BIBLIOGRAPHY

ABLAZA, SARAH JANE T. MARCH 2012. Evaluation of the Benguet Provincial Library's Information Management System. Benguet State University, La Trinidad, Benguet.

Adviser: Michelle B. Gatab, BSc

ABSTRACT

The study was conducted to evaluate the Benguet Provincial Library's Information Management System.

There were five (5) respondents of the study who are the staff of the Benguet Provincial they are the Provincial Librarian III (Zenia A. Biang), Librarian II (Leticia I. Bautista), Librarian I (Mariline B. Sawey), Administrative Aide IV (Dexter V. Marcelo) and Administrative Aide I (Leonida A. Licdan).

The Benguet Provincial Library (BPL) served the information needs of clients since the year 1967 and the development is great since acquisition of books is increasing. For the existing IMS structure, the BPL is being managed by the Provincial Librarian III with the intervention of the Office of the Governor. Staff of the BPL is multi-tasked. Even they are assigned to a specific designation they will to do other tasks.

Meanwhile, holdings of the BPL has 9, 530 books covering different subjects. The BPL also has their five (5) subscription of newspaper; Baguio Midland Courier and Manila Bulletin were being bound, journal, theses, encyclopedias, unbound and bound magazines, official gazettes and children's books.

Furthermore, the BPL has available Information Technologies like, computer, electronic mail, typewriter, telephone, fax machine, OPAC, koha software and bar code scanner for the IMS.

The process of borrowing and returning library materials is strictly implemented especially to clients who want to take home library materials since they must have a guarantor inside the Benguet Capitol Office. In borrowing inside the library, clients can use the OPAC or ask the concern of any of the staff but in the case of library materials in the closed shelves, it really needs the concerned of any of the BPL staff. Taking home and photocopying library materials has limited time. Extension of time will be fined.

RESULTS AND DISCUSSION

Establishment of BPL IMS

The Benguet Provincial Library (BPL) started serving the public from near and far flung areas on August 1, 1967 which was temporarily housed in a room at Mountain State Agricultural College (MSAC), now Benguet State University (BSU), with a staff of four (4) in the person of Mrs. Hurlina Evangelista (provincial librarian), Ms. Concepcion Minong (clerk librarian), Mrs. Virginia Montano (janitor and messenger) and Mrs. Mary Bansen (library assistant). In 1973, when the three-storey capitol building was completed, Governor Ben Palispis allotted a room adjacent to the office of the Governor for the BPL. From 1986 up to the time of the study, it was finally transferred to a separate building adjacent to the main capitol building which was formerly occupied by the Provincial Engineering Office.

During the time of study, there were five (5) staff of the BPL in the person of Mrs. Zenia B. Daculog, Provincial Librarian III (head) who is from Kibungan, Librarian II (Leticia I. Bautista) from Bakun, Librarian I (Mariline B.Sawey) from Buguias, Administrative Aide IV (Dexter V. Marcelo) from Kapangan, and Administrative Aide I (Leonida A. Licdan) who is also from Kibungan. So we could see that most all of them are from the Province of Benguet.

Further, holdings of the library started with nothing. Then, in 1976, this is the time where holdings of the library grow in number wherein there were 3,826 volumes of books covering various subjects.

The use of Information Technologies (ITs) started since BPL was established in 1969 with the use of typewriters. The use of Online Access Public Catalog (OPAC) started in 2005 and was organized and used by the public only when Koha software was introduced in 2011 by the National Library. OPAC was the newest and most sophisticated catalog format. It was prepared according to the same rules and standards but were loaded into a computer's memory and displayed on monitors connected to the computer. It was easier to maintain and access than the card catalog.

Library materials were filed with their corresponding number and topic in the shelves and by their kind of library material. For example, all the books in one lane or more of the shelf were all about computer, below it, there was a tag like 000 to 099- Computer Science, Information and General Works. Also, there was a separate section for the books or reading materials for children, placed in the children section.

The Benguet Provincial Library Information Management System (IMS) as stated by Biang, the Provincial Librarian III, was initiated by Hurlina B. Evangelista, the first Provincial Librarian. She added that there were four (4) library staff including Evangelista.

"The Benguet Provincial Library IMS is doing good. At least it is serving the public positively" she added. With regards to the IMS advantages, it also has its disadvantages like in the use of technologies since cut-offs or brown-outs cannot be avoided.

The BPL Information Management
System (IMS) Structure and Roles of Staff

Figure 3 shows the IMS structure of the BPL. It shows that the source of fund for the collection of books and other library materials came from the Office of the Provincial Governor. Aside from the library manager who manages the library the Benguet Provincial

Governors Office also decided for the improvement of the BPL. The Librarian I and II, and Administrative Aide IV and I were user coordinators who assisted library clients. Although they had specific tasks like Librarian I & II as in-charge of the processing and packaging of library materials, they also classified the library materials, cataloged, and uploaded it to the Online Public Access Catalog (OPAC). The Administrative Aide IV was in-charge of the outgoing and incoming letters and the Administrative Aide I was at the borrowing and returning of library materials section.

According to the Benguet Provincial Librarian III, roles of the staffs are multi-tasked. Although they were assigned to one designation, they were given other library tasks especially in helping the clients for the easy access of information.

Table 1 shows the roles of the four (4) other staff, Librarian II and I, and Administrative Aide IV and I. It shows that all of them assist their library clients. In organizing acquired library collections (books, serials, magazines, non-books, etc.), cataloging/classifying materials, entering bibliographic of the library materials in the library Online Public Access (OPAC), indexing library materials, helping in making library reports, attending meetings, assisting in organizing of municipal and barangaylibraries within Benguet Province and helping in soliciting library materials the librarian II and I are in-charge of it although the librarian II has additional task that is to do vertical filing and shelf-reading. It also shows that the task of an Administrative Aide

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│        ┌─────────────────────┐           │
│        │ PROVINCIAL GOVERNOR'S│          │
│        │      OFFICE         │           │
│        │  (Source of Fund)   │           │
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│                  │                        │
│        ┌─────────────────────┐           │
│        │   LIBRARY MANAGER   │           │
│        │ (Provincial Librarian)│         │
│        └─────────────────────┘           │
│                  │                        │
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│        │    LIBRARIAN II     │           │
│        │(User Coordinator, Processing│   │
│        │ and Packaging Materials)│       │
│        └─────────────────────┘           │
│                  │                        │
│        ┌─────────────────────┐           │
│        │    LIBRARIAN I      │           │
│        │(User Coordinator, Processing│   │
│        │ and Packaging Materials)│       │
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│        │ ADMINISTRATIVE AIDE IV│         │
│        │  (User Coordinator, │           │
│        │ Communication In-charge)│       │
│        └─────────────────────┘           │
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│        ┌─────────────────────┐           │
│        │ ADMINISTRATIVE AIDE I│          │
│        │(User Coordinator, Borrowing and│ │
│        │ Returning Library Materials)│   │
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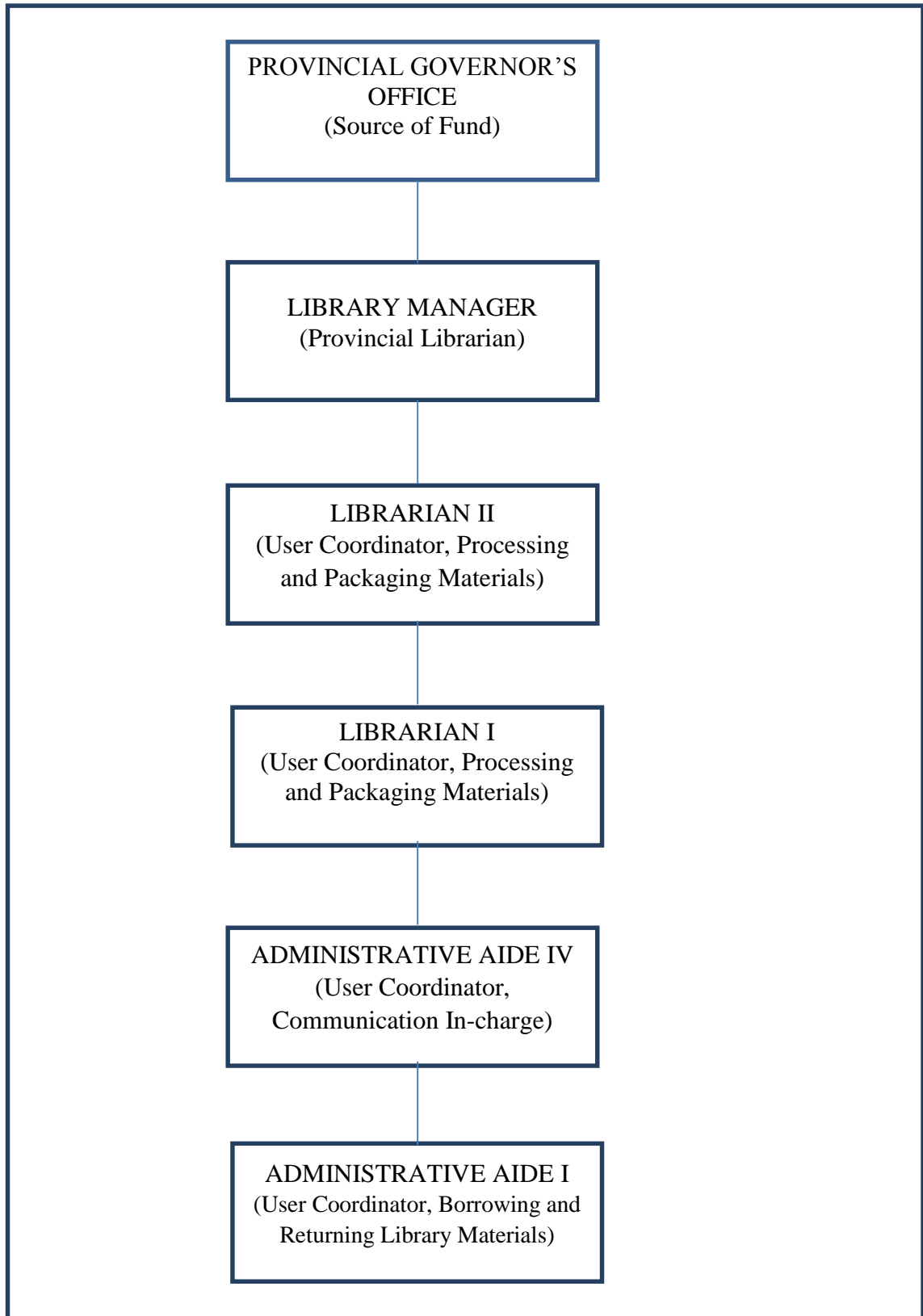
Figure 3. Benguet Provincial Library Information Management System Structure

Table 1. Staff roles in the Information Management System of the Benguet Provincial
Library

STAFF	ROLES
Administrative Aide I	- Assists library clients - Discharge Letters - Assists children at the children area - Barcode library materials
Administrative Aide IV	- Assists library clients - Prepare communication letters - Discharge Letters - Follow-up letters - Answering phone calls - Prepare for the purchase and disbursement voucher of Library materials - In charge in photocopying
Librarian I	- Assists library clients - Organizes acquired library collections (books, serials, magazines, non-books, etc.) - Catalog/ classifies materials - Enter bibliographic of the library materials in the library Online Public Access - Indexing library materials - Helps in making library reports - Attending meetings - Assisting in organizing of municipal and barangay libraries within Benguet Province - Helps in soliciting library materials
Librarian II	- Assists library clients - Organizes acquired library collections (books, serials, magazines, non-books, etc.) - Catalog/ classifies materials - Enter bibliographic of the library materials in the library Online Public Access - Do vertical filing - Indexing library materials - Shelf-reading - Helps in making library reports - Attending meetings - Assisting in organizing of municipal and barangay libraries within Benguet Province - Helps in soliciting library materials

IV included preparing communication letters, answering phone calls, preparing the purchase and disbursement voucher of library materials and in charge in photocopying documents of the BPL. Lastly, Administrative Aide I assisted children clients at the children area and to get the bar code of library materials. They were also in-charge of discharging communication letters.

<u>Holdings of the Benguet</u>
<u>Provincial Library</u>

The sections of holdings of the BPL were the General Reference which has a call number ranging from 000 to 992, Circulation from 009 to 989 , Filipiniana from 009 to 099, Filipiniana-CAR from 000 to 099, Filipiniana Reference from 000 to 099, Filipiniana Fiction, Rizaliana from 000 to 959.9025092, Periodical or Serial, Legal/ Archives Materials and Theses/Dissertations, and Reserved.

Plate 1 shows the style of books in the shelves; they are fixed accordingly by their corresponding section and call number. At the time of the research, BPL has 9,530 books covering different subjects.

The table 2 shows that Filipiniana had the greatest number of purchased books which has a total of 1,442 and reference section is the second which has 340 copies of purchased books. In the loaned books, Filipiniana had the greatest number which had a total of 914 and then in the reference section which had 673 copies. Donated books had the greatest number in the circulation which had a 3,183 and the Filipiniana which has 350 copies.

Donors of books were from different agencies or organizations like:

Asia Foundation

Asia Pacific Theological Seminary (APTS)

Baguio Colleges Foundation Baguio City Library

Benguet 13 East Cost Association

Casiciaco Seminary-Baguio City

Clark Air Base

Commission on Filipino Overseas

DENR-CAR

Japan Information and Cultural Center- Pasig City

Philippine Military Academy-Baguio City

Philippine Public Librarians League (PPLL), Inc.,

The National Library Manila

Thomas Jefferson Cultural Center

University of the Cordilleras

University of Baguio

University of the Philippines-Baguio City

USA and other unnamed donors.

There were also some individuals who donated library materials and they are:

Board Member John Kim-La Trinidad, Benguet

Dr. Emma Keith-Marcos Highway, Baguio City

Exec. Dir. Jose Molano, Jr-Commission on Filipino Overseas, Manila

Hiroshima Kuwahara-Japan

Hon. Raymundo Celino-Municipal Mayor, Bokod, Benguet

Plate 1. Book collection in the shelves

Mrs. Ella Lugay-Itogon Benguet

Ms. Florence Kittong Chaokas-Bontoc, Mountain Province

Mr. Simplicio Bucawit-La Trinidad, Benguet

Ms. Anne Dulatre

Mr. Vicente Guerrero

Mrs. Erma Libayan-La Trinidad, Benguet

Mr. Ryan C. Guinaran-La Trinidad, Benguet

Mr. Jaime Galasgas- La Trinidad, Benguet

Ret. Brigadier Gen. Pedro Baban-La Trinidad, Benguet and other unnamed donors

The table shows that the BPL did not purchase any library materials in the Fiction

section as well as in the Rizaliana and Filipiniana Fiction. The BPL had no donated Fiction

library materials. This shows that all the Fiction materials of the BPL came from loan. Also, most of the library materials were from donation which had a volume 4, 451 of books.

The oldest acquired books in the BPL were in 1919 which were found in the Circulation section which entitled, "Indexing and Filing" it had a call number of C 025.3 H86 1919.

Table 2. Holdings of the BPL per section

BOOK SECTION	PURCHASED COPIES	LOANED COPIES	DONATED COPIES	TOTAL COPIES
Circulation	259	188	3, 183	3, 630
Filipiniana	1, 442	914	350	1, 264
Reference	340	673	66	1, 079
Archives	154	70	309	533
Books in the children area	29	162	295	486
Filipiniana–CAR	221	10	94	325
Reserved	66	133	61	260
Filipiniana- Reference	50	140	18	208
Rizaliana		99	50	149
Fiction		77		77
Filipiniana – CAR original copy	35	7	22	64
Filipiniana Fiction		10	3	13
TOTAL	2, 596	2, 483	4, 451	8,088

There were a total of three (3) theses which were purchased. These theses were Cordillera Administrative Region (CAR) entitled: Communal, Corporate and Cooperative, Folklore among the Balangao in eastern Mountain Province (1966-1997) and Folklore among the Kinali in Besao Mountain Province (1997-1998). There were no collections of theses starting 2009 up to the time of the study.

Journal collection came mostly from schools like Benguet State University (BSU) and Saint Luis University (SLU). These journals include Mountain State Agricultural College (MSAC), now BSU which had 23 copies of different years. The oldest MSAC Journal was the March 1978 edition, latest was the March 2001 edition. Benguet State University (BSU) Journal had 27 copies covering different years. Oldest BSU Journal

Plate 2. Collection of the Different kinds of Journals

was during the March and June 2004 edition, 2008 is the latest. Heart and Lung: Journal of Critical Care had seven (7) copies and the oldest copy was during July 1987 while the latest was March 2008. Judicial Journal State of the Sector Report (PHILJA) had three (3) copies. And, SLU Journalwhich has 44 copies and the oldest journals were on September-December 1967 and the newest is the volume in 2008. Journals were shelved accordingly as shown in Plate 2.

Newspapers had five (5) kinds that are being acquired every issue of the newspaper which is located in the periodical or serial section. These five (5) are the Sun Star, Baguio Midland Courier, Philippine Daily Inquirer (PDI), Manila Bulletin and the Philippine Star as shown on plate 3.

Plate 3. Five kinds of Newspaper

Plate 4 shows that among the five (5) kinds of newspaper, Baguio Midland Courier (BMC) and Manila Bulletin were the only newspapers that the BPL were bounding. Since 1987, BMC was compiled every 3 to 5 months that leads it to have 45 copies of bound BMC during the time of the study. Manila Bulletin was just started to be bound in 2011 so it had only three (3) copies of bound ones during the time of the study.

Magazines were also placed in a shelf in the periodical or serial section as shown in Plate 5. During the time of the study, there were 28 kinds of magazines which were displayed covering different topics.

Plate 4. Bound copies of Baguio Midland Courier
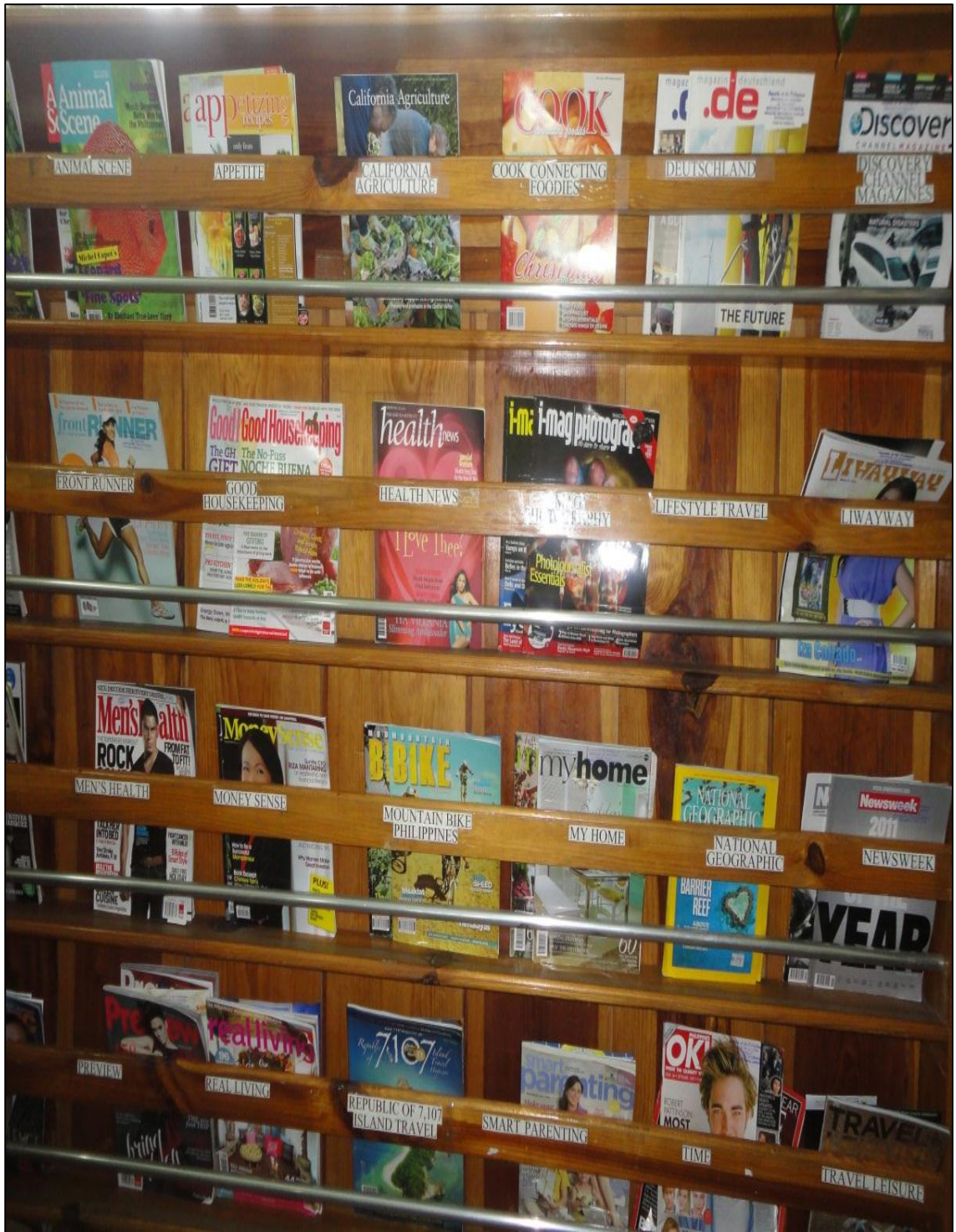
Plate 5. Shelf for Magazines (Animal science, Appetite, California agriculture, Cook connection foodies, Entrepreneur, Front runner, Good housekeeping, Health news, I-MAG photography, Sports, Men's health, Money sense, Mountain bike Philippines, My home, National geographic, Newsweek, Geographic, Preview, Real living, Republic of 7,107 island travel, Smart parenting, and etc.

Table 3 shows the 26 different collections of BPL bound magazines. Bound magazines had a total of 724 during the time of the study. The magazine Readers Digest had the highest in number which has a total of 132 and second is the Time magazine which has 95 bound ones.

The Benguet Provincial Library started acquiring magazines since 1960 and that magazine is the Reader's Digest. Some of the magazines have continuous acquisition but some ceased, based on the table, like the Money Saver, Asia Week, Architectural Digest, Woman Today, Woman, Life, Good Housekeeping, Business Week, Bluprint, Real Living, Agriculture, World Executives Digest and Philippine Press.

The BPL had 320 copies of collection on Encyclopedias. These magazines were shown in Plate 6.

Table 3. Collection of the BPL on Bound Magazines

MAGAZINE	STARTING OF COLLECTION	END OF COLLECTION	NUMBER OF COPIES
Readers Digest	1960	2010	132
Time	1983	2010	95
MOD	1997	2008	62
Philippine Graphic	1997	2010	57
Newsweek	1995	2010	56
Philippine Press	1991	1994	45
National Geographic	1962	2010	44
Architectural Digest	1997	2002	38

Table 3. continued. . .

Woman Today	1996	2003	33
Discover	1998	2010	31
Asia Week	1976	2001	27
Health News	2003	2010	24
Better Homes and Gardens	1997	2010	16
Smart Parenting	2007	2010	12
Good Housekeeping	1997	1998	10
World Executives Digest	1981	1985	7
Business Week	2002	2005	7
Entrepreneur	2007	2008	5
Life	1998	1999	5
National Geographic for kids	2009	2010	5
Woman	1997	1998	5
Agriculture	2006	_	2
Bluprint	2001	_	2
Money Saver	1993	1995	2
Home Journal	1979		1
Real Living	2008	_	1
TOTAL			724
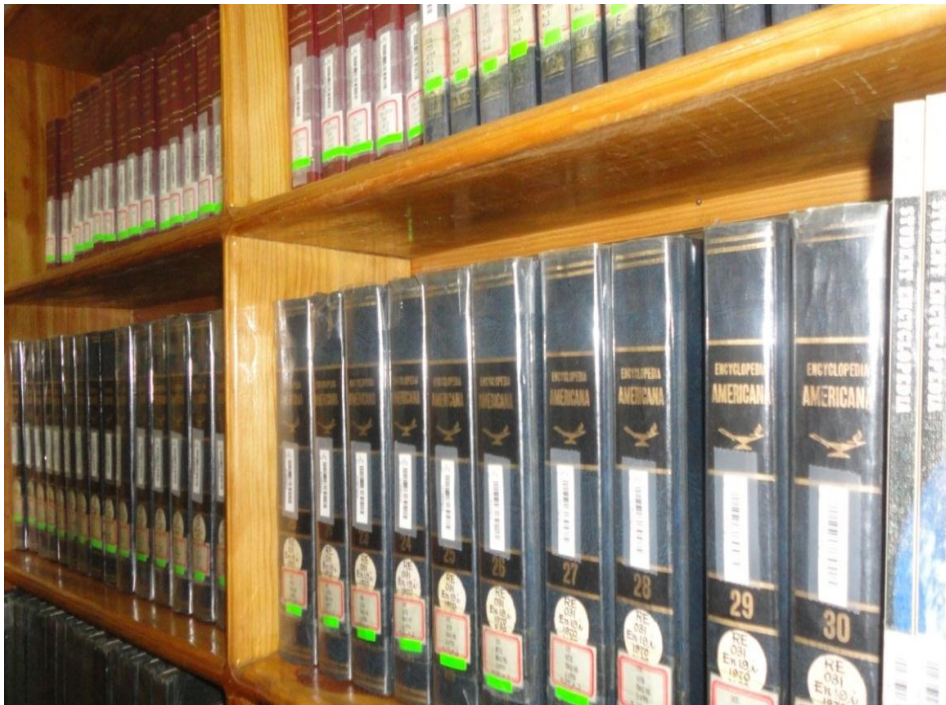
Plate 6. Collection of the different encyclopedias in BPL

Further, the oldest encyclopedia is the 1935 The Macmillan Illustrated Encyclopedia and the newest is the Britanica Student of 2010 as shown in table 4. The BPL's Encyclopedia collection included children encyclopedia, also about crafts and games like golf.

Table 4. Encyclopedia collection of BPL

MAGAZINE	YEAR
The Macmillan Illustrated Encyclopedia	1935
Encyclopedia Britanica	1937
Encyclopedia Britanica	1953
The Harper's Encyclopedia	1963
The Modern Medical Encyclopedia	1965

Table 4. continued. . .

Encyclopedia Britanica	1966
Encyclopedia International	1966
The Encyclopedia of Philosophy	1967
The Focal Encyclopedia	1969
Encyclopedia Amerikana	1970
Medical Health Encyclopedia	1970
Medical and Health	1970
The Encyclopedia of World Knowledge	1970
The New Medical and Health Encyclopedia	1970
Students Encyclopedia	1972
Do-it-yourself Complete Handyman Encyclopedia	1975
The Complete Encyclopedia of Crafts	1975
The ANN Canders Encyclopedia	1978
The Grolier's Science Encyclopedia	1983
Encyclopedia Britanica	1983
The New Illustrated Science and Invention Encyclopedia	1989
World Book Encyclopedia	1991
Paranormal Experience	1991
Career Discovery Encyclopedia	1993
McGraw-Hill Encyclopedia of Science and Technology	1992
Compton's Encyclopedia	1995
Junior World Encyclopedia	1996
Universal Encyclopedia	1996

Table 4. continued. . .

Universe Encyclopedia	1996
McGraw-Hill Encyclopedia of Science and Technology	1966
Collier's Encyclopedia	1997
Harper's Encyclopedia of Mystical Illustrated Science Encyclopedia	1997
Illustrator Encyclopedia of Science and Nature	1997
Encyclopedia of Occupational Health and Safety	1998
The Encyclopedia of Golf techniques	2001
Encyclopedia Amerikana	2002
21 Century Webster's Encyclopedia	2003
The Children's Animal Encyclopedia	2003
Science Encyclopedia	2004
The Hutchinson Encyclopedia	2004
Students Encyclopedia	2004
Britanica	2007
New Encyclopedia of Knowledge	2008
World Book Encyclopedia	2008
Philippines Encyclopedia	2008
Britanica Student	2010

The Benguet Provincial Library (BPL) also kept the records on Congressional Records which had a total of 450 copies and Official Gazette, 22 copies. These were placed in closed shelves as shown in Plate 7.

Plate 7. Shelf for the Official Gazette and Congressional Record of the BPL

Plate 8. Collection of children magazines

Further, plate 8 shows the different collections of children's magazine which is located in the children's area together with children's book. Plate 9 shows that there are also different kinds of books for children in the BPL.

Plate 9. Collection of children's book

Information Technologies (ITs)
being use inthe IMS of BPL

Technologies that were being used in the acquisition, classification, processing, packaging and dissemination of the Benguet Provincial Library materials included typewriter, computer, e-mail, telephone, and Koha software in entering the bibliographic information of library the material in the OPAC.

Table 5 shows the ITs that the staff used in the Information Management System (IMS) of the library. The ITs being used by the staff were: computers which they used in keeping records of the library materials; typewriter in putting the name of the recipient in the communication letter and typing the call number of the library materials to be cut; fax

machine used in copying, sending, and receiving documents by way of telephone lines

which allows people to share exact copies of important papers by duplicating and sending

them on one end, and then receiving and reproducing them on the other; telephone or

Table 5. Information technologies (ITs) being use by the BPL IMS staff

RESPONDENT	ITs USED	USE
Administrative Aide IV Librarian II Librarian I	Computer	Encode library materials Encode library reports
Administrative Aide IV	e-mail	Send a letter
Librarian II Librarian I	Koha software	Use to enter the bibliographic information of a library material in the OPAC
Librarian II Librarian I	OPAC	Use to search library materials
Administrative Aide I Administrative Aide IV Librarian I Librarian II	Telephone	Use to connect easily to clients
Librarian II Librarian I Administrative Aide IV	Typewriter	Use to put names in the communication letter in times its none Use to type the call numbers of a library materials
Administrative Aide IV	Fax Machine	Use to send letter, copy, receive documents by way of telephone lines
Administrative Aide I	Bar Code Scanner	Use to get the bar code of the materials for the library staff to easily monitor it

cellphone in purchasing or communicating for the acquirement of library materials and meetings of seminar; Koha software is a free and open source Integrated Library System (ILS), used world-wide by public, school and special libraries which they are using in entering the bibliographic information of a library materials; e-mail is for sending letters or reports; OPAC is which they used to find the location of the library material or if the library material is in the library; and Bar code scanner to quickly and accurately determine the status of borrowed items, monitor overdue materials, and inventory library collections.

It shows that not all staff used computers. Only three (3) personnel used computers- the Administrative Aide IV, Librarian II and Librarian I since the other staff did computer her work. Also, most of the time, the Librarian II and I, and Administrative Aide IV used information technologies in their daily routine in the BPL-IMS.

Based on observation, ITs were not used for the whole day. It depended upon what will they do in that day. An example was the bar code scanner since there were times that the staff had no clients who will not borrow books overnight. Also, in the use of the Koha, there were times that the staff will not use it if the staff did not have any library material to enter in the OPAC.

Accordingly, the Benguet Provincial Library did not have its photocopying machine since the BPL cannot afford to purchase one.

<u>Borrowing and Returning</u>
<u>of Library Materials</u>

Borrowing Library Materials. A client can avail books inside the library by accessing in the Online Public Access Catalog (OPAC) or by seeking assistance from a staff to locate the book. To use the OPAC:

a.   clients must click on the search home

b.   enter keyword/s in the searching space provided (ex. Computers)

c.   then click search

d.   the results of the search will appear

e.   for more advanced search options, click on the advanced search link

f.   the search page appears with options for keyword, title, author, subject, etc.

If the library material was present, get the location and the call number. If it is in the closed shelves, clients must ask the concern staff; they will get the Identification Card (ID). Closed shelves includes local materials, pocketbooks, readers digest, library records, official gazettes and some other magazines.

Borrowing library materials overnight were only allowed to borrowers who have a guarantor inside the Provincial Capitol Office. Requirements are as following:

a.   present any current identification (ID) card for Benguet government

    employees.

b.   outsiders/students will use their BPL ID cards.

Present the BPL ID and then the staff will get the bar code of the library material. Requirements in availing BPL ID:

a.   secure and accomplish borrowers form from the library staff.

b.   applicant must have guarantor working at the Provincial Office.

c. submit two (2) copies 1" x 1" ID pictures (recent and identical)

d. applicants are required to read carefully the library rules and regulations before filling up the needed information.

Issuance of release of library materials for overnight starts at 4:30 PM and to be returned on or before 9:00 AM the following day. Fiction books may be borrowed for a week. A borrower who incurred three (3) offenses will no longer be allowed to borrow books or any reading materials for overnight and photocopying purposes. Offenses were based on the number of books borrowed and were determined per book as followed:

a. Overdue for 1 day: 1 book

2 books- 1st offense

3 books- 2nd offense

b. Overdue for 2 days: 1 book- 2nd offense

2 books- 3rd offense

c. Overdue for 3 days: 1 book- 3rd offense

2 or 3 books- to pay overdue fees as computed and
no longer allowed to borrow books overnight

A fine of one peso per hour will be imposed for overnight books and two pesos per day for fiction book after the one (1) week borrowing period.

Also, to clients who cannot take home books, they can let it be photocopied. They will sign up a photocopying slip. There is 15 minutes allotted time for photocopying from 8:30 – 11: 30 AM and 1:00 PM to 4:30 PM only. In photocopying reading materials the following requirements were as follows:

1. present any current identification card (ID) to the library staff.

2. if qualified, get photocopy slip and fill up the needed information

3. present you ID card and duly accomplished photocopying slip to any of the library staff.

Returning Library Materials. When returning library material/s, return the library material to the staff because they will be the ones to return the library material in the closed shelf.

In returning borrowed overnight library materials, library clients will present the library material/s to the Administrative Aide I or any of the staff to be bar coded. Then, they will pay the fine/s if any.

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

The study was conducted to evaluate the Benguet Provincial Library's Information Management System (BPL IMS) by answering the following objectives: to describe the establishment of the Benguet Provincial Library's Information Management System; determine the existing Information Management System structure of the Benguet Provincial Library; determine the roles of each staff: Information Manager, Staff, and Web Manager; determine the existing holdings of the Benguet Provincial Library and how theseare categorized; determine the available Information Communication Technologies (ITs) for accessing the library's resources; and determine the process of borrowing and returning the available resources.

An interview schedule was used to gather the needed data from the five (5) staff of the Benguet Provincial Library. Also ocular observation and document assessment was done. The study was conducted from January to March 2012. Data gathered and presented through discussions from the interviews. Tables were used to present data and holdings while a flow chart will be created to show the Information Management System (IMS) Structure of the Provincial Library.

The Benguet Provincial Library IMS establishment was on August 1, 1967. It was housed first in a room at Mountain State Agricultural College (MSAC), now Benguet State University (BSU), then in a room adjacent to the Governor's Office at the Benguet Provincial Capitol when it was completed, lastly, in a building adjacent to the Benguet Provincial Capitol. There were only four (4) staff of the BPL on the first years in the person

of Mrs. Hurlina Evangelista (provincial librarian), Ms. Concepcion Minong (clerk librarian), Mrs. Virginia Montano (janitor and messenger) and Mrs. Mary Bansen (library assistant). During the time of the study, the BPL has five (5) staff in the person of Mrs. Zenia B. Daculog, Provincial Librarian III (head) who is from Kibungan, Librarian II (Leticia I. Bautista) from Bakun, Librarian I (Mariline B. Sawey) from Buguias, Administrative Aide IV (Dexter V. Marcelo) from Kapangan, and Administrative Aide I (Leonida A. Licdan) who is also from Kibungan.

The BPL's IMS structure source of fund is from the Governor's Office. And the BPL is being managed by the Provincial Librarian III who is the center of communication between the Office of the Governor and the four (4) other staff of the Benguet Provincial Library. The Librarian II and I are to do the same role in the IMS like processing and packaging library materials although since the Librarian II is higher in rank still she has an additional role like vertical filing and shelf-reading which was observed in the list of their tasks. The Administrative Aide IV is in-charge for communication. The Administrative Aide I is also in-charge in the borrowing and returning of library materials. All the four (4) enumerated staff is taking the part as a user coordinator.

According to the Benguet Provincial Librarian, roles of staff are multi-tasked which it links to the answer from interviews from the staff. BPL staff are assigned to a specific designation but they are to do other tasks. The librarian II and I have almost the same tasks only that the librarian II has an additional that is to do vertical filing and shelf-reading. Administrative Aide IV is to process outgoing and incoming communication letters and photocopying library documents. Also Administrative Aide I is to monitor the photocopying of library materials by the clients and the borrowing and returning of library

materials. In addition, on the roles of staff, higher the rank you are the more and complicated tasks you will do. So, it was observe that in the roles of staff, higher the rank you are the more and complicated tasks you will do.

Further, holdings of the BPL started with nothing. It was only in 1976 that the BPL's holdings grow in number wherein there were a total of 3,826 volumes of books covering various subjects. At present, there are 9, 539 volumes of books covering various different subjects. Holdings at present include theses, journals, newspapers, books, pocketbooks, magazines, and compilations. Each holding may or may not cover information or collection about the province of Benguet.

The Information Technologies (ITs) being use by the staff includes computer, Koha software, OPAC, typewriter, e-mail, telephone/cellular phone and bar code scanner. Telephone is being use by all the staff. Computer is being used by the Librarian II, Librarian I and Administrative Aide IV. Mail, telephone and fax machineis being used by the Administrative IV. Koha software and OPAC is being managed or used by the Librarian I and II. And a bar code scanner which is being used by the Administrative I. And they are not using photocopying machine since they can not avail it.

The researcher observed that borrowing of books overnight in the Benguet Provincial Library is not easy. You must have a guarantor for you to avail it. If you have a guarantor you must have to fill up for a BPL ID. Present your BPL ID if you will borrow. But if to photocopy, just present any ID then fill up the photocopying slip. Photocopying is allowed only for 15 minutes. If returning it, present the book and get your BPL ID to the staff.

The Benguet Provincial Library Information Management System (IMS) has no web manager.

Conclusions

Based on the finding the following conclusions were drawn.

1. The Benguet Provincial Library is serving the public for almost 45 years.

2. Libraries are focused to expand their holdings in a particular subject according to their objectives.

3. Library collections of materials are continually increasing in number through collecting and soliciting.

4. Libraries secure their holdings by giving stricter rules for borrowing and returning library materials.

5. The Benguet Provincial Library has not yet exhausted on the use of information technologies to become a fully functional Information Management System.

Recommendations

1. The Benguet Provincial library should have more skilled staff since present staff are few.

2. There would be a further study conducted on the service quality and costumer satisfaction on the use of Online Public Access Catalog (OPAC).

3. The Benguet Provincial Library Information Management System should have more high Information and Communication Technologies.

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