

Quality Assurance @ DLSU Library

By Ms. Perla T. Garcia
De La Salle University
Philippines

De La Salle University Library undertakes quality improvement initiatives to achieve its goals of providing excellent service primarily to the members of the academic community of the University and to its stakeholders. Internal and external assessment processes are employed which provide the University Library opportunities to draw attention to its significant strengths and to highlight areas for improvement. The University Library collects and examines empirical evidence that indicates the extent of accomplishment of its objectives that are translated to strategic plans.

Strategic Development Plans

Guided by the De La Salle University's Ten-Year Strategic Development Plans: 2003-2013, the DLSU Library aligns its plans with the University's strategic direction, including strategic decisions and targets. These in turn are broken down into yearly operational plans and are subject to annual assessment to monitor the progress of achieving the expected outcomes. Both formative and summative indicators are used to evaluate the accomplishment of the plans. The Library Management Committee, headed by the Library Director with the librarians in supervisory positions as members, plays an active role in the planning and evaluating activities. Involvement of the rest of the library staff in the planning and evaluating activities takes place in the sectional and individual meetings with their respective supervisors.

To wit, below is the alignment of Library plans with the University's strategic targets:

DLSU-Manila 10-Year Strategic Decisions and Targets: 2003-2013	DLSU Library 10-Year Development Plan: 2003-2013
<p>A. Academics</p> <p>1. Academic Programs</p> <p>Targets:</p> <ul style="list-style-type: none"> • All academic programs will have an experiential component to enhance learning • All course paper requirements will be expressions of critical thinking, and preferably research-based • All colleges will become national centers of excellence. • DLSU-Manila will be accredited by an international academic accrediting agency 	<p>Key Result Areas</p> <p>A. Academics</p> <ol style="list-style-type: none"> 1. Digital library will be established and further developed. 2. Selection and acquisition of highly specialized research collection will be increased by 20 percent. 3. Seed collections for new doctoral programs in Engineering, Sciences, Liberal Arts, and Education will be established. 4. A separate undergraduate college library to support the general education program will be instituted. 5. A state-of-the-art information infrastructure will be provided by introducing current information technologies to users and staff. 6. A training institute for library information specialists, knowledge managers, information specialists, media specialists, and others will be established.

<p>2. Students</p> <p>Targets:</p> <ul style="list-style-type: none"> • At least 50 percent of the top upper quartile admitted freshman applicants will enroll at DLSU-Manila • Interventions will be developed to address the problem of low student achievement and to enhance completion rate • DLSU-Manila graduates will achieve at least a 90 percent passing rate in professional board examinations. • Graduate program enrollment in the University will be increased to reach 5000; of this figure, at least 500 will be full-time students. <p>Research Agenda</p> <ul style="list-style-type: none"> • All research centers will become research institutes with defined rationales and viable research programs and research teams. • Fifty percent of all college and university journals will be refereed and abstracted. • One hundred percent of senior faculty members will publish at least one article in a refereed and abstracted journal every year. • One hundred percent of senior faculty members will have at least one-ongoing funded research project every year. <ol style="list-style-type: none"> 3. Instructional Technology in Learning 4. Faculty 5. Academic Linkages 	<p>Students</p> <ol style="list-style-type: none"> 1. All freshmen will be trained with basic library skills through formal orientation classes. 2. All methods of research classes will be given instruction on how to do effective and efficient literature search. 3. All students will have the required basic competence in accessing online materials. 4. All students will be information literate. <p>Research</p> <ol style="list-style-type: none"> 1. All research centers within DLSU-Manila will be linked with the Library's network system. 2. Collections that will compliment and strengthen library collections of research centers will be acquired. 3. All rare books and historical archival will be digitized by year 2013. 4. The Library will conduct project studies for the enhancement of services and introduction of new programs. <p>Linkages</p> <ol style="list-style-type: none"> 1. Linkages with AUN libraries and international learning centers in the Asia-Pacific region will be reinforced. 2. Exchange programs for library faculty and staff in the area of training and development with leading Asian libraries will be initiated.
<p>B. Governance</p> <ol style="list-style-type: none"> 1. Institutional Culture and Formation 2. Human Resources/Industrial Relations 	<p>Institutional Culture and Formation</p> <ol style="list-style-type: none"> 1. The Librarian's Code of Ethics will be practiced. 2. Customer focused service will be demonstrated by all library personnel <p>Human Resources</p> <ol style="list-style-type: none"> 1. By 2011, 100% of faculty librarians faculty will have their Masters degree in Library Science.

<p>3. Budget/Finance</p> <p>4. Physical Facilities</p> <p>5. Information Technology in Administration</p> <p>Target:</p> <ul style="list-style-type: none"> • All major operational systems and processes (i.e., communication, enrolment, library, finance) of the University will be computerized <p>C. Development</p> <ol style="list-style-type: none"> 1. Community Service 2. Alumni Development 3. Resource Mobilization <p>4. Public Relations</p>	<ol style="list-style-type: none"> 2. By 2013 all assistant librarians will be licensed. 5. All clerks will be computer literate. 6. Library faculty will have familiarity with at least one foreign language other than English. 7. Investment in ongoing staff development to ensure needed competencies and maximize job performance will be continued. <p>6. Qualified and competent understudy to fill in administrative positions to be vacated by prospective retirees will be identified.</p> <p>Budget/Finance</p> <ol style="list-style-type: none"> 1. 10% of the University's budget will be allocated for the library's capital acquisition targets. 2. A permanent and sustaining library endowment will be provided 3. Competitive salary scale for licensed library faculty and assistant librarians will be sustained. 4. Financial assistance from ACUCA, United Board, Japan Foundation, and other funding agencies will be tapped. <p>Physical Facilities</p> <ol style="list-style-type: none"> 1. A separate undergraduate learning resource and information center will be established. 2. A separate digital library will be arranged. 3. A separate area for the Archives and Special Collections will be explored. 4. A docking area for book deliveries will be designated. 5. Additional mobile compact storage systems to augment shelving space requirements will be acquired. <p>Information Technology in Administration</p> <ol style="list-style-type: none"> 1. All library functions and management operation and processes will be computerized. <p>Community Service</p> <ol style="list-style-type: none"> 1. Extension service to one provincial academic library for its capability building in terms of collection management, staff training, and service operation will be committed. <p>Public Relations</p> <ol style="list-style-type: none"> 1. A national recognition award will be garnered.
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Internal Self-Assessment

The University Library undergoes self-assessment process periodically in several ways. These include the recording, distributing and or disseminating monthly, trimestral and annual summary accomplishments to concerned administrators that include the Academic Vice President for Academic Services, the library personnel and the members of University Library Council. The documented report includes data on acquisitions, technical services, circulation activities, reference queries and users education, shelving, online and electronic resources usage, off campus access, staff training and development, inter-library cooperative activities, physical facilities and computer hardware and software upgrade, income and expenses, and other routine tasks. A common data collection mechanism and format for report generation has been instituted for consistency and ease in interpreting, analyzing and trending purposes. The accomplishment report is highlighted by the summary of significant activities not covered by the statistical report. This includes projects, studies, surveys and other concerns that are not part of routine tasks. Studies and surveys are continuously conducted to determine other needs that have to be met. Results of these become the bases for making decisions and prioritizing concerns that have to be addressed.

For the past five years, from academic year 2000-2001 to 2004-2005, the following projects and studies have been effected:

- 2004-2005: Assessment of Indoor Air Quality
 Technology and Engineering Collection Assessment
 Review of the Pathfinder Service

- 2003 –2004: Purchase of New Integrated System, Millennium of Innovative, as
 Replacement of T- Series System
 Online Survey on the Impact of the New Library Integrated System
 Matching of Syllabi Citations and Titles in Two Filipiniana
 Bibliographies, Directory of Filipino Writers and Summer Institute
 of Linguistics) against the Book Collection
 The BCL-Book Collection Development: an Assessment

- 2002-2003: DLSU Library Needs Assessment Survey (Institution-wide)
 Evaluation of DLSU Library Online Periodical Holdings

- 2001-2002: A Review of the Book Chute Service: 1999-2002
 Full Operation of the Electronic Classroom
 Reconciling and Cleansing of Accession Records
 Online Survey on Library Staff Salaries Among Selected Academic
 Libraries

- 2000 2001: Survey on the Satisfaction Level of DLSU Graduates of 2000
 Survey on Book Titles Listed in DLSU Course Syllabi for Collection
 Upgrade

External Accreditation

In 2002, the Philippine Accrediting Association of Schools, Colleges and Universities (PAASCU), a private, voluntary, non-profit and non-stock service corporation, granted DLSU-Manila Level IV accreditation status. DLSU-Manila is the first school in the Philippine to receive such status and is recognized by Center for Higher Education CHED, as **“an institution that has distinguished itself in a broad area of academic discipline and enjoys prestige and authority comparable to that of international universities.”**

When the programs of four colleges (CLA, CBE, COS, CED) of DLSU-Manila were thoroughly evaluated by a team of outside accreditors in 2001, the University applied for Level IV accreditation status with in mind the rigid criteria set by PAASCU: **“(1) At least 75 percent of its programs must have attained Level III status for a minimum period of 10 years, i.e., two consecutive terms of five years each; (2) Excellent outcomes in research as seen in the number, scope, and impact of scholarly publications in refereed national and international journals; (3) Excellent outcomes in teaching and learning as proven in the performance of its graduates and alumni and the continuing assessment of student achievement; (4) Excellent outcomes in community service and the impact of its contributions to the economic and social upliftment, on both regional and national levels; (5) Evidence of international linkages and consortia; and, (6) Well developed planning processes which support quality assurance mechanisms.”**

The highest status awarded to DLSU was the product of long years of continuing improvement of educational quality through self-evaluation, peer judgment and compliance with commonly accepted standards of quality education. From the preliminary accreditation survey visit to the accreditation of various academic programs applying for different levels of status set by PAASCU, the following areas are evaluated:

- College/School Community Involvement
- Faculty
- Instruction
- Library
- Laboratories
- Physical Plant
- Student Services
- Administration

Under the Library Area the accrediting team headed by a designated chairperson validates the self-survey ratings by examining evidences and accompanied by observation and interviews during the survey visit. The Library is assessed and rated in six divisions namely: administration, collections, personnel, financial support, services and use, and physical facilities.

The Level IV accreditation status is not the end itself but an opportunity to go on improving with the end goal of working beyond sustaining the status. In fact another team of accreditors will re-accredit the College of Engineering (COE) academic programs in early February 2006. Previous COE survey visits were made in 1994 and 2000. The area ratings for the Library during those survey visits were 3.90 and 3.93, respectively. There were several other survey visits after 2000 and the Library has always been evaluated every time. These scheduled visits were:

Year of the Visit	Programs for Accreditation
2000 March 6-7	College of Engineering
2001 Dec. 3-4	College of Liberal Arts, College of Business and Economics, College of Science, College of Education
2003 Nov. 20-21	College of Computer Studies
2003 July 18-19	Graduate Programs in Education, Arts and Science
2005 July 22-23	MBA Program of Graduate School of Business
2006 Feb. ?	College of Engineering

Conclusion

Self audit and accreditation by an external agency are two mechanisms employed by DLSU Library in ensuring itself, its stakeholders and the University that its policies, systems and processes for the development, maintenance and enhancement of quality in all its services are functioning effectively. The results of the assessments become the bases to identify areas of strength and excellence and areas in need of improvement in short, medium and long term. The DLSU Library is committed to undertake a continuing, systematic, and effective quality assessment program.

AUN-QA ASSESSMENT EXERCISE

Institution/University: **De La Salle University**
 Date: **24 November 2005**
 Scope of Assessment: **Library**
 Assessor: **Perla T. Garcia**

Criteria 2 on Teaching/Learning
 No. 6: **Learning Resources**

Level 1: The university shall be able to provide adequate learning/instructional resources.

Level 2: The university shall develop a digital library and allow access to member universities.

Indicator	Indicator Value (1-7)*
Level 1	
1. Record of inventory of learning resources (e.g., number of computers in total to number of students in total, laboratory equipment)	6
2. Record of procedure for use of library	
3. Documentation of access and use of various learning resources by students and teaching staff	6
4. Adequacy of collection vis-à-vis curricula needs	4
Level 2	
1. Record of development plan to create a digital library	5
2. Record of developing university-wide links and networking across library units in all faculties and centers, and allowing easy and cheap access to AUN member universities	5

*To include comments below under " Observations" if felt necessary by assessor.

Observations:

Full documentation of all plans and processes that support the criteria need to be done.

Strengths:

Access facilities to the collection are adequately available and user friendly.

Proposed suggestions for the indicators (e.g., track the availability of computer per student or access to online course content):

Literature Consulted

1. Barry, Thomas, J. *Management Excellence through Quality*. Milwaukee, Wis. : ASQC Quality Press, 1991.
2. Burrill, Clude W. and Ledolter, Johannes. *Achieving Quality through Continual Improvement*. New York : Wiley. 1999.
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5. PAASCU. *Towards the Third Millennium a Continuing Quest for Excellence, 1957-1997*.
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7. Philippine Accrediting Association of Schools, Colleges and Universities. *Directory 1996-1997*.

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