

**Department of Social Welfare and Development
National Capital Region**

Regional Memorandum Order

No. 01

Series of 2015

**GUIDELINES ON THE USE OF DSWD-NCR
LEARNING RESOURCE CENTER (LRC)**

I. RATIONALE

The DSWD-NCR Learning Resource Center (LRC) is established to provide access to knowledge and information through reading and writing, providing the staff, visitors, or other users the right to use the LRC materials and services by providing them a secure and comfortable environment. There is a need to establish the LRC in the Field Office in accordance to the trust of the department that all DSWD offices should maintain a LRC wherein all knowledge products are installed and is accessible to the public.

Moreover, the location of the DSWD-NCR is accessible to nearby universities hence, it is necessary to establish a learning center which is open to all students specifically to Social Work students.

The barriers to knowledge sharing such as lack of time to share, poor verbal and written communication, differences in education level etc. have to be addressed so that the people will trust and be empowered to continue to learn, share knowledge and produce faster, smarter and better services to the clients. On the other hand, the employees must also be encouraged to share knowledge and produce knowledge products so they can respond to the ever changing needs of partners and constituents.

This guideline will provide uniform procedures in the implementation of DSWD-NCR LRC wherein employees as well as partners will benefit, it will also serve as DSWD transition into a learning organization.

Furthermore, the establishment of LRC is a result of DSWD pioneering efforts to institutionalize a knowledge management system which aims to strengthen and promote the exchange of knowledge with stakeholders, partners and within DSWD towards increased productivity and efficiency.

II. LEGAL BASES

Administrative Order (A.O.) No. 17 Series of 2011, or the Knowledge Management (KM) Framework of the Department of Social Welfare and Development, which provides a more comprehensive and appropriate approach in managing knowledge in the Department.

Executive Order (E.O.) No. 15 Series of 1998, redirected the functions and operations of the Department from that of a direct service deliverer to technical assistance provider as a result of the devolution of basic services to LGUs. Further, E.O 221 issued on June 30, 2003, amended E.O. 15 mandating the Department to implement statutory and specialized programs directly lodged with the Department or those which are not yet devolved to LGU in addition to its steering and technical assistance functions.

III. DEFINITION OF TERMS

In order to provide a common understanding on the terms used in this guideline and the jargon understood by the stakeholders and claimholders of the DSWD-NCR LRC, the following terms are defined:

1. **Knowledge Management** refers to process of creating an environment where people's experience and wisdom on social protection and social welfare program delivery are valued and where internal processes are structured to support social welfare policy makers, program managers and service providers in creating, sharing and using knowledge.
2. **Knowledge Products** refers to documents and publications derived from expertise, research and lesson learned that respond to different demands of users and may cover a wide range of purposes.
3. **Learning Resource Center (LRC)** refers to the facility which will serve as a repository or learning material references on Social Welfare and Development related concerns in NCR accessible to the public for use.
4. **LRC Users** refers to employees, students, partners and stakeholders who may have access to the use of the materials and facilities of the DSWD-LRC.
5. **Borrower Slip** refers to a slip issued to borrowers used by a reader or borrower in a library, in calling for a book or books. It is a blank form with spaced for the name and address of the borrower (or the number of the borrower's card), the shelf-number, a brief title of the book called for, the date, etc. Please see attached Annex A.
6. **Library System** refers to coding, assorting and organizing documents, library materials or any information according to their subject and allocating a call number to that information resource.
7. **Knowledge Management Portal and E-Library** refer to a place where users could interact with the system as a first point of entry. From here, the users can access information, send queries and receive responses online, and the like in order to accomplish their task.

8. **Knowledge Management Team** refers to a team composed of Assistant Director of Admin as Chairman and Division Heads as members who ensure the process of knowledge production, validation and integration is kept dynamic and relevant.

9. **Librarian** refers to a staff of DSWD who mans the LRC.

IV. OBJECTIVE

This guideline aims to provide directions on how to use and maintain the DSWD-NCR LRC, specifically on the development and management of a system that will facilitate collection, storage and sharing of existing knowledge in the organization.

Specifically it aims to establish an effective system to institutionalize knowledge management. It has an installed system for collection, storing and sharing available knowledge and facilitating creation of new knowledge through collaborative efforts.

V. SCOPE AND COVERAGE

This covers all personnel of DSWD, faculty and students of different schools, Non-Government Organizations, Local Government Units, Civil Society Organizations, partners from private agencies, volunteers and general public who may want to access materials and facilities of the DSWD-NCR LRC.

VI. GENERAL POLICIES

1. The DSWD-NCR LRC shall be open for the public's use from Mondays to Fridays, from 8:00 am to 5:00 pm except during Saturdays, Sundays and Holidays and shall be manned by a Librarian.
2. The Capability Building Section (CBS) which is under the Institutional Development Division shall be responsible in the management of the Learning Resource Center.
3. LRC Users who will enter should log-in and out in the receiving area.
4. The following conditions are not allowed in the LRC:
 - a. Food and drinks
 - b. Vandalism, theft, or deliberate destruction of LRC materials or property;
 - c. Deliberate disruption of LRC procedures or violation of policies and guidelines,
 - d. Use of offensive language;
 - e. Behavior that disturbs other users;
 - f. Any term of harassment against LRC users or staff; and
 - g. Any action, activity, or condition analogous with the above mentioned acts.
5. LRC is exclusive for LRC Users thus, bystanders are not allowed.
6. The DSWD-NCR LRC shall maintain available knowledge products such as training manuals, modules, compendium or best practices, books and SWD, compilation of SWD policies and guidelines, among others.

7. Computers can be used by LRC Users only for browsing of DSWD Knowledge Portal and DSWD eLib on a first come first serve basis. The RICTU is solely responsible for the maintenance of computer equipment.
8. Copying of electronic files is allowed except those that will infringe copyrights.
9. Borrowing of books for maximum of 3 days shall only be allowed for DSWD Employees.
10. Penalties are imposed to users on damages of materials borrowed such as tearing, placing of annotations, defacement of books and other materials.

DSWD Employee	External User
a. 1 st Offense- Verbal Warning	a. 1 st Offense- Verbal Warning
b. 2 nd Offense- Written memorandum addressed to staff copy furnished supervisor	b. 2 nd Offense- User is suspended to use the library for 1 month
c. 3 rd Offense- Borrowing privileges suspended for a year	c. 3 rd Offense- User is not allowed to use the library for a year.

Replacement/payment is imposed to an employee/external user who losses a book or damages material books based on current market value.

11. In case of misuse or damage on the facilities and equipment, the LRC Users and Requesting Party, and shall be liable for its replacement or repair.
12. A reservation of LRC conference room shall be required three (3) days prior to the conduct of the activity. Conduct of the activity is allowed until 6:00 pm with a maximum of twenty (20) participants.
13. Use of LRC conference for meetings shall be allowed once a week and during special or urgent meetings. In case of a special request for the use of LRC conference, an approval from the Regional Director must first be secured.
14. Silence shall be observed at all times. Cellphone and other gadgets should always be in silent mode.
15. LRC rest rooms are exclusively for use of attendees of meetings/conference and LRC users.
16. Person with Disabilities (PWDs) and Senior Citizens shall be given first priority in the use of LRC.
17. The KM Team shall compose of the Assistant Regional Director for Admin as Chairman and Division Heads as members. The Capacity Building Section serves as the Secretariat.
18. A Librarian shall manage and take charge in the maintenance and operation of LRC.
19. Any visitor who repeatedly violates the above mentioned rules shall be advised to immediately leave the LRC and shall be permanently prohibited from using the DSWD-NCR Learning Resource Center. The DSWD-NCR Security Officials will be called immediately in

case a user poses danger to himself or others, deliberately violates the policy, or refuses to leave the LRC after being asked to do so for a justifiable reason

VII. IMPLEMENTING PROCEDURES

A. LRC Operation

Conference Room

1. All requesting parties who wish to use the conference room are required to accomplish three (3) copies of reservation slip and submit to the Capacity Building Section (CBS) within three (3) days prior to the conduct of the activity.

Library Area

1. LRC Users are required to log the materials borrowed in the LRC borrower's logbook for monitoring purposes.
2. LRC Users who wish to photocopy materials shall leave a valid ID such as school, company and government issued I.Ds. Materials classified as fragile and with intellectual property rights may not be photocopied.
3. LRC Users shall fill out a separated borrower slip at the registration desk. Borrower slips will be checked before a researcher leaves to ensure that all materials have been returned.

B. Maintenance of Gender and Development (GAD) Corner

A Gender and Development (GAD) corner shall be maintained in the LRC. The GAD corner must provide ready materials on GAD and other literatures on gender issues and concerns. This is in support to the DBM-NCRFW Joint Circular No. 2004-1 re: Guidelines for the Preparation of Annual GAD Plan and Budget and Accomplishment Report. Likewise, the LRC shall have a maintenance area of general information for DSWD concerns which includes materials on sectoral programs. Likewise, materials to be maintained shall be in coordination with the GAD Technical Working Group.

VIII. INSTITUTIONAL ARRANGEMENT

Learning is the responsibility of every member and unit of the organization and its partners, intermediaries and stakeholders. In terms of institutional responsibilities, the following are the roles of the office units:

A. Knowledge Management Team

The KM Teams perform the following functions:

- a. Provide awareness and support in institutionalizing KM in the Department,
- b. Plan for knowledge sharing within the office and motivate staff and partners to take part in knowledge sharing from tacit to explicit knowledge;
- c. Develop and/or recommend Knowledge Product (KPs) for submission/uploading to the KM Portal:
 - Inventory of KPs for digitization
 - Gather/Collect KPs by the units of the OBS/FO

- Conduct first level screening of possible KPs of completed projects, specialized seminar/training materials, etc. using the prescribed checklist; and

d. Advocate accountability and security of the knowledge management portal.

B. Social Marketing Office

1. Advocate the use of Regional Learning Resource Center
2. Prepare articles about Good Practice Documentation.

C. Capacity Building Section

CBS will be in charge in the management of the LRC and shall designate a focal person among its staff with the following roles and functions:

1. Spearhead meetings and activities of their respective office's KM team;
2. Attend the meetings and contribute to knowledge sharing within the KM Core Team
3. Should be knowledgeable of the Learning Resource Center policies and procedures, accurately interprets and courteously communicates policies to visitors and staff as necessary;
4. Assist in coordination of scheduling of special activities by promptly entering dates/times on a Learning Resource Center instruction calendar.
5. Perform full original and computer generated cataloging/inventory of books and materials
 - Prepares cataloging data for input
 - Assigns codes or tags accurately
6. Oversee the whole management of the DSWD-NCR Learning Resource Center (LRC),
7. Supervise the Librarian who will manned the LRC,
8. Prepare report on the use of the Learning Resource Center on a semestral basis which is scheduled every 15th day of June and December.
9. CBS will ensure that a survey questionnaire will be administered to the LRC Users ten minutes before leaving the library. (Please see annex B)
10. CBS shall ensure that training materials used by DSWD Employees during attendance to trainings are secure for inclusion and updating of the content of LRC.
11. In case of the Non approval on the use of Conference Room, the CBS will return the reservation slip to the requesting party to notify the unavailability.

D. Administrative Division

- Ensure maintenance of physical set up of the DSWD-NCR Learning Resource Center and its security;
- Ensure security and safety of the equipment inside the LRC.

E. Regional Information and Communication Technology Unit

Shall provide technical assistance in terms of software and hardware maintenance of the Knowledge Management Information Systems.

F. Center/ Residential Care Facilities and Units, Stakeholders, Partners and Intermediaries

Shall serve as producers and users of knowledge products. As such, they will contribute knowledge products and other knowledge content to the KEC and provide feedback on the use of knowledge.

The DILG – NCR Local Government Academy as part of the MSAC shall:

- Monitor and evaluate the impact of LGRRC-NCR and the attainment of its Vision, Mission and Goals;
- Identify and propose areas for convergence so as to integrate and harmonize the various programs of different stakeholders;
- Continuously promote the mutual benefits of LGRRC-NCR to partners and sponsors/donors;
- Act as the custodian and resource center of knowledge products , particularly on LGUs and local governance, and make them accessible/available to all stakeholders;
- Formulate policies and guidelines in the operationalization of the LGRRC-NCR;
- Designate a Focal Person or Coordinator of LGRRC-NCR;
- Identify and participate in researches and assessment of relevant information related to local government knowledge management;
- Ensure the sustainability and dynamism of the four components of the LGRC, namely; (a) Multi-media Knowledge and Information, (b) Capacity Development, and (d) Linkage Program to ensure their responsiveness to the information/learning need of the region.

On the other hand the Multi-Stakeholders Advisory Council shall:

- Provide general direction and guidance to the LGRRC NCR programs and plans;
- Initiate steps towards building their respective organization as Knowledge Centric Organization (KCO) and promoting the culture of knowledge sharing and learning;
- Contribute to LGRRC NCR relevant local governance knowledge products, good practices and its replication;
 - Make accessible/available to the LGUs and other secondary users their respective organization's local governance knowledge products website, experts, etc.;
 - Mobilize resources (fund, material, manpower, etc.) to support knowledge management programs and plans;

- Attend and participate in all MSAC activities and meet regularly for the assessment of the operations of LGRRRC NCR; and
- Analyze and review results of regularly conducted local governance knowledge management environment and the characteristics of its supply and demand in the region.

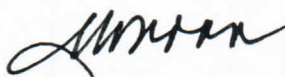
IX. FUNDING REQUIREMENT

Maintenance and operational costs shall be funded by FO-NCR under direct release and centrally managed fund from CBB-CO per approved Work and Financial Plan of CBS.

Furthermore, the maintenance of GAD Corner may also be sourced out from the Regional GAD Fund.

X. EFFECTIVITY

This Administrative Order take effect immediately, issued in Manila, this 9th of October 2015.


MA. ALICIA S. BONOAN
Regional Director