

UNIVERSITY LIBRARY POLICIES IN THE NEW NORMAL

Updated 8-11-21

The University Library subscribes to and commits itself to the University's *Quality Policy*: "We are all about students". In keeping it abreast with the call of the times in today's highly modernized global scenario, particularly in providing library and information services, the Holy Angel University (HAU)

Library is continuously and proactively moving with change in support of the University's strategic objectives of Academic Quality and Organizational Excellence.

This time of pandemic many libraries are now facing challenges on how they be of service to its clientele. Some libraries offering limited physical services and go virtually. Hence, the University Library thought of new innovation to cope with the so called "new normal" and ensures that it will adopt new trends that will support the University in implementing the demands of new academic environment

THE FOLLOWING ARE THE GENERAL RULES THAT ARE STRICTLY OBSERVED:

I. SAFETY PROTOCOLS

The now normal has made a major impact in the library operations and procedures. In response to that, there are also new guidelines to implement new services for the health and safety of everyone in the library.

1. Passing through foot bath placed at ground floor of the building
2. Wearing mask and face shield
3. Observing social/physical distancing
4. Sanitizing using 70% alcohol solution
5. Avoiding touching eyes, nose and mouth when hands aren't wash yet.
6. Filling out contact tracing form.

Note: Limited number of persons per day are allowed inside the library

II. READERS SERVICES POLICIES

a. CLOSED SHELVES SYSTEM

All library units/sections will be on closed-shelf system. Librarians are the only ones who can retrieve library materials from the shelves.

b. GUIDELINES FOR BORROWING AND RETURNING LIBRARY MATERIALS

By appointment

1. Reservation should be made for borrowing/returning library materials.
2. The University library will only allow a number of persons to enter the library.

3. Send the following information in advance thru email or HAU Library FB page messenger:
 - a. Name/Department/Employee or Student no./mobile no.
 - b. Title of material/s you intend to borrow (you can use our OPAC remotely for searching). This part is not applicable for returning materials.
 - c. Date and time, you intend to visit the library.
4. The borrower will be notified via instant messaging or email when the requested materials are available and if the intended date of visit is permitted.
5. Renewal of books can be made through online communication with the librarian/s in-charge of the unit.
6. Reservations received beyond the library hours will be answered the following day.
7. Kindly follow the safety precautions of the University like wearing of mask, hand sanitation and observing social distancing for our mutual safety.

NOTE: FOR PARENTS/GUARDIANS who wish to borrow library materials in behalf of their children, please observe the following guidelines:

- Must communicate in advance before going to the library (*please see guidelines 1, 3 and 4*)
- Bring any identification card as well with your child's school ID

c. Walk in users (Faculty only)

1. Search books through OPAC (PC is provided near the counter) or prepared list before going to the library through remote OPAC
2. Give the list to the Librarian at the counter
3. The Librarian will pull out the books from the stack
4. The books will be charge out to your account
5. After signing, a receipt will be issued to you.

d. Borrowing policies

	Circulation and Filipiniana for Circulation	Reserve	Non-Print material
Faculty	10 books, 2 weeks		3 AVM, 2 weeks
Graduate School	10 books, 2 weeks	2 books, 1 week	
Non-graduating	5 books, 1 week	2 books, 1 week	
Graduating Students	7 books, 1 week	2 books, 1 week	
Senior High School	5 books, 1 week	2 books, 1 week	

**Admitting of students in the library may be allowed when the LGU authorizes entry of students to the campus (Memo Cir No.11 Series 2020)*

e. Periodicals Section

1. To borrow and return library materials:
 - Place the newspaper, journals and magazines at the librarian's desk. Librarian/library staff shall log the library materials in the logbook for proper documentation.
 - Upon confirmation of the receipt of material, students/faculty should place the

newspaper, magazines and journals on the designated area at the counter desk for sanitation

f. Staying inside the Library

Library users may stay in the library for one hour by schedule. The guidelines are the following:

1. Make appointment to visit the library (email or FB messenger)
2. Inform the librarians what resources to use for advance preparations
3. There will be 4 designated areas to stay, 2 in the 3rd floor Reading area, 2 in the 3rd floor reading area.
4. Librarians will be the one to get the resources in the stack area.
5. Used materials will be put in a designated box.

III. NEW LIBRARY SERVICES

HAU Library will continue to assist students, faculty, and staff during the period of virtual education. It will maintain the following services during the times where the library is open and the times dedicated to virtual assistance:

1. **Current Awareness Services** is vital for researchers and academics to keep up-to-date with the library published information and developments through the service.

a. Library webpage

This is considered as the library portal where all information about the library is presented and showcased. Link: https://www.hau.edu.ph/university_library/

b. Social networking tools

Helps library customers keep informed through regular post of new resources available in the library, announcements, guides and manuals and others.

- Facebook Page Link <https://www.facebook.com/haulibrarydepartment>
- Instagram <https://www.instagram.com/holyangelunivlibrary>
- Twitter <https://www.twitter.com/LibraryHAU>
- YouTube: [Library - Holy Angel University](#)

c. Webmail Service

Provide users with a lot of helpful information about the library services and collection, it is a tool for email marketing. Please see last page for the librarians directory.

2. User Education Services

a. Online Library Orientation

The Library provides orientation of the library services, collections, policies and guidelines. A specialized orientation was also given to familiarize library users in utilizing e-resources in order to maximize their use.

b. Database Searching Assistance

Provides instruction and assistance on how to access subscribed electronic resources, Online Public Access Catalog (OPAC), and e-videos. Also prepares instructional access guides, video/online tutorials in relation to

electronic resources.

c. Host Free Webinars

The library will host free webinars on research, citations and other related topic that will enhance learning and research capabilities.

3. Virtual Reference Services

Provide personalized virtual assistance to library users in accessing suitable information resources to meet their needs.

a. Online Document Delivery Services

The document delivery service processes articles and book chapter requests from the journals, books, e-resources and other materials available in the Library.

Steps on how to avail document delivery service:

1. Contact the assigned librarian in your department (see librarians contact information below)
2. Email send through instant messaging the following details:
 - a) Name/Department/Faculty or Student no.
 - b) Title of the book you want to be digitize/scan, specified chapter or pages. Maximum of one (1) chapter per book.
 - c) Email address you want the scanned pages to be sent.
3. You will be notified via email or instant messaging acknowledging your request and if the material you request is available.
4. You will receive the requested material 3-4 days after the acknowledgment.

b. Open Access Resources and Useful Links

List of online resources and useful links gathered by the HAU Librarian to help students and teachers for instruction, reference and academic purposes. (https://hau.edu.ph/university_library/ulib_openaccessperdept.php)

Steps on how to access Open Access Per Department

- a) Go to HAU webpage, click o University Library.
- b) In the Library webpage, point cursor to E-Resources, scroll down and look for Free Open access by department then Click department/school desired
- c) A list of open access sites will be provided, click the hyperlink and enjoy free e-resources full text.

c. Online Request of Library Materials

Use this service to recommend new items to add in our collection. Note that the service is for HAU students, faculty and staff only. Before submitting a request, please check the [OPAC](#) to determine whether the material you want is already available. All recommendations will be reviewed and evaluated based on certain criteria. You will receive notifications on the status of your requests.

Steps on Request Library Materials

- a) List books for recommendation
- b) Check our OPAC if the materials are not available yet in the Library
- c) Email Librarians with the following format
 - Name: Dept., Position (If employee), College/School (if student)
 - Materials requested Quantity, ISBN.ISSN, Title, Author/Creator,

Copyright/Publication, Date, source/supplier

- d) You will be notified by the library if the materials requested is already acquired.

d. Ask a Librarian

Provides accurate and instant answers to reference questions through e-mail, and chat through social media (Facebook). Real-time online help from the librarian-in-charge.

- a) Contact the assigned librarian in your department
- b) Email or send through instant messaging the following details:
 - Name/Department/Faculty or Student no./email address.
 - Library inquiry/questions
- c) Library inquiry received beyond the library hours will be answered the following day.

IV. TECHNICAL SERVICE UNIT

Notwithstanding the potential for technology to re-imagine the library's organization and services, it remains common for libraries to have a traditional print- centered organizational pattern. The most traditional organization uses the terms "technical services" (where employees do not have direct public contact). To follow the journey of a print book, one starts with selection followed by acquisitions down to cataloging and classification (Bolin,M. K., 2018).

Since the onset of the coronavirus (COVID-19) pandemic, the world has changed in a dramatic way and at a significant pace especially in libraries nowadays. With discussions now occurring about reopening campuses, academic libraries face a paradigm shift. Instead of returning to normal, librarians will be returning to a "new normal", meaning a new way of living and going about our lives, work and interactions with other people. Hence, the role of the Technical Services Unit will significantly in some way change the services it provides.

The following guidelines to follow during Book Delivery, Pull-out of Unselected Library Materials, Borrowing and Returning of "in-process" Books

A. Guidelines for Book Delivery

1. Book sellers/dealers shall coordinate with Acquisitions Librarian(s) thru online messages, phone calls, text messages, etc. before the delivery.
2. Acquisitions Librarian(s) shall provide schedule (date) of delivery.
3. Secure Health Certificate from the Company or Barangay Health Center.
4. Booksellers/dealers shall be advised to follow the minimum safety health standards implemented by the University.
5. Delivered materials shall be stored at a designated quarantine area in the library for 5 days.
6. Processing of delivered materials shall commence upon completion of the pre-determined quarantine period.
7. Processing of delivered materials shall follow the Manual of Library Operations under Technical Service Unit.

B. Guidelines For Unselected Materials for Return

1. Book sellers/dealers shall coordinate with Acquisitions Librarian(s) thru online messages, phone calls, text messages, etc. before the pull-out of the unselected materials.
2. Acquisitions Librarian(s) shall provide schedule (date) of pull-out.
3. Secure Health Certificate from the Company or Barangay Health Center.
4. Booksellers/dealers shall be advised to follow the minimum safety health standards implemented by the University.

C. Guidelines for Borrowing/Returning of "In-Process"

Books Borrowing/Loan Out

1. Patrons shall be advised to follow the minimum safety health standards implemented by the University.
2. It is recommended that prior the visit, the patron should check the title of the books to be borrowed using the OPAC to their campus++ account or the forwarded list of available references per department by the OIC, Director of Libraries.
3. The books to be borrowed will be provided by the librarian while the patron is waiting at the designated holding area.
4. The borrowing policy implemented by the University Library will apply.

Returning

1. Patrons shall be advised to follow the minimum safety health standards implemented by the University.
2. The returning policy implemented by the University Library will apply.
3. A book drop is provided in the office when returning used books for quarantine period of 5 days and sanitation.

V. SUSPENDED LIBRARYS SERVICES

1. Face-to-face reference service
2. Use of section/unit, discussion rooms, reading areas, quiet rooms, faculty corner, depository counter.
3. Access to computers, internet workstations and multi-media section.
4. Providing library tours.
5. Giving referral service to other libraries
6. Request for repairing/binding of library materials

VI. PHYSICAL SET UP OF THE LIBRARY

1. Clear plastic partitions on the work areas
2. Plastic dividers will be used at the service desk to ensure distancing between customers and library staff.
3. Visible directional markings with one-way aisles will be utilized to guide customers on safety traffic flow and physical distance between persons.
4. Tables seats reduce from six seaters to only 2 seaters. Carrels are also available for individual seating.

VII. SAFE WORKPLACE GUIDELINES

The following plan ensures, as much as possible, a safe workplace.

Social Distancing

1. Staff are to ensure they are adhering to 6-foot distancing requirements and wear proper safety gadgets like face masks and face shield if necessary.
2. Plastic partition will be installed at the service desk, where social distancing is not possible to maintain
3. Reduce max capacity limits, metering access into the building following the phases for safety
4. Allowing for limited staff on-site (permitting work from home, while ensuring adequate operational staff)
5. Skeletal workforce will be observed, where employees may work in campus and at home on a scheduled basis.
6. Meetings will continue to be held digitally, through ZOOM or other means. Or held in the joint meeting rooms with chairs properly positioned for distancing
7. Breaks and lunches should be staggered. Staff are encouraged to utilize their desks, or go outside/offsite for these breaks/lunches.
8. Shared workstations should be limited and employees must clean the work area prior to leaving.

Hand washing/Sanitizing

1. Adequate supplies for hand washing/sanitizing will be provided, with supplemental
2. Staff must wash or sanitize their hands when they arrive at work, leave their workstations for breaks, use the bathroom, before eating/drinking, and after touching any surfaces such as the working on the service desk, etc.
3. Frequent & periodic cleaning and disinfecting of the building, with a focus on high touch surfaces, Computers should be sanitized every after use of the library customers.
4. All returned Library materials will be quarantined for 72 hours. Book drop received items will be quarantined prior to checking them in

Sick / At-Risk Employees





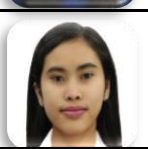

1. Staff are to self-identify any symptoms or signs of illness and will be asked to stay home/go home at signs they may be ill
2. Staff are encouraged to take their own temperature before arriving to work
3. Staff are asked to self-identify if they are personally in a high-risk category as defined by health committee

Employee Education




1. Updates/training on COVID-19 signs/symptoms and prevention will consist of a review in a virtual staff meeting, followed with posted signage in shared work areas
2. Point of entry signage on shared responsibilities (including proper hygiene & sanitization, physical distancing/PPE guidance)







Librarians Directory

BASIC EDUCATION

BASIC EDUCATION				
Department/School		Librarians Assigned	Contact Information	
Grade School Library		Ms. Jenny J. Rivera	jrivera@hau.edu.ph	
			https://www.messenger.com/t/jenny.ioven2	
			(045) 888 8692 local 1230	
Junior High School Library		Ms. Michelle C. Molina	mmoloina@hau.edu.ph	
			https://www.messenger.com/t/mitch.calilung	
			(045) 888 8692 local 1126	
		Ms. Arlyn G. David	agarcia@hau.edu.ph	
			https://www.messenger.com/t/arlyngarcia.aig/	
				(045) 888 8692 local 1434
		Ms. Raissa Ria R. Iral	riral@hau.edu.ph	
			https://www.messenger.com/t/raissariairalr/	
(045) 888 8691 Local 1433				
	Ms. Carla Joy Q. Yalong	cyalong@hau.edu.ph		
		https://www.messenger.com/t/carlajoyquilonioyalong		
		045-888-8691 local 1434		
Senior High School		Ms. Marisol U. Galang	mugalang@hau.edu.ph	
			https://www.messenger.com/t/marisolugotgalang	
			(045) 888 8692 local 1474	

COLLEGE/SCHOOL

COLLEGE/SCHOOL			
Department/School		Librarians Assigned	Contact Information
Graduate School Services		Ms. Sheryl Q. Roque	sroque@hau.edu.ph
			https://www.messenger.com/t/scheqr
			(045) 888 8692 local 1461
College of Criminal Justice Education and Forensics School of Arts & Sciences		Ms. Marivic M. Pantig	mpantig@hau.edu.ph
			https://www.facebook.com/vhic.pantig
			045 888 8691 local 1475
School of Business and Accountancy		Ms. Arly Y. Gozun	aygozun@hau.edu.ph
			https://www.messenger.com/t/khiankylekenkiel_gozun
			(045) 888 8692 local 1457

School of Engineering and Architecture		Ms. Nadia K. Mauricio	nmauricio@hau.edu.ph
			https://www.messenger.com/t/nkmauricio
			(045) 888 8692 local 1474
School of Education		Ms. Jona Mae F. Lacsina	jlacsina@hau.edu.ph
			https://www.messenger.com/t/jona.lacsina
			(045) 888 8692 local 1452
School of Hospitality and Tourism Management		Ms. Zeny Z. Yap	zyap@hau.edu.ph
			https://www.messenger.com/t/zeny.z.yap
			(045) 888 8692 local 1452
School of Nursing and Allied Medical Sciences		Ms. Amy T. De Guzman	adeguzman@hau.edu.ph
			https://www.messenger.com/t/amhydeguzman
			(045) 888 8692 local 1458
School of Computing		Ms. Raquel C. David	rcdavid@hau.edu.ph
			https://www.messenger.com/t/raqsdavid
			(045) 888 8692 local 1451
Administrators and Non-Teaching		Ms. Daisy M. Hicban	dhicban@hau.edu.ph
			(045) 888 8692 local 1169
			https://www.messenger.com/t/daisy.hicban