WORK SKILLS AND ATTITUDES OF LIBRARY STUDENT ASSISTANTS OF ST. THERESA'S COLLEGE, CEBU CITY: PROPOSED TRAINING MODULES

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Cebu City

In Partial Fulfillment

of the requirements for the Degree

MASTER OF SCIENCE IN LIBRARY SCIENCE

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by

MARIA FE C. ABELLANA

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APPROVAL SHEET

This Thesis entitled "**WORK SKILLS AND ATTITUDES OF THE LIBRARY STUDENT ASSISTANTS OF ST. THERESA'S COLLEGE, CEBU CITY: PROPOSED TRAINING MODULES**" prepared and submitted by MARIA FE C. ABELLANA in partial fulfilment of the requirements for the degree of MASTER OF SCIENCE IN LIBRARY SCIENCE has been examined and is recommended for acceptance and approval for ORAL EXAMINATION.

THESIS COMMITTEE

VIRGINIA P. MOLLANEDA, Ed.D.
Adviser

RAINERA C. BOHOLST, MSLS
Member

MARY ALLEN MAE P. ORAL, MSLS
Member

MARILOU P. TADLIP, Ed.D.
Chair, Thesis Committee

PANEL OF EXAMINERS

Approved by the Committee on Oral Examination with a grade of PASSED.

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Adviser

RAINERA C. BOHOLST, MSLS
Member

MARY ALLEN MAE P. ORAL, MSLS
Member

MARILOU P. TADLIP, Ed.D.
Chair, Thesis Committee

Accepted and approved in partial fulfilment of the requirements for the degree of MASTER OF SCIENCE IN LIBRARY SCIENCE.

Comprehensive Examination on May 26-27, 2005: PASSED
Oral Examination on May 31, 2011: PASSED

RAMON S. DEL FIERRO, Ph.D.
Dean, College of Arts and Sciences

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ABSTRACT

This study aimed to look into the work skills and attitudes of the Library Student Assistants (LSA) St. Theresa's College, Cebu, enrolled during the school year 2010-2011 with the end view of coming up with training modules. It specifically sought to determine their profile in terms of course and year, number of years rendered as Library Student Assistant, assignment area, and performance evaluation rating. It also investigated the expected work skills and attitudes in the technical area, circulation/readers' services area, and the media center/Internet station. Furthermore, training needs in the abovementioned areas were also identified and these served as bases in the designing of training modules.

The researcher utilized the descriptive survey method in conducting the study. The 14 LSAs were the main respondents, reinforced by the responses of five Librarians and the adviser of the Student Assistants' Association. Questionnaire and interview schedules were the tools in data collection with the performance evaluation ratings and actual observations. Simple percentages were used in treating the data.

The results revealed that there is a heterogeneous composition in terms of the courses enrolled in by the respondents. Majority were in their fourth year and were assigned in the different service areas of the library. Although their performance evaluation ratings ranged from 'very satisfactory' to 'outstanding,' the attendance to work of some LSAs were affected due to the demands of the subjects in which they enrolled during a particular semester. They also expressed need for training in some of the tasks in different areas. The top skills in which the LSAs expressed that they need to learn more about in the Circulation/Readers' Services area include locating simple bibliographic information, and issuing, renewing, and receiving books and other library materials. In the Technical Area, the respondents expressed the need for training in encoding and filing shelf list cards, in keeping book budget record, and in assisting in the taking of the inventory. In the Internet Station, LSAs shared that they want to be trained in providing assistance to users in the handling of computer hardware and software, performing routine maintenance on Internet station equipment such as loading paper in printer or replacing toner, saving a website in the bookmark or favorites folders, turning on and shutting down the server and work stations properly, and finding topics/specific sites on the World Wide Web using the browser such as Netscape and Explorer. In the Media Center, the LSAs expressed the need for training on the tasks concerning the setting up of and demonstrating how to operate AV equipment; delivering and

picking up AV equipment inside the campus; photocopying; producing media materials; and assisting in the taking of supplies and equipment inventory.

Since training is very necessary and crucial for the attainment of the library's ultimate goal, which is to render maximum service to its clientele, the researcher recommends that the proposed training module for the STC-LSAs be implemented by the Library Personnel before the start of each school year. It is likewise recommended that evaluation be made on the effectiveness of the proposed training module which would be the basis for the improvement of the training program and the implementation procedures. It is further recommended that Guidance counselors, in coordination with the librarians, conduct a seminar on personal development focusing on work attitudes for the library student assistants. The researcher hopes that the implementation of the proposed training module designed for the STC-LSAs would equip them with the necessary skills in delivering effective and efficient library services.

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