



# UNIVERSITY OF MAKATI LIBRARY LEARNING COMMONS



Directional Signages



Multitude of Library Resources

Enabling Learning with

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The LLC Admst Covid-19- Reflections

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## UNIVERSITY OF MAKATI ADMIN. BUILDING



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# OUR MISSION

The UMAK LLC aims to continue providing and maintaining the information currency concerning instruction, research, and library community service of the University on knowledge development.



# OUR VISION

The UMAK LLC envisions to provide a world class library learning environment for quality library management and delivery of Library programs and services, research, and library community extensions services with the different sectors of the University for efficiency and effectiveness

# OUR GOALS

- Become effective consumer of information by providing acces to quality library resources in all formats
- Equip with technical skills in the search for information sources with appropriate advance technologies
- Develop student's critical thinking and information literacy skills in support of their outcome and personal attainment
- Repurpose and refurbish the library space as a Learning Commons
- Provide proactive and participatory user reference and information services, by providing information services that are highly customized and targeted to their greater needs
- To support the professional development of its staff







# INTRODUCTION

It is with great pleasure that I present the Library Learning Commons (LLC) Annual Report A.Y. 2021-2022. I set forth the insightful and innovative ways that the LLC has added value to the University of Makati (UMak) in response to the Higher Education Institutions (HEI) calls for academic libraries in the Philippines to be ready for the 21st century in support of the outcome-based education program serving the millennial generation. We, the entire LLC Team, always strive hard to improve the library in terms of facilities, collections, and services as aligned with the aspirations and diverse endeavors of students and faculty across our beloved University. This Annual report provides a summary of achievements, progress, and plans for further development in the upcoming academic year 2022.

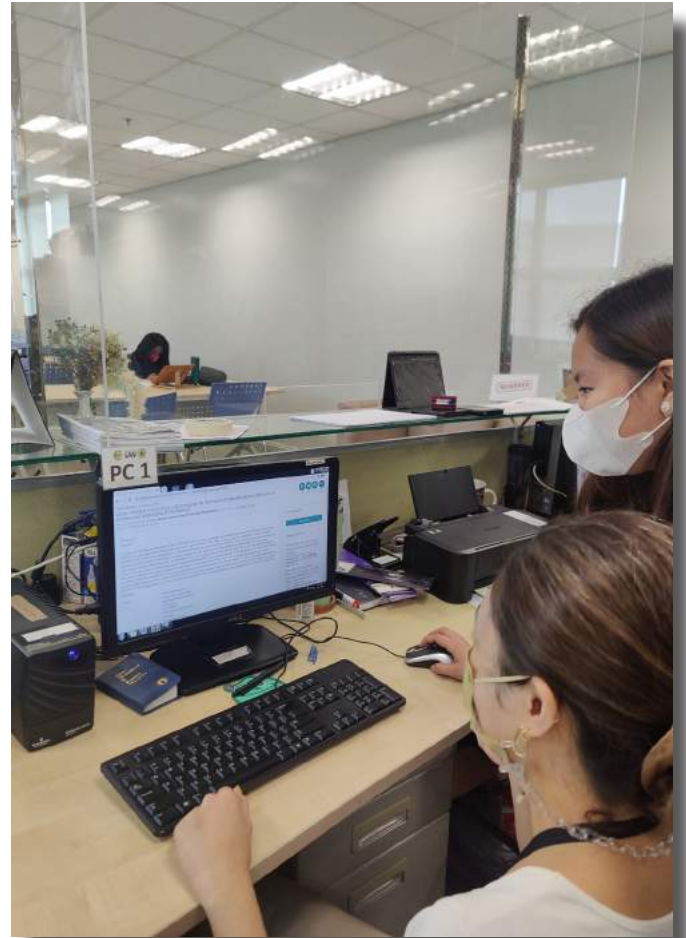
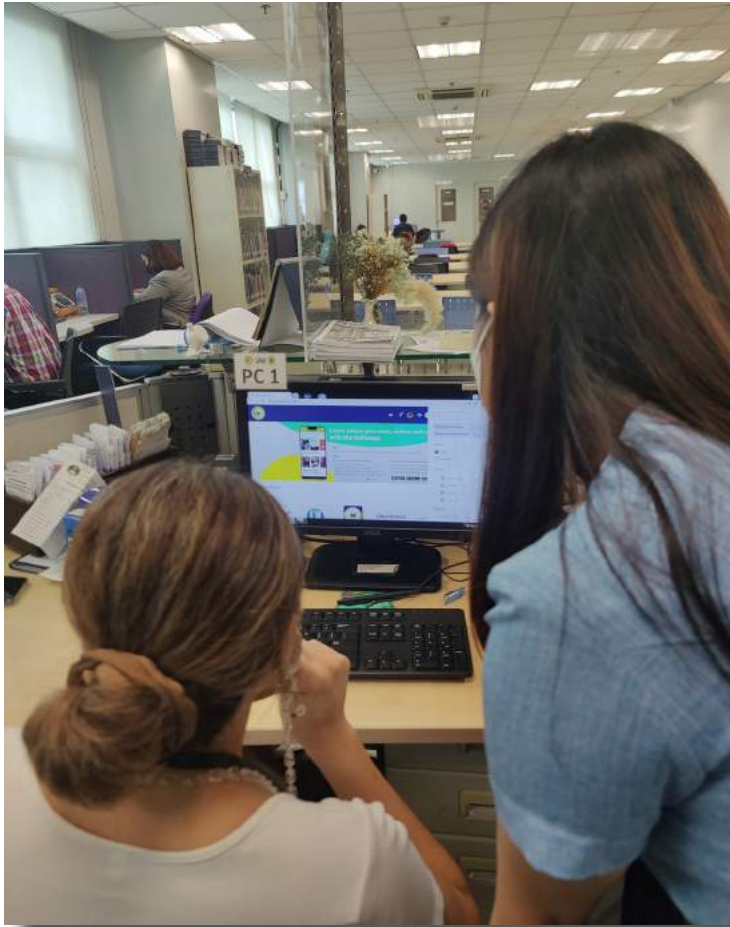


**Ms. Jennifer J. Laluna**  
Director, Library Learning Commons

# ABOUT US

The University of Makati Library Learning Commons Exists to primarily to support the University of Makati goals and objective. Generally, it aims to render committed and updated library services to the University of Makati Community.





# The UMaK digital library(UDL): The way to empower UMaK researchers

Extending access to the materials available in the Library Learning Commons (LLC) to our remote users amid a pandemic is considered the most significant challenge the LLC has to hurdle. Remote library service was one of the sought-after alternative ways to deliver library services effectively.

The call for a responsive and flexible library service that could cater to technology-based information exchange and retrieval has prompted the LLC to acquire a digital library that will cater to and facilitate patrons' needs. Thus, obtaining the

robust digital platform becomes a significant LLC development concerning delivering remote access library services where the UMaK community can read and borrow the ebook anytime and anywhere.

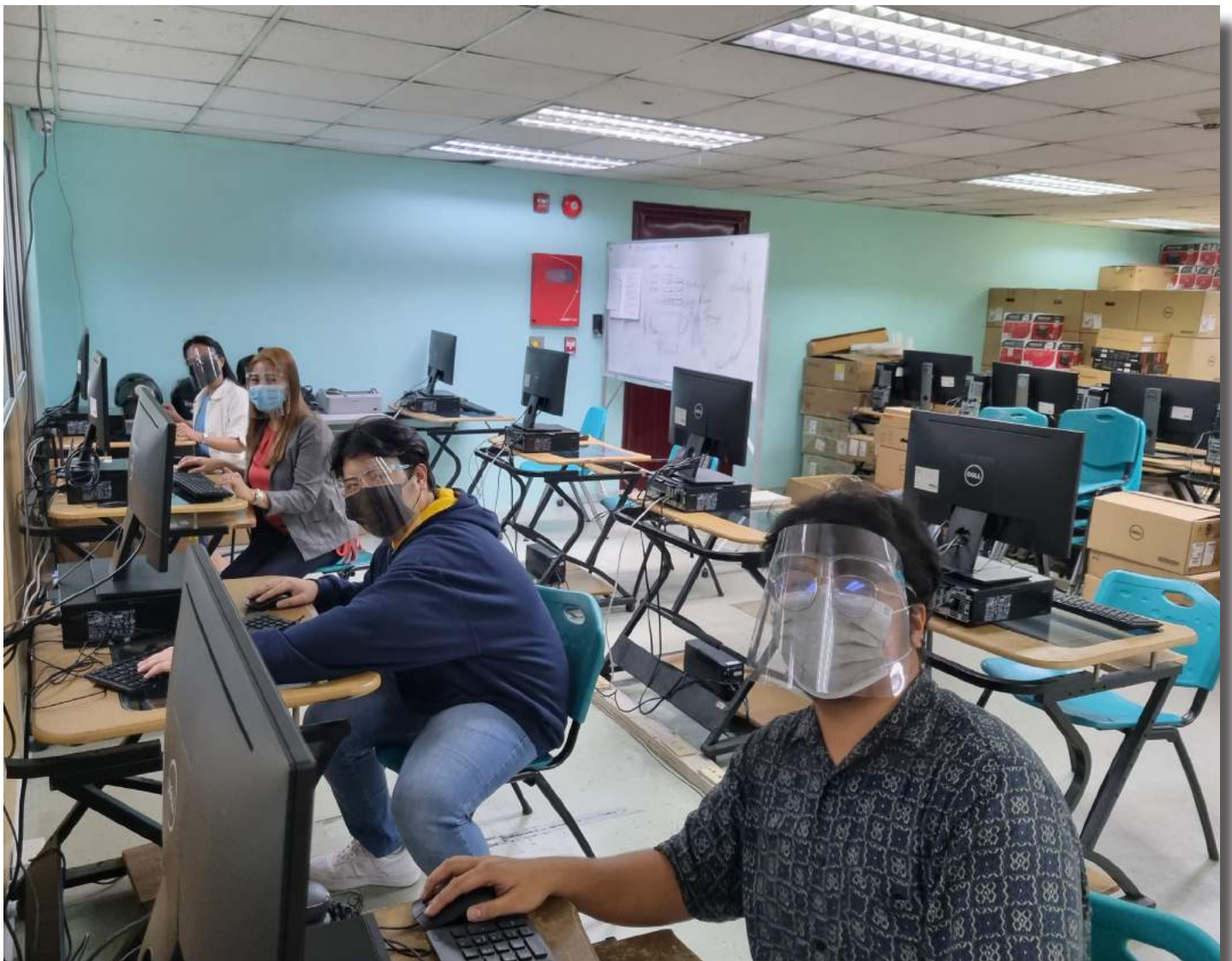
To walk through the digital platform, the LLC conducted the first session of webinars with collaborations with some of the ODILO's experts as resource persons. The librarians' coordinators facilitated and became resource persons for the succeeding sequence of webinars scheduled from May 10 to 25, 2021, and attended by 50 to 100 participants per session.



Furthermore, the Office-In-Charge, Ms. Jennifer J. Laluna, spearheaded the two-day learning-by-doing webinar training titled: “Transforming the Traditional Library Beyond Recognition” via the Google Meet platform. The central objective of the webinar is to empower the UMaK researchers to do academic research more effectively where the information can be accessed without friction. The event was hosted by Ms. Janella T. Sahagun, the LLC Procurement Librarian Coordinator, and Mr. Ryan Carl B. Salas, the LLC Technical Head Librarian.

The said event cannot be more successful without the collaboration of Mr. Cloyd Cunanan, the Odilo Regional Sales Manager for Asia-Pacific, the invited

resource speaker on two executive days which were held on May 27 & 28, 2021. As expected, there is a significant increase in the registered utilization of LLC Digital which became a remarkable notice among Ched assessors during the Regional Quality Assessment Team (RQUAT) visit. Having known that the UMaK community gained comprehensive knowledge of the functions and features of the LLC Digital Interface based on utilization means that the LLC team as a whole successfully transform the UMaK community into a digitally agile society where the learners become adaptable, and easily flexible during this turbulent time that the demands for rapid change of innovation is a call for a solution.





# The LLC Librarians in a digital agile herons society

The uproar of the covid-19 pandemic changed the practices and culture of the LLC. It drives the LLC Team to think outside the box and find ways to cultivate itself to the changes in circumstances and time. The new breed of tools allows UMak Community to be more in control of their academic work and access resources without barriers. The faster technology changes, the quicker the LLC Team responds to issues and finds solutions faster.

The acquisition of LLC Digital changes the librarian's image drastically. The LLC Digital project initiation is one of the highly effective tools to entice users to patronize credible sources of information in their research and studies. It is seamless access to all subscribed databases and other electronic resources on one platform. As the image of LLC has changed due to innovation tools, so has the librarians' role. Librarians' role has evolved and gone beyond the custodian of resources. Today, with the advent of technological tools, librarians have assumed the role of educators and informationists to teach their patrons how to locate information both in the conventional setup and over electronic networks. The LLC librarians participated in delivering library instructions across colleges and became the platform system experts. As the informationist, the LLC librarians utilize different websites to provide current awareness of global events to the UMak community through LLC informative video clips. Lastly, through Selective Dissemination Service (SDI), the LLC librarians become the partner of the researchers by providing necessary specified information, articles, and other resources using technological tools. The 21st-century image of LLC Librarians is undeniably remarkable towards the incoming ICommons setup that will be ready to face the incoming digital generations.





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# ODILO

The LLC Digital Library (ODILO) is the leading provider of the platform for reading habit development and reading & writing advancement. ODILO is considered by many as the "Netflix for Education".

<https://knowledgeumak.odilo.us/>



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# ProQuest

ProQuest Central provides access to databases across all major subject areas under University of Makati's subject curriculum including business, health and medical, social sciences, arts and humanities, education, science and technology, and religion.

<https://search.proquest.com/?accountid=203090>



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# ProQuest Ebook Central

Ebook Central is a database that makes it easy to manage discovery, selection, acquisition, administration, and reporting all in one place. It gives students, faculty, and researchers seamless and immediate access to the ebooks.

<https://www.proquest.com/ebookcentral/fromDatabasesLayer>



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# MyLegalWhiz

MyLegalWhiz is a pioneer in providing legal intelligence and research assistance on any mobile or computer device. It is currently the fastest growing legal research technology in the country and has pioneered an on-demand concierge legal research assistance service known as LEATM (Legal Engineering Assistance).

<https://web.mylegalwhiz.com/>



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# eSCRA

eSCRA is the online library of the annotated Supreme Court Reports with the complete decisions from 1901 to the present.

<https://central.com.ph/eskra/>



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# OXFORD UNIVERSITY PRESS

Oxford University Press (OUP) publishes the highest quality journals and delivers this research to the widest possible audience. It publishes over 450 journals in the field of humanities, social sciences, law, science, and medicine. OUP is the largest university press in the world and the second oldest.

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# Directional Signages

A study conducted by Ibrahim and Sakiyo at the university libraries in the North East Zone of Nigeria revealed the significant impact of library aesthetics on the increased utilization rate of library visits. In reference to that notion, as the heart of the university, the LLC strives not only to achieve an aesthetically pleasing, comfortable, and pragmatic learning space but also targeted communication tools with the UMaK community that can promote library events, programs, outlines library policies and provides directions to library materials and facilities. The communication direction tool is known as “Library Signages.”

In June of 2021, the LLC unveiled its newly installed signages. After a series of planning, consultation, designing, budget defense, and revising, the LLC was able to procure thirty-seven signages with six sets of 2-sided hanging: Property Counter, Disability Resource Section, Theses & Dissertation, Enlightenment Zone, E-Library, Faculty Nook; six sets of 3-sided hanging: Synergy Space Facility, Periodicals, Discussion Zone, Meditation Zone, Technical Section, Collaboration Space Facility; sixteen sets of shelves label for 12 colleges; and 32 column signages: Shelf Guide, Library Services, and the Digital Resources.







1) To help users orient themselves upon entering the library and work out where they need to go next.

2) To help a user find the library area that is relevant to their visit discussion section, a quiet study area, and so on.

3) To help a user navigate specific parts of the library collection, including print, non-print, and other interesting sections.

As the LLC moves toward a 21st-century library, where exploration, creation, and collaboration are highly encouraged and supported, the LLC ensures its stakeholders take the necessary measures to provide comfortable, appealing, adoring, conducive, and optimum library experiences for its users. The installation of library signages will add value to the library and enhance users' experience and patronage.



# Enabling learning with multitude of library resources

The Library Learning Commons has consciously recognized the intricate and distinct styles of acquiring and assimilating knowledge and information of 21st-century learners. This year, the LLC has procured 63 audiovisual materials to complement the library's existing print collection. This initiative will ensure that the LLC would meet our users' varying needs, especially

those who acquire knowledge and understanding through multiple impressions perceived through the eye, ear, and touch.

The Library Learning Commons cannot overemphasize the importance of audiovisual materials in students' teaching and learning processes. This endeavor will continue until we reach our target to exceed the different accrediting bodies' minimum requirements.





Below is the list of colleges that were able to acquire audiovisual materials:

COLLEGE OF COMPUTER SCIENCE (CCS): 1

COLLEGE OF CONSTRUCTION SCIENCES AND ENGINEERING (CCSE): 15

COLLEGE OF SCIENCE (COS): 3

COLLEGE OF TOURISM AND HOSPITALITY MANAGEMENT (CTHM): 2

CENTER FOR HUMAN KINESTHETICS (CHK): 27

COLLEGE OF MARITIME AND LEADERSHIP INNOVATION (CMLI): 5

COLLEGE OF EDUCATION (COE): 1

GENERAL EDUCATION (GE): 9



## **Legal education board technical working group on the drafting of manual for law school librarians**

**M**s. Jennifer J. Laluna, the Officer-in-Charge of the Library Learning Commons, was amongst the librarians commissioned by the Legal Education Board to draft the Manual for Law School Librarians. Law libraries are considered one of the most intricate and complex types of libraries. Hence, a law library needs to have a comprehensive, dynamic, and flexible set of standards to provide them with guidance.

The inclusion of Ms. Laluna is a monumental achievement for the LLC because it provided a getaway for the LLC OIC to share her expertise and contribute to the development of the law libraries and librarians in the Philippines. The LLC takes pride in producing competent librarians who pave the way for transformative, proactive, and dynamic library policies and standards. Ms. Laluna emphasizes the need for academic law libraries to adapt, evolve, and remain responsive to ensure that law libraries remain relevant today and in the future.





The cover features a grayscale photograph of the School of Law building at the University of Makati. In the top left corner, there are two logos: the University of Makati Library Learning Commons logo and the School of Law logo. The text "SCHOOL OF LAW" is written in large, bold, white letters across the middle of the building. Below it, "Library Learning Commons" is written in a slightly smaller, white font. At the bottom of the cover, there is a solid orange horizontal bar with the text "OPERATIONAL AND POLICY MANUAL" in white, bold, uppercase letters.

# The LLC Amidst Covid -19: the reflections

In response to the challenges that the COVID -19 brought digital libraries into the limelight since the pandemic outbreak in 2020, the LLC tracks records of the digital service effectiveness amidst pandemics—reflecting on the onset of the pandemic to the present. In 2021, the LLC actively adjusted to the unprecedented period and continued delivering online services to its patrons. In addition to the instant response to the pandemic, the LLC has been taking measures by adapting its current practice and conducting new initiatives concerning digital services, provision of the subscribed databases, video clips tutorials, free e-Textbooks, and listings of Open Educational Resource (OER) materials.

## JUNE 2020

The LLC provided initiative in developing listings of Open Educational Resources accessible via institutional email. The project can be both done in work from home and onsite work scheme (Memo 2020-015). Furthermore, the LLC made a short video clip to raise awareness of the prevention of COVID-19. It paves the way for a “new normal” set-up to be considered in the library (<https://fb.watch/dxjqHdGlma/>).

## JUNE 2021

The LLC has gradually shifted its focus to internet-based information services, web-based digital resources, and electronic and multimedia sources to address the pressing issue of providing library services amid the pandemic. From that transformation, out of 9,667 students enrolled in UMaK, 8,107 or 59 percent of students utilized the subscribed databases. ProQuest is the most consulted database (51%), followed by eSCRA (.04%), MyLegalWhiz (.008%), LLC Digital (.007%), and the rest of the percentage are from the online reference, Selective Dissemination of Information (SDI) Service, and Book Delivery Service.







# ANALYSIS: LLC new role in academe realm

Before the onset of the pandemic, the LLC embarked on providing online services, which became the reason for subscribing to the databases beginning in 2019. Still, the project will take effect in the first quarter of the Academic Year 2020. However, the Covid 19 was attested by the World Health Organization (WHO) on January 30, 2020, and by March 24, 2020, the WHO pronounced the emergency a pandemic (Jegade, 2020); thus, University closures affected the academic community's activities globally. These challenges have significantly affected libraries' roles of facilitation and support to the Universities to attain their academic objectiveness. Even though the libraries are close to physical contact, it does not mean they are not providing services through online and virtual/remote approaches. LLC provided subscribed database pathfinders utilizing LLC's Facebook official page account to reach students remotely. The subscription link aids the UMak community in the difficult situation, rising out of physical classes suspension and LLC physical closure due to the COVID-19 lockdown.

## JULY TO SEPTEMBER 2020

E- b o o k downloading from reliable open sources, attending database product presentation orientation, and assessing databases available on the market were the few but essential matters attended by the librarians. The visibility of the librarians in delivering service and resources was undeniable even in a skeletal work scheme with a limited wifi bandwidth.



## JULY TO SEPTEMBER 2021

The actual online summer class and university employee usage rate for July was 1,643 (11.95 percent). Based on the given data, the low point in frequency for the rating since the current setting was due to the academic break and the end of the academic year 2020-2021 with the in-house borrowing and selective dissemination of information services were only a few services done during the continued visitation restriction in UMak. However, by mid-September, the LLC statistics data identified an upward pattern from the frequencies of the digital library with 160,934 number of searches in a ProQuest Central followed by Mylegalwhiz with 3,663 searches and 7,140 cases viewed by the students.



## ANALYSIS

### Innovative service: the new opportunities to learn

When Covid -19 entered the scene at the beginning of 2020, the LLC had been operating its services in a unique model that it had never practiced. The innovative services stipulated in the operational manual concerning e-transformation, social media, selective dissemination services, and photo me were LLC's reinvented services refueling students' life and possible engagement with the UMak academic community in a time of uncertainty. In contrast to Mehta, Wang, and Xiaocan (2020) findings, the global pandemic has impacted digital library services, for some assumed that the global pandemic has created real barriers affecting abilities to perform jobs. However, the LLC looked at it from a positive point of view where other library services were explored that benefited the UMak community. Some challenges have opened the door for library personnel to learn, become more equipped with technologies, and be creative and collaborative.



# OCTOBER TO DECEMBER 2020

After the seven months had passed since the announcement of the covid-19 outbreak, the LLC strengthened its presence in the online world to provide dedicated and unwavering support UMak community. Thus, the UMAK Librarians did their best to respond to these educational needs through the following:



1. Selective Dissemination of Information.
2. Book Delivery Services.
3. Open database pathfinders.
4. LLC Digital (ODILO) database presentations and other subscribed databases (series webinars)
5. APA citations posts.
6. Tips and techniques for students to cope with COVID-19-related stress.

The LLC's innovative services reached out to the UMak community remotely with a noted number of registered utilization.

# OCTOBER TO DECEMBER 2021

Libraries started to search for options that could make services reach the people and help them in their research as well academic pursuits and at the same time get them engaged in some way. The LLC had already started the ICT-oriented services gradually even before the pandemic. However, digital agility innovations are being explored thoroughly due to the change in teaching modality. The LLC's requirement to remain active but not physically open by utilizing various alternative means became essential with the onset of the pandemic. From October to December, ProQuest has the most consulted databases with 338,259 searches, LLC Digital with 4,655 searches, and 4,464 for MyLegalWhiz with the most extensive activity features.



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# ANALYSIS

## New normal priority project and beyond

The LLC provides quality resources to students, thereby strengthening the teaching-learning process. Digital infrastructure and funds are inevitable in the “new normal” setup. LLC prioritized the digital remote access projects and subscribed e-resources, thus expanding the online services concerning databases, e-books, e-journals, etc. Furthermore, other innovative services are also explored to reach out to the UMaK community remotely.



## Conclusion:

The gradual increase in database utilization can be attributed to the drastic shift of users to digital resources due to the closure of the libraries in compliance with the guidelines and restrictions given by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases. The LLC has placed several consequential innovations to keep the LLC services afloat amid lockdowns. The year 2021 has unraveled many opportunities for the LLC, thus anticipating increased utilization in 2022 as we continue investing heavily in electronic sources to navigate this pandemic swiftly.

Possibilities and Flexibilities are the keys to continuing library service under the new

normal. Undoubtedly, academic libraries in different countries and regions have different strategies to support their users in the best way possible. To end on a positive note, COVID-19 provides a unique opportunity for academic librarians to rethink their key roles and core values in supporting the teaching and learning of their universities during this very challenging time. This unprecedented scenario opened the eye of many libraries and their associations. It made them rethink how the services could be provided to the users when a similar situation arises. The formulation should be like that, making it possible for the libraries to be prepared to work flexibly through any circumstances or difficulties, both online and onsite.







# Employee Promotion

The University of Makati New Management Committee (UMak ManCom) spearheaded by the OIC President, Dr. Elyxzur Ramos values the importance of sustaining, retaining, and promoting competent employees. The UMak ManCom firmly believes that people are inevitable and indispensable to a

university's success. Hence, the UMak ManCom ensures that every employee is rewarded and acknowledged for their hard work, perseverance, consistency, and commitment.

In 2021, Mr. Ryan Carl B. Salas, the Technical Services Head Librarian, and Ms. Janella T. Sahagun, the Procurement Coordinator Librarian, were promoted from Librarian 1 to Librarian 2. Ms. Sahagun and Mr. Salas were instrumental in the fundamental change in the Library Learning Commons and were crucial in initiating LLC's transformation.



Ms. Sahagun and Mr. Salas graduated from the University of Santo Tomas with a degree in Library Information Science. They took the Librarians Licensure Examination for Librarians in September of 2018 and passed after that. During three years of stay, under the supervision of their Library Head, the OIC, they undeniably contributed to making the Library conducive to learning. Both have the same mindset in advocating the library transformation into the 21st century standards and the same advocacy they have in mind with that of their Library -OIC which made them possible to achieve and go beyond what was expected of them.

Acknowledging one's hard work and impact on the organization plays a very significant role in the organization's growth. Human Resources is considered the most valuable asset of an organization. Therefore, to provide world-class library services, the Library Learning Commons must remain committed to sustaining competent employees to meet their information needs of the densely populated University of Makati students, researchers, faculty, and community of users.







# UNIVERSITY OF MAKATI LIBRARY LEARNING COMMONS ORGANIZATIONAL CHART



**JENNIFER J. LALUNA**  
Director, Library Learning Commons



**JANELLA T. SAHAGUN**  
Head, Procurement



**KYLE D. MEDINA**  
Head, Platform Management  
System Librarian  
CCIS, CAL, CTM Coordinator



**MELMAR G. FRESNIDO**  
Head, Technical Services



**RAQUEL T. SARILLA**  
Law Librarian Coordinator



**KRISTINE ANNE N. LUMABAN**  
Head, ISO/ALCU/COA  
Procurement Coordinator



**PAULA JOYCE D. ALAMILLO**  
Law Librarian,  
CBFS & CGPP Coordinator



**MICHAEL ANGEL M. LACANILAO**  
Research & Special Collections  
Librarian,  
CTHML CCSE, COE, CHK;  
ALCU/COA/CHED Coordinator



**MARY JANE I. DE LEON**  
COS, Gen Ed., HSU; ALCU/COA/  
CHED Librarian Coordinator



**JOHN BONIN P. BUTACAN**  
ION, IOP, IIBS Coordinator;  
General Support Librarian



**DOMINGO A. AZUELA**  
Law, Technical, Reference  
Library Staff



**MA. LUSIA S. DIGA**  
Main Library, Technical,  
Reference Library Staff

# Additional Librarians



As the fifth law of S.R. Ranganathan's Five Laws of Library Science implies, the library is a Growing Organism. Indeed, the library is a growing organism, hence the fifth law of Ranganathan has become the shared philosophy of the Library Learning Commons, acknowledging that change and adaptation are the impetus for development.

The Library Learning Commons immediately hired two licensed librarians not only for the replacement for Ms. Conde but to bridge the gap and continually provide quick services to its users. The LLC consciously recognizes competent librarians' indispensable and inevitable role in providing service quality to users.

Upon the directives of the Officer-in-Charge of the LLC and the approval of the Management Committee, Mr. Melmar Fresnido and Ms. Mary Jane De Leon were hired. Mr. Fresnido is assigned to man the Research and Special Collection Librarian, replacing Ms. Racquel T. Sarilla, who is now in charge of the School of Law Library as Law Librarian. Meanwhile, Ms. Mary Jane De Leon handled the College of Science Collections and Librarian In-Charge for ALCUCOA and CHED Documentations for print and digital.



The LLC Team believes that both newly hired librarians will provide inevitable and indispensable service to the UMaK Community.



# An Unexpected Passing



In November of 2021, the Library Learning Commons mourned the death of Ms. Shaira Mae M. Conde, the School of Law Librarian. Ms. Conde was instrumental in providing effective, efficient, and timely library services to the School of Law Students. The passing of Ms. Conde was indeed a significant loss for the Library Learning Commons because she played a critical role in delivering invaluable services to the School of Law Library. Her loss left a massive gap in providing library services, nevertheless with the tragic loss the library will continue to uphold the quality of work that Ms. Conde provided to advance to the services that the library has now.



“A university is just a group of buildings  
gathered around a library.”  
-Shelby Foote

 @UMakLibrary

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