Resource Sharing Activities of the Information-Reference Section of the DLSU-Manila Library Assessed *by Ana Maria B. Fresnido*

IRS staff assists patron applying for ILL

Inter-Library Loan/Document Delivery Form

The De La Salle University-Manila Library, having envisioned *to assisting the nation in producing professional, skilled and trained manpower by providing timely and instant access to various format of information in any part of the country and the world,* has committed itself to networking and linkages. Thus, at present, the DLSU-Manila Library forms part of the following consortia:

1. ASEAN University Network Inter-

inside

Library Online (AUNILO) composed of : Universiti Brunei Darussalam, Royal University of Phnom Penh (Cambodia), Universitas Gadjah Mada (Indonesia), Universitas Indonesia, National University of Laos, Universiti Malaya , Universiti Sains Malaysia. Institute of Economics (Myanmar), University of Yangon (Myanmar), University of the Philippines, Nanyang Technological University (Singapore), National University of Singapore, Burapha University (Thailand),Chulalongkorn University (Thailand), Vietnam National University, Hanoi,Vietnam National University, HCM

2. De La Salle Philippines Libraries composed of: Andres Soriano Memorial College, De La Salle Araneta University, De La Salle College of St. Benilde, De La Salle Lipa, De La Salle Professional Schools, De La Salle Santiago Zobel School, De La Salle University-Dasmariñas, De La Salle-Canlubang, De La Salle-Health Sciences Campus, Jaime Hilario Integrated School—La Salle, Bataan, John Bosco College, Bislig La Salle Academy (Iligan City), La Salle College Antipolo, La Salle Greenhills, La Salle University (Ozamiz City), St. Joseph School-La Salle (Bacolod City), University of St. La Salle (Bacolod City)

3. Inter-University Consortium (IUC) composed of: Ateneo de Manila University Professional Schools, Makati and University of the Philippines, College of Business Administration

4. South Manila Inter-institutional Consortium (SMIIC) composed of: Adamson University, De La Salle College of St. Benilde, Emilio Aguinaldo College, Lyceum of the Philippines University, Philippine Christian University, Philippine Normal University, Philippine Women's University, St. Paul University-Manila, St. Scholastica's College, Technological University of the Philippines and University of the Philippines-Manila

5. European Studies Consortium in the Philippines, composed of Ateneo de Manila University, University of the Philippines, School of Economics and University of the Philippines, College of Law

Resource sharing arrangements with these libraries/institutions are already in place which include: on premise use of library materials/resources (accommodating visiting users), interlibrary lending, reciprocal borrowing privileges, and document delivery service. All of which are provided free of charge (except for printing/photocopying charges). Other cooperative activities which are jointly undertaken by these consortium libraries are staff training, collaborative collection development, consortium purchasing, access

CAP Receives Service and Perfect Attendance Awards

A total of fifteen (15) co-academic personnel from the university library received the 2008 CAP Service Awards during the ceremony held on May 10 at the William J. Shaw Theater with the theme CAP: Pagtupad ng Tugkulin ng May Dangal, Katapatan at Husay. Mr. Avelino Dancalan, the library systems information assistant, served as one of the masters of ceremonies while Ms. Ana Maria Fresnido, the library director, was invited to hand over certificates for the recipients of the 3rd year Perfect Attendance Award.

This year's awardees from the Library were led by 35 year service awardees Rosalinda Del Rosario, Archives clerk, and Reynaldo Matias, depository counter clerk. Linda started working at DLSU in 1973 at the Graduate School of Business where she was assigned as supervisor for graduate typing pool. She then became secretary of the then Public Relations Office which is now the Materials Reproduction and Distribution Office (MRDO). She is currently assigned at the University Archives as library clerk. On the other hand, Rey served as clerk at the Printing Office in 1973 and later on at the Warehouse Office before he was transferred to the University Li-

The awardees with their families, Br. Armin Luistro, FSC., Dr. Carmelita Quebengco, Atty. Enrico Lusica and Mr. Voltaire Mistades

brary. Recipient of the 30 year service award was Josephine Galleon, Archives clerk who started working at the DLSU library in 1978 as library clerk both at the Filipiniana section and the Technical Services unit. Joining the group of 15 year service awardees were Casilda Manongsong, Technical Services assistant librarian, Evelyn Esparcia, and

Ramon Villanueva, Archives clerks, Lorelyn Esguerra, library clerk, Circulation-Reserve clerk, Arturo Manongsong, IMS technician, Jorge Bundalian, Periodicals Section clerk, and Ruby Hernandez, IMS clerk. The 10 year service awardees were Jojie Gonda and Bob Cauilan, Technical Services assistant librarians, Joseph Ulysses Radaza and Alvin Domingo, IMS technicians and Christopher Felipe, Technical Services clerk.

Aside from the 15, seventeen (17) more library personnel also received the Perfect Attendance Award, an award given to employees who continuously come on time, had no leave of absence without pay, and has not been suspended for the whole school year. Perfect Attendance awardees were the following: Ulyses Balatbat, on his 9th year; Jose Perdigon, 7th year; Josephine Maghari,, 6th year; Yugosto Balbas Gerald Nicodemus, and Wilfredo Frias, Jr., 5th year; Bob Caulian, and Melton Jo, 3rd year; Noel Aquino, Robert Cuenca, Norman Villareal, Avelino Dancalan, Evelyn Esparcia, Ulysis Fadrilan, and Jojie Gonda, 2nd year; and Rosalinda Del Rosario, Francis Tisado, 1st year.

Librarians Present Papers in National Seminars/Fora

Ms. Jocelyn L. Ladlad, ASRC and EDRC Librarian, was invited as resource speaker in the National Seminar-Workshop on Library Organization and Management of E-Resources and other Multimedia Collection held in Raquel Resort in Olongapo City on May 6 and sponsored by the Philippine Association of School Libraries (PASL) in cooperation with the Department of Education (DepEd). The seminar workshop aimed to apprise strategies for effective customer service in libraries and the librarians' role in rendering customer service satisfaction; update knowledge and upgrade the technical competencies in classifying and cataloging electronic files, digital and other multimedia resources. Her topic was on Strategies for

Effective Service and Customer Care in School libraries. On a separate occasion, she was also invited by the Quezon City Public Library (QCAL) to give a talk on Leadership and Customer Satisfaction in Libraries during their annual forum at Pranjetto Mountain Resort in Tanay Rizal on May 8.

Head of the Acquisitions Section, Ms. Jocelyn T. Balangue, was also invited as one of the resource speakers during the three-day "Seminar-workshop on Basic Library Management" sponsored by the Cavite Librarians Association, Inc. (CLASS) in coordination with Cavite Provincial Library held on May 26-28 at the Old Session Hall of Cavite Provincial Capitol, Trece, Martires City. The objectives of the seminar-workshop

were: to orient the participants on the basic library management concepts which include cataloging & classifying of library materials, reference & information services for school library, library instruction for teacher- librarian, managing school libraries and library automation. Ms. Balangue's paper entitled "Online Ordering : An Emerging Trends in Today's Libraries" aided the 182 participants who were mostly teacher librarians from Cavite with the basic steps of online ordering particularly, the services provided by online jobbers and bookstores.

Likewise, Ms. Ana Maria B. Fresnido, Director of the DLSU-Manila presented a paper entitled "Integrat-

Training of IMS Personnel Conducted

The Instructional Media Services (IMS) personnel headed by Mr. Reynaldo Jimenez, attended the *Technical Training and Equipment Familiarization Workshop (Part 3)* conducted by Mr. Roman Cruz, the coordinator of the Cultural Arts Office, DLSU-Manila on May 20-21, 2008 at the IMS office. The training is the 3rd part of the technical training and equipment familiarization workshop.

The IMS personnel as they train on spin signals and cable setting

Its objectives include: training the AV technicians on spin signals, cable testing, different microphone set ups, and uses of different microphones. Joining the training were Renato Abellera, Alex Caraan, Joel Cariño, Alvin Domingo, Gregorio Guinto, Arthur Manongsong, Joey Perdigon, Joseph Ulysses Radaza, Edwin Rosete and Melchor Villas.

Assessment...from page 1

to bibliographic utilities, union catalogs and other cooperative projects.

The DLSU-M Library does not limit itself to accepting visiting users from consortium member institutions. DLSU alumni who are alumni card holders may also avail of free access to the Library's resources and facilities. Visiting users from other institutions that are not members of the above mentioned consortia may also be allowed access but for a fee.

Since resource sharing arrangements are reciprocal, DLSU-M students and faculty members may also access libraries of the above-mentioned consortium members for free. Access to the resources of some government agencies/libraries, even if they do not form part of any of the consortia, is also provided free to the public including DLSU-M students and faculty. Fees, however, will be charged accordingly by accommodating institutions/libraries which are not members of any of the previously mentioned consortia, should DLSU-M library patrons choose to access the resources of these institutions/libraries.

Aside from accepting visiting users and issuance of referrals to students and faculty members who want to make use of other libraries' resources, the DLSU-M Library also provides and entertains requests for document delivery service (DDS) and inter-library loans (ILL) for free. However, photocopying and scanning charges are shouldered by the requesting party.

All these resource sharing activities are services provided by the Information-Reference Section of the University Library. Motivated by the increasing demand of clients who avail of these services, this study was undertaken to assess these services. Specifically this study intends to:

On Referrals and Accommodating Visiting Users
1. Find out the number of referrals received and sent by the Information-Reference Section for the last school year, that is, SY 2006-2007.
2. Determine what resources/collections are most commonly used by visiting users.
3. Analyze the cost as against the benefit of the said services.
4. Ascertain the needs of DLSU-M faculty and students availing access to the resources of other libraries.
5. Find out the perception of visiting users on the DLSU- Manila Library in terms of resources, facilities, human resource and organization of resources.
On Document Delivery Service/Interlibrary Loan
6. Find out the number of request for DDS/ILL received/sent/accommodated by the Information-Reference Section for the last school, that is, SY 2006-2007.
7. Analyze the cost as against the benefit of DDS/ILL.
8. Ascertain the needs of DLSU-M faculty and students availing DDS/ILL.

Results of this study is expected to give a clear picture of the efficiencies/inefficiencies of the resource sharing activities/services of the DLSU-Manila Library which may be used as basis to further improve the policies and procedures on accepting visiting users and issuance of referrals and document delivery service/interlibrary loan. This may also aid in determining the strengths and weaknesses of the collection which may serve as a guide in further developing the collection.

The researcher decided to limit the study to one school year, which is school year 2006-2007 due to the inaccuracies of the statistical reports provided by the Information-Reference Section for the previous school years.

METHODOLOGY

As part of the DLSU-M Library's procedures for accepting visiting users, all visiting users are asked to fill out the *Visiting Users' Application form* as they present their referral letters issued by their respective libraries to the Information-Reference Section.

The attending library personnel approves/disapproves request based on the requirements presented and the adherence to the guidelines for visiting users by the requesting party. Visiting users are also reminded of the policies governing the use of the DLSU-M Library and are instructed to proceed to the desired section/collection. Before leaving the library premises, visiting users are instructed/expected to accomplish the last part of the form and submit it to the Information-Reference Section. At the end of every month, the Information-Reference Section, collates all data and encodes in Excel spreadsheets.

The researcher obtained copies of all the monthly reports on visiting users and referrals collated by the Information-Reference Section for the last five years (i.e. from SY2002-2003 to SY 2006-2007) and examined the reports in terms of accuracy, reliability and consistency. Re-computation of the sum of monthly reports was randomly done.

Reports for school years found to have inconsistencies and inaccuracies were considered unreliable and were therefore disregarded since the forms where the statistics were taken had already been discarded and there is no other way/ source to reconcile the differences in the records. Of all the reports obtained, only the report for SY2006-2007, which is the most current year, was determined to be accurate and reliable, thus this study was limited to SY 2006-2007.

The same procedures were applied in collating and consolidating reports on referrals and DDS/ILL.

SUMMARY OF FINDINGS

Results of the study conducted revealed the following:

On Referrals and Accommodating Visiting Users

1. The total number of visiting users accommodated by the DLSU-M Library for SY2006-2007 was 1,733. (refer to Table 1 on p. 5)

2. The most number of visitors accommodated were in July and the least in May. (refer to Table 1 on p. 5)

3. Undergraduate students comprised majority (61.7%) of the visiting users. (refer to Table 1 on p. 5)

4. The total number of patrons issued with referrals is 893. (refer to Table 2 on p. 5)

5. The month of June logged the most number of patrons requesting for referrals while April logged the least. (refer to Table 2 on p. 5)

6. Bulk of the requests (82.75%) for referrals were received from undergraduate students. (refer to Table 2 on p. 5)

7. Almost half (46.39%) of the visiting users served by the DLSU-M Library were from non-consortium member libraries or are paying visiting users. (refer to Table 3 on p. 6)

8. The DLSU-M Library earned Php81,704.00 from accepting visiting users in SY2006-2007.

9. From among the non-paying visiting users, members of the SMI-IC logged the highest number of users (537 or 30.99%). (refer to Table 3 on p. 6)

10. Five hundred forty (540 or 60.66%) of DLSU-M library patrons issued with referrals availed of the resources and services of other libraries for free; 406 (75%) of whom made use of the resources of government institution libraries. (refer to Table 4 on p. 6)

11. The number of visiting users accommodated (929) by the DLSU-M Library for free is 72% more than the number of patrons who were issued with referrals and availed of free access to other libraries (540).

12. The number of paying visiting users (804), on the other hand, is 127.76% more than DLSU-M patrons (353) who made use of other libraries resources for a fee.

13. The top 5 subjects that DLSU-M patrons who asked for referrals would want to research on were: 1st, Banks and banking; 2nd, Microfinance; 3rd, Financial statements; Human rights—Study and teaching; and Special education; 4th, Voluntarism; 5th, Consolidation and merger of corporations, Environmental auditing, Rape, Stocks—Prices, and Sugar trade.

14. Based on the DLSU-M Library WebOPAC, particularly the book and article/vertical file databases, the subjects *Banks and banking, Financial statements,* and *Human rights--Study and teaching* which were top 1, 2 and 4, respectively, of the most requested subjects by those asking for referrals, have more than 100 hits.

15. Out of 293 topics/subjects listed down by library patrons who would want to make use of other libraries' resources, 63 were topics/subjects where the Library has no collection at all.

16. Based on the visiting users' remarks, *Human resource* received the most number of positive remarks (31.63%). Visiting users found the library personnel very accommodating, supportive, professional, approachable, efficient, friendly, courteous and helpful.

17. Most of the negative remarks, on the other hand, stated complaints on policies regarding restrictions on photocopying as well as access to theses and some online databases and paying for the Php100.00 visiting fee.

On Document Delivery Service (DDS)/ Interlibrary Loan (ILL)

18. A total of 155 internal requests for DDS/ILL were received by the Information-Reference Section in SY2006-2007. 133 (85.8%) were requests for journal/monograph articles (DDS) while 22 (14.2%) were requests for books (ILL). (refer to Table 5 on p. 6)

19. Ninety three (93 or 60%) of the requests for DDS/ILL had been filled while 62 (40%) had not been filled. (refer to Table 5 on p. 6)

20. Majority of the requesters (49% or 29) for DDS/ILL were faculty members.

21. External requests for DDS/ILL summed up to 123 requests. 83 (67.5%) were requests for articles (DDS) and 40 (32.5%) were requests for books. (refer to Table 6 on p. 6)

22. Eighty two (82 or 66.7%) of DDS/ILL requests had been filled while 41 (33.3%) have not been filled. (refer to Table 6 on p. 6)

23. Requesters for DDS/ILL came from 17 institutions namely, ADB Library, Ateneo de Manila Uiversity (ADMU), Biblioteca de la Universidad Complutense (Madrid, Spain) (BUC), Department of Tourism, DLS – CSB, DLS - Health Sciences Campus (DLS-HSC), DLS – Zobel, Gilber Diwa (Japan), GSB-RCBC, International Rice Research Institute (IRRI), Lyceum of the Philippines (LPU), North Carolina State University (NCSU), St. Paul University–Manila (SPU-M), University of Santo Tomas (UST),UP Diliman - College of Engineering (UPD-COE), UP Diliman-College of Science (UPD-COS), and UP Manila-Main Library (UPM).

24. ADMU had the most number of requests for DDS/ILL with 41 (63%) requests.

25. The number of external requesters (65) is 9% more than the number internal requesters (59). (refer to Table 6 on p. 6)

26. Patrons who requested for DDS identified 48 titles of periodicals/journals/monographs they needed; 8 of which had been requested 3 times or more.

27. Internal requesters for ILL identified 22 titles of books they needed for their research work.

Subject coverage of the requests were varied and spread out through all disciplines. Eleven (11 or 50%) of the 22 titles are already available in the Library.

Table 1
DLSU-M Library's Monthly Visiting Users, SY 2006-2007

Date	No. of Referrals Received	No.of Patron/s Served	Patron Type		
			Faculty	Graduate	Under-graduate
Jun-06	67	106	15	35	56
Jul-06	174	300	26	74	200
Aug-06	141	222	14	56	152
Sep-06	68	108	9	29	70
Oct-06	99	142	21	74	47
Nov-06	99	151	25	40	86
Dec-06	11	14	3	7	4
Jan-07	107	179	8	52	119
Feb-07	200	298	16	88	194
Mar-07	164	190	19	39	132
Apr-07	12	14	4	6	4
May-07	9	9	2	1	6
TOTAL	1151	1733	162	501	1070

Table 2
Referrals Issued by DLSU-M Library, SY 2006-2007

Date	No. of Referrals Sent	No. of Patron/s Served	Patron Type		
			Faculty	Graduate	Under-graduate
Jun-06	92	212	1	7	204
Jul-06	97	158	1	30	127
Aug-06	36	59	0	19	40
Sep-06	24	32	3	15	14
Oct-06	43	89	1	15	73
Nov-06	58	100	1	16	83
Dec-06	17	22	1	11	10
Jan-07	31	59	1	7	51
Feb-07	44	85	5	9	71
Mar-07	42	64	1	7	56
Apr-07	1	2	0	0	2
May-07	8	11	0	3	8
TOTAL	493	893	15	139	739

CONCLUSIONS:

1. The number of visiting users (both paying and non-paying) accommodated by the Library is insignificant considering that the total number of patrons who entered and made use of the resources of the Library in SY2006-2007 totaled to 684,595.

2. Implementation of policies, specifically on accepting visiting users lacks firmness. There were a number of visiting users during term breaks and summer (April and May) when the Library is not supposed to entertain visiting users.

3. Only a small portion of the population (893 out of 14,527 enrollees + faculty members) of the DLSU-M academic community find the need to make use of other libraries' resources.

4. Availing of referral service is popular among undergraduate students.

5. The amount earned from accepting visiting users contributes significantly to the Library's income.

6. The SMI-IC member libraries actively participate in resource sharing activities.

7. DLSU-M patrons find the collection of government institution libraries useful.

8. The benefit derived from referring DLSU-M Library patron to use other libraries' resources is proportionate, if not more, that the cost of accommodating visiting users.

9. Most of the materials that patrons requesting for referrals need are already available in the Library.

10. There are subjects/topics needed by patrons where the library has no collection at all.

11. Human resource is one of the library's strengths.

12. DDS/ILL is popular among faculty members.

13. Requests for DDS are more than requests for ILL.

14. DDS/ILL is popular among academic libraries.

15. The benefit derived from accommodating internal DDS/ILL requests is more than the cost of accommodating external DDS/ILL requests.

16. The Library acquires titles of books identified through ILL requests but pays less attention to subscription of journal titles frequently requested for DDS.

RECOMMENDATIONS

1. Review existing policy on accepting visiting users as the need to accommodate visiting users even during term breaks and summer has become prevalent as evidenced by the number of visiting users accommodated and the number of requests/inquiries received during these periods.

2. Promote resource sharing activities carried out by the Information-Reference Section to save cost from purchasing/acquiring books and other library materials that are rarely used.

3. Acquire/Solicit materials from government agencies, specifically those identified by most of the users requesting for referrals, as there seem to be a great need on materials available from these agencies.

4. Train the reference staff on how to convert raw topics/subjects into controlled terms so that they will be more equipped in assisting users in finding materials available in the DLSU-M Library before referring them to other libraries.

5. Acquire/Index materials on topics that most of the users requesting for referrals need and those that the library has no collection at all.

6. Subscribe to journal titles frequently being requested for DDS.

Table 3
DLSU-M Library's Visiting Users by Patron Class, SY 2006-2007

Patron Class	Number of Referrals	Number of Patrons Served	%
Alumni	0	3	0.17
DLSP	249	383	22.1
IUC	6	6	0.35
Non-member	536	804	46.39
SM-IIC	360	537	30.99
TOTAL	1151	1733	100

Table 4
Host Institutions by Type/Consortium Membership Tapped by the DLSU-M Library for Patrons Availing of Referral Service SY 2006-2007

Host Institution by Type/Consortium Membership	Number of Referrals Issued	Number of Patron/s Sent	%
Free of Charge			
DLSP	4	4	0.45
IUC	18	26	2.9
SM-IIC	42	73	8.2
Non-member, Government	181	406	45.6
Non-member, Private	8	22	2.5
Non-member, Research	4	9	1.01
Sub-Total	257	540	60.66
With Fees			
Non-Member, Academic	234	350	39
Non-member, Special	2	3	0.34
Sub-Total	236	353	39.34
TOTAL	493	893	100

Table 5
Statistics of Internal Requests for DDS/ILL Received by the IRS, SY 2006-2007

Date	No. of Internal Requester/s	Type & Number of Requests		No. of Pages (for print documents)		Result	
		Article/s	Book/s	Article/s	Book/s	Filled	Unfilled
Jun-06	7	27	0	50	0	17	10
Jul-06	6	14	1	43	0	11	4
Aug-06	3	6	0	25	0	5	1
Sep-06	6	14	2	9	0	12	4
Oct-06	2	8	0	0	0	5	3
Nov-06	5	17	1	52	0	10	8
Dec-06	3	3	2	0	0	3	2
Jan-07	8	6	8	0	8	7	7
Feb-07	7	6	3	1	0	5	4
Mar-07	7	4	4	2	0	5	3
Apr-07	4	28	0	45		12	16
May-07	1	0	1	0	0	1	0
TOTAL	59	133	22	227	8	93	62

Table 6
Statistics of External Requests for DDS/ILL Received by the IRS, SY 2006-2007

Date	No. of External Requester/s	Type & Number of Requests		No. of Pages (for print documents)		Results	
		Article/s	Book/s	Article/s	Book/s	Filled	Unfilled
Jun-06	6	5	1	33		6	0
Jul-06	6	22	1	5		5	18
Aug-06	8	13	5	31		14	4
Sep-06	0	0	0	0		0	0
Oct-06	6	15	4	51		12	7
Nov-06	9	5	9	2		10	4
Dec-06	4	1	5	0		6	0
Jan-07	6	4	2	41		5	1
Feb-07	8	7	3	19		5	5
Mar-07	4	2	4	16		5	1
Apr-07	5	3	5	3		7	1
May-07	3	6	1	0		7	0
TOTAL	65	83	40	201	0	82	41

ing Information Technology (IT) in Technical Services" in a seminar on "Learning and Re-learning Technical Services in Libraries" sponsored by the Philippine Librarians Association Inc.- Central Luzon Region Librarians Council on May 28-29, 2008 at the University of the Assumption, Del Pilar, City of San Fernando, Pampanga. She presented the improvements and changes in the library's technical services brought about by the advent of technological innovations such as: 1) Integrated Library Systems (ILS), where she explained the technical services' functions like acquisitions, serials control, cataloging, and inventory; 2) the use of Internet in selecting library materials, collection assessment, ordering/invoicing/reporting, serial acquisition, and copy cataloging; 3) Open Source Software (OSS) applicable to libraries such as basic computer programs, Integrated Library Systems (ILS), OPAC replacements, digital library and repository software; and 4) other computer-based applications such as spreadsheets for fund management/budget monitoring, cataloging software and barcode labels.

Visitors

May

3   -Jeanette Dials and students of MMSU-LHS Laoag City

6   -Carolyn Uy SSU, Catbalogan, Samar

7   -Andrea Pido, Kabbalah, Los Angeles, California

12   -Minda Gallardo, DMMMSU, La Union

Donors

The DLSU-M Library would like to acknowledge with great appreciation the following donors:

Adamson University
Bernardo, Allan Benedict I.
Co, Lawrence T.
Del Mundo, Clodualdo Jr.
Luistro, Armin A. FSC
Quebengco, Carmelita I.
Quevada, Nikko P.
Ramos, Fidel V.
Santiago, Edwin P.
Villar, Manuel B.
Wright, Gregory FSC

Recent Acquisitions

1. Books

B – Philosophy

The philosophical landscape : a panoramic perspective of philosophy. Edited by Rolando M. Gripaldo. B5221 . P49 2005. 4th floor, Filipiniana.

BX – Christian denominations

Pope John Paul II life : a tribute. Robert Sullivan and the editors of Life. BX1378.5 . S84 2006. Andrew Gonzalez Hall Library.

DS – History. India

India, a dynamic democracy. DS480.84 . I48 2005. 3rd floor, Circulation.

DS – History. Philippines

Philippine society and revolution. Amado Guerrero. [i.e. Jose Maria Sison]. DS668 . S57 2006. 4th floor, Filipiniana.

GE – Environmental science

Environmental science : working with the Earth. G. Tyler Miller, Jr. GE105 . M546 2004. 3rd floor, Circulation.

HF – Commerce

After Cancun, what next? : policy implications for developing countries in Asia : proceedings of the first Ambassador Alfonso Yuchengco Policy Conference, [Yuchengco Conference Hall, 11-12, February 2004]. Edited by Gerardo Largoza. HF1583 . A4 2004. Andrew Gonzalez Hall Library.

Financial accounting. Belverd E. Needles, Jr., Marian Powers. HF5635 . N37 2007. 3rd floor, Circulation.

International marketing. Philip R. Cateora, John L. Graham. HF1009.5 C35 2005b. 3rd floor, Circulation.

HG – Finance

Financial institutions and markets. Jeff Madura. HG173 . M294 2006. 3rd floor, Circulation.

Interest and prices : foundations of a theory of monetary policy. Michael Woodford. HG230.3 . W66 2003. 3rd floor, Circulation.

Measuring market risk. Kevin Dowd. HG6024.3 . D685 2005. 3rd floor, Circulation.

Monetary theory and policy. Carl E. Walsh. HG230.3 . W35 2003. 3rd floor, Circulation.

Personal finance. Jack R. Kapoor, Les R. Dlabay, Robert J. Hughes. HG179 . K36 2007. 3rd floor, Circulation.

HN – Social history

Doing survey research : a guide to quantitative methods. Peter M. Nardi. HN29 . N37 2006. 3rd floor, Circulation.

HQ –The family

The boys' book : how to be the best at everything. Written by Dominique Enright and Guy Macdonald ; illustrated by Nikalas Catlow. HQ775 . E57 2006. Andrew Gonzalez Hall Library.

The dads' book : for the dad who's best at everything. Michael Heatley. HQ756 . H4 2007. Andrew Gonzalez Hall Library.

The girls' book : how to be the best at everything. Written by Juliana Foster ; illustrated by Amanda Enright ; edited by Philippa Wingate. HQ777 . F67 2007. Andrew Gonzalez Hall Library.

The mums' book : for the mum who's best at everything. Alison Maloney. HQ759 . M34 2007. Andrew Gonzalez Hall Library.

JA – Political science. Collections and general works

The craft of political research. W. Phillips Shively. JA73 . S49 2005. 3rd floor, Circulation.

Doing research in political science : [an introduction to comparative methods and statistics]. Paul Pennings, Hans Keman and Jan Kleinnijenhuis. JA86 . P46 2006. 3rd floor, Circulation.

Empirical political analysis : research methods in political science. Jarol B. Manheim ... [et al.]. JA86 . M36 2006. 3rd floor, Circulation.

JN – Political science. Europe

The making of the European Union : foundations, institutions and future trends. Edited by Sten Berglund ... [et al.]. JN30 . M34 2006. Ground floor, European Documentation and Research Centre.

JQ – Political science. Philippines

Liberal views on constitutional reform. Antonio Eduardo B. Nachura, Jonathan E. Malaya, editors. JQ1417 . L44 2003. 4th floor, Filipiniana.

JZ – International relations

Diplomatic interventions : conflict and change in a globalizing world. K. M. Fierke. JZ6368 . F54 2005. 3rd floor, Circulation.

KF – Law

Webster's new world law dictionary. Susan Wild, legal editor. KF156 . W44 2006. Andrew Gonzalez Hall Library.

LB – Theory and practice of education

Activities for successful spelling : the essential teacher guide. Philomena Ott. LB1574 . O87 2008. Andrew Gonzalez Hall Library.

Annual editions : computers in education. LB1028.5 A56 2007. Andrew Gonzalez Hall Library.

Educational psychology : developing learners. Jeanne Ellis Ormrod. LB1051 . O75 2006. 3rd floor, Circulation.

Educational psychology : theory and practice. Robert E. Slavin. LB1051 . S537 2006. 3rd floor, Circulation.

A new approach to thesis writing : simplifying social research. Cesar M. Mercado. LB2369 . M466 2006. Andrew Gonzalez Hall Library.

Writing in the works. Susan Blau, Kathryn Burak. LB1047.3 . B5 2007. Andrew Gonzalez Hall Library.

LC – Special aspects of education

The educator's diagnostic manual of disabilities and disorders. Roger Pierangelo, George Giuliani. LC4019 . P54 2007. Andrew Gonzalez Hall Library.

How computer games help children learn. David Williamson Shaffer ; foreword by James Paul Gee. LC1037 . S34 2006. Andrew Gonzalez Hall Library.

P – Philology and linguistics (General)

The international guide to speech acquisition. Edited by Sharynne McLeod. P118 . I59 2007. Andrew Gonzalez Hall Library.

PE – English language

400 must-have words for the TOEFL. Lynn Stafford-Yilmaz, Lawrence J. Zwier. PE1128 . S7 2005. Andrew Gonzalez Hall Library.

Essays from contemporary culture. Edited by Katherine Anne Ackley. PE1417 . E77 2004. Andrew Gonzalez Hall Library.

Frames of mind : a rhetorical reader with occasions for writing. Robert DiYanni, Pat C. Hoy II. PE1417 . D57 2005. Andrew Gonzalez Hall Library.

The only grammar book you'll ever need : a one-stop source for every writing assignment. Susan Thurman ; edited by Larry Shea. PE1112 . T48 2003. Andrew Gonzalez Hall Library.

PL – Philippine language and literature

Twisted travels. Jessica Zafra. PL5539. Z34 2007. 4th floor, Filipiniana.

PN – Literature

Illuminations : life and its passages. Words by Armando S. Baltazar ; images by Franco M. Patriarca. PN1077 . B34 2006. 3rd floor, Circulation.

QA – Computer science

Software maintenance : effective practices for geographically distributed environments. Gopalaswamy Ramesh and Ramesh Bhattiprolu. QA76.76. S64 . R34 2006. 3rd floor, Circulation.

QE – Geology

A student's guide to earth science. Creative Media Applications. QE26.3 . S78 2004. Andrew Gonzalez Hall Library.

QP – Physiology

Vitamins : their role in the human body. G. F. M. Ball. QP771 . B34 2004. Andrew Gonzalez Hall Library.

RC – Internal medicine. Practice of medicine

Action plan for high cholesterol : [your guide to preventing plaque and maintaining a healthier heart]. J. Larry Durstine. RC632. H83 D87 2006. Andrew Gonzalez Hall Library.

SD – Forestry

Creating space for local forest management in the Philippines. Antonio P. Contreras, editor. SD652. P6 C7 2003. 4th floor, Filipiniana.

T – Technology (General)

Operations research : applications and algorithms. Wayne L. Winston ; with cases by Jeffrey B. Goldberg. T57.6 . W56 2004. 3rd floor, Circulation.

Service productivity management : improving service performance using data envelopment analysis (DEA). H. David Sherman, Joe Zhu. T58.8 . S54 2006. 3rd floor, Circulation.

TJ – Mechanical engineering and machinery

Alternative energy demystified : [a self-teaching guide]. Stan Gibilisco. TJ808 . G5 2007. Andrew Gonzalez Hall Library.

2.   *Archives Resources*

A.   Faculty Papers

- **Ap-apid, Rigan**
- An algorithm for nudity detection

- **Cabredo, Rafael**
- Research directions in computer game AI

- **Del Mundo, Clodualdo, Jr.**
- Aliwan paradise : Montage [script]
- Pepot artista : isang dulang pampelikula [screenplay]

- **Divinagracia, Louie A.**
- Management educators' perspectives on transforma tional leadership and sustainable entrepreneurship

- **Edralin, Divina M.**
- Human capital development for innovation in Asia : training and development practices and experiences of large Philippine companies
- An in-depth study on the hotel and restaurant industry in the Philippines

- **Pineda, Ma. Victoria G.**
- Hypernarratives in class : a fusion of creativity, imagination and technology

- Videos, blogs and podcasts : leverage instruments of teaching and learning assets

- **Tan, Raymond R.**
- Life-cycle assessment of conventional and alternative fuels for road vehicles

- **Wright, Gregory**
- Lasallian and other essays [computer file]

B.   *Undergraduate Theses*

- **AB Behavioral Sciences**

- Corporate social responsibility programs among com munity people : their perceptions and experiences. 2007. Christian Allen G. Fernandez, Robinson C. Obiles, Gian Carlo P. Regner.

- **AB PSM**

- Applying Stirner's insurrection in addressing self- alienation as depicted in Sartre's view of the other. 2007. Gloria Rose H. Tan.

- Caring for the caregiver : the perceived effects of care giving among in-house caregivers. 2004. Gianinna A. Constancia; Karl Vernon B. Escobar; Ka

trina Isobel G. Ong.

- **BS Computer Science**

- Sea remotely operated vehicle : (SEA-ROV). 2007. Francisco P. Guzman II; Marc Lawrence G. Legazpi; Cathleen Faith T. Tan; Jolly Ann L. Uy.

- Speaker verification with probability measurements. 2007. Anthony S. Vinluan. .

- USB slave to slave file transfer device: USS-fitradev. 2007. Mark Alvin U Chua; Charles D. Jorge Ana Marian M. Pedro; Brian Emmanuel G. Tam.

- **BS Civil Engineering**

- Accessibility of rail station in Metro Manila. 2006. Al exander M. De Jesus, Francis Lee A. Flancia, Ernest Luke L. Lim.

- Behavior of short reinforced concrete columns under biaxial bending. 2006. Joseph Michael C. Ang, Jonas Egan V. Reyes, Gerard Philip A. So Chan.

- Bridge hydraulics : Villa Aurora Bridge (Maria Aurora, Aurora Region III Luzon Provinces). 2007. Arvy Bryan M. Trinidad, Jerome Raagas.

- A computer-based instruction of reinforced concrete mechanics (RCPRINS) through interactive multimedia learning. 2007. Carlos Alfonso V. Fabie, Richard Anthony H. Masa, Jesulito Paulo L. Sy.

- Confinement effect of CFRP and/or steel ties in circular RC columns 35 MPa concrete strength. 2006. Clarita P. Leuterio, Alvin G. Monzones, John Vincent B. Almeda.

- Confinement effect of strips of carbon fiber reinforced polymer and/or steel ties in circular rein forced concrete columns having concrete strength of 30MPa. 2006. Rolando M. Sarte, Jr., Ronel A. Gasgonia, Gian Carlo C. Daway.

- The determinants of airport passenger demand in the Philippines. 2006. Hansel Brian L. Alvarez, Paolo Martin M. Amis.

- Effects of superplasticizer on the physical and mechanical properties of concrete with paper mill sludge as fine aggregates. 2006. Juan Angelo M. Nogoy, Jefferson James F. Tan;,Vicky L. Uy.

- An improvement in water resources management in Dagupan City using system dynamics. 2006.

Miguelito R. Alvarado, Renn Michael E. Bantol, Rowel T. Co.

- Performance testing of composite slabs with steel-kek. 2006. Mary Kim C. Hong; Ruo Q. Shi; Patrick Taclibon.

- Study of Bambusa Blumeana bamboo as reinforcement for concrete beams. 2007. Tom Gerard Peñaredondo.

- A study on flood disaster vulnerability of Dagupan City : analyzing hazards and exposure data. 2006. Peter Excel A. Figueroa, Anna Kathleen E. Ureta.

- Understanding the interaction of flooding and land use in Dagupan City. 2007. Marvin D. Beltran, John James Chua.

- The use of paper sludge as a partial substitute for fine aggregates in concrete pavement. 2006. Felix Alvin Hui, Kenneth Brian Ongson, Masada Villa.

- **BS Early Childhood Education**

- Descriptive study on the techniques utilized by pre-school teachers in managing children's fears. 2007. Karmella Victoria V Esta; Ma. Ida Teresa B. Sabitsana

- Eight case studies of Filipino male early childhood educators. 2007. Gian Carlo D. Del Rosario; Paolo Antonio S. Campos; Greg Stephen G. Santillan.

- **BS Industrial Engineering**

- A decision support system for the maintenance of Mahanagdong Geothermal Power Plant's brine pipe 2006. Chris Paul S. Chua; Cizco S. Pureza, Leo F. Sanchez, II.

- The effect of cultural factors in the performance of Filipino pilots. 2006. Chandumal, Michael Sanjay P. Flores; Aubrey Kristie L.,Yuhico, Emmanuel Joseph L.

- A facilities plan for the new campus site of Trace College in Fort Bonifacio. 2006. Riel G. Samo, Gerald Tangtanco

- A supply chain model for a short life cycle product with stochastic demand using dynamic pricing. 2006. Andrew Tony H Azarias; Geordino Jose C. Mendoza; Julius Leo V. Sanchez

- A system study on the graphic production center of

MCJANUS and Base Graphics Inc. 2006. Addison S. Fregil, Geoffrey G. Galisim, David T. San Juan.

- A system study on the production department of WJC Leatherware Incorporated. 2006. Jeffrey M. Ablaza, Wesley Jefferson C. Co, Christian Jay C. Pulido.

- A systems study on MI Manufacturing Corporations's plastic bottle production. 2006. Cielo Marie N. Bostre, Richelle Anne M. Miranda, Romirose D. Tanghal

- A systems study on the assembly of DAL7 of DAL Company. 2006. Gianpola G. Abadia, Leslie Ann S. De Lima, Diana Marie C. Lonzaga.

- A systems study on the freight management of Exel Philippines, Incorporated. 2006. Christian Angelo S.J. Dimapindan.

- A systems study on the manufacturing system of Unilever Philippines' Personal Care Plant. 2006. Lindsey Dalene Li Giza, Eileen U. Sy.

- A systems study on the Quality Service Department of ABC Company. 2006. Charissa Dumaraos, Leonid Lim, Stephanie Wong.