successful collaborations between schools and public libraries. Shannon (1991) believes that partnerships between school and public libraries maximizes resource use and allows students to effectively meet their learning needs. Potter and Johnson (2017) describe public libraries and school libraries as "natural partners" that share common users (p. 24). They note that both types of libraries undertake meaningful collaborations, in order to address patron needs not only for resources, but also to support curriculum and activities, particularly to assist student achievement. Likewise, Dotson, Yontz, and Jones (2018) indicate that this kind of collaboration creates opportunities for students to cultivate deep knowledge, attain effective learning experiences, and promote lifelong learning. They affirm that this is a "win-win" situation in which both parties gain various benefits such as "improved access to resources unavailable in school libraries; increased equity in terms of student access to varied materials; improved academic success; increased student engagement and literacy; increased knowledge of resources to support life-long learning; and learning is extended beyond the classroom with access to more resources" (p. 5).

METHODS

This qualitative exploratory study identified how the public library caters to the needs of schools in Qatar by examining existing programs, resources, and services through the use of document analysis. Frey (2018) stated that document analysis is "a form of qualitative research that uses a systematic procedure to analyze documentary evidence and answer specific research questions" (p. 2). The researchers analyzed several official documents (prepared by library departmental heads) to gather information and collect data that support the objectives of this study. In order to gather feedback about improving public library sevices for K-12 schools, the researchers administered a survey to teachers who attended library tours.

The following documents were examined to glean important insights, data, evidence, and statistics relevant to the research objectives.

1. School Visits Report, 2018

This document provided information on the schools' name and address, contact number, and number of students that participated in library tours during 2018. School visitors chose from the different activities during the tours: database training, storytelling, arts and crafts, and library facilities. The library could accommodate two (2) schools per day with a maximum of 30 students for each tour. Elementary schools were scheduled every Monday and Wednesday, and high schools every Sunday and Tuesday. Schools that did not schedule a visit in advance could attend the tours during open days on Thursdays. Schools could register online and check available slots for future visits.

2. Database Resources Report, 2019

This document provided a comprehensive list of all library databases, as well as descriptions of the scope of the databases. It included information on how schools could register with an institutional membership that enables schools to access the library's databases through proxy connections. With an institutional membership, each school was provided a unique access code that could be integrated into the school's library system and be used as part of their resources.

3. Electronic Resources Usage

This report provided statistics for all schools' usage (selected databases only; due confidentiality of the data) of online resources before and after the opening of the public library. It presented the number of sessions and queries done by schools that are currently registered as institutional members of the library.

4. School Visits Survey

DISCUSSIONS AND FINDINGS

1. School Visits Report, 2018

Figure 1 shows the number of schools that participated in library tours in 2018. During the first month of the opening, the library accommodated 21 visits; followed by 26 visits in the next month. The library received the highest number of requests for tours (n = 38) in March from both public and private schools. 31 visits were requested in May. There were 29 scheduled visits in both February and November. However, only one (1) school visit was registered in April, July, and August. During 2018, the library also accepted walk-in groups from schools and other educational centers who were not able to complete the online registration. Groups that did not register were asked to design their own library tour and activity without the librarian's supervision.

The data gathered in this report shows that during the first year of operation, the library actively worked with schools, despite the adjustments and challenges it faced as a newly established public library. This report concluded that many schools were excited to see the services and facilities offered to school-aged users. This data might help librarians understand the needs of schools and facilitate future library programs.

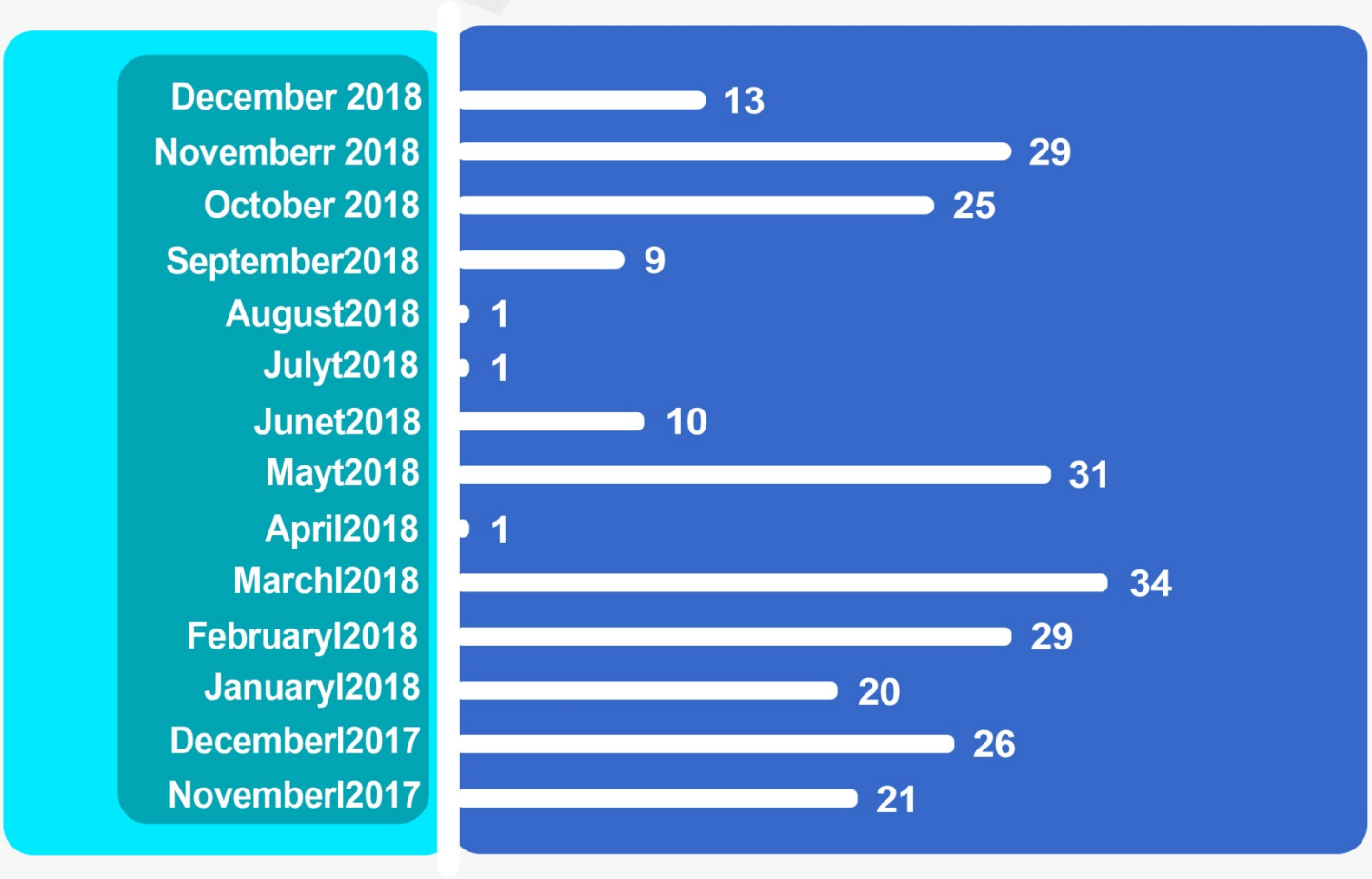

Figure 1. Number of school visits in the public library

2. Database Resources Report, 2019

The 2019 Database Resources Report (Figure 2) provides information on the list of databases offered to K-12 schools. As mentioned above, all school members in the country can access these resources, which can be utilized to support the curriculum. The library organizes databases training for students to connect and build partnership with schools, encouraging them to use the library resources. These resources are evaluated by librarians with attention to the recommendations and feedback gathered from users in the K-12 community. Database lists are continuously assessed by librarians and electronic resources department members to ensure that all databases adequately meet the needs of the target users. Online databases were introduced before the opening of the library and became one of the most popular library offerings. Databases and other nline services provided opportunities for the library to reach schools in the community and meet the users' needs for personal, academic, and leisure enrichment. By providing institutional memberships, the public library helped schools save money on online resources, which are considered to be one of the most expensive resources.

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Name of Resources	Subject Area	Description
AudioBookCloud	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Databases for Young Adults, Education, Multidisciplinary, Reference and Bibliography	AudioBookCloud is an online audiobook library collection streaming adult and children's audiobooks for schools and public libraries. Books are in English and Spanish; and classified as fiction, non-fiction, classics, etc.
BookFlix – Video Storybooks	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Education, Social Science	Read along with online video storybooks for preschoolers to Grade 3 students; then try games and activities to show what you have learned.
BOOKI	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Education	This award-winning application offers a new experience for reading digital books such as comics, magazines and bedtime stories in English and Arabic, selected from the world's best publishers. Stories are presented with interactive and entertaining read-along audio and music. Parents and teachers can add their narration and sound effects to create a truly personal library that you can take with you wherever you go.
Bookshare	Databases for Children, Databases for Young Adults, Multidisciplinary	Bookshare is an online database library that makes reading accessible for people who cannot read standard print. With Bookshare books, members can listen to a book, follow along with highlighted text, read in Braille, and customize their experience in ways that make reading easier.

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Britannica School	Arts and Humanities, Engineering and Computer Science, History, Multidisciplinary, Natural and Physical Sciences, Religion/Philosophy, Social Science	Britannica School is an online learning resource for students from elementary to high school. Supporting curriculum objectives and student re-search, this interactive tool provides Philosophy and Social Science articles from encyclopedias, images and
I Read Arabic (in Arabic language)	Audiobooks, Comics, Fiction, Films, Music, Magazines, Arabic Language and Studies, Arts and Humanities, Databases for Children, Education	'I Read Arabic' is a leading digital leveled reading program that aims to advance the quality of Arabic language fluency and literacy. It offers 16 simplified levels based on the Arabi 21 rubrics for leveling children's books, to suit the needs of both native and
Jana Reading	Audiobooks, Comics, Fiction, Films, Music, Magazines, Data-bases for Children, Education	Jana is a children's online learning platform that helps primary school students improve their reading skills in a fun and interactive way. The resource provides a collection of educational games according to the established standards of Arabic 21.
Nahla wa Nahil	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Education	Nahla wa Nahil is a children's online learning platform that provides access to thousands of Arabic books, videos, and educational games.
Novelist K-8	Arts and Humanities, Databases for Children, Databases for Young Adults, Education, Language and Literature, Multidisciplinary, Social Science	This database allows you to search English titles for chil-dren up to 18 years old based on their preferences across different topics. You can find information about titles, read reviews, and see lists of rec-ommended books. A great place to find your next title to read.

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OverDrive	Audiobooks, Comics, Fiction, Films, Music, Magazines, Arts and Humanities, Language and Literature, Multidisciplinary	OverDrive provides popular e-books for most devices, including PC, Mac, iPhone, iPad, Android, and Nook.
RBDigital Comics	Audiobooks, Comics, Fiction, Films, Music, Magazines, Language and Literature, Multidisciplinary	RBDigital Comics provides access to a range of Marvel and IDW titles with thousands of digital graphic novels and comics.
RBdigital Magazines	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Databases for Young Adults,	RBdigital Magazines provides access to popular full-color digital magazines, including both new and backlist titles, with no holds or checkout period limitations. Check out titles instantly using your desktop or mobile using the RBdigital App.
Scholastic GO (Grolier Online)	Databases for Children, Multidisciplinary, Natural and Physical Sciences, Social Science	Grolier Online is a collection of online resources such as encyclopedias, dictionaries, interactive maps, world newspapers, informational video clips, and more for students in elementary, middle and high schools, along with librarians and educators.
TrueFlix – Books & Videos	Audiobooks, Comics, Fiction, Films, Music, Magazines, Arts and Humanities, Databases for Children, Language and Literature, Multidisciplinary, Reference and Bibliography	View online science and social studies books and videos for grades 3–6; then try games and activities to show what you have learned.

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TumbleBook Library (Premium)	Audiobooks, Comics, Fiction, Films, Music, Magazines, Arts and Humanities, Databases for Children, Education, Multidisciplinary	TumbleBook Library provides access to a great source of animated talking picture books, puzzles, games, quizzes, videos, and language learning sources for children and teens. It can also be used as a teaching tool by instructors.
TumbleMath	Audiobooks, Comics, Fiction, Films, Music, Magazines, Databases for Children, Databases for Young Adults	TumbleMath provides a collection of math stories in animation, narration, and sound to create a compelling and enticing storybook for students of all ages.
eLibrary	Arts and Humanities, Business and Economics, Databases for Young Adults, Education, Engineering and Computer Science, Health Sciences, Language and Literature, Law and Political Science, Multidisciplinary, Natural and Physical Sciences, Reference and Bibliography, Religion and	For primary through secondary school age children, eLibrary contains images, videos, e-books and full-text articles from a variety of magazines and journals.
Frontiers for Young Minds	Open Access, Databases for Young Adults, Engineering and Computer Science, Health Sciences, Natural and Physical Sciences, Reference and Bibliography	Frontiers for Young Minds provides a collection of freely available scientific articles by distinguished scientists that are shaped for younger audiences. In 2014, this website was named a Great Website for Kids by the American Library Association.
Middle Search Plus	Arts and Humanities, Databases for Young Adults, Education, Multidisciplinary, Social Science	EBSCO Middle Search Plus provides full-text access to popular middle school magazines, biographies, historical essays, primary source documents, and image collections of photos, maps, and flags. All full-text articles included in the database are assigned a reading level indicator.

SIRS Discoverer	Arts and Humanities, Databases for Young Adults, Engineering and Computer Science, History, Language and Literature, Multidisciplinary, Natural and	SIRS Discoverer is a general reference resource for beginning learners and researchers. It is aimed at helping students in the primary and preparatory grades with research, writing, and language skills.
SIRS Issues Researcher	Databases for Young Adults, Social Science	SIRS Issues Researcher is a general reference database containing thousands of full-text articles exploring social, scientific, health, historic, business, economic, political, and global issues. Articles and graphics are selected from more than 1,600 international publications.
TumbleBookCloud	Audiobooks, Comics, Fiction, Films, Music, Magazines, Arts and Humanities, Databases for Young Adults, Education, Language and Literature,	TumbleBookCloud is an online database of e-books and educator resources perfect for middle schools, high schools, and public libraries. The database offers a robust selection of graphic novels, enhanced novels, e-books, classic literature, National Geographic videos, educator resources,

Figure 2. List of online resources accessible to schools and available through the library website.

3. Electronic Resources Usage

Due to limited access to some databases' reports, this paper examined only the user reports from publisher X. This database appeared to be the most popular online resource within the school community in terms of sessions, downloads, and queries. During 2018, 36 public and private schools accessed publisher X. A total of 131,229 sessions were performed in this database. In January 2018, there were 23,765 transactions; and in March, there were 21,455 transactions. However, the month of July, which is a summer holiday, had the lowest usage statistics of 458 sessions. Usage statistics for materials from publisher X showed that the libraryhas made an effort to cater the needs of schools in terms of online resources. The high number of registrations for institutional access to the library's resources also supported the idea that the library has become a platform to provide information and learning support for schools.

Schools	January	February	March	April	May	June	July	August	Sep	October	November	December	TOTAL
	23,765	21,233	21,455	9,063	7,375	1,349	458	533	6,899	12,250	16,154	10,695	131,229
1	0	0	0	0	0	0	0	0	0	0	0	0	0
2	241	582	987	147	666	129	0	0	1,046	770	679	322	5,569
3	0	0	0	0	0	0	0	0	0	0	0	0	0
4	12,777	11,851	6,978	4,728	3,278	73	11	4	164	192	132	142	40,330
5	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	45	2	0	0	0	8	33	23	0	136	0	247
11	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	20	19	39
13	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0
17	119	88	48	73	75	41	2	0	54	54	180	111	845
18	826	938	636	596	500	265	0	4	516	2,730	756	424	8,191
19	0	0	0	0	395	193	138	108	311	354	667	656	2,822
20	0	0	0	0	0	0	0	0	0	0	0	0	0
21	621	163	343	283	399	188	0	0	193	251	1,907	204	4,552
22	3347	2570	2159	605	561	221	61	15	514	589	989	390	12,021
23	0	0	41	11	57	0	0	0	2	15	18	22	166
24	0	0	0	0	0	0	0	0	0	0	0	0	0
25	6	30	4	4	8	0	0	0	20	8	56	767	903
26	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	1,502	6,223	8,101	3,545	19,371
28	0	0	0	2	0	0	0	0	0	0	0	0	2
29	4,995	3,785	9,953	2,294	984	128	229	360	1,771	663	193	9	25,364
30	0	0	0	0	0	0	0	0	0	0	0	33	33
31	0	0	0	0	0	0	0	0	0	0	0	0	0
32	41	0	0	12	0	0	0	0	0	0	0	0	53
33	0	0	0	0	0	0	0	0	0	0	0	0	0
34	0	0	0	0	0	0	0	0	0	0	0	0	0
35	792	1,181	304	285	427	47	6	6	717	380	2,137	3,726	10,008
36	0	0	0	23	25	64	3	3	66	21	183	325	713

Figure 3. List of sessions, downloads, and queries in Publisher X by schools.

4. School Visits Survey

The School Visits Survey (Figure 4) examined the level of satisfaction from teachers who scheduled and attended library tours with their students. After the tours, participants received a survey link from the library to share their experiences and provide feedback on how the tour was facilitated by the assigned librarian. Overall, a majority of the schools expressed a high level of satisfaction (94%) with their library visit. 3% of the survey respondents indicated they were "dissatisfied" with their library tour experience; and no one indicated that they were "very dissatisfied." A small of number of the participants (3%) reported that they were neither satisfied nor dissatisfied with the library tour they attended.

Since the library has just been recently opened, collecting feedback from school representatives was one of the highlights during the first year of operation. The library was still in the process of designing and implementing an online registration system for schools, based on the feedback from the surveys. Additionally,

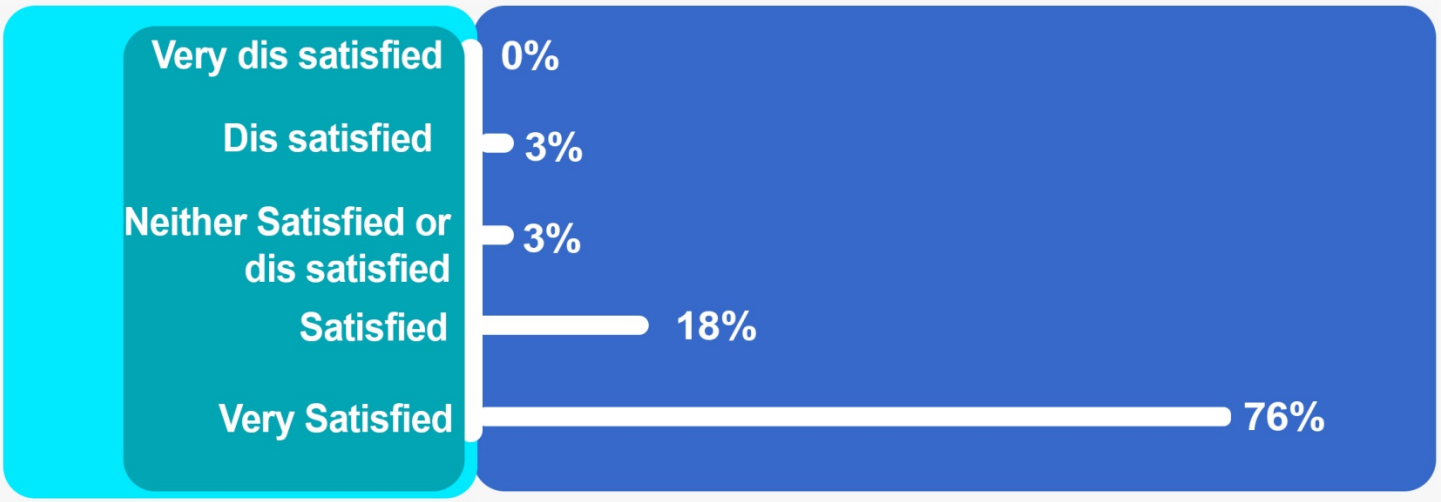

Figure 4. Results of the School Visits Satisfaction Survey

CONCLUSION

Findings from the analyses of these reports showed that the library addressed the needs of K-12 schools in Qatar by providing programs, resources, and services. Experiences of the public librarians, educators, policymakers, stakeholders, and management that were included in the examined reports could provide new perspectives and be replicated in other public libraries around the world. Such efforts would continue to highlight the important roles of public libraries in engaging schools through effective partnerships and collaboration. Other questions that might be explored in future studies would include: How does the public library identify the needs of its target users, specifically schools? To what extent does the library support the K-12 curriculum?

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PARALLEL SESSION 12

NATIONAL DEPOSITORY: WAREHOUSE FOR MALAYSIAN DIGITAL CONTENT

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Abstract

All the hype in the world over digital economy have resulted into more and more intangible electronic contents such as e-books and audiobooks—medium that are produced by publishers and industry players. In tandem to this, libraries around the world, such as that from the national level, are also directly involved in handling these electronic medium; and have raised some issues in the preservation departments of libraries, namely in receiving and preserving digital rights. From the case study conducted by the National Library of Malaysia, submission of digital books and audiobooks are governed by an Act that makes it compulsory for publishers to submit their electronic contents; hence, it becomes part of the heritage collection of this nation. The problem evolves around establishing a library facility that can provide digital rights protection. The Digital Depository Facility tackles issues regarding safe digital submission by providing digital rights management using encryption engine, management of the rights for the content, and cloud storage for publishers to store and organize their work file. Digital Depository is a deposit server for electronic contents which require protection. While it may sound simple, having servers which belong to the library, and not to a third party service provider, is another form of library science all together.

Keywords: Digital Repository, Heritage Collection, Digital Rights

INTRODUCTION

In most countries, the national institution chosen to receive the deposited material is the national library of the country. But it could also be the parliamentary library, the national archives, one of the government libraries or, in a few cases, one of the main university libraries. If the national library is chosen to be the depository library, it will serve as the focal point when receiving the historical, literary, and cultural heritage of the nation. It is also the responsibility of the national library to assemble, record, and organize comprehensive collections of the published outputs of the nation for use, as well as to preserve them for posterity (Shahrozat Ibrahim and N.N. Edzan, 2004). According to UNESCO, "the main purposes of legal deposit are to create a comprehensive collection of national publications and to compile an authoritative national bibliographic record, in order to ensure their preservation and provide easy access to them."

The National Library of Malaysia (NLM) through its Director General, appointed through the National Library Act of 1972, has the responsibility to advise the Minister in all matters pertaining to libraries and library development. The Deposit of Library Material Act 1986 better known as Act 331 replaced the older act, which was the Preservation of Books Act 1966. Under this act, it is compulsory for publishers to submit five (5) copies of the printed publication, and two (2) copies of the non-printed publication, as contribution to the national collection and bibliography records.

Legal deposit is a statutory obligation, which requires any organization (commercial or public), and any individual producing any type of documentation in multiple copies, to be obliged to deposit one or more copies to a recognized national institution (Larivière, 2000). Thus, legal deposit legislation covers all kinds of published material produced in multiple copies and offered to the public, regardless of the means of transmission. The primary purpose of the legal and mandatory deposit is to build and preserve a comprehensive collection of publications as a record of the nation's culture and heritage (Vickery, 1998).

Deposit of Library Material Act 1986 makes it compulsory for publishers to make their material submission to NLM via the National Publication Depository Centre (NPDC). NPDC is wholly responsible in tracking the publications in accordance with Act 331, guided by the motive to build a nation's collection that reflects the country's intellectual heritage, literature, culture, knowledge, human capital and more, for future generation's reference. Statistics shows that as many as 973,583 titles out of 1,957,083 printed materials; 39,616 titles out ouf 79,232 units of non-printed materials have been submitted since 1966.

NLM is also the center for the ISBN and ISSN applications for more than 35 years. The total application for ISBN and ISSN has increased over the years and its operation have been done in manual fashion. The evolution of technology in the last few decades have altered the landscape of publishing and have introduced new formats like e-books, e-journals, and digital files. The statistics of e-ISBN and e-ISSN applications since year 2010 in Malaysia have recorded as many as 5,882 e-ISBN and 709 e-ISSN applications for digital publication. However, these born-digital files have yet to be received as national collection due to limitations in the preservation of digital file submissions. The study conducted by Shahrozat Ibrahim and N.N. Edzan

NLM has received book industry feedbacks from a series of seminars with publishers, emphasizing the need for a management and submission infrastructure. The management of Act 331 resources also need to be enhanced by providing services to publishers effectively.

Therefore, NLM has taken suggestions from the book industry to enhance its services relating to intellectual heritage. The development of a national depository system, which that has the ability to serve traceability and to receive and preserve contents in multi-formats including digital, has been recommended.

NATIONAL LIBRARY OF MALAYSIA DEPOSITORY SYSTEM

Regarding the development of this depository system, Zawiyah (1998) noted that with developments in information technology, NLM is in the process of reviewing its legislation to ensure that its role continues to be relevant in the changing environment, particularly in the public sector. NLM is the national depository institution designated to receive publications published in the country, as stipulated in the Deposit of Library Material Act 1986. Muir (2001) also stated that the aim of the legal deposit is to ensure the preservation of and access to a nation's intellectual and cultural heritage. There is a global trend towards extending legal deposit to cover digital publications in order to maintain comprehensive national archives.

In an effort to make the services more systematic and effective for Malaysian publishers, in September 2020, NLM has introduced the Depository System known as Sistem Depositori PNM (SDPNM). It stands with the purpose of improving the services provided to the publishers by establishing an infrastructure that will receive the digital contents. This online system has the ability to receive contents in multi-format; and is equipped with digital content protection and also Digital Rights Management (DRM). On top of this, the Depository System also has the objectives of increasing the performances of its services to publishers by including online publisher registration, online application of ISBN and ISSN, as well as online CIP application.

The main objectives of SDPNM are:

1. To ensure that the digital intellectual heritage collection is preserved and kept safe for the benefit of the current and future generations;
2. To serve as a one-stop facility for nation's digital publication: from the application of ISBN, ISSN, and CIP; up until the submission of the library material;
3. To enhance the management of library materials and the national collection, in compliance with Act 331; and4. To ensure that local digital content can be accessed by Malaysian citizens via u-Pustaka platform.

SDPNM has been developed with six (6) main modules:

1. Registration Module
This module helps NLM to identify active publishers. This module also classifies publishers into categories like government, private, and self-publishers.

2. **Digital Submission Module**
   This module provides easy digital file submission for the publishers. It is also equipped with encryption technology to provide DRM to the publisher's files.

3. **ISBN/ISSN Application Module**
   This module can be accessed too facilitate the ISBN and ISSN application.

4. **CIP Submission Module**
   This module can be accessed to facilitate the CIP application.

5. **Publisher's Dashboard**
   This module provides publishers a content management system; so that the publishers can check their application status, as well as the catalogue of the library material submission, in compliance with Act 331.

6. **Statistical Module**
   The statistical module is designed for the benefit of NLM librarians when managing big data.

One of the most unique features of SDPNM is the fact that the digital infrastructure is inclusive of a proprietary cryptography engine that provides encryption to digital contents that are deposited. The encryption of these files provides a heavy weight DRM (Digital Rights Management) to ensure file security of the submitted materials. Conventionally, libraries will use commercial encryption such as Adobe Systems DRM. NLM made the decision that it hould have its own DRM system, which is proprietary and secured from commercial standards. The main backbone of SDPNM's DRM system is constructed from a 256-bit Advance Encryption Standard II. AES has been adopted by the U.S. government. It supersedes the Data Encryption Standard (DES), which was published in 1977.

Starting 25 January 2021, this system has been fully operational and accessible to the publishers who are applying for ISBN, ISSN and CIP. This system is capable of generating ISBN and ISSN barcodes, and CIP data. The barcode and CIP data could be easily downloaded from the system, once the application has been approved online.

This system has successfully assisted and simplified the processes for publishers. Moreover, the data of the application and submission can be kept safely and in an organized manner into the system.

As of July 2021, the system has received as many as 2,675 registration applications; 12,372 ISBN applications; 3,562 CIP applications; and 349 ISSN applications from Malaysian publishers. With regard to the digital content submission, the system has received as many as 1,257 titles.

BENEFITS OF USING SDPNM

1. **Publisher Dashboard**
   The dashboard displays the status of applications from the beginning until the generation of barcode and CIP; this can be monitored personally by the publishers. Publishers do not need to call to PNM anymore to find out the status of their application.

2. **Speedy Application Process Time**
   Application processes are faster because SDPNM applications are processed online.

3. **Publication Management**
   SDPNM also allows the publishers to manage their publications with regard to ISBN and CIP applications, and the submission of their published work or files, in accordance with Act 331.

4. **Books-in-Print**
   At the final stage of the publishing process, the soon-to-be published books are displayed in SDPNM. This eases the work for librarians and book sellers to gain lists of upcoming titles.

5. **Digital Content Depository**
   SDPNM allows safe digital content submission for publishers; so that they can fulfill the requirements of the Deposit of Library Material Act 1986. The facility is equipped with encryption engine to ensure the digital content copyright protection.

CHALLENGES IN USING SDPNM

Since 1982, the publication processes and activities, in relation to Act 331, were all done manually. Thus, some of the NLM operators, users, and stakeholders are still in the process of adjusting to the new methods or processes. Nonetheless, with grit and determination, these challenges were overcome. Some of the other challenges encountered were:

1. **Updating Publisher's ID into SDPNM**
   There have been thousands of publishers that have registered manually for ISBN and ISSN applications since 1982. These information were kept in an Excel sheet; the ISBN block number tracker was kept in a printed document. The SDPNM task force initially identified active publishers and migrated them into the digital online system to ensure a smooth registration and transition process. This includes providing new ID for the new registrants, as well as updating the registration details of existing publishers whom are less active. To reduce error, officers are appointed to monitor and check the identity of each publisher.

2. **Co-operation from Publishers**
   In the early stages, many publishers expressed discomfort in using a new online system such as SDPNM. Nevertheless, after a series of briefings and demonstrations on how to use the system, publishers have adaptedto the new system and have reacted positively.

3. **Applications of ISBN, ISSN, and CIP which do not comply with the conditions**
   With the technology that SDPNM presents, it is very easy for publishers to apply for ISBN, ISSN, and CIP. However, there are some applications that do not fulfill the complete requirements set by the bodies that govern ISBN and ISSN. To address this concern, officers were deployed to ensure that ISBN and ISSN applications were compliant with the conditions set.

4. **Service for Publishers Becomes Transparent**
   SDPNM service provides a dashboard that reports the status and record of each application for ISBN, ISSN and CIP. It also simplified the process of content submission.

5. **Changes to existing work processes**
   Due to the ease of using SDPNM, there has been a shoot up of applications for ISBN, ISSN, CIP, and deposit of library materials that NLM have to process. In order to manage the flow of application surge, more officers have been deployed to assist the department.

IMPACT OF SDPNM INTRODUCTION TOWARDS NLM

1. **Support the transformation of the public service**
   The initiative of NLM to develop depository system turned out to be a wise move. It is in parallel with the suggestions of Public Service Director General, Tan Sri Mohd Khairul Adib, to encourage civil servants to explore ICT technology to serve the citizens with end-to-end service in the new normal. End-to-end service, in this context, refers to providing full online service that can be accessed at anytime and anywhere via the Internet, without meeting in person.

   The expansion in the digital facility for civil service during the new normal is in tandem with the government's aspiration of creating a digital government. Through this, the management of book publishing in the country can be executed speedily and efficiently. As drafted in the Strategic Plan of NLM 2019–2023 and the ICT Strategy Plan 2019–2023, the aspiration to transform NLM digitally is achieved.

2. **Fully implement the functions of Deposit of Library Material Act 1986 (Act 331)**
   NLM can perform its functions more effectively, in accordance with the requirements of the National Library Act 1972 (Act 80) and the Deposit of Library Material Act 1986 (Act 331). The materials received are properly registered and maintained. The process of tracking and collecting materials for submission under Act 331 is implemented effectively and in an orderly manner, as publication information can be accessed from a single database. Efforts to improve the services for publishers online, especially the ISBN, ISSN, and PDP applications, further support the government's efforts in preserving green technology. Statistics collected through the modules can help the stakeholders make effective decisions in supporting the country's book industry. Apart from that, the management of services can be implemented more efficiently.

In line with the mission and vision of NLM, it can also strengthen the delivery of quality information resources in various medium towards forming a knowledge society. Born-digital publications in the country can be collected, preserved, and accessed more easily by Malaysians.

3. **Saving Cost and Time**
   SDPNM reduces the cost of operations; the conventional processing of ISBN, ISSN, and CIP applications consumes up to 16 rims of A4 paper. In the present, this expense is eliminated since all processes are done online. When it comes to processing the applications, the easy and simple procedure saves the time and effort of PNM's office because the printing, issuance of letters, etc. are now all unnecessary.

4. **Enriching Local Digital Content**
   SDPNM is able to meet the requirements of the Deposit of Library Material Act 1986. It ensures that the local digital publications can be obtained and preserved for the benefit of the current and future generations.

5. **Bibliographic Statistical Generation**
   Statistics can be easily generated through SDPNM. Items such as content submission can also be generated in the SDPNM statistics report to better monitor the status of the applications of the stakeholders. With accurate data generation, PNM and its stakeholders can make better decisions for the development of the national bibliographic system.

CONCLUSION

The nature of 'non-print' collections and non-print legal deposit materials presents opportunities and challenges in considering access to, engagement with, and display of such works. As the National Publication Depository Centre for Malaysian publications, the NLM is committed to ensure the acquisition, recording, preservation, and the availability of the nation's published heritage materials. NLM guarantees that the electronic publications will be secured and accessible to the current and future generations of readers and researchers.

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PLENARY SESSION:
INTERNATIONAL LIBRARY PARTNERS' SESSION

LIBRARIES, ARTS, AND CULTURE: INSPIRE, INNOVATE, AND COLLABORATE

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International Federation of Library Associations and Institutions (IFLA)

Abstract

As we look to the future, we need to think about the characteristics of the world we want to build for future generations. The pandemic has highlighted that we need to address the deep divisions in our societies arising from unequal access to resources, tools, and information, which cause the disadvantaged to fall further behind.

We need an approach that gives every individual the means to live a successful and fulfilled life. To resolve this, culture should have a central place in policymaking; this is where the libraries come in. With over 430,000 public and community libraries, the world has a good, re-existing infrastructure for supporting a culture-led recovery. These are places where eople get access to materials and ideas, develop new skills, form new collaborations, and make the most of what digital technologies offer. They are gateways to further opportunities in the community and beyond.

Culture is essential to a more creative, innovative, and resilient recovery. To be more inclusive, everyone should be given the opportunity to develop their skills and capital to realize their potential. We need to work together to inspire, innovate, and collaborate.

PLENARY SESSION

COLLABORATING THROUGH CRISIS: WHAT LIBRARIES HAVE TO TEACH US ABOUT SURVIVING A PLAGUE

Emily Drabinski
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The Graduate Center, City University of New York

Abstract

As librarians, we are skilled in collaboration and cooperation. Sharing is at the heart of what we do. Despite the COVID-19 pandemic, librarians kept going to continue serving our communities. As the virus has isolated and separated us from each other through quarantine and closed borders, libraries have helped keep us all connected. What can libraries teach the world about sharing ideas and resources safely and equitably? Drawing on an analysis of libraries as infrastructure, this paper explores how our core functions as selectors, catalogers, teachers, etc. can contribute to information flow beyond our doors.

PARALLEL SESSION

A CHANGE OF PACE: THE SHIFTING ROLES OF LIBRARIANS AS SCAFFOLD AND SUPPORT IN THE ACQUISITION OF KNOWLEDGE IN THE NEW NORMAL

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Abstract

Libraries have played a significant role in education and in giving access to information and knowledge. Many users of the library see it as a place where books and other materials are kept and made available for use. However, the new normal has forced many libraries to revisit their roles to remain relevant and responsive in addressing the needs of the clients they serve. This qualitative research is aimed at describing the changing role of librarians as scaffold and support in the acquisition of knowledge in the new normal. Data were gathered from 10 selected studies on the roles of libraries from 1975 to 2021; and were organized through Creswell and Plano-Clark's qualitative analysis framework (2018) which is composed of four (4) stages: Deduction, Induction, Verification, and Emergence of themes. Using thematic analysis, data were analyzed in the light of the research objectives. Findings show that librarians in the new normal evolved into becoming collaborators, knowledge developers, content curators, trainers, and information managers. Based on the findings, it can be concluded that the role and performance of the librarians contribute to the emerging overall value of the library. This study recommends that librarians should continue to invest on capacity-building particularly on data curation, digital literacy, research, and collaboration.

Keywords: Changing Roles, Librarians, Change, Knowledge Economy, Thematic Analysis

PARALLEL SESSION

THE KALIBO MUNICIPAL LIBRARY AS A "THIRD PLACE"

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[1] Cozette M. Gregorios
[1,4] Rhea L. Espina
[1,4] Edmar T. Labrador
[4] Regina A. Maligad
[5]Maria Myrlena M. Villaruel
[1,6,7] Stephen B. Alayon

Abstract

This study was conducted to determine the perceptions of selected Akeanons of Kalibo Municipal Library, a public library, as a "Third Place" in terms of its physical facilities, services, and learning spaces. A descriptive research method using a survey questionnaire was administered to 74 respondents who utilized the library at the time of the study. Results showed that most of the respondents perceived the library as a place to study (83.8%) and a place to do homework (75.67%). It was found that 31% of the respondents visited the library once every month; and only 11% visited daily. Being accessible, an interesting, and a quiet place were the topmost characteristics of the library. Moreover, the respondents were satisfied to very satisfied with the facilities and services offered (83.78%) and the collections (91.89%) of the library. Books, Akeanon collection, electronic resources, and theses and dissertations were the top four preferred library materials and resources. The top five facilities and services needed by the users were the computers with Internet,reading areas, air conditioning, circulation of library materials, and Wi-Fi connection. The study consolidated the expressed comments and suggestions of the respondents to improve the library. The result of the study gives insight into the library's function as a third place. It can be used by LGU-Kalibo, Kalibo Municipal Library, and other public libraries to improve library facilities, services, and collections.

Keywords: Kalibo Municipal Library, Public Library, Third Place, Akeanons

1 College of Liberal Arts, Sciences and Education, University of San Agustin, Iloilo City
2 College Library, Northwestern Visayas Colleges, Kalibo, Aklan
3 Main Library, Aklan State University, Kalibo, Aklan
4 Learning Resource Center, University of San Agustin, Iloilo City
5 Kalibo Municipal Library, Kalibo, Aklan
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He finished both his Bachelor of Science in Computer Science and Master of Education (Mathematics) at the University of the Philippines in Visayas. He finished his Master of Library and Information Science at the Central Philippine University.

He is a registered Professional Teacher and Librarian in the Philippines. He served as the Executive Vice President of the Philippine Librarians Association Inc. (PLAI)–National Board of Trustees in 2015–2016, and President (2013–2014), and Vice President (2015–2016) of the PLAI–Western Visayas Regional Librarians Council. He is the President (2019–2020) of the International Association of Aquatic and Marine Science Libraries and Information Centers (IAMSLIC).

He held various awards such as PAARL Outstanding Academic/Research Librarian 2012; ASLP Citation Award for Excellence in Research 2013; PLAI Distinguished Service Award 2014; Severino I. Velasco Award 2017; Gawad sa Natatanging Laybraryan (Visayas) 2018 and 2020; and SLA Asian Librarian Award 2014. He is a fellow of the International Association for Social Science Information Services and Technology (IASSIST); and recipient of the American Chemical Society (ACS) Publications Travel Grant for Librarians (Asia-Pacific) in 2019. He is the PRC Outstanding Professional of the Year Awardee for Librarians in 2020.

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Volunteering for IFLA, she is currenly a member of IFLA's Reading and Literacy Standing Committee (2017–2021) and one of the corresponding members of IFLA Indigenous Matters Section. In April 2020, she was appointed as Board Member of the Intellectual Property Corporation of Malaysia (MyIPO). The School of Information Management (UiTM) also appointed her as industry advisor; and the National Library Malaysia appointed her as Mentor to ASEAN-INELI. She has presented more than 30 papers at national and international seminars and conferences.

She is also the Permanent Secretary for the Ministry of Welfare, Community Wellbeing, Women, Family, and Childhood Development.

ABOUT THE AUTHORS

CALILUNG, ROILINGEL

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He writes poems and short stories in Kapampangan and Filipino. He co-authored the book entitled Diwang Kayanakan Kawatasan Kapampangan, which was a finalist in the National Book Awards in 2013. He is one of the translators in Zoilo J. Hilario's Bayung Sunis published by the Komisyon sa Wikang Filipino in 2015. His poems "Crash" and "Pagnasan" have been published in Ubod (2016).

DRABINSKI, EMILY

She is the Interim Chief Librarian at the Graduate Center, City University of New York. She is also the editor of the book reviews section of College & Research Libraries; and edits the Gender and Sexuality in Information Studies, a book series of the Library Juice Press/Litwin Books.

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He is currently working as a Senior Librarian and a part-time lecturer at the University of Malaya (UM). He completed his Diploma in Information Management at Universiti Teknologi Mara (UiTM) in 2006. He later pursued his Bachelor's and Master's degrees at the same university in the years 2008 and 2011, respectively. In 2019, he finished Doctor of Philosophy (PhD) with specialization in Information Management (Work Design and Work Performance).

Having more than 12 years of work experiences with more than 30 article publications in the field of Library Science and Information Management, he has been conferred numerous awards. One of the most prestigious awards that he has received is the Malaysia Aspiring Librarian Award in 2015.

ABOUT THE AUTHORS

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He is a Library faculty member and the International Outreach Librarian at the California State University Fullerton. Since 1997, he provides library outreach and instruction to his campus' international students. He completed his Master's Degree in Library and Information Science (MLIS) at the University of California Los Angeles (UCLA) and TESOL Master's Degree (Teaching English to Speaker of Other Languages) at the California State University Los Angeles (CSULA).

Because of the diverse cultural populations in California, his research area is focused on cross-cultural comparisons of library services between countries. He has presented on his researches at library conferences in both the U.S. and Asia. He has written book chapters, journal articles, and a book.

He was the American Library Association's 2016 International Relations Roundtable Chair, and was a 2016 Fulbright Scholar teaching LIS in the Philippines (University of Santo Tomas and Philippine Normal University).

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She studied Bachelor of Library and Information Science at the University of Santo Tomas. She had been the Vice President of Library and Information Science Association organization that aims to develop knowledge about LIS by improving values and excellence. On August 2020, she transferred to the University of the Philippines Diliman, taking up the same program under LIS studies.

ABOUT THE AUTHORS

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As an Official of the International Relations Department of the National Library of Viet Nam (NLV) since 2013, she has managed the available international relations materials to develop new partnerships with other libraries and international organizations.

She had seven (7) years of experience in public relations in VietCapital Asset Management and Vietnam Competitiveness Initiative—USAID funded project as Office Manager and Administrative Assistant. She finished Bachelor of Arts in International Relations (International Studies) at the University of Social Science and Humanities, Hanoi National University; and an Master of Business Administration from the University Canberra, Australia. She joined the INELI-ASEAN Project because she believes that it will be a huge opportunity to improve in many aspects of the library profession through workshops, learning modules, and collaborations with other colleagues in the region.

MACKENZIE, CHRISTINE

She is President of the International Federation of Library Associations and Institutions (IFLA). She retired as CEO of Yarra Plenty Regional Library Service, Melbourne, Australia in 2016. She also became the Manager of Brisbane City Council Library Service, the largest public library system in Australia.

She has been very active in IFLA and was elected as the President from 2017 to 2019; and Treasurer from 2015 to 2017. She was a co-founder of INELI-Oceania, a program funded by the Bill & Melinda Gates Foundation that provided leadership training for librarians in Australia, New Zealand, and the South Pacific; and which sponsored the formation of the Pacific Libraries Network in 2018. She has been a member of the Australian Government's Public Lending Rights Committee; the Library Board of Victoria's Advisory Committee on Public Libraries; the Victorian Government's Ministerial Advisory Council on Public Libraries; the Executive of the Public Libraries Victoria Network; and a juror for the Intelligent Communities Forum. She has held a number of roles in ALIA including President from 2003 to 2004.

She was awarded an ALIA fellowship in 2008 and received the VALA Robert D. Williamson Award in 2012.

ABOUT THE AUTHORS

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He is currently a member of the Libraries, Archives, and Museums in the Community (LAMCOM) research group under the supervision of Dr. Andreas Vårheim. Prior to starting his PhD, he worked as a Digital Engagement Librarian in various public diplomacy and cultural centers, diplomatic missions, and embassies including the U.S. Department of State and Republic of Korea's Ministry of Foreign Affairs.

He finished his Bachelor's and Master's degrees in Library and Information Science at the University of the Philippines.

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ABOUT THE AUTHORS

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She is part of the Network of Emerging Filipino Library Innovators (NEFLI) Cohort I, a three-year leadership training. As one of the innovators, she earned the Highest Honors Award (Top 3), Most Participative Innovator, Most Collaborative Award (Team Vanguards), and Best Team Award (Team Vanguards).

NAGAS, MICHAEL

He is the Officer-in-Charge of the San Fernando City Library. He has started working in the library since 2002. He is a graduate of Bachelor of Science in Office Administration; and is currently finishing his Master's Degree in Library and Information Science.

He received the following awards and recognition: 2020 Gawad Parangal sa Natatanging Nanunungkulang Tagapaglingkod ng Pampublikong Aklatan (1st placer); 2019 Gawad Parangal sa Natatanging Tagapaglingkod ng Pampublikong Aklatan (2nd placer) under the Non-professional Category; and 2016 Public Library Poster Exhibition and Competition (4th placer) during the National Conference of Public Librarians.

He is also one of the innovators of the Network of Emerging Filipino Library Innovators (NEFLI); and one of the online storytellers during the 30th National Library Services and Information Science Month and 86th National Book Week. Recently, he received the Gawad ng Country Representative ng The Asia Foundation Award.

ABOUT THE AUTHORS

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ABOUT THE AUTHORS

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He is the current head of the Cagayan Provincial Learning and Resource Center, formerly known as the Cagayan Provincial Public Library, which is situated in Tuguegarao City, Province of Cagayan. He is a graduate of Political Science in 2003 and Library Science in 2006 respectively. He is also a graduate of two (2) master's degrees: Master in Public Administration and Master in Library and Information Science. He is a professor of Library and Information Science; and a graduate school profession of Public Administration at the University of Saint Louis.

He was the former Director of Libraries of the University of Saint Louis from 2007 to 2014. He was the former Executive Vice President from 2013 to 2014; and the President of the Philippine Librarians Association Inc. (PLAI) National Board of Trustees from 2017 to 2018. During his time as PLAI President, the National Board of Trustees was able to seek approval on the use of RL, the abbreviation after every after librarian's name to mean Registered Librarian.

He was also instrumental in organizing the Librarians Leadership Convergence where leaders of the different library associations gather together to discuss issues and concerns about the practice of librarianship in the country. Currently, he is the founding President of the Cagayan and Kalinga Apayao (CaAKAp) Librarians Association Inc., established in 2006. He also served as the Vice president of the Association of Librarians in Public Sector from 2015 to 2016.

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ABOUT THE AUTHORS

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She received her Bachelor's Degree in Library and Information Science in 2004 and joined the National Library of Thailand in March 2013.

As a librarian, she is responsible for providing training and development activities that match the staff's career development objectives. One of her responsibilities includes publishing the National Library of Thailand Journal—a semi-annual publication, which gathers articles related to Library and Information Science, Social Science, Linguistics, and History—written by professionals and distributed to government libraries and university libraries all over Thailand.

Recently, she has been involved with a CSR project called the National Library Network – Reading Development Activities.

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She received her Bachelor's Degree in Library and Information Science in 2004 and joined the National Library of Thailand in March 2013.

As a librarian, she is responsible for providing training and development activities that match the staff's career development objectives. One of her responsibilities includes publishing the National Library of Thailand Journal—a semi-annual publication, which gathers articles related to Library and Information Science, Social Science, Linguistics, and History—written by professionals and distributed to government libraries and university libraries all over Thailand.

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She supervises the publication of the official newsletter of the library entitled the Quezonian. She has also published research works such as the "QC Milestones That Shaped a Great City" and the "History of QC Barangays: Journeys to the Early Beginnings of the History of QC Barangays."

She is currently the President of the Association of Librarians in the Public Sector (ALPS) and a member of PLAI.

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She joined the working force of Benguet Provincial Library in 2008 as Librarian I, who is responsible for the management of information and various resources of the library, for locating and utilizing information, and for updating the library website and OPAC. She holds a Bachelor of Secondary Education Major in Biology; and Master of Library and Information Science and Master of Science in Biology. She is a registered librarian.

She is actively involved in various library organizations; and conducts seminars/workshops on basic library organization and management to the barangay and municipal librarians of their province.She joined the working force of Benguet Provincial Library in 2008 as Librarian I, who is responsible for the management of information and various resources of the library, for locating and utilizing information, and for updating the library website and OPAC. She holds a Bachelor of Secondary Education Major in Biology; and Master of Library and Information Science and Master of Science in Biology. She is a registered librarian.

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ABOUT THE AUTHORS

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She is a graduate of Bachelor of Library Science and Master of Library Science with specialization in Archival Studies from the Institute of Library Science (now called the School of Library and Information Studies), University of the Philippines Diliman.

She first worked as librarian at the Board of Investments, then as Documentation Officer at the Bureau of Foreign Trade and Economic Information Specialist at the National Economic and Development Authority.

From 1989 to 1992, she worked as an Archivist; then as a Director II (1992-2005) at the Legislative Archives Service of the House of Representatives. In 2005, she was promoted as the Executive Director (Director V) of the Congressional Library, a position she held until her retirement in 2018.

Her involvement in the national archival scene started when she became an ExeCon Member of the National Commission for Culture and the Arts–Committee on Archives in 1997, and an Officer of the Society of Filipino Archivists.

She is an advocate of disaster preparedness in libraries and archives. She has lectured and conducted workshops among NCR librarians during her stint as officer of PLAI-NCR from 2013 to 2014.

As an archivist, she was a Founding member of the Southeast Asia Pacific Audiovisual Archive Association, became the Chair of its Education Committee (2004–2008) and represented the organization in the Task Force Meeting of the Coordinating Council for Audiovisual Archive Associations (CCAAA) on Training and Professional Development of Audiovisual Archivists, London, U.K. (January 17–18, 2006); President of the Society of Filipino Archivists (2007–2010); Vice Head of the National Commission for Culture and the Arts–National Committee on Archives (2004–2010 and 2014 to present); Member of the Unesco Memory of the World National Committee (2007–2010); consultant, Vice President Salvador H. Laurel Personal Papers (2008–2011), Jorge Vargas Research and Filipiniana Center, University of the Philippines (2013–2014); consultant, Purita Kalaw Ledesma Foundation (2018); and a Senior Lecturer, Archives Track at the School of Library and Information Studies, UP Diliman.

ABOUT THE AUTHORS

As a librarian, she was President of the Philippine Group of Librarians (2007–2009) and an adviser (2010–present); Vice President for Asia of the Association of Parliamentary Librarians in Asia and the Pacific (2015–present); and a part-time faculty at the Library and Information Science Department, Virgen Milagrosa University Foundation in San Carlos City, Pangasinan, a province north of the Philippines.

Her involvement with the Philippine Librarians Association, Inc. are as follows:

• President, 2019–202I
• President, PLAI–National Capital Region Librarians Council, 2019–2020
• Treasurer, 2017–2018
• Vice President, PLAI–National Capital Region Librarians Council, 2017–2018
• Chair, House Delegates, 2013–2014 (worked on amendments to the PLAI By-Laws)
• Treasurer, PLAI- National Capital Region Librarians Council, 2013–2014
• Chair, National Book Week Celebration Committee, 2013
• Auditor, 2003–2004
• Chair, Fellowship Committee, 2003
• Secretary, 2002
• Chair, Invitation/Program Committee, National Book Week Celebration, 2002

SILVERIO, ROCHELLE S

She graduated Cum Laude at the UP School of Library and Information Studies (SLIS) in 2005. Subsequently, she garnered the top spot during the 13th Librarian Licensure Examination of the same year.

Born in Valenzuela City, she serves Valenzuelanos as the Chief Librarian of the Pamantasan ng Lungsod ng Valenzuela and the Librarian-in-Charge of the Valenzuela City Library. She is also a lecturer in UP SLIS, teaching children's literature and young adult literature courses.

At present, she is taking her PhD in Reading Education at the UP College of Education and was part of the three-year NEFLI Leadership Program of the National Library of the Philippines. She was awarded with the Best Research Award by PAARL for the paper When Visitors Turn into Volunteers: Exploring the Connection of User Experience and Volunteerism in a Local University.

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She is a Professional Librarian, Head of ISBN, ISSN, and Press Act Division, Information Recourses Service Group, National Library of Thailand. She promoted and organized the program of "ISBN, ISSN, and Press Act Conference in Thailand 2020" and "User's Guide for ISBN, ISSN, and Press Act Service of the National Library of Thailand (Thailand and English Versions)." She was a Librarian for Foreign Affairs at Library Research and Development Group of the National Library of Thailand from 2013 to 2019.

She graduated with a Master's Degree in Library and Information Science (LIS), Ramkamheng University, Bangkok in 2017. At present, she is currently pursuing higher education at the Law School of Sukhothai Thammathirat University in Bangkok.

She is also the Vice President of the ASEAN Public Libraries Information Network (APLiN). From 2016 to 2018, she was one of the innovators at the collaborative project team, the International Network of Emerging Library Innovators–Association of Southeast Asian Nations (INELI-ASEAN). She was a coordinator of the 2nd Convening of the Network of Emerging Filipino Library Innovators (NEFLI) Program, in partnership with the National Library of the Philippines.

TORIAGA, JILLIE ELLAINE CARDINALES

She is a registered librarian and a graduate of Bachelor of Library and Information Science from the University of San Agustin, Iloilo City.

Currently, she is working as a Librarian at the Aklan State University. The study entitled "The perceptions of Akeanons to Kalibo Municipal Library as a third place" is her undergraduate thesis that was awarded "Best Thesis Proposal" in the 1st KASANAG Research Fair and Conference at the University of San Agustin.

ABOUT THE AUTHORS

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She is Director General of the National Central Library, a position she assumed in December 2010. Prior to joining the NCL, he was full-time professor of the Department of Library and Information Science, Fu Jen Catholic University. She also serves as Director of the Centre for Chinese Studies established by Ministry of Education. From 1998 to 2009, she was Director General of Taipei Public Library. She also received the Distinguished Civil Servant Award, the highest honor for civil servant in Taiwan, in 1999 and "The ETD Leadership Award" of NDLTD" in 2016.

In December 2011, she was chosen as President of Library Association of the Republic of China (Taiwan) for the term 2012–2013 and was invited to be a member of 2018–2020 Board of Directors, NDLTD.

She is also a Chair Professor of the Department of Library and Information Science, Fu Jen Catholic University, Adjunct Professor of Graduate Institute of Library, Information and Archive Studies, National Chengchi University and Graduate Institute of Library and Information Studies, National Taiwan Normal University. She has extensive experience in library building, public library management, international cooperation, collection development, TQM, planning, reading promotion and children's services. She has also published extensively in the field of library and information science.

ABOUT THE AUTHORS

UMAM, CHAERUL

He has worked in the National Library of Indonesia as an Analyst for eight (8) years and has just begun his career as a Librarian. He had served as a member of the Congress of Southeast Asian Librarians (CONSAL) Secretariat-General (2010–2012). He has also been involved in various organizations, including the Indonesia Digital Library Conference (2009–present).

He earned his Bachelor's Degree in English Literature from the State University of Jakarta in 2007. He took his Master's Degree in Library and Information Management from the University of South Australia in Adelaide in 2014. His informal education includes a short course on Digital Library Practices and Information Technology Application for Knowledge Management in India (2010), Library Services and Management Training (2010), and Translation Training (2009). He was one of the speakers at the IFLA World Library and Information Congress: 81st IFLA General Conference and Assembly in Cape Town, South Africa, in 2015.

VÅRHEIM, ANDREAS

He is a Professor of Library and Information Science at the UiT The Arctic University of Norway. His research interests include information policy, public library policy, community resilience, social capital, welfare state institutions, immigration, historical institutional theory, and political economy.

He currently spearheads the Libraries, Archives, and Museums in the Community (LAMCOM) Research Group at the UiT The Arctic University of Norway that focuses on how public libraries, archives, museums, Sami and other indigenous and minority community documentation centers develop and implement new community-oriented strategies, priorities, models of cooperation, working methods, and community activities. LAMCOM research group has been a core partner of the international research project called the ALM-field Digitalization and the Public Sphere (ALMPUB), funded by the Research Council of Norway and supported by various libraries and university partners from Denmark, Germany, Finland, Hungary, Sweden, Switzerland, and the United States.

ABOUT THE AUTHORS

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She is a licensed librarian and a teacher by profession. She is finished Bachelor of Secondary Education Major in Mathematics and Library Science at the West Visayas State University (WVSU), La Paz, Iloilo City; and gained a Master's Degree in Mathematics Education at the University of Iloilo (UI) in 2007.

She first worked as teacher-librarian at the Colegio de las Hijas de Jesus (CHJ) in Iloilo City for two (2) years. She also worked as a school librarian at the Northern Iloilo Polytechnic State College (NIPSC), Batad Campus, Batad, Iloilo for almost 15 years. Currently, she is a Municipal Librarian at the Kalibo Municipal Library in Aklan.

She is a member of Philippine Librarians Association, Inc–Western Visayas Region Librarians Council (PLAI-WVRLC), Kalibo Council for Culture and Arts (KCCA), Aklan Council for Culture and the Arts (ACCA), Aklan Historical and Cultural Society, Inc. (AHCSI), and the Cultural Mapping Team of the Municipality of Kalibo.

ABOUT THE AUTHORS

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She is the Vice President of the Thai Library Association, and Vice President of International Library and Information Science Society, and President of the Thailand Literacy Association.

She holds a Bachelor of Arts in Library Science, Bachelor of Information Technology in Business Information Technology, Master of Arts in Library Science, and Master of Science in Information Technology from Thailand; and Doctor of Philosophy in Library and Information Studies from the Loughborough University, United Kingdom.

She has authored more than 20 books in library and information sciences.

WONG, PATRICIA "PATTY"

She is currently the President of the American Library Association; and has been the City Librarian of the Santa Monica Public Library since March 2017.

In her 34-year career, she has held positions throughout CA at Yolo County Library, Stockton-San Joaquin County Public Library, Oakland Public Library and Berkeley Public Library, and Oakland Unified School District. Her works related to managing change, equity and diversity, youth development; developing joint ventures and collaborations between public libraries and community agencies; and organizing fundraising have been published in a number of journals, conference proceedings, and edited collections.

She has been an active leader of the American LibraryAssociation for 35 years. She is a Library Journal Mover and Shaker, recipient of the ALA Equality Award (2012), Faculty of the Year, and Woman of the Year in her voting district.

In addition to her role as board member for a number of non-profit institutions, she is also adjunct faculty for the iSchool at San Jose State University where she has taught hundreds of students since 2004 to serve young people and write grants to benefit local and regional communities and make the world a better place.

ABOUT THE AUTHORS

YAHAYA, MUHAMAD AFIQ FAISAL

He is currently working as a Biotechnology Lecturer at the Manipal International University (MIU). He completed his Bachelor of Biotechnology Industry (Hons) at the Universiti Selangor (Unisel); and his Master's Degree in MSc Medical Virology at the University of Manchester, UK. He is currently finishing his PhD in Pharmacology and Toxicology at the Universiti Putra Malaysia (UPM).

Having more than 5 years of working experiences in the sector of academia, business and developmentm and marketing, he has been conferred the Professional Technologist (PTech) by the Malaysia Board of Technology (MBOT). He also has published a number of high-impact journals; and has presented his researches in both local and international conferences.

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