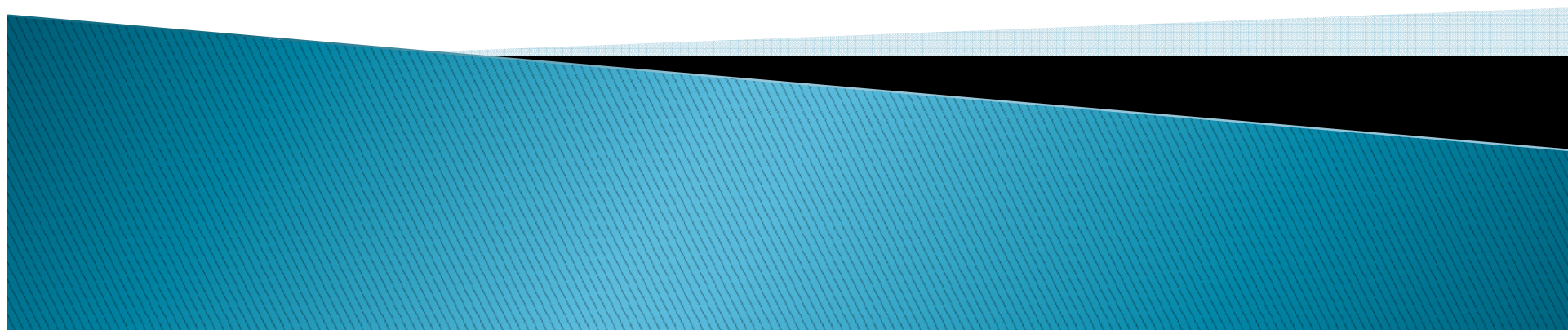


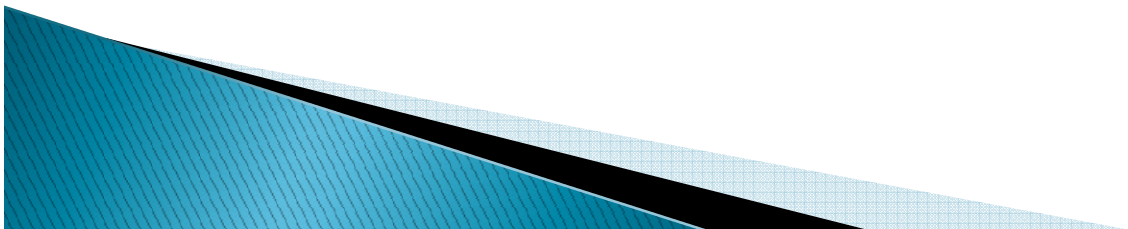
Library Services for Distance learners: the University of the Philippines Open University Experience

*Audrey G. Anday, UP Open University Library,
Los Baños, Laguna, Philippines*



Outline

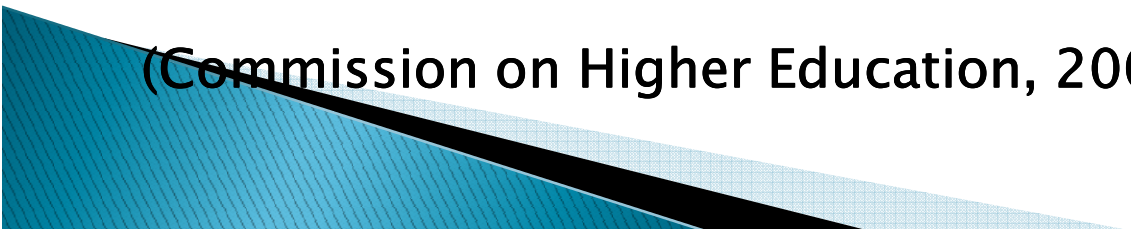
- ▶ Introduction
 - What is distance education?
 - Who is a distance learner?
 - Why distance education/learning?
- ▶ The UP Open University
- ▶ The Library in an open university education/learning
- ▶ The UPOU Library experience



Distance Education

- ▶ Distance education is “a mode of educational delivery whereby teacher and learner are separated in space and time and instruction is delivered through specially designed materials and methods and is supported by organizational and administrative structures and arrangements. Distance education may utilize various types and combinations of print-and non-print-based learning methods. Face-to-face tutorials or virtual discussion groups may support learning.

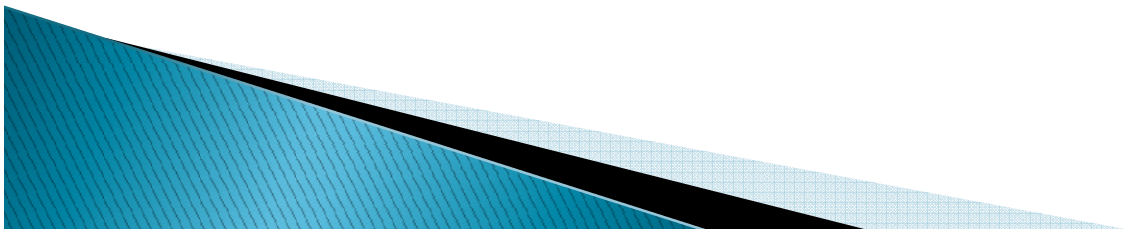
(Commission on Higher Education, 2003)



Distance Learner

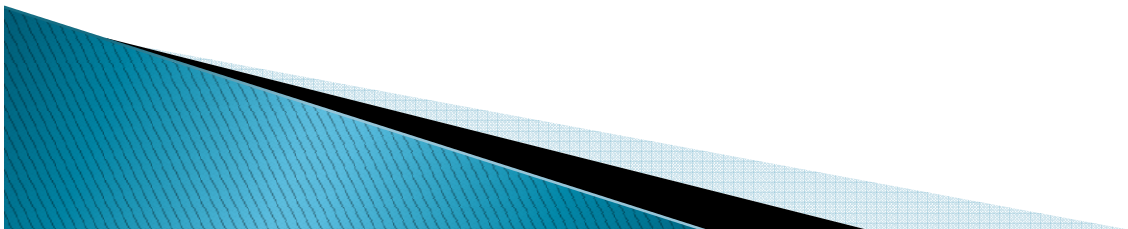
- ▶ A student who spends most of his/her class time and course work in an off-campus site.

www.wcu.edu/1613.asp



Why Distance Education?

- ▶ There is a need to overcome constraints of time and distance in acquiring new knowledge, skills and college credits.
- ▶ Older students are not hindered by concerns about being among younger students while acquiring college degrees.
- ▶ Technology has made delivery of education from a distance possible and attractive.
- ▶ “Partnership with institutions has made “offshore “learning possible.





University of the Philippines

As an educational institution, the University of the Philippines (UP) is mandated to provide quality tertiary education to as many Filipinos as possible. Because of constraints of resources, facilities, space and distance, some of those who qualify and wish to study in UP cannot attend the traditional residential setting.



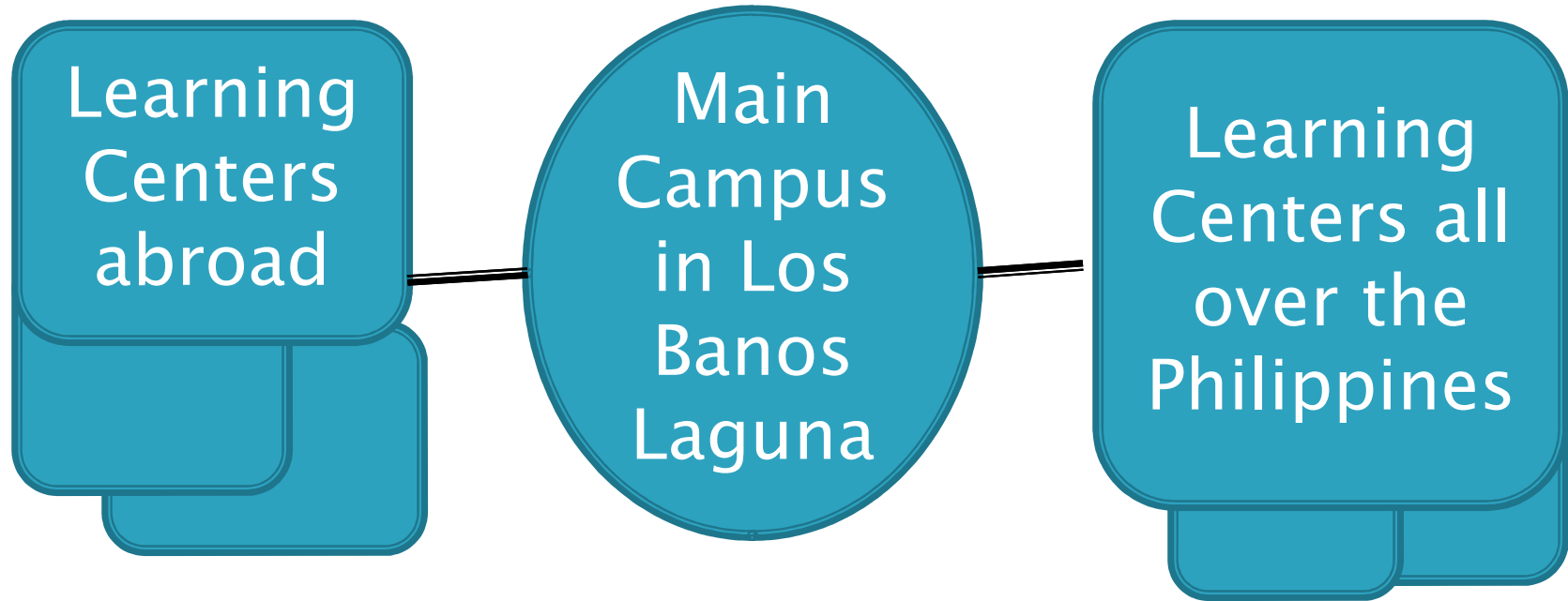


Rationale: UP Open University

To address the demand for off-campus enrollment in the University, the UP Board of Regents approved the establishment of the UP Open University (UPOU) on the 23rd of February 1995, as the fifth autonomous member of the UP System. Since its establishment, the UPOU has accepted students who are unable to physically be on campus through its learning centers and/or via online delivery of instruction



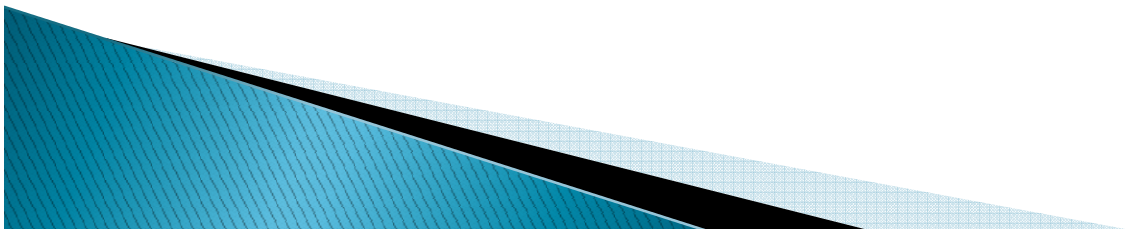
The UPOU System/Network



- ▶ All services and instructions are offered at a distance using some kind of transmission system or telecommunications technology or off-site partner learning centers

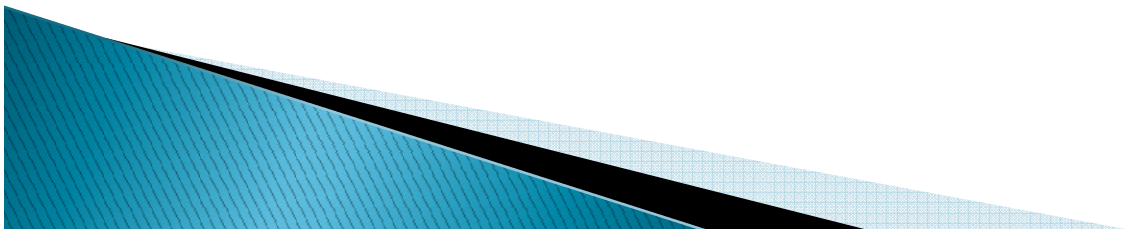
The UPOU Courses

- ▶ Undergraduate
 - Associate in Arts
 - Bachelor of Arts in Multimedia (BAMS)
- ▶ Graduate Certificate
 - Graduate Certificate in Distance Education
(Within the Master of Distance Education)



UPOU Diploma Courses

- ▶ Diploma in Social Work
- ▶ Diploma in Computer Science
- ▶ Diploma in Research and Development Management
- ▶ Diploma in Environment and Natural Resources Management
- ▶ Diploma in Science Teaching
- ▶ Diploma in Mathematics Teaching
- ▶ Diploma in language and Literacy Education
- ▶ Diploma in Social Studies Education

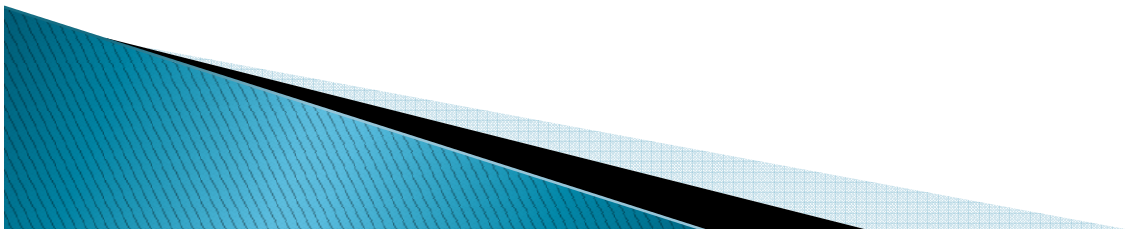


UPOU Master's Degrees

- ▶ Master of Arts in Education (Language and Literacy Education)
- ▶ Master of Arts in Education (Social Studies)
- ▶ Master of Information Systems
- ▶ Master of Environment and Natural Resources Management
- ▶ Master of Social Work
- ▶ Master of Development Communication
- ▶ Master of Distance Education
- ▶ Master of Public Health
- ▶ Master of Hospital Administration
- ▶ Master of Arts in Nursing
- ▶ Master of Public Management

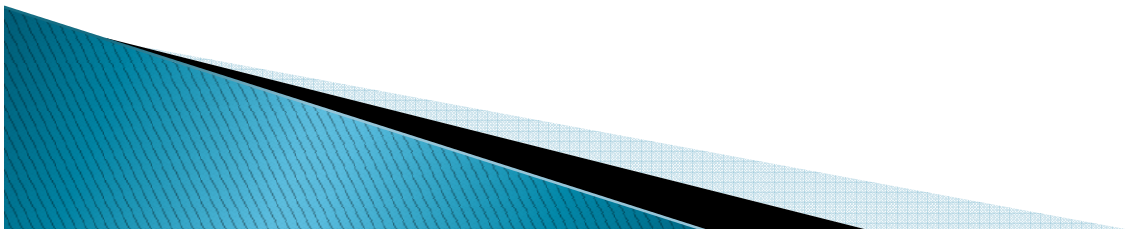
UPOU Doctoral Degrees

- ▶ Doctor of Philosophy in Education
(Biology Education, Chemistry Education, Physics Education, Mathematics Education)
- ▶ Doctor of Communication (Dcomm)



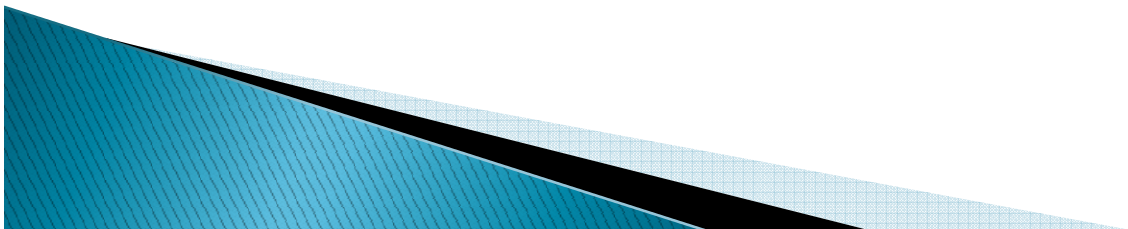
UPOU Non formal courses and Certificate Programs

- ▶ Continuing Professional Education Program on Land Valuation
- ▶ Community Mental Health
- ▶ Online Teaching and Learning
- ▶ Caring for Children with Special Needs
- ▶ Caring for the Older Person
- ▶ New Enterprise Planning
- ▶ Personal Entrepreneurial Development
- ▶ Professional Teaching Certification Program



Role of the Library in Education

- ▶ *Library resources and services in institutions of higher education must meet the needs of all their faculty, students and academic support staff, wherever these individuals are located, whether on a main campus, off campus, in distance education or extended campus programs, or in the absence of a campus at all ... Students and faculty involved in distance learning programs are entitled to library services and resources equivalent to those provided for students and faculty in traditional campus settings. (ACRL, 1998)*



“ACRL Guidelines for Distance Learning Library Services”

Highlights:

- ▶ Access to equivalent library resources and services provided on campus
- ▶ Collaboration with other campus agencies and other libraries
- ▶ Instill lifelong learning through information literacy
- ▶ Promote and assess library integration into courses and overall program

Source:

<http://www.ala.org/acrl/guides/distlrng.html>

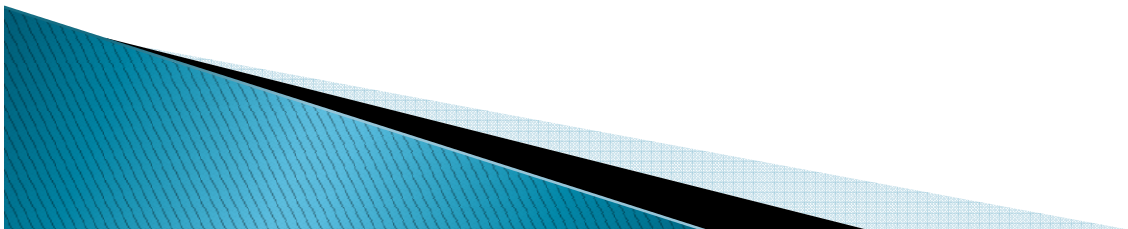


The UPOU Library

Mission:

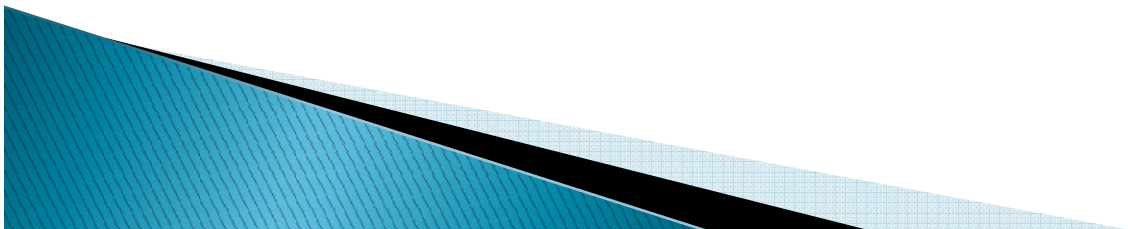
As one of the key components of the UPOU scholarly communication system, the library

- ▶ provides library resources that meet the information needs of the UPOU faculty, staff and students of the UPOU wherever these individuals are located
- ▶ provides a responsive and innovative information service to UPOU constituents



The UPOU Library Vision

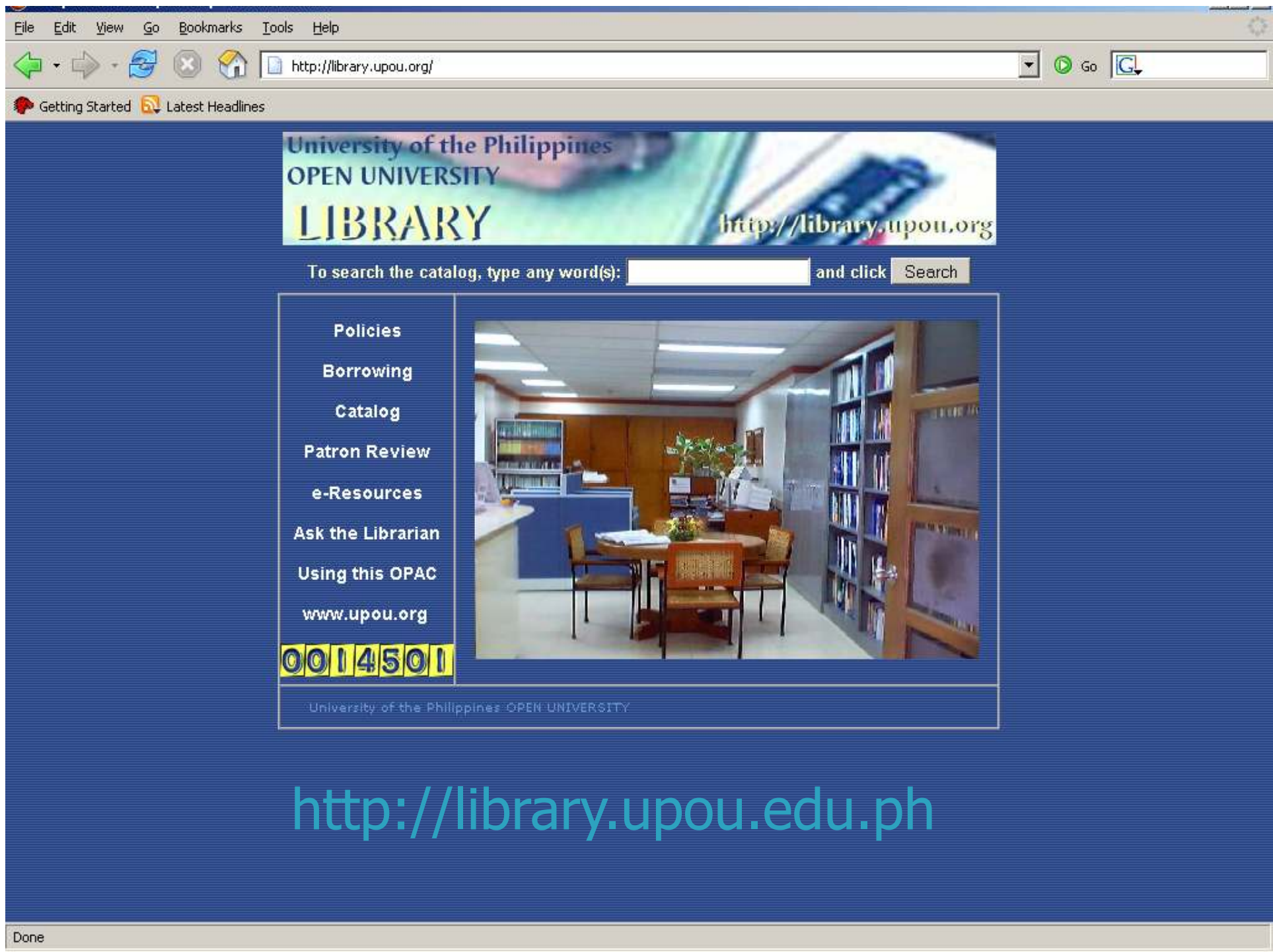
- ▶ an electronic library with collections in multimedia formats that are accessible to all the members of the UPOU community and will have pointers to other information sites where information could be downloaded either for free or for a minimal fee
- ▶ eventually become part of a library network so that resources could be shared among the members



UPOU Library

- ▶ Collection
 - Printed materials: books, special problem, thesis and dissertations, modules, audio visual materials, distance education journals;
 - E-resources: databases and e-journals accessed through e-lib, others
- ▶ Infrastructure Internet connectivity on and off-campus
- ▶ Services –Traditional over the counter services and online through <http://library.upou.org> or email
 - E-reserves
 - Document delivery
 - Interlibrary loans





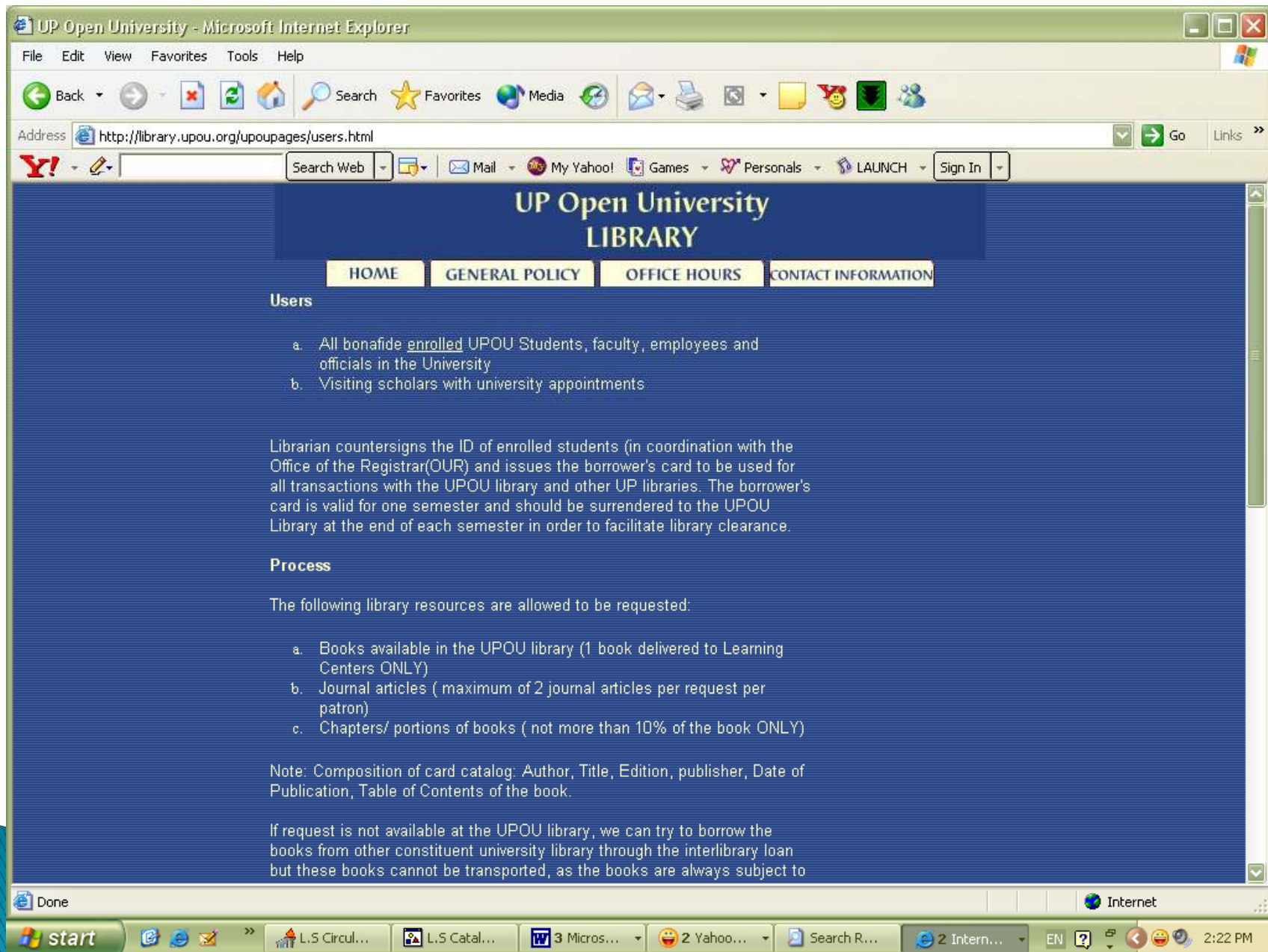
<http://library.upou.edu.ph>

The Library Homepage

<http://library.upou.edu.ph>

- ▶ Provides links to
 - the Library policies and flowcharts Webpage
 - online resources (e-reserves, and online databases) that is password protected;
 - The Online Public Access Catalog (OPAC) via <http://library.upou.edu.ph> or <http://ilib.upou.edu.ph>
 - The Patron review page that allows students to view their patron record, check due dates of book, reserve or put a hold on a book online;
 - The E-resources page that directs you to several Internet resources arranged by subject matter contributed by faculty members;
 - The Ask the Librarian page where users can send requests
 - EBSCO databases via Philippine e-lib site
 - Webfeat via the UP Diliman Main Library homepage
- 

Library Policies



Library Procedures

The screenshot shows a Microsoft Internet Explorer browser window displaying the UP Open University Library website. The address bar shows the URL <http://library.upou.org/upoupages/steps.html>. The website has a blue background with the title "UP Open University LIBRARY" in white. Below the title are four navigation buttons: "HOME", "PROCEDURE", "FLOWCHART", and "REQUEST FORM". The "PROCEDURE" button is highlighted. The main content area is titled "Steps in Borrowing Books" and lists six steps for borrowing books. A note is provided for online requests. The footer of the website states "Copyright ©2003 University of the Philippines OPEN UNIVERSITY". The Windows taskbar at the bottom shows the Start button, several open applications (L.S. Circul..., L.S. Catal..., 3 Micros..., 2 Yahoo..., Search R..., 2 Intern...), and the system clock showing 2:24 PM.

UP Open University
LIBRARY

HOME PROCEDURE FLOWCHART REQUEST FORM

Steps in Borrowing Books

STEP 1. Check the catalog and note down the information you need.

STEP 2. Fill out the request form (through this site for online request or through the Learning Center Coordinator for non-online request) upon locating relevant information.

Note: For online request, please copy furnish your Learning Center Coordinator (LCC) of the request you made online, for monitoring purposes. For non-online request, the LCC sends the request to UPOU library through fax, email or express delivery service)

STEP 3. Allow one week (maximum time) to process the request. Wait for confirmation of request and its availability. For online request, please wait for confirmation through email. For non-online request, your Learning Center Coordinator will inform you of the status of your request through phone, Yahoo Messenger, or text. Only the UPOU librarian and the Learning Center Coordinator are authorized to confirm your request.

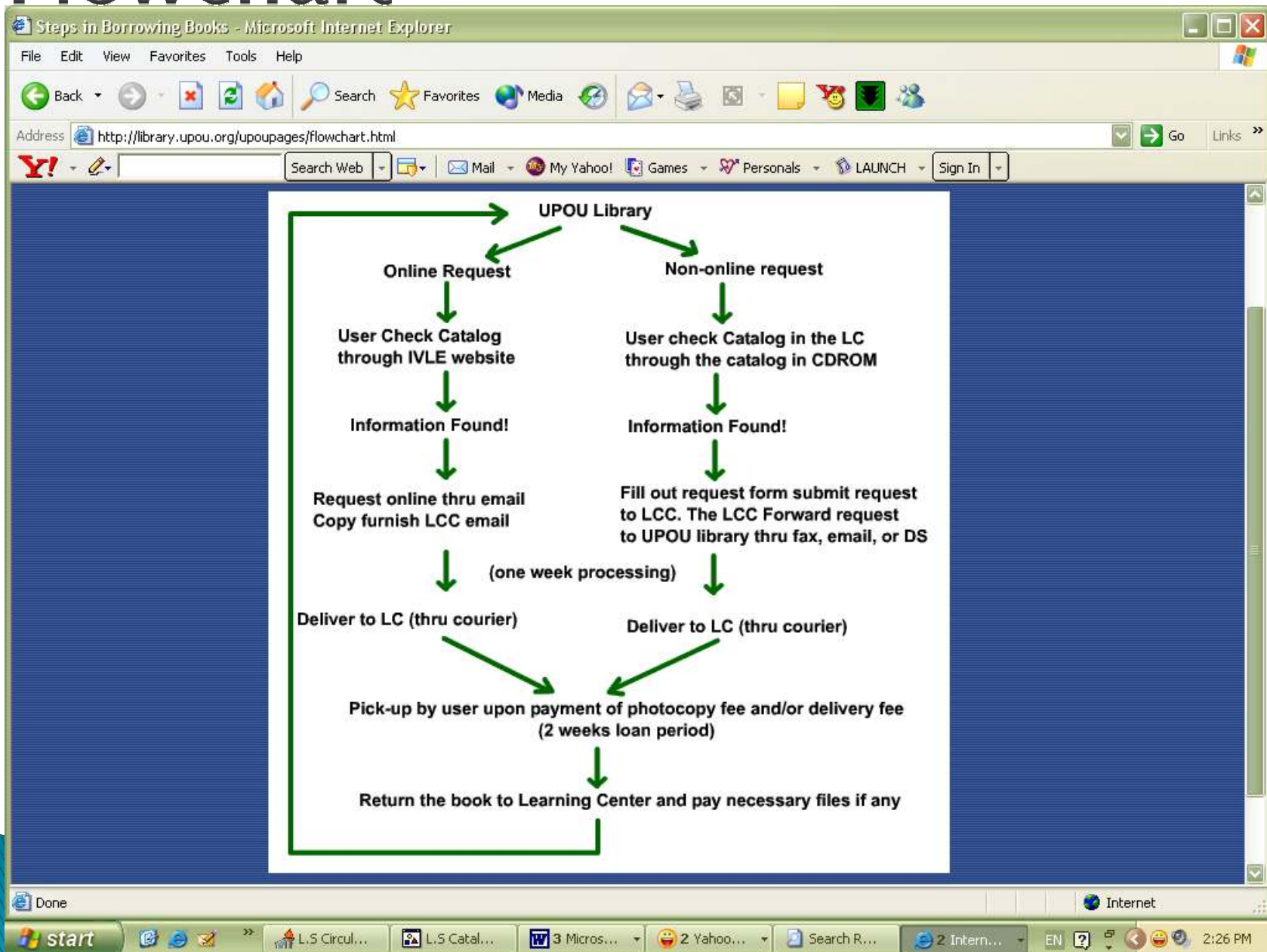
STEP 4. Pick up the request from the Learning Center upon payment of the photocopy fee and/or transport fee.

STEP 5. Return the books to the Learning Center on or before the due date and pay necessary fines as needed.

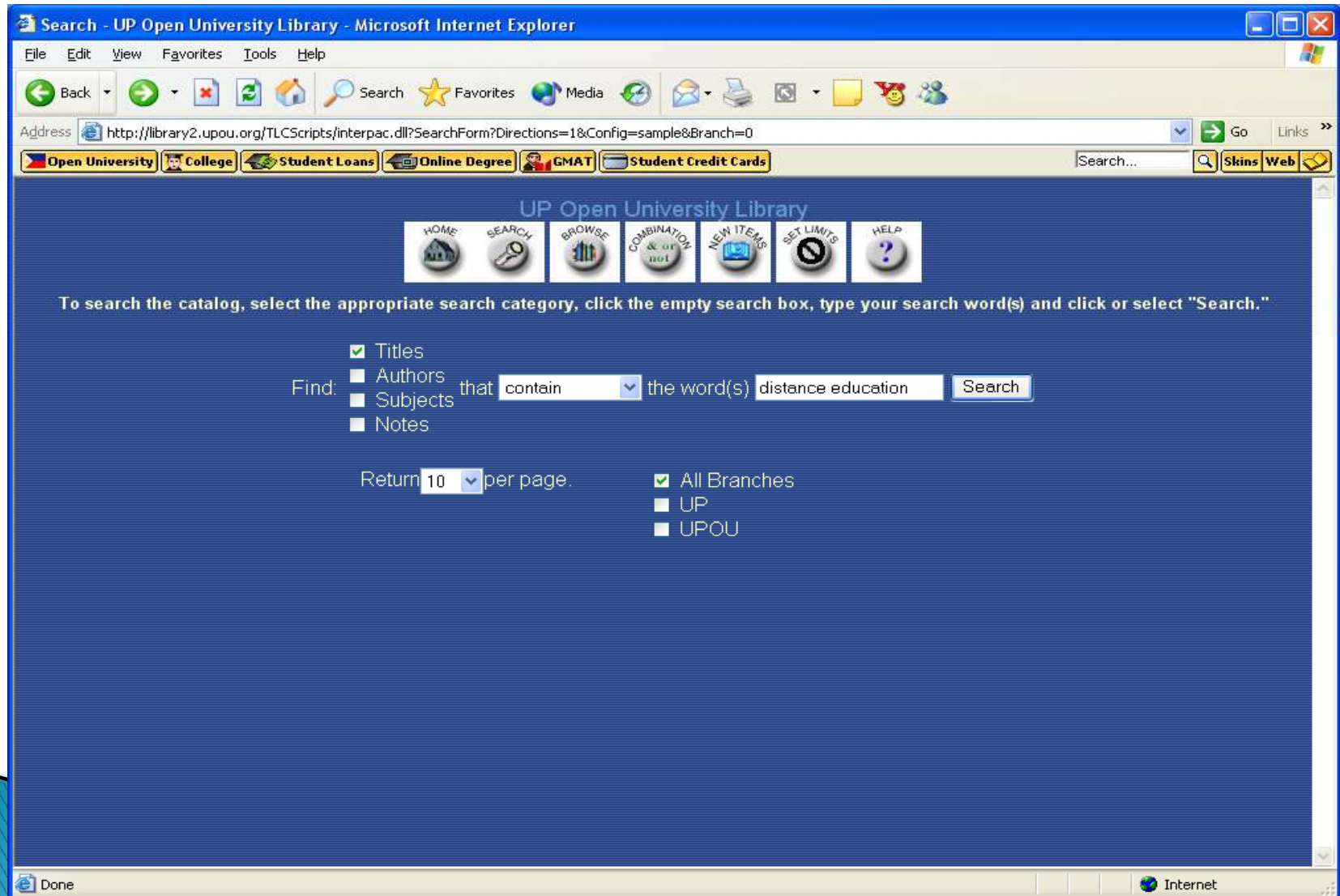
STEP 6. Learning Center Coordinator/Clerk will send books back to the UPOU Library.

Copyright ©2003 University of the Philippines OPEN UNIVERSITY

Flowchart



Online Public Access Catalog (OPAC) via <http://library.upou.edu.ph> or <http://ilib.upou.edu.ph>



Patron Request Screen

Library Solution PAC - Place Hold - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail News RSS Feeds

Address <http://library2.upou.org/TLCScripts/interpac.dll?HoldForm&Config=SAMPLE&Branch=,0,&FormId=-3&RecordNumber=200123&ChangeLocation=0> Go Links

Open University College Student Loans Online Degree GMAT Student Credit Cards Search... Skins Web

University of the Philippines
OPEN UNIVERSITY

LIBRARY

<http://library.upou.org>

UP Open University Library

[HOME](#) [SEARCH](#) [BROWSE](#) [COMBINATION
& or
not](#) [NEW ITEMS](#) [SET LIMITS](#) [HELP](#)

Author: Keegan, Desmond
Title: Foundations of distance education / Desmond Keegan

These locations currently have this item available for checkout:

- UPOU 1 [available](#)

Please enter the following information:

(Note: You must be a registered patron of the library before submitting a request.)

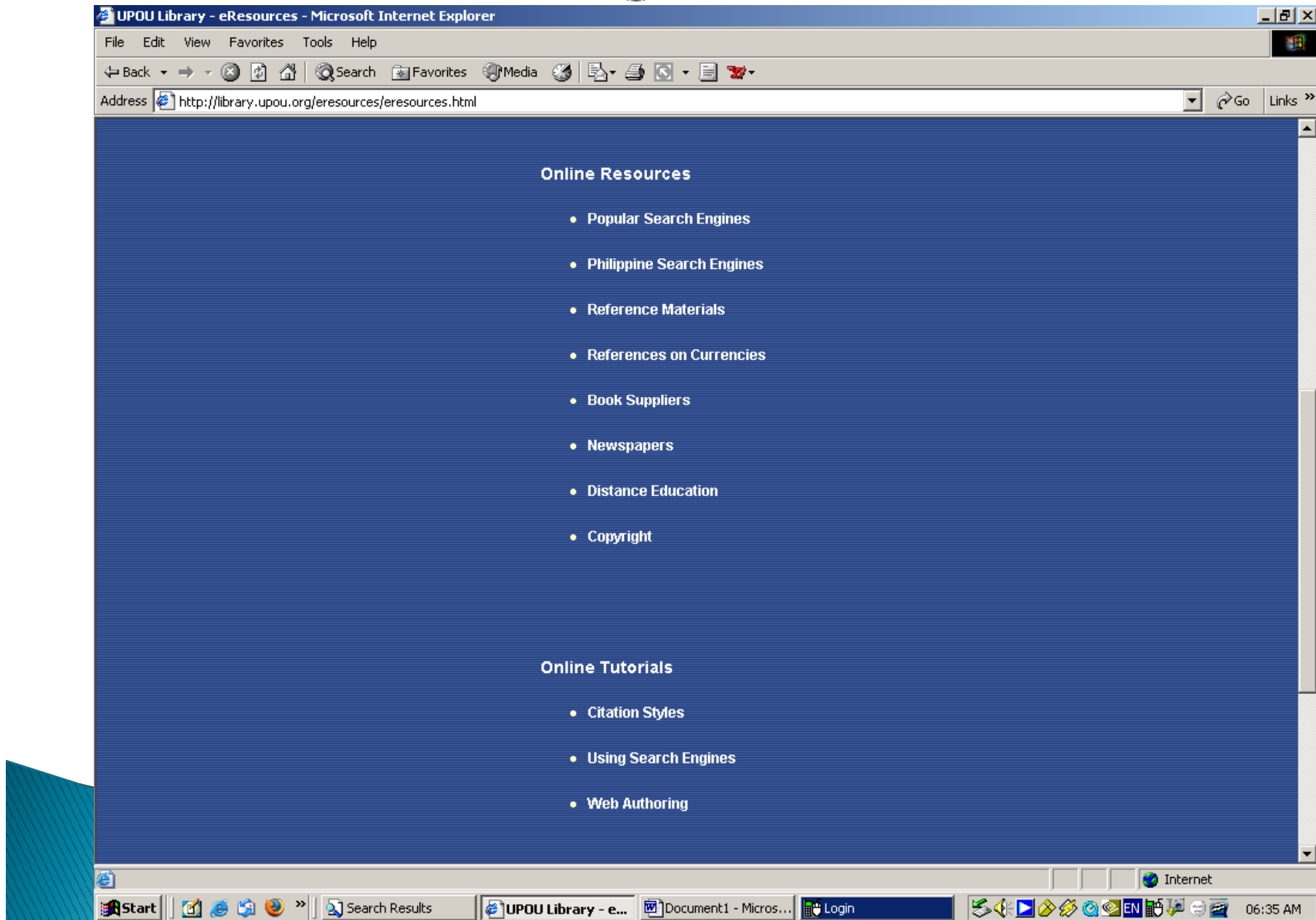
Patron / Alternate ID Number:

PIN:

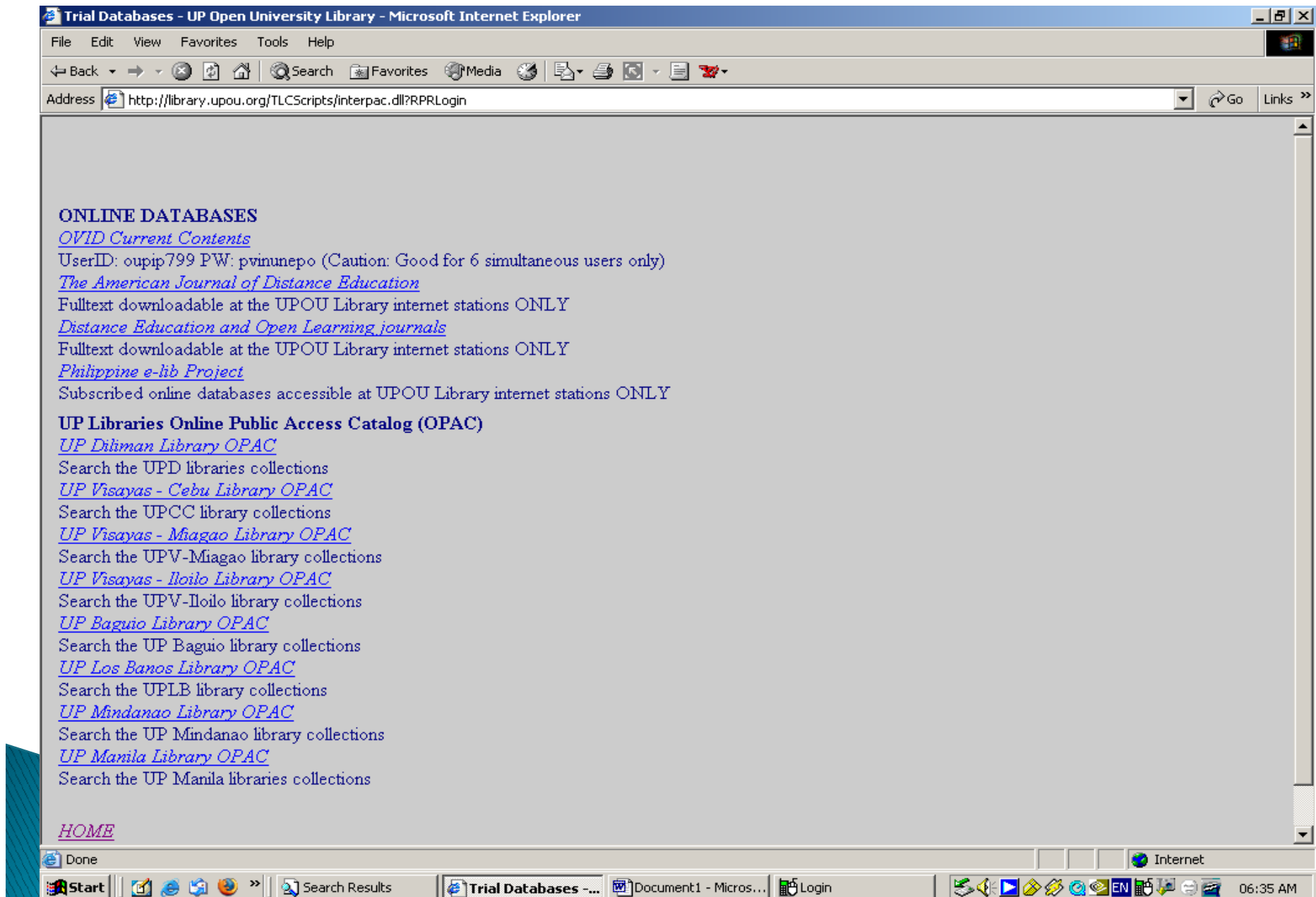
Pickup Branch: Your Home Branch

Internet

E-Resources Page



Online Databases



Patron Review

Library.Solution PAC - Patron Review - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address <http://library.upou.org/TLCScripts/interpac.dll?PatronReview> Go Links

UP Open University LIBRARY

HOME SEARCH BROWSE COMBINATION NEW ITEMS SET LIMITS LOGON HELP

Patron Name: Audrey G. Anday **Patron ID:** 1992-46511
Address: 1st Floor Upou Bldg.,
College, Los Baños, Laguna
,

Telephone Number: 5366001-06loc721 049 5365998
E-Mail Address: aanday@upou.org
Borrower's Card Expiration: December 31, 2006 **Patron Status:** Active

Loans: 1 **Overdue:** 0 **Bookings:** 0
Holds: **Arrived:** 0 **Pending:** 0
Fees: \$0.00

Loans

Item	Title	Due Date
1	The SAGE handbook of qualitative research / edited by Norman K. Denzin, Yvonna S. Lincoln Title	December 31, 2006

Saved Searches

Item	Title	Description	Save Date
------	-------	-------------	-----------

Internet

Ask a Librarian Page

UP Open University - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address <http://library.upou.org/upoupages/ask.html> Go Links

UP Open University LIBRARY

HOME

Ask the Librarian

Name:

Student Number:

Degree/Program:

Mailing Address1:

Mailing Address2:

Contact Numbers:

E-mail:

Type in your inquiry or request here:

Submit Reset

Done Internet

Enrollment Figures and USage

1st Semester 2006–2007

1455 Graduate

205 Undergraduate

Note: Every enrolled student is entitled to 2 unique user IDs and password per semester. They can also avail of prepaid Philippine e-lib card @Php100

Usage is very low. Access to books in learning centers is still preferred

Offsite access

of full texts downloaded (PDF) 436 (14,067 pages)

Actual Charges (P10 per page downloaded) = P 140,670

of times EbscoHost database was accessed – 260

IP-based (UPOU HQ)

of full texts downloaded (PDF) 5 (629 pages)

Actual charges (10 per page downloaded)= P 6, 290

of times EbscoHost database was accessed – 59

Total Amount paid to e-lib P 467,250

Enrollment and Usage

2nd Semester 2006–2007
1108 Graduate
407 Undergraduate

Note: Every enrolled student is entitled to 2 unique user IDs and password per semester. They can also avail of prepaid Philippine e-lib card @Php100

Usage is very low.
Access to books in learning centers is still preferred

Offsite access

of full texts downloaded (PDF) 23 (416 pages)

Actual Charges (P10 per page downloaded) = P 4,160

of times EbscoHost database was accessed – 32

IP-based (UPOU HQ)

of full texts downloaded (PDF) 0

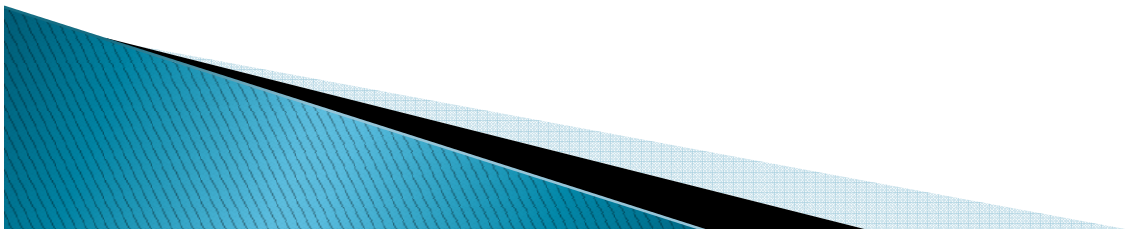
of times EbscoHost database was accessed – 8

Total Amount paid to e-Lib
P 393,450

Philippine e-Lib Usage

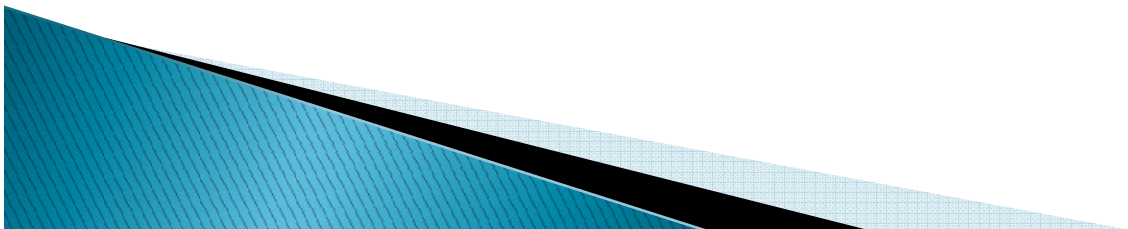
Requests for e-lib access via e-mail to
library@upou.edu.ph

	Requests
▶ 1stsem07-08	116
▶ 2ndsem07-08	57
▶ 1stsem08-09	54
▶ Average student request	76



Concern

- ▶ Are we technologically ready to reach out, connect and provide better delivery of information or just let the distance learners find their way into the enormous world of information?



Possible Causes of Low Usage

- ▶ The students are not technology literate hence prefer print to digital. They find the books in the associated learning centers accessible and useful
- ▶ There is need for more aggressive marketing of the databases.
- ▶ There is need for training of learning center staff, faculty and students on ICT
- ▶ There is need for networking among learning centers and HQ.



Conclusion

- ▶ In view of the low usage of library materials from the main campus, the UPOU library is considering the following to improve usage.
 - Design and conduct training programs
 - Design and conduct marketing and promotion activities
 - Conduct orientation in the main campus and partner learning centers
 - Partner with faculty re acquisition and use of resources



Thank You!

