

## **LUCILA RAQUINO**

The Departmentalization covers the promotion of City Librarians, how about for Librarians belonging to Municipalities / Barangay Reading Centers?

- **If your city/barangay reading center is under the City Library, your library can be a section of the City Library, which should be manned by a Librarian III, but this depends upon the proposed organizational chart of the Department. In the case of the Quezon City Public Library (QCPL), all branch/barangay libraries are proposed to be manned by a Librarian III or if a unit, a Librarian II. Association of Librarians in Public Sector (ALPS), in partnership with Quezon City Public Library and National Library of the Philippines, will propose to have a webinar/workshop with the objective to help public libraries on how to propose to their respective agencies / LGUs to be under the Executive Department and for city libraries to be upgraded to a Department.**

## **DR. MOHD FAIZAL HAMZAH**

What are the services that you can share with the public library and staff?

- **Public libraries should be proactive in shaping the knowledge-based society. Activities and programs proposed by public libraries should be holistic and comprehensive. Every activity should be aligned with the agenda of our district and country. Engagement with local communities and cultural-based collection development should be one of the public library's main missions.**
- **Information Technology (IT) skills should be one of the key important competencies that need to be improved among staff. The rapid growth of technology forces libraries to be more flexible and react fast. I strongly suggest more training on IT, Content Creation, Social Media Analysis, and Apps. Development Courses should be the main highlight for librarian training.**
- **It is also important to encourage librarians and staff to write research articles. Promoting writing culture will encourage our staff to read and improve our services. Writing activities can be in the form of a bulletin, article journal, and conference (peer reviews).**

I'm a one-man school librarian to 6000+ junior and senior high school students. What is your point of view for schools who are not increasing their staff to assist their school librarian?

- **Staffing is very important, especially working as a librarian or school librarian. This is because working as a librarian is a dynamic profession. We, as a librarian, should be able to study the latest trend of information needs, coping with the latest technology, and we also need to provide information needs among our users/students. Your organization should invest more in human resources to enable the library to fully function. Or else, the library cannot fully develop and align with the latest technology and information needs. Perhaps you can propose to have “a helper program” from the faculty of information and library science from the nearest university to help you in the school library as attachment activities.**

### **MELANIE HUGGINS (PLA), PATRICIA WONG (ALA)**

May we know the highlight activities that PLA and ALA conducted during this pandemic? Because here in the Philippines, libraries are mostly on lockdown due to quarantine restrictions.

- **There is a great overview in the State of America's Libraries Report: <https://www.ala.org/news/state-americas-libraries-report-2021>; and we'd also refer you to [programminglibrarian.org](http://programminglibrarian.org), which has been sharing virtual program models and stories from library workers since the beginning of the pandemic.**

What are important measures, if there are any, the ALA or any public library concerned do to help government entities combat FAKE NEWS in the internet and in some printed texts to obviously mislead the reading public?

- **Visit this page and guide for webinars and a guide for library workers on how to handle the challenge of media literacy, including fake news, in communities: <https://www.ala.org/tools/programming/MediaLiteracy>**

### **PATRICIA WONG (ALA)**

Have you established a Gender and Development (GAD) Corner?

- For assistance regarding Gender and Development Corner, I would refer you to our Rainbow Round Table. The mission Rainbow Round Table (RRT) of the American Library Association is committed to serving the information needs of the LGBTQIA+ professional library community and LGBTQIA+ information and access needs of individuals at large. We are committed to encouraging and supporting the free and necessary access to all information, as reflected by the missions of the American Library Association. For more information, please visit our website at <https://www.ala.org/rt/rrt>. Our community would be happy to help you in establishing collections and programs. Another resource is the Office for Diversity Literacy and Outreach Services. Kevin Strowder is our lead staff there and he will happily assist with other connections. Kindly email him at [Kstrowder@ala.org](mailto:Kstrowder@ala.org) for more information.

What were the receptions of the community in the Anti-Racist Journey for Libraries?

- The results of our Anti-Racist Journey for Libraries has been phenomenal. We have 2 years of training in California Libraries amongst 25 jurisdictions of library teams in each cohort. California Libraries Cultivating Race Equity and Inclusion Initiative (CREII) used the premise that internal work on organizational culture and a commitment policy change is needed to take place before organizations can create change for our communities. 75% of participants noted significant change after the first year and felt comfortable advocating for change. Libraries created a Racial Equity Action Plan as statements of commitment to the work. This program was supported by our California State Library.

## **ETHAN GEARY (TAF)**

Can we have book donations or solicit books from The Asia Foundation? Please inform us on the guidelines for our reference.

- To avail books from The Asia Foundation, please send your Letter of Requests to:  
Reynald S. Ocampo, Program Officer, The Asia Foundation  
[reynald.ocampo@asiafoundation.org](mailto:reynald.ocampo@asiafoundation.org)

Are there any monetary requirements required for us to avail?

- Yes, the books are free and depends on the availability of our stock.

Can we ask permission to print the stories in the Let's Read App for clients without gadgets?

- **If you want to avail children's books, please visit [www.letreadasia.org](http://www.letreadasia.org)**

How can we avail the online E-Resources? Is there any?

- **The Let's Read Library is free to read, download, and print that can be shared to anyone.**

I would like to solicit books for our far-flung barangays in Garchitorena, Camarines Sur wherein my daughter is the Teacher-In-Charge. I have learned that one of your projects is Let's Read and I assume that it is very important for students and families in our community. How can they avail of the services that you have?

- **You can also access Let's Read as an app: <https://play.google.com/store/apps/details?id=org.asiafoundation.letsread>**

## **JOHN HICKOK**

What is your view on School Libraries Development?

- **School libraries can certainly follow library promotion efforts the same as national/public/academic libraries. Obviously, there are several big differences: school libraries often have more bureaucracies to deal with (school principals or directors, Ministry of Education policies, etc.) sometimes hindering the ability to act independently. Despite this, many school libraries move forward with innovative promotion ideas, adapted to their budgets or limitations. You can find these promotion ideas from the American Association of School Libraries. ([https://www.ala.org/aasl/sites/ala.org.aasl/files/content/aaslissues/toolkits/promo/AASL\\_Toolkit\\_Promoting\\_SLP\\_033016.pdf](https://www.ala.org/aasl/sites/ala.org.aasl/files/content/aaslissues/toolkits/promo/AASL_Toolkit_Promoting_SLP_033016.pdf))**

With regards to Heneral Basa since it was originally placed in Quezon City Public Library, as you brought him in the United States of America, did the children there like him?

- **I invited "Heneral Basa" (QCPL's Troy Lacsamana) to the American Library Association's 2019 conference in Washington D.C., U.S.A. to discuss the QCPL's outreach efforts. Troy, being a good sport and terrific guy, agreed to surprise the audience by appearing in costume, which was a delight to**

everyone present. But the audience was all librarians; Troy did not present to children. If he *would have* had the opportunity to present to US children, I predict they would have enjoyed it similar to Philippine children. Although the understanding of "Heneral Basa" wouldn't have been as understood, the excitement of a "superhero" in costume, promoting book reading, would have been equal. The point for all of us to get, in any ASEAN country or the US, is to develop your own "Heneral Basa" character, culturally relatable to children in your own communities, and give that character his or her own name and costume to best resonate with kids in your area.

**CHRISTINE MACKENZIE (IFLA), MELANIE HUGGINS (PLA), PATRICIA WONG (ALA), ETHAN GEARY (TAF), ANDREAS VARHEIM, RANDOLF MARIANO, EMILY DRABINSKI, JOHN HICKOK (ALL SPEAKERS)**

Do you offer project grants intended for outreach programs/services for public libraries?

- **No, IFLA does not currently have a grant program.**

What is your idea about participative and collaborative approaches that may become effective and meaningful particularly in this time of uncertainties brought by the pandemic?

- **It's important to stay connected to each other so we know what's happening in the communities around us and so that we can learn best practices from each other. This means participating in events with the use of technology like Zoom, WhatsApp, and social media to stay connected to other library workers and our patron communities, and sharing our successes and challenges every time we get a chance.**

**ROCHELLE SILVERIO**

Do we have a Standard Public Library Survey that could aim to harmonize the needs of each public library?

- **I believe we currently don't have one at the moment, but the current standards for public libraries is a good starting point for you to create one. Since each community is unique, the public librarian should make a survey which will measure the status of the library in various aspects in relation to its community. There are many survey forms available online which you**

**may analyze and which may serve as your basis as well for your very own survey.**

## **MICHAEL NAGAS**

How and when did your library programs start? And what inspired you to make these programs possible such as Book Saves, Online Storytelling, and the like?

- **The City Library was introduced during the surge of the pandemic in March 2020. To sustain its services, the City Library of San Fernando, La Union offered book donations to the constituents who wish to read and research on certain topics or references. To inspire all readers, we need to show love by giving the opportunity to share the materials and other resources that they need in their research. You need to have an understanding of the library's worth in the lenses of the people and focus on your goals to achieve it.**

## **ROCHELLE SILVERIO, MICHAEL NAGAS**

As a librarian, how can you still encourage people in the community to visit the library wherein most of the information can now be found on the internet?

- **On a personal note, I see the internet as a tool in which the library can make use of - rather than seeing it in competition with the library entity. Despite having much information available on the internet, the library's position as a reliable source of information must be projected and promoted to the locals by means of steady and strategic promotion. On another end, not all residents have stable internet connection here in the Philippines- thus, the library can be their go to place for connectivity. Lastly, do note that the library has a lot of potential for services which go beyond searching for information.**

In this time of pandemic, how do you still manage your onsite clients?

- **Currently, library users request online. Following the Copyright Law, parts of the materials may be sent to them electronically. Books which may be taken home are borrowed via scheduled pick up. Once returned, books borrowed undergo disinfection for the safety of the next user.**

## **IRHAMNI ALI**

What do you think is the most effective reading innovation a library could have amidst the pandemic?

- **In my perspective, build your collection whether it is printed, digital or tangible (ie. tool, gardening kit, ) for public use. You need to build your own uniqueness of your services. If you have distinguished services that are different from any other library, you can market it through social media or mouth to mouth for public awareness.**

## **ROILINGEL CALILUNG**

Some people say that libraries are useless nowadays because we're living in the digital world where information is just a click. How would you refute that idea?

- **Libraries do not only provide information and knowledge, but also teach users (through user education or instruction program) on how to access, use and evaluate information which are the hallmarks of an information literate person. This must also be clear with librarians and such must be communicated very well with our stakeholders in order to highlight our role especially in the digital world. As we are now in the era of digital technology, librarians are needed in order to filter credible information sources across all formats that will address users' needs.**

## **MICHAEL PINTO**

What collaborative approaches have you initially undertaken to effectively dispose of library works and services?

- **Right now, we have coordinated with librarians from different schools in the province and conducted online orientation to their students on the services and resources that we have, especially the E-resources that we are subscribing to.**

What strategies can you share in marketing the said virtual/online services to your subordinates and what is the average daily use of the said services?

- **Collaboration with our librarians in the province is one of our strategies. Apart from collaboration, we discuss our services through our online**

**programs especially on the Caygandang Alamin teleradyo program. We also distributed bookmarks bearing the information of our online services and conducted online orientations to students in different schools. Based on our statistics, it increased from 200+ a month to 600+ a month on the referrals and hopefully will increase as soon as the conduct of face-to-face classes will happen.**

May I know how far you have done in your resource sharing to other libraries? Are you also sharing your paid E-Resources to other libraries?

- **Yes, as a public library, it is our duty to share what we have to all constituents in the province.**

How long have you already conducted all those services that you've mentioned, e.g., storytelling, extension services, etc.? And have you already conducted user satisfaction feedback? How effective are those services? Can you also share the result?

- **We started offering online services last July 2020 and so far, we continuously improve the services. Feedback mechanism is also part of our plan.**

Promoting the library in this time of pandemic really needs better IT infrastructure and budget. Does your library have an extra budget for your promotional programs e.g. giving copies of reading materials to others?

- **So far, our library was given the right amount of budget. I presented the budget proposal to my superiors and fortunately, I was able to defend it. We have around Php 2,400,000.00 for our Maintenance and other Operating Expenses and around Php 4,300,000.00 for our capital outlays.**

Online reference service is now the trend, however, some requested library materials which need to be scanned can take more days and even weeks, what is your recommendation to minimize this issue?

- **You have to make a clear policy on this. You may limit the number of pages to be scanned. Be careful because some users might use it to have their own copies of the book through scanning. I suggest that you prepare a policy on this.**