

REGIONAL MEMORANDUM ORDERNo. 001
Series of 2024**Revised Guidelines on the Use of
DSWD-NCR Learning Resource Center (LRC)****I. RATIONALE**

Knowledge Management (KM) plays a critical role in the achievement of national targets in social welfare targets in social welfare and development. Hence, the Department has been continuously redesigning its implementation as a strategy, especially in the provision of internal and external technical assistance. However, with the differences on how KM was understood and implemented, knowledge silos are still widely present in the office such as but not limited to:

- Staff tacit knowledge was not converted to explicit knowledge and vice versa;
- Some staff still do not know who to approach or where to go when there are inaccessible information and resources;
- Knowledge sharing if any is limited to a few people only;
- Knowledge is shared reluctantly when told to do so e.g. reluctant of being a resource person, sharing innovative ideas, or being a member of the Core Group of Specialists (CGS) of the Region as they don't have access to modules or presentation materials;
- Lack of gathering space or venue for literacy, education, and lifelong learning;
- No centralized repository to create opportunities for learning, support literacy and education, and help share the new ideas and perspectives of creativity and innovations;
- Knowledge created, accumulated, and produced by previous employees were not filed and recorded;
- Could not lend or provide books/ materials for students or staff that could help them for research or private studies;
- Incidence of lost or missing documents;
- Reports and knowledge products did not follow prescribed templates; and
- Few knowledge products have been developed by the staff.

Further, sourcing and deploying the knowledge assets in the Field Office still needs improvement for better organizational performance especially on the structural capital wherein information system, library and documents strategies, and learning system are included.

To be able to address this, the Department developed Administrative Order No. 17 s. 2011 or the KM Framework of the DSWD to provide directions on how to conduct and implement knowledge management in the office. In ensuring that efforts in standardization and institutionalization of KM will be sustained, development and approval of Administrative Order No. 9 series of 2022 was done to expound and specify requirements and processes of KM. The latter is also aligned with the ISO Accreditation Project of the Department (ISO 9001:2015 Quality Management Systems Requirements, ISO 30401:2018 Knowledge Management System Requirements and the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)).

With this, the DSWD-NCR Learning Resource Center (LRC) was established to provide access to knowledge and information through reading and writing, knowledge sharing sessions, 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 with the thrust of the Department that all DSWD offices should maintain a LRC wherein all knowledge products are installed and 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, no venue for knowledge sharing 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 requesting party. 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

National Issuances (Republic Act)

Republic Act 10173 Data Privacy Act of 2012 which indicates the scope of accessible and non-accessible data and information and the protection measures thereof.

Republic Act 8293 Intellectual Property Code of the Philippines (1997) classifying intellectual property rights and coverage, which further indicates that while works of the government are not covered by copyright, prior approval shall be necessary for exploitation of such work for profit, and that it is not precluded from receiving copyrights transferred to it.

National Issuances (Executive Order)

Executive Order No. 2 s. 2016 enabling order for the Freedom of Information (FOI) to promote transparency in the government's administrative process.

Executive Order 221 s. 2003 amending Executive Order 15 s. 1998, Redirecting the Functional Operations of DSWD- transitioning the role of DSWD from direct service to deliverer to a technical assistance provider and enabler of LGUs, NGOs, other NGAs, POs, and members of civil society in implementing social welfare and development programs, disaster response management and resource generation and augmentation.

DSWD Central Office Guidelines/ Memorandum

Administrative Order No. 9 s. 2022 Implementing Guidelines of the DSWD Knowledge Management Framework, which aims to concretize and strengthen knowledge management in DSWD and cover all knowledge management mechanisms, technologies and supporting systems managed and implemented at the Central Office and Field Office, thus including learning and professional network, and intermediaries, such as the attached agencies-NAPC, NCIP, NCDA, CWC, JJWC, ECCD Council, and the Local Government Units (LGUs).

Administrative Order No. 4 s. 2021 Guidelines in Conducting the DSWD's Knowledge Sharing Sessions classifying the Department's various gathering activities into big or small KSS types.

Administrative Order No. 14 s. 2020 Establishment and Administration of the Social Welfare and Development Learning Institute (SWDLI) institutionalizing components of its operations such learnX, Communities of Practice, Learning Resource Centers, Social Laboratories and Learning and Development support system to support the provision of the technical assistance interventions and the continuing professional education programs to the social welfare workforce.

Administrative Order No. 20 s. 2019 or the Guidelines on the DSWD Ease of Doing Business and Efficient Delivery which aims to provide mechanisms to ensure compliance with relevant laws, rules, and regulations.

Administrative Order No. 10 s. 2018 Guidelines on the Provision of Technical Assistance and Resource Augmentation to Local Government Units through Local Social Welfare and Development Offices (LSWDOs), indicating areas and procedures for providing technical assistance provision to improve the capacity building programs and in research and development.

Administrative Order No. 3 s. 2018 or the Amendment to DSWD Memorandum Circular No. 21 series of 2012 as amended by AO No. 08 series of 2016 (DSWD Code of Conduct) which regulates the norms or behaviour of post employed staff of the Department.

Administrative Order No. 5 s. 2016 Good Practice Documentation, setting the standards and rubrics for good practice documentation.

Administrative Order No. 15 s. 2015 Operationalization of the DSWD Core Group of Specialists recognizing the need for internal specialists on SWD Sectors and functions to contribute in sustaining the Department's leadership on SWD, therefore establishing general guidelines on maintaining, developing, and supporting members of the CGS.

Administrative Order No. 17 s. 2011 Knowledge Management Framework of DSWD, defining knowledge management as a process of creating an environment in which people's experience and wisdom on social protection programs are valued; and where internal processes are structured to support policy makers and service providers in creating, sharing and using knowledge, and indicating the goals, principles and the framework for initiating activities on KM.

Administrative Order No. 1 s. 2005 Provision of Technical Assistance of DSWD Central Office to DSWD Field Offices which defines areas in which internal technical assistance may be provided.

Administrative Order No. 14 s. 2004 Guidelines on the Adoption of Progressive Disciplining in the DSWD that covers officials with the rank of Director IV and lower and all

employees of the Department who hold permanent, temporary, casual, or contractual status and to adopt progressive disciplining in the DSWD Workplace.

Memorandum Circular No. 21 s. 2020 Guidelines on the Establishment and Management of the Social Welfare and Development Learning Network (SWD L-Net) at the Central Office providing the minimum standards for the engagement of SWD practitioners in the provision of capacity building programs and in research and development.

Memorandum Circular No. 12 s. 2015 Guidelines on Fees and Charges which covers all fees and charges being charged and collected by the Department, including its Field Offices, Bureaus, Services, and Units.

Memorandum from the Office of the Undersecretary for Institutional Development Group dated September 9, 2013 with the subject: Knowledge Exchange Center Users Guidelines which provides policies in the utilization of the KEC services within the facility and should be followed by its different users.

Memorandum Circular No. 11 s. 2008 Guidelines in the Conduct of Social Welfare and Development Forum defining themes and types of fora in DSWD and setting the minimum standards for the effective conduct of the forum and ensuring attainment of its goals and objectives.

Memorandum Circular No. 32 s. 2004 Institutional Development Framework and its amending policy, **Memorandum Circular No. 4 s. 2010** defining institutional development as the practice of changing organization and its people for positive growth. It refers to the changes and/ or progression in the policies, processes and systems, practices, structure, teams and units, and more importantly, the management and staff. It is aimed at increasing the level of performance and effectiveness of human institutions to deliver social welfare and development programs and services.

Memorandum Circular No. 23 s. 2003 Adoption of the DSWD Organizational Competencies stating the following indicators of DSWD's organizational quality: (1) SWD Policy Development, (2) Standards Development, (3) Advocacy of Behalf of Vulnerable Sectors, (4) Networking and Partnership, (5) Direct Service Delivery/ Transfer of Technology, and (6) Organizational Development.

DSWD Field Office-NCR Guidelines/ Memorandum

Regional Memorandum Order No. 005 s. 2021 Guidelines on the Selection on Resource Person and Learning Facilitators for Learning and Development Interventions for Partner Intermediaries and Stakeholders of DSWD-NCR, provides a standard procedure in responding to the needed technical assistance through provision of Resource Persons and Learning Facilitator to the capability building activities of partner intermediaries and stakeholders in support and compliance to Organizational Outcome 5 or the Delivery of social welfare and development (SWD) programs by Local Government Units (LGUs), through Local Social Welfare and Development (LSWDOs), improved.

Regional Memorandum Order No. 01 Series of 2015 Guidelines on the Use of DSWD-NCR Learning Resource Center (LRC), that aims to provide directions on how to use and maintain the DSWD-NCR LRC.

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:

Calendar refers to a time-management and scheduling tool for KEC/RLRC function room utilization that is administered through Google Calendar.

Circulating books/ materials refers to books/ materials that can be borrowed/ checked out.

Knowledge Management refers to the 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.

Knowledge Management Secretariat refers to a team of identified staff from the Capacity Building Section that may be composed of Social Workers, Training Specialist, Information Officer, Librarian, and Administrative Assistant/ Aide to perform technical and administrative support to the Regional KM Team.

Knowledge Products refers to documents and publications derived from expertise, research and lessons learned that respond to different demands of users and may cover a wide range of purposes.

Learning Resource Center (LRC) refers to the facility which will serve as a central repository of the Region's printed and electronic learning materials or references on Social Welfare and Development related concerns in NCR accessible to the public for use.

Logbook refers to a sequential record of RLRC/requesting party transactions.

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.

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.

Librarian refers to a staff of DSWD with a degree in library science who manages the LRC through organizing the library database and help people find materials and resources and ensuring that all RLRC reservation requests are timely attended.

Non-circulating materials refer to books/ materials that are for ROOM USE ONLY and not allowed to be checked out.

Quick Response (QR) Code refers to QR Code that is used to access requesting party transactions and CSMS in Google Form.

Reserved Copy refers to library materials/ books that are in demand with limited or only copy left, newly processed, published, and acquired materials/ books that are for room use only and cannot be borrowed outside the LRC premises.

Requesting Party other term for LRC users who are employees, students, partners and stakeholders who may have access to the use of the materials and facilities of the DSWD-LRC.

IV. OBJECTIVE

This guideline provides standard procedures on how to use and maintain the DSWD-NCR LRC specifically on the establishment of an effective system to institutionalize knowledge management from collection, storing and sharing available knowledge and facilitating creation of new knowledge through collaborative efforts.

V. SCOPE AND COVERAGE

This guideline shall be used by all personnel of DSWD, faculty and students of different schools/ universities, Non-Government Organizations, Local Government Units, Civil Society Organizations, partners from private agencies, volunteers and the general public who may want to reserve/ use and/ or access materials/ books and facilities of the DSWD-NCR LRC.

VI. GENERAL POLICIES

1. Unless the situation/ activity requires, the LRC shall be open only during the regular office hours of DSWD-NCR, which are from 8:00 am to 5:00 pm.
2. The Capacity Building Section (CBS) serves as the Knowledge Management (KM) Secretariat shall be responsible for the management of the Learning Resource Center. Specifically, it shall be manned by a Librarian with the support from the Regional KM Team.
3. A Regional Knowledge Management Team shall be institutionalized and are composed of Assistant Regional Director and Division Chief wherein the KM Secretariat is under supervision shall serve as Chairperson and Vice Chairperson together with the Division Heads, Program/ Center Coordinators, Social Welfare Specialists and Section Heads as members to ensure that the process of knowledge production, validation, and integration is kept dynamic and relevant.
4. KM Secretariat/ Librarian/ LRC staff shall ensure that all requesting parties/ LRC users from borrowing and returning of resource materials and reservation and use of the conference room shall be efficiently and effectively attended by the Librarian/ staff at all times and in a timely manner.
5. A reservation of LRC Conference room shall be required at least three (3) working days prior to the conduct of the activity with maximum of fifty (50) participants or may depend on the rules of national health emergency or declared minimum public health standards.
6. In case of special request for the use of LRC conference room especially during Saturdays, Sundays and Holidays or use of Library space during urgent/ special meeting or beyond office hours, the approval from the Regional Director must be secured through submission of request letter except for emergency cases wherein LRC will be used as operation center during disaster response to natural calamity such as earthquake, typhoon, etc. in case DRMD needs additional room or venue or processing centers during rescue operations. Documentary requirements are to be followed however; LRC users/ requesting party will be liable to the Office in the safety and security of all the items/ equipment/supplies/materials/furniture and fixtures inside the LRC.

7. Reservation of LRC Conference room and borrowing of LRC materials/ books shall be on a "first come first serve basis" but Person with Disabilities (PWDs) and Senior Citizens shall be given first priority in the use of LRC.
8. Only LRC users that are attendees of the meeting/ conference/ orientation/ training or researchers of library area will be accommodated thus staff who are not officially included in the meeting and staff who have no official business will not be allowed inside the LRC premises.
9. The DSWD-NCR LRC shall maintain available knowledge products such as training manuals, research materials, modules, compendium of success stories, good practice documentations, books and SWD materials, compilation of SWD policies and guidelines, among others. Hence, all manuscripts of completed research studies of FO-NCR should be submitted to the LRC;
10. Staff who attended training shall provide RLRC copy of the training materials especially those who attended training of trainers. For outsourced resource person/ subject matter experts may be encouraged to share training materials to RLRC and voluntarily fill up a consent form that the said material can be shared and will be accessible to the public. Please see Annex H for the Consent Form.
11. Computers/ tablets/ laptops or available gadgets can be used by LRC users only for browsing of DSWD KM E-Hub. Browsing of social networking sites is not allowed.
12. Photocopying of LRC materials/ books are allowed for academic purposes and public information except infringement of copyrights or did not follow the photocopying amounts to a "fair use" of materials/ books (photocopy of substantial portions of the materials/ books). However, for research/ thesis, only the abstract is allowed for photocopying.
13. Only the KM Secretariat/ Librarian are allowed to do the photocopying of materials/ books.
14. Borrowing of books for maximum 7 (seven) working days shall only be allowed for DSWD employees. Other borrowers should only use books/ materials while inside the LRC premises;
15. Silence shall be observed at all times. Cellphones and other gadgets should always be in silent mode.
16. LRC will only be used as the Regional central repository of printed and electronic learning materials and venue for knowledge sharing to be able to serve its purpose. Using the LRC as a stock room is strictly prohibited.
17. LRC staff are authorized to search bags, briefcases, and other packages brought inside the library to prevent the theft of books and knowledge materials.
18. Bringing of food and eating are only allowed in the conference area. Food restrictions are strictly implemented in the Library Area for the safety and protection of the books and materials. This is also to lessen the presence of pests and termites.
19. LRC users to ensure the cleanliness and orderliness (CLAYGO) while inside the LRC premises or every after the conduct of the activity.
20. KM Focal and Alternate/ KM Committee Members from the different D/U/S/O/C/RCFs, Regional KM Secretariat and KM Team Members to ensure that developed knowledge products of the Field Office followed the KP development process, prescribed templates and criteria as part of the 1st level, 2nd level, and 3rd level of review, screening and approval of KPs.
21. LRC users to strictly follow the approved standard operating procedures (SOPs) of the RLRC Reservation and use and borrowing RLRC materials. If the procedure was not completely followed e.g non submission of filled up CSMS or non-registration to attendance sheet may refrain them from future request for reservation or borrowing of RLRC facilities and materials.

VII. IMPLEMENTING PROCEDURES

LRC Implementing Procedures followed the approved Standard Operating Procedures and Business Process and Requirement Analysis and covers the entire process for the RLRC Conference Room Reservation and Use (DSWD-SWIDB-SOP-004) and Borrowing and Returning of RLRC Materials and Collections (DSWD-SWIDB-SOP-002).

A. LRC Conference (Karunungan Conference Room)

1. All requesting party/ LRC users to inquire availability of LRC via email indicating the details of the activity such as the title of the activity, target date of implementation, target number of participants. Etc. RLRC Calendar can be accessed to the Knowledge Management Electronic Hub (KM E-Hub).
2. Upon receipt of the inquiry from the requesting party/ LRC user, Librarian/ CBS staff to check the availability of Karunungan via LRC calendar (Google calendar).
 - 2.1. If available, the Librarian/ CBS staff will confirm the availability of the conference room and will share the Online Reservation Form (Google Form) with reminders of room guidelines within 20 minutes upon receipt of inquiry.
 - 2.2. If not available, the Librarian/ CBS staff will inform the requesting party/ user of the conference's non-availability.
3. The requesting party/ user has to submit a filled out online reservation form to be able to book the reservation to the RLRC calendar as soon as possible or based on his/her available time. Non submission of form may result in pending booking and Librarian/ staff can still accommodate other inquiries and reservations.
4. If the Online Reservation Form is submitted and filled out, Librarian/ staff will perform booking on LRC calendar and will send an email to the requesting party/ user confirming the reservation with complete details within 15 minutes upon receipt of the reservation form. LRC users will have to register in the logbook or via QR Code upon entering the room. The requesting party/ user will be in charge of the registration.
5. After the use of the Conference Room, the requesting party/ user has to submit an accomplished CSMS via Google Form or Printed document.
6. In case of rescheduling/ cancellation of reservation, the requesting party/ user has to inform the Librarian/ staff via email ahead of time and may proceed to step 2 and onwards.
7. All requesting parties have to ensure to sign in the monitoring logbook of equipment before and after using the requested equipment which will imply that they are responsible for its proper use and is also liable for any damages to the equipment.
8. LRC user/s will be informed by the Librarian/staff via email (thread of message) if they are cleared as the equipment used are still in good order and condition or liable of any damages after checking the equipment used.
Note: Please see Annex A for the Flowchart

B. Borrowing and Returning of LRC Materials and Collections (Library Area) Borrowing (Internal Staff)

1. All library borrowers/ users to inquire availability of book/ materials or may check the accession records to the KM E-Hub.
2. Librarian/ staff to receive the inquiry and request the borrowers/users to provide a *proof of identification and register in the log book or Google Form Registration* using the QR Code.
3. Librarian/ staff to check the availability of the book/ material. If available, check if the book/ material is circulating or non-circulating book/ material. If not available, inform the borrowers/users of its non-availability and/ or refer to other RLRC/ libraries.
4. If circulating material, the Librarian/ staff conducts a physical inspection in front of the borrowers/users and discusses the condition of the book/ material.

If not circulating material, inform "Room USE" only and/ or photocopy part of the material.
5. Borrowers/ users are required to fill out CSMS via printed copy/ email/ or QR Code. Accomplished CSMS shall be collected and included in the Semestral CSM Report (CSMR).
6. Borrowers/ users are also requested to fill out the Book Card (Date Borrowed/ Name and Office) while the Librarian/ staff to Update the Borrower's Matrix by entering the borrowing transaction details and write the date on the Date Due Slip based on the prescribed borrowing period (7 working days).
7. Then release of books/ materials to the borrowers/ users.
8. If requesting for renewal, proceed to filling out the Book Card and onwards unless another borrower/ user has requested to reserve the book/ material.

C. Borrowing (External Borrower/ User)

1. All library borrowers/ users to inquire availability of books/ materials.
2. Librarian/ staff to receive the inquiry and request the borrowers/users to provide a proof of identification (valid ID or Visitor ID) and register in the log book or Google Form Registration using the QR Code.
3. Librarian/ staff to check the availability of the book/ material. If available, inform "Room USE" only and/ or photocopy part of the material.
4. If not available, inform the borrowers/users of its non-availability and/ or refer to other RLRC/ libraries.

5. Borrowers/ users are requested to fill out CSMS via printed copy/ email/ or QR Code. Accomplished CSMS shall be collected and included in the Semestral CSM Report (CSMR).

D. Returning (Internal Borrower/ User)

1. Borrower/ user to register in the logbook or QR Code.
2. Librarian/ staff to inspect the books/ materials to be returned.
3. Borrower/ user to fill out the Book Card indicating the date and time of return and affix the signature.
4. Librarian/ staff to return book cards to its pocket. Update the Borrower's Matrix and sign the Date Due Slip.
5. Borrowers/ users are requested to fill out CSMS via printed copy/ email/ or QR Code. Accomplished CSMS shall be collected and included in the Semestral CSM Report (CSMR).
6. Librarian/ staff to return the book/ material to its shelf.
Note: Please see Annex B for the Flowchart.

E. Gender and Development (GAD) Corner

Gender and Development (GAD) corner is maintained in the LRC. The GAD Corner must provide ready materials on GAD and other literature 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 and Administrative Order 19 series of 2020 or Adopting the DSWD Gender and Development (GAD) Agenda 2020-2025. 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.

F. 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 Bureau/Office/ Units in the Central and Field Office:

A. Social Welfare Institutional Development Bureau

Served as the lead bureau for managing the knowledge management system of the Department which the following specific tasked:

1. Serve as DSWD's enterprise architect that will lead and provide necessary technical assistance in the enhancement and/ or design and consolidation of existing systems and processes, both at the operations and support levels, to facilitate efficient flow and processing of data, information and knowledge required to increase the institutional capacity of the Department for managing and implementing SWD programs;
2. Conduct capability building activities on Knowledge Management;
3. Develop additional tools, mechanisms, technologies and policies to support the KM System Framework especially in the Learning Resource Center;
4. Develop operations manuals for managing and implementing LRC mechanisms;

5. Develop designs and provide directions of the IT infrastructure development and integration in DSWD as part of ensuring knowledge flow and success;
6. Support policy, standards and social technology development through dissemination of knowledge products as results of SECI model of knowledge conversion and by promoting research and development;
7. Support achievement of business excellence by ensuring proper identification of knowledge requirements among OBSUs and Field Offices and facilitating process improvements through creative approaches;
8. Coordinate and manage KM teams and Focal person in each OBSU and Field Office; and
9. Identify business requirements needing ICTMS support for the enhancement and updating of knowledge management tools and technology using Business Intelligence (BI).

B. Regional Knowledge Management Team

The Regional KM Team performs the following functions:

1. Provide awareness and support in institutionalizing KM in the Department,
2. Plan for knowledge sharing within and across the office and motivate the staff and partners to take part on knowledge sharing from tacit to explicit knowledge;
3. Develop, review and/ or recommend Knowledge Products (KPs) for submission/ uploading to the SWIDB TA Portal/ KM Portal;
 - Inventory of KPs for digitization
 - Gather/ Collect KPs by the Units/ Sections/ Offices of the FO;
4. Advocate accountability and security of the knowledge management portal.

C. Capacity Building Section

CBS will be in charge in the management of the RLRC as the KM Secretariat and designate a focal person among its staff with the following roles and functions:

1. Spearhead regional meetings and activities of their respective office's KM team;
2. Attend the meetings organized by the Central Office and contribute to knowledge sharing within the KM Core Team;
3. Knowledgeable of the Learning Resource Center policies and procedures, accurately interprets, and courteously communicates policies to visitors and staff as necessary;
4. Assist in reservation of special activities by promptly entering dates/ times on a Learning Resource Center instruction and calendar;
5. Perform full original and computer-generated cataloging/ inventory of books and materials
 - Prepares cataloging date for input
 - Assigns codes or tags accurately
 - Ensure updated accession records
6. Prepare articles/ newsletter to advocate the LRC and developed potential knowledge products of the Field Office;
7. Oversee the whole management of the DSWD-NCR Learning Resource Center (LRC);
8. Ensure that that operationalization of the RLRC has been funded and maintenance of GAD Corner be sourced out from the Regional GAD Fund;
9. Supervise the Librarian who will manned the RLRC, Information Officer I, Training Specialist I, and Administrative Aide IV of KM;
10. Prepare report on the use of the Regional Learning Resource Center on a Quarterly basis based on set timeline of the Central Office;
11. Ensure that a survey questionnaire (CSMR) will be administered to the LRC users ten minutes before leaving the library;
12. Ensure that the training materials used by DSWD Employees during the attendance to trainings are secure for inclusion and updating of the content of LRC; and

13. In case of the Non-Approval on the use of Conference Room, the CBS will immediately inform the requesting party on its unavailability.

D. Social Marketing Office

1. Assist the KM Secretariat during advocacy activities that are related to KM and LRC such as but not limited to KM Fair, technical learning sessions and other KSS activities;
2. Monitor compliance to the organizational branding guidelines and rubrics/ prescribed templates of the developed knowledge products of each D/U/S/C/RCFs e.g. success stories or newsletter; and
3. Manage and maintain the DSWD website featuring some of the knowledge products of the Field Office.

E. Human Resource Management and Development Division

1. Ensure continuous competency development among DSWD employees through the provision of standardized learning and development interventions;
2. Assist the KM Secretariat in conducted knowledge sharing session and advocacy activities of KM or the LRC;
3. Ensures that the staff who attended training shall provide LRC copy of the training materials to especially those who attended training of trainers; and
4. Enforce sanctions and penalties to LRC users (Employee and external users) especially in serving the notice of warning, memorandum or suspension/ ban in the reservation and use of LRC materials/books and conference room.

F. Legal Service

1. Assists in the enforcement of sanctions and penalties to LRC users (Employee and external users) especially in serving the notice of warning, memorandum or suspension/ ban in the reservation and use of LRC materials/books and conference room.

G. Finance Management Division

1. In charge of facilitating payment for losses/ damages materials/books, facilities, and equipment based on the current market value.

H. General Administrative and Services Division

1. Ensure maintenance of physical set up of the DSWD-NCR Learning Resource Center and its security;
2. Ensure safety and security of the supplies and equipments inside the LRC; and
3. Allocate budgetary requirements for the operations of the LRC including the salary of KM/LRC Staff.

I. Regional Information and Communication Technology Section

1. Provide technical assistance and recommend innovations in terms of software and hardware maintenance of the Knowledge Management Information Systems; and
2. Assists the KM Team and Secretariat in conducting knowledge sharing sessions and advocacy activities of KM or the RLRC.

J. Center/ Residential Care Facilities and Division/ Units/ Sections/ Offices, Stakeholders, Partners and Intermediaries

- Serve as producers, users, and contributors of knowledge products and can be organizers of Big and Small Knowledge Sharing Sessions. As such, they will:
1. Contribute knowledge products and other knowledge content to the RLRC and provide feedback on the use of knowledge;

2. Integrate knowledge management processes in their project/ program management cycles and implement their own KM system aligned to the Field Office level KM System;
3. Manage and implement KM mechanisms and technology at their level through the designated primary and alternate KM Focal Persons; and
4. Observe the same procedures in their respective C/RCF.

G. MONITORING AND EVALUATION

Continuous improvement in the management and operations of the LRC will be undertaken to ensure the provision of quality of service through conduct of the following activities:

ACTIVITY	TIMELINE
1. Solicit feedback from the LRC users through the use of an online Client Satisfaction Measurement Survey (CSMS) to assess and evaluate the LRC Operation and result will be the basis of the Capacity Building Section and Learning and Development Section in providing learning and development intervention and strengthening advocacy activities on KM and LRC.	<ul style="list-style-type: none"> • Every after the use of the LRC books/ materials/ and facilities.
2. Submission of consolidated Client Satisfaction Measurement Survey (CSMS) Report as mandated by the Anti-Red Tape Unit (ARTU)	<ul style="list-style-type: none"> • Monthly submission (per prescribed timeline of ARTU)
3. Submission of KM Initiative Report via SWIDB TA Portal signed and approved by the Regional Director.	<ul style="list-style-type: none"> • Quarterly (Every 3rd day of the first month of the succeeding quarter)
4. Submission and presentation of consolidated identified/ solicited issues and concerns during the conduct of Program Implementation Review to be able to concretize actions to be taken for improvement.	<ul style="list-style-type: none"> • Once a year submission (3rd quarter of the year or as per set timeline)

H. SANCTIONS AND PENALTIES

LRC Users/ Requesting Party who deviates or did not follow provision of this guideline shall be subjected to appropriate penalties/sanctions indicated herein and in accordance with the DSWD Code of Conduct and other pertinent existing policies of the Department as be imposed by the HRMDD and Legal Office in coordination with the KM Secretariat and Regional KM Team Members.

OFFENSE/ TRANSGRESSION	SANCTIONS AND PENALTIES	
	DSWD Employee	External User
1. Non-observance of LRC rules and regulations such as but not limited to: <ul style="list-style-type: none"> • Vandalism and theft of LRC materials or properties • Deliberate disruption of LRC procedures or non-observance of policies and guidelines 	<ul style="list-style-type: none"> • 1st Offense- issuance of written notice to concerned staff (written warning). • 2nd Offense- written memorandum addressed to staff copy furnished the supervisor. • 3rd Offense- Borrowing and reservation 	<ul style="list-style-type: none"> • 1st Offense- issuance of written notice to concerned individual/ LRC users (written warning). • 2nd Offense- user is suspended to use the library and/ or conference room for 1 month

OFFENSE/ TRANSGRESSION	SANCTIONS AND PENALTIES	
	DSWD Employee	External User
<ul style="list-style-type: none"> • Use of offensive language to co LRC users and/ or staff • Behaviour that disturbs other users • Smoking, littering, and loitering while inside the LRC premises • Any term of harassment against LRC users or staff • Any action, activity, or coordination analogous with the above- mentioned acts 	<ul style="list-style-type: none"> • privileges suspended for a year. 	<ul style="list-style-type: none"> • 3rd Offense- User is not allowed to use the library and/ or conference room for a year.
<p>2. Deliberate destruction of LRC materials or property such as but not limited to</p> <ul style="list-style-type: none"> • Failure to return borrowed books and materials • Placing of annotations and/ or markings on books and other library materials • Mutilation, defacement and tearing of books and other library materials • Loss of borrowed books and other library materials • Misuse or damages of equipment, fixtures, furniture, and facilities. • Unauthorized use of LRC equipment, fixtures, furniture, and facilities. 	<ul style="list-style-type: none"> • 1st Offense- issuance of written notice to concerned staff (written warning). • 2nd Offense- written memorandum addressed to staff copy furnished the supervisor. • 3rd Offense- borrowing and reservation privileges suspended for a year. 	<ul style="list-style-type: none"> • 1st Offense- issuance of written notice to concerned individual/ LRC users (written warning). • 2nd Offense- user is suspended to use the library and/ or conference room for 1 month • 3rd Offense- users are not allowed to use the library and/ or conference room for a year.
	<ul style="list-style-type: none"> • In addition, the LRC users who will commit the said offense or transgression, replacement or repair is imposed on an employee/ external user who loses or damages materials/ books/ equipment, fixtures, furniture, and facilities based on the current market value. • For the materials/ books, the borrower will provide the exact copy of the same item/s. The replacement can be a later edition but not earlier than that of the lost book/ materials. If the material or book is not available in the market, replacement shall be of the same topics, regardless of the author and edition. Replacement of this kind is subject to the approval of the Regional Director. • In case of impossibility of replacement and repair, the last option will be payment of lost material/ books or damaged equipment, fixtures, furniture, and facilities based on the current market value. All payments shall be facilitated by the Finance Management Division particularly the Cash Section 	

OFFENSE/ TRANSGRESSION	SANCTIONS AND PENALTIES	
	DSWD Employee	External User
	after the issuance of order of payment of the Accounting Section.	
3. LRC procedures not completely followed such as but not limited to: <ul style="list-style-type: none"> • Non-submission of filled up CSMS • Participants/ Attendees non-registration to attendance sheet (Google Form or QR Code) 	<ul style="list-style-type: none"> • LRC users may refrain from future requests for reservation or borrowing of LRC facilities and materials. 	
4. LRC users with more than three (3) or with grave offenses and transgressions on any provisions of this Guidelines that may impose harm or danger to him/herself or others.	<ul style="list-style-type: none"> • LRC user/s shall be permanently prohibited to use the facilities or borrowing materials/ books. 	

Further, the KM Secretariat shall prepare incident reports as the basis of corrective actions in accordance with the DSWD guidelines/policy to such behaviour. Also, clearance for property of accountability which LRC shall be withheld until all borrowed/ damaged materials, equipment, fixtures, furniture, and facilities have been returned/ replaced/ repaired/ or paid.

I. FUNDING REQUIREMENT

Maintenance and operational costs shall be funded by FO-NCR under direct release and centrally managed funds per approved Work and Financial Plan of the Capacity Building Section.

J. EFFECTIVITY

This Guideline shall take effect immediately, issued in Manila, this 4th of January, 2024.


MICHAEL JOSEPH J. LORICO
 Regional Director