

Ambassador Manuel T. Yan
Peace Resource Center

LIBRARY OPERATIONS MANUAL



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2016

FOREWORD

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Presidential Adviser on the Peace Process



Our work towards a more peaceful and more prosperous Philippines asks us not to forget the past for it offers valuable lessons we can use in forging the future we want for our country. After all, in the words of the Danish theologian Søren Kierkegaard, “life should be lived forwards, but must be understood backwards.” This is true even for any peace process; while we do all we can to keep it moving ever onwards, we can only truly grasp its breadth and its vision for the future if we look at the rich backdrop of history behind it.

This makes our library, the Ambassador Manuel T. Yan Peace Resource Center (AMTYPRC), all the more valuable not only to our agency but to all those who are one with us in pursuing lasting peace for the Philippines—housing, as it does, an exhaustive collection of materials from documents detailing the dynamics and processes of the different peace tables to numerous books and publications on peace, many of which are produced by the OPAPP and its institutional and peace partners. Needless to say, it is a vital component of our institution. As a center of history and information, it provides a valuable repository of relevant written and audio-visual material of the different units of the office, of books and publications for internal and external research, and of memorabilia that help us trace our agency’s history and achievements.

And so here we take the opportunity to commend those responsible for organizing the library and enhancing its systems, those who helped in collecting the resources and peace memorabilia now housed by the AMTYPRC, and those who took part in developing this Library Operations Manual. This manual is a step in the right direction towards creating an accessible and user-friendly guide for readers, researchers, and especially for those interested in our country’s journey to peace.

As well, it is our hope that everyone in OPAPP will take the time to use our library resources, especially as reference documents in writing and reflection, for it is only in constantly learning and applying the lessons of the past that we can together build the future we want: a future of peace, of harmony, of prosperity for all.

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I. Library Operations Manual

The Library Operations Manual (LOM) is created to bring uniformity and clarity to the different functions of the library. It provides information on library rules and regulations, borrowing, and renewal procedures and library processes. It also discusses the general library policies and procedures namely: circulation, selection, acquisition, and technical services.

This manual serves as a guide not only to the librarian, but to all employees of the Office of the Presidential Adviser on the Peace Process (OPAPP).

II. Introduction

The Ambassador Manuel T. Yan Peace Resource Center (AMTYPRC) is under the Knowledge Management & Resource Center (KMRC) of the OPAPP. Popularly referred to as the OPAPP Library, it was named after the late Ambassador Manuel T. Yan to recognize his efforts, passion, and work as a dedicated peace advocate. A memorandum approving the launch of the Ambassador Manuel T. Yan Peace Resource Center was signed by Secretary Avelino I. Razon, Jr. on 4 September 2009.

The AMTYPRC is an integrated library system and resource center that holds historical documents, artifacts, and audio-visual files on the Philippine peace process that have been under the care and supervision of OPAPP since 1987 when it was still the Office of the Peace Commissioner. It also holds a collection of more than 3,000 books, journals, and audio-visual materials acquired from various local and international sources on peace and conflict resolution.

The library has eight sections:

1. The *General Circulation Section* consists of all kinds of published materials (both digital and print) relevant to the subject of peace, peace process, conflict resolution, conflict transformation, and cross-cutting subjects.
2. The *Reserve Section* houses materials that are high in demand

but have limited copies to ensure efficient and fair access. Materials under this section are put in closed shelves.

3. The *Archives Section* holds materials of special nature, including confidential materials, rare books, collected manuscripts, digital and print materials, and unpublished documents of OPAPP. Works kept in this section are essential to the organizational operations and are especially valuable because of their historical significance in the country's peace process.
4. The *Reference Collection Section* is a non-circulating collection of materials designed to provide quick access to factual information in all subject areas. It consists of general materials such as encyclopedias, handbooks, dictionaries, directories, yearbooks, indexes, bibliographies, and others which fall under the same category .
5. The *Periodical Section* consists of journals, magazines and newspapers.
6. The *OPAPP Publications Section* showcases materials that are published by OPAPP.
7. The *Viewing Station* is where users can view and listen to audio-visual materials such as CDs, DVDs, and the like.
8. The *Discussion Room*, where patrons can meet to discuss ideas, proposals, programs, among others.

An Open Public Access Catalog (OPAC) Station is available inside the AMTYPRC. It is where users can view and search for the material of their choice. A catalog of available materials in the AMTYPRC can also be viewed and accessed online. A link is provided and can be found in the OPAPP website.

The AMTYPRC is located at the 5th Floor, Agustin 1 Building, F. Ortigas Jr. Road, Ortigas Center, Pasig City. It is open from Mondays to Fridays, 8:00am-5:00pm.

III. Vision, Mission and Goals

Vision

The Ambassador Manuel T. Yan Peace Resource Center aims to develop a culture that gives primacy to research, documentation, archiving, and information sharing on peace and other related fields.

Mission

The Ambassador Manuel T. Yan Peace Resource Center serves as the hub that keeps, manages, and disseminates resources relevant to the Philippine Peace Process.

Goals

To this end, the Ambassador Manuel T. Yan Peace Resource Center shall:

- Develop new methods in delivering information and become the country's premier site for and source of all holdings and materials relevant to the Philippine Peace Process.
- Provide service and assistance to disseminate accurate information about the Philippine Peace Process, and encourage its patrons to use the library resources in the most effective way.

IV. General Policies and Procedures

A. Circulation

Upon entering the library, patrons are required to log in the Library Guestbook. The librarian shall facilitate the issuance and approval of Library Borrower's Card upon presentation of a valid OPAPP employee's ID. The borrower's card shall be strictly issued only to OPAPP personnel.

1. Responsibilities of Library Borrowers

- Exercise care in handling borrowed library materials. Any damage or loss of item, will be charged with corresponding payment for its repair or replacement;

- Materials must be returned to the library on time and in the same physical conditions as when they were checked out.

2. Borrowing period

All staff of OPAPP regardless of employment status may borrow books from the General Circulation Section. All materials coming from Reference, Periodicals and Archives Section cannot be loaned out.

Borrowing entitlements for OPAPP Personnel:

Category	General Circulation Section		Reserve Section	
	No. of Materials	No. of Days	No. of Materials	No. of Days
EXECOM, MANCOM and Unit Heads	10	30 calendar days	2	2 calendar days
OPAPP Staff	5	15 calendar days	1	1 calendar day

On borrowing OPAPP Publications:

ALL OPAPP Personnel	OPAPP Publications	
	No. of Materials	No. of Days
	5	15 calendar days

- Borrowed OPAPP Publications can be renewed for a period of 7 days, provided that there is no reservation in place.
- If an outside researcher wants to have a copy of a certain OPAPP publication, he/she must seek permission from the KMRC Director.

3. On Renewing Items

- Materials from the General Circulation Section are renewable for two consecutive times, for a period of 7 days.

- The renewals must be made on or before the due date
- Patrons may borrow the book again, provided that there is no reservation in place.

Renewal exceptions:

Not all library items are renewable. Reasons that may prevent renewal include:

- Short term loan items (reserve books)
- Items that are normally non-circulation but were loaned to you on an exception basis

4. Suspension of borrowing privileges

Patrons may not be able to borrow books from the library given the following situations:

- If the patron reached the maximum number of books allowed to be loaned out
- If the patron has overdue books that are not yet returned

5. Borrowing procedures

- Fill out the **library book card** with the needed information located at the back of the book/item.
- Submit the library book card along with the **library borrower's card** to the librarian.
- The due date of the book borrowed must be stamped at the **due date slip** also located at the back of the book.

6. Damaged materials

Patrons should report damage to library materials as soon as they notice the damage. This will allow the librarian to get the book repaired and prevent the patron from being held accountable.

7. Lost materials

- If a material is lost by the patron, the librarian should be notified immediately. Library patrons are responsible for the replacement of the lost materials.
- Lost materials must be replaced with the same title, edition and author.
- If there is no available replacement of similar specifications, a book on the same subject or closely related subject may serve as a substitute.
- Lost materials should be replaced within two weeks upon report of loss. Should the patron need more time in finding replacements (e.g. in the case of rare collection, etc.), a written request for extension should be submitted.

8. Signing of clearances

An OPAPP employee who is resigning or will be on-leave for 30 days or more should secure a clearance from the library. The employee should return his/her library card to the librarian upon signing of clearance.

In the event that an employee has delinquencies (i.e. overdue books that are not yet returned, lost materials, etc.) to the library, he/she should settle it first before the librarian signs the clearance.

B. Selection

General criteria for the selection of library materials

The following criteria are to be observed by the librarian in the selection of any materials (whether monograph, serial, or audio-visual) for the Library collection:

1. Relevancy to the research needs of its parent organization
2. High standards of quality in content, format, and/or scholarly value
3. Durability of the material
4. Prevalence and timeliness of the material

During the selection of materials (print or non-print materials), the AMTYPRC follows a selection criteria that includes, but is not limited to:

- Agrarian/Fisheries
- Ancestral Domain
- Armed Conflict
- Biography/Autobiography of Peace Advocates
- Civil Society - Non-Government Organizations
- Conflict Resolution
- Conflict Sensitivity
- Crosscutting – Children, Indigenous People, Women (in a conflict environment), Elderly, and Persons with Disabilities (PWDs)
- Culture of Peace
- DDR-Disarmament, Demobilization, Reintegration– Demilitarization
- Development Laws and Legislations
- Ecology/Environment
- History and Culture
- Human Rights – International Humanitarian Law / International Law, CARHRIHL, Human rights violations, Human security, Human development, Active non-violence mediation
- Insurgency – Global
- Knowledge Management – Training module/ development, Research
- Media and Peace
- Mindanao Peace Process
- Mining/Landmines
- National Peace Plan
- National Security
- PAMANA
- Peace and Social Coherence
- Peace building/Peace making
- Peace Education
- Peace Process
- Security Sector Reform
- Social Reform Agenda
- Transitional Justice

C. Acquisition

Acquisition is the process of securing materials for the library collection, whether by purchase, as gifts, or through exchange programs.

Four (4) major steps in Acquisition:

1. Bibliographic verification is the first step in the acquisition procedure.

Two major parts of bibliographic verification:

- The first part establishes a particular work's existence. The librarian establishes the accepted form of the author's name (person or organization), the title, date of publication, its price, and where to buy it.
- The second part consists of determining whether the library wants or needs a copy of the work.

2. Request processing
3. Preorder work
4. Ordering

In the event that OPAPP employees, officers, and consultants are interested in acquiring new materials for the Library, they shall submit the *Purchase Request Form for Library Materials* to the Librarian.

Request of materials are subject to approval by the Director of Knowledge Management & Resource Center. The Librarian shall immediately notify the concerned employee, officer, or consultant once their request has been approved and once their requested resource material becomes available in the Library holdings.

Partnerships with other libraries and resource centers will also be established for users from OPAPP to access their collection and vice versa.

D. Gifts and Donations

The AMTYPRC shall gratefully accept gifts and donations with the understanding that they will not necessarily be added to the library's collection unless the material meets the criteria for selection following the same procedures in the selection of new materials. If the materials are not suitable because of condition, out-of-date, out-of-topic knowledge or other factors, the items will not be accepted. An acknowledgment of the acceptance of the donation will be put into writing and forwarded to the donor.

E. Deselection/Weeding

Deselection or Weeding is the process of removing materials from an active collection for withdrawal or transfer.

Weeding criteria

- Is it rarely used?
- Is it worn, soiled or damaged?
- Is it outdated?
- Is the content still pertinent?
- Is it in a language that current and future users can understand?
- Is it duplicated in the collection, either in another copy or a comparable item on the same topic?
- Is it available elsewhere?
- Is it rare or valuable or both?
- Has it been superseded by a new edition?
- Was it originally selected in error?
- Does it have local relevance?

The Librarian shall conduct systematic deselection or weeding of the General Circulation Section. Materials that are obsolete (e.g. earlier editions which have been superseded, duplicates of seldom-used titles), no longer appropriate (works with outdated or incorrect information), or physically-damaged beyond repair shall be removed from the collection. Weeding shall be undertaken annually. The Librarian will make a list of materials that are candidates for weeding and submit it to the KMRC Director. Once approved, weeded items/materials may be disposed, passed or donated to other libraries.

F. Preservation and Digitization

The AMTYPRC may coordinate with the IT and/or Records Management Unit for the immediate digitization of all materials in the Archives Section.

For all of the library's holdings, binding should be used to preserve materials and repair should be provided for damaged materials. Temperature and humidity controls essential for maintenance of library materials, shall be ensured and monitored.

V. Technical Services

A. Accessioning

It is the term used to describe the process of adding new materials to the library collection. Accession number is a unique, usually sequential, number given to each new item acquired, as it is catalogued. The accession number of each material depends on the chronological order in which the material or item was received.

B. Cataloging

Cataloging is the process of creating bibliographic description of library materials and assigning access points (also called headings). Copy-cataloging, on the other hand, is the process of building upon original cataloging. It involves matching an established bibliographic record with an exact duplicate item described to be added into a collection.

C. Classification

The classification scheme that the AMTYPRC uses is the Library of Congress Classification System. The classification varies from the different kinds of subjects the library has.

The classification scheme is located on the spine of every book and in the front surface of non-print materials.

VI. Library Operations

A. Strategic Thrust and Directions of the AMTYPRC

To achieve the vision of becoming the country's premier site for and source of all holdings and materials relevant to the Philippine peace process, the Ambassador Manuel T. Yan Peace Resource Center shall continuously pursue automation and digitization of OPAPP's institutional materials and documents and facilitate broader access and user-friendly interface through maximum use of web and internet technologies. The AMTYPRC shall also embark on partnerships with peace institutes, resource centers, and public and private libraries for resource sharing and better services and outreach to the public.

B. Staff Complement

1. Librarian

The Librarian reports directly to the Director of Knowledge Management & Resource Center, he/she is responsible for providing library and research services to the organization and maintenance of the library and its collection.

Responsibilities:

- a. Establishes and implements library and information policies and procedures
- b. Develops and manages convenient, accessible library and information services
- c. Prepares reports regarding library services and activities
- d. Develops collection management policies and procedures
- e. Performs acquisition, accessioning, cataloguing and classification for print and non-print materials
- f. Conducts indexing and abstracting of journals
- g. Establishes connections with other libraries and resource centers
- h. Maintains the organization of the library
- i. Performs library inventory at the end of the year
- j. Attends trainings, seminar workshops and book fairs

2. Library Assistant

The Library Assistant helps the librarian on facilitating library services, serving the needs of the users and helping maintain order and upkeep of the library.

Responsibilities:

- a. Performs technical works in the library (i.e. Stamping and covering of newly acquired books)
- b. In-charge of the circulation of library materials
- c. Shelving books
- d. Assists users' inquiries regarding the use of library facilities including location of books and other materials
- e. Helps the librarian in performing library inventory

VII. Library Use Guidelines

A. Conduct

1. Academic research and study should be the purpose of library use, otherwise access may be denied.
2. Users may bring their own reading materials with the condition that they may be examined prior to exit.
3. Excessive and inappropriate use of the library's spaces and resources are strictly prohibited.
4. All transactions (borrowing and returning of materials) end 10 minutes before closing time.

B. Rules and Regulations

1. Smoking, eating, and drinking are not allowed inside the library.
2. Observe silence.
3. Readers shall not write or mark, tear or in any way damage any material and other facilities belonging to the library.
4. Library rules must be observed and respected.

C. Policies on Library Audio-Visual Materials

1. Patrons can only use/access the AV materials inside the library premises.
2. An Audio-Visual Use Form must be filled out and submitted to the librarian before viewing the AV material.
3. Patrons can only view the AV material of their choice in the Viewing Station.
4. AV materials cannot be loaned out nor recopied due to the confidentiality of its contents.

D. Library Rules for Outside Researchers

Outside researchers are requested to observe the following:

1. Present a valid ID and letter seeking permission of access to the AMTYPRC. The letter must be addressed to the KMRC Director.
2. In case the outside researcher wants to photocopy materials from the library, the librarian's permission must be sought. If given permission, a photocopying form from the librarian must be filled-in with the needed information.

AMBASSADOR MANUEL TECSON YAN, SR.
A Dedicated Soldier, Diplomat and Peacemaker

(24 January 1920 – 4 December 2008)



Ambassador Manuel T. Yan spent 63 years of his life in the service of the Filipino people and of the country: 35 years in the AFP where he became the youngest Chief of Staff (at the age of 48); 21 years in the foreign service as Ambassador to Thailand, Indonesia and United Kingdom and later as Undersecretary of DFA; and, seven (7) years in the peace process as Chief Negotiator for MILF (1992-1996) and as the Presidential Adviser on the Peace Process (1994-2001).

His dedication and unselfish effort as Chief Negotiator resulted in the signing of the Final Peace Agreement with the Moro National Liberation Front in September 1996.

In recognition of his outstanding achievements and his dedicated service to the Filipino people, the De La Salle University (DLSU) honored him with a Doctor of Humanities *honoris causa* in February 2008. In response, Ambassador Yan shared the lessons and insights that he gained as chief peace negotiator: first, peace negotiations are not necessarily bargaining processes all the time, but a mutual search for solutions to problems and concerns that affect not just the rebel groups but the government and country as a whole. Second, at the core of every peace process is the issue of trust, and it must begin with each side developing a common understanding of each other's position. And third, the peace process must be supported by an effective method of consultation with the people. These consultations must be continuously held, so that those whose lives are affected will have a stake in the outcome. In the end, he said, *"this is the only country that we have; we must take care of it through a perpetual search for peace"*.

Ambassador Yan continues to serve as an inspiration and shining example to those who work and advocate for peace and development in the country.



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