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PHILIPPINE JOURNAL OF LIBRARIANSHIP AND INFORMATION STUDIES

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UP School of Library and Information Studies
Quirino Ave., UP Diliman, Quezon City 1101
Metro Manila, Philippines
(+632) 8981 8500 local 2869-71

EDITORIAL

From JPL to PhJLIS: Leaving the Door Open for New Beginnings

Iyra S. Buenrostro, Ph.D.
Editor-in-Chief

The 39th volume opens a new chapter for the country's longest-running refereed LIS journal. The **Philippine Journal of Librarianship and Information Studies (PhJLIS)** may have assumed a new name, but not entirely a new role. The Journal's role as an intellectual leader through the publication and dissemination of researches about and/or towards the development of theory and praxis of librarianship in the Philippines still remains – but with significant reformations. Its predecessor, the **Journal of Philippine Librarianship (JPL)**, began this agenda on March 1968 as it set to be a semi-annual publication that would cover topics on the “extent of thinking, awareness, problems, and challenges of the Filipino librarians” (Furbeyre, 1968, p. iii). The focus of the earlier articles published in JPL was mainly on the nature and organization of Philippine materials, and profile and education of Filipino librarians. The authors and former editors were mostly faculty, students and alumni of the **University of the Philippines School of Library and Information Studies (UP SLIS)**¹, which had hosted JPL for five decades (Obille, 2018). The concentration of JPL on the practice of librarianship in the Philippines by Filipino librarians limited the scope of the Journal, hence the need to decline previous submissions that did not fit in this rather indiscernible definition of *Philippine Librarianship*. One may ask, is Philippine librarianship simply the exercise of the library profession in our geographic area or is there a unique quality that delineates Philippine librarianship from other types of

librarianship? (Obille & Buenrostro, 2015). This is not to say, however, that the initial focus or agenda of JPL is inoperable for this generation of LIS scholars and practitioners. With the existing need to have more literature in and about the practice of LIS and related disciplines in the Philippines, this agenda will still be reflected in the succeeding volumes of PhJLIS but we are opening our door for submissions from different parts of the globe with a wide array of conceptual and practical topics on librarianship and information.

The plan for the internationalization and making the Journal extensively recognized in terms of LIS scholarship already began a decade ago by aiming for a more timely release of volumes and issues, inviting more authors to submit their articles, and having an international advisory board. The plan did not immediately materialize due to lack of manpower and resources. The faculty members who have been in charge of the Journal's operations are most of time overwhelmed with teaching, research and extension work, and services to the university and community. The JPL has also been operating with zero budget, since it has become available online and an open access journal in 2007. As we had already accepted the fact that something had to be done to further improve JPL, the Journal's status quo was preserved for the past years. However, the drive to promptly take action to re-evaluate and enhance the Journal happened during the IFLA Satellite Meeting in LIS Education that I and Prof. Johann Frederick Cabbab

¹ Formerly Institute of Library Science (ILS), and Institute of Library and Information Science (ILIS).

attended last August 23, 2018. The meeting/workshop to institute collaborations in curriculum development and publishing activities within the LIS schools in the region was hosted by the University of Malaya in Kuala Lumpur, Malaysia. While the UP SLIS' curricular offerings are up-to-date and our students and graduates are becoming more globally competitive, the research and publication aspect of the School still needs to be tackled and revamped. Many of the participants, mostly faculty members and editors of LIS journals in their respective countries, were very surprised to know that the Philippines has a library journal that has been in existence since 1968. The discussions resulted in recommendations and plans for collaboration among different LIS journals in Asia, particularly in the Philippines, Malaysia and Pakistan. One of the main goals is for the LIS journals in Southeast Asia to be indexed in the ASEAN Citation Index, Scopus, and ISI (Web of Science). Another plan is to have a 'sister' journal, wherein there can be joint editorship to increase the diversity of articles to be included in the publication. I was told by the fellow editors that the Philippines has a very big potential because of our proficiency in English and the long, dynamic history of the JPL.

The change of name and scope of JPL to PhJLIS, as unanimously decided during the UP SLIS Executive Committee Meeting last October 25, 2018, is one of the many steps that the UP SLIS is undertaking to strengthen its place as the premier library and information school in the region. More importantly, this move signifies the School's unremitting pursuit for excellence in servicing the LIS profession and community. We acknowledge that this road will be challenging and these bold plans may not instantly guarantee success. But, we are just leaving and keeping the door open for exciting possibilities.

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PROPOSED FINDING AID FOR HUKBALAHAP GUERRILLA UNIT FILES OF THE DIGITIZED WORLD WAR II PHILIPPINE ARCHIVES COLLECTION OF THE PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO)

Mary Grace C. Sobreviñas
PVAO Digitization Team Phase II;
Quezon City Public Library

Abstract

This paper focuses on the development of a proposed finding aid for the digitized Philippine Archives Collection of the Philippine Veterans Affairs Office (PVAO). The original records are in the state of deterioration and are currently housed at the US National Archives and Records Administration in College Park, Maryland. The retrieved records of Guerrilla Unit Recognition Files (1941 – 1948) consist of 271 Legal Archives Boxes. For the short duration of the project, the author concentrated on one specific group of guerilla which is the Hukbalahap, an acronym for Hukbong Bayan Laban sa Hapon (People's Anti—Japanese Army). This record group is important and can be used to supplement the gaps in the WWII history, and the war activities and bravery of Filipino soldiers and civilians during this period. The collection is composed of textual records in various formats such as rosters, military reports and correspondence. The finding aid is based on the principles of archival arrangement and description, and the General International Standard Archival Description ISAD(G), Second Edition, 2000.

Keywords: archives, finding aid, Philippine Archives Collection, Philippine Veterans Affairs Office, Hukbalahap

The Philippine Veterans Affairs Office (PVAO) and the Digitization Project: An Overview

The Philippine Veterans Affairs Office (PVAO) is a Philippine government agency under the supervision of Department of National Defense. It has a mandate to deliver veterans' benefits, executes programs and ventures to improve their common welfare, and institutes measures to memorialize their patriotism and courage. Furthermore, PVAO manages the operations and

upkeep of the Veterans Memorial Medical Center and other accredited hospitals across the country to benefit the medical needs of veterans. It also manages the organization and advancement of military shrines namely, Capas National Shrine, Kiangnan National Shrine, Libingan ng mga Bayani, Mt. Samat National Shrine, Ricarte National Shrine, Balantang Memorial Cemetery and lastly, the USAFIP-NL Military Shrine.

The mandate of PVAO is clearly stated in the 1987 Constitution Section 7, Article XVI.

“The State shall provide immediate and adequate care, benefits, and other forms of assistance to war veterans and veterans of military campaigns, their surviving spouses and orphans. Funds shall be provided therefore and due consideration shall be given them in the disposition of agricultural lands of the public domain and, in appropriate cases, in the utilization of natural resources.”

Ms. Marie Silva-Vallejo, a historian and daughter of World War II (WWII) veteran went to the United States National Archives and Records Administration (US NARA) in College Park, Maryland to do a personal research regarding her father, Major Saturnino Silva, who led the Battle of Ising in Northern Davao during the war. While doing her research she found out that US NARA has a voluminous Philippine WWII documents that are not available in the Philippines.

The WWII Philippine Collection encompassed memoirs of freedom fighters, officers, soldiers, and civilians whose narratives Ms. Silva-Vallejo wants to share and bring to the Philippines. She further learned that the aforesaid institution had no definite blueprint to digitize the deteriorating documents. She then communicated the matter to Philippine Veterans Affairs Office (PVAO). After several meetings and consultations, a project to digitize Philippine World War II records entitled “Preserving World War II Records of the Philippines: Digitization of the Philippine Collection” was born.

The main objective of the digitization project is to preserve the Philippine World War II records, propagate them for research purposes and as teaching materials. Furthermore, it aims to inculcate the consciousness of nationalism owing to the stories of brave Filipinos who struggled and lived during those dark times and honor personalities who played an important role in the retaking of our native country. Ms. Silva-Vallejo and the PVAO spearheaded the digitization project and it was supported and funded by the Filipino War Veterans Foundation, Inc.

(FILVETS) and the family of Brigadier-General Francisco Licuanan, Jr.

The first phase of the digitization project was conducted in mid-2015 and a five-woman team was sent to US NARA in Maryland including Ms. Marie Vallejo as the team leader. The digitized documents were fruitfully finished and launched in 2016 via the PVAO website. The second phase of the project involved 10 ladies (including the author) being sent to Maryland with Ms. Silva-Vallejo, who served as project consultant. It took place in May 2017 and lasted for 6 months. The editing and uploading of the scanned WWII documents however is still ongoing as of this writing.

Background Information on the Hukbalahap Guerrilla Units

During WWII and in the course of the Battle of Bataan in January 1942, General MacArthur directed Lt. Col. Claude Thorp, former Provost Marshall of Fort Stotsenberg, to take a group of volunteers and penetrate through enemy lines to establish a spy station in the Zambales Mountains. Gen MacArthur also gave an order to bring together Filipino organizations to disrupt Japanese operations. Lt. Col. Thorp then formed the Luzon Guerrilla Force (LGF), the primary major guerrilla organization and considered to be the original "USAFFE guerrilla" organization in the Philippines. Lt. Col. Thorp separated Luzon Island into four key regions and selected a commander over each, who was responsible with recruiting members and forming an effective anti-Japanese guerrilla movement in his area of responsibility. Even after the Japanese defeated the Philippine-American defenses in the country, Lt. Col. Thorp and all of his appointed commanders were executed by the Japanese, resistance against the invaders continued throughout the islands. One of the guerrilla groups that continued to grow was the "Hukbalahap" (Hukbo ng Bayan Laban sa Hapon), a short form of the phrase meaning People's Army Against the Japanese (Gojo, 1984).

According to a Report of the United States Army Forces, Pacific Military Intelligence Section, General Staff entitled Guerrilla Resistance Movement in the

Philippines-General Headquarters, the "Hukbalahap" is one of the largest and intense guerrilla organizations in central Luzon that was founded at Mount Arayat in Pampanga in March 1942 by a group of intellectuals, disgruntled politicians, socialists and communists. The individual members of the guerrilla group are often referred to as "Huks".

The newly formed guerrilla group elected four of their leaders to establish the Hukbalahap Military Committee. The Military Committee was at the zenith of Huk organization and was delegated to lead the guerrilla campaign and to command the revolution that would take control of the power after the war. Luis Taruc, a CPP leader and peasant-organizer was chosen to lead the committee and became the pioneer Hukbalahap commanding officer and was called "El Supremo" (Greenberg, 1987).

Even after the Japanese and American had left, they continued the fight, dreadfully, in contradiction of their own government, for failing and refusing to eradicate economic, social, and political inequities. They were later on considered by the government to be bandits. Conversely, in 1954, the Hukbalahap would end with the Presidential election of Ramon Magsaysay Sr. and tremendous pressure to tear down communist groups (Hernandez, 2017).

Role of Finding Aids in Archival Research

Papers, manuscripts and records have been gathered, arranged and maintained by numerous institutions for their long-term significance perhaps for as long as there have been records. As for other information establishments the magnitude of materials in archives and special collection entails systematic handling of the materials (Boyd, 2017). Thus, to be clear about the scope of archival standards, the Society of American Archivists (SAA) defined the word archives.

Finding specific records and manuscript materials in Special Collection and Archives can seem overwhelming or puzzling at first. The presence of finding aids and knowing how to use them is an ability that is helpful when a researcher is embarking

on archival research. A finding aid describes and details the content and arrangement of a collection. According to US NARA, finding aids are tools that help a researcher find information in a specific record group, collection, or series of archival materials. Examples of finding aids include published and unpublished inventories, container and folder lists, card catalogs, calendars, indexes, registers and institutional guides.

As per Mid-Atlantic Regional Archives Conference, Inc. (MARAC), regardless the variation and evolving forms of finding aids, it is considered effective if it imparts precise characteristics together with the information they carry and the manners in which the information is displayed and retrieved.

Valuable finding aids are intended for quick reference and rapid comprehension, irrespective of the intricacy of the materials they describe. To be considered as effective finding aid they should help researchers in tracing needed historical materials and encourage wide-ranging and ingenious use of records through various scholarly disciplines and for several objectives. Moreover, they are uncomplicated to use without an archivist's help and present adequate information to recommend the extent of the materials without unrelated feature and are written in clear understandable language.

Finding aids must have sufficient information to ensure that a researcher can understand what they are seeing and locate where the materials are maintained. The least possible, all finding aids should adhere to the mandatory requirements of numerous archival standards. In the case of this study, General International Standard Archival Description (ISAD(G)) would serve as a guide.

The Need for the Creation of a Finding Aid System

The Digitization Project was not able to create a detailed finding aid system that will help the researchers in navigating the digitized records. The only finding aid available is the list of folders with corresponding titles that also indicates the Box Number, NAID and File Number. There is no archival description for various level of aggregation

including the file unit level and item level. Without the archival description to the item level which is an individual or specific record and the lowest grouping in the hierarchy it will be hard for users to browse the collection and locate the specific item or information that they need.

There has been no systematically organized tool for retrieving information confined in the file unit and item unit level making the actual research on the topic difficult. The lack of comprehensive finding aid presents a big retrieval hindrance, thus the researcher prefers to make a detailed descriptive inventory with the help of ISAD(G). The researcher believes that the proposed finding aid would conform to the immediate need for comprehensive information on the physical and substantive attributes of the documents.

This study endeavors to give a wide-ranging view of the files of the Hukbalahap Guerrilla Units based on the descriptive analysis or status study since the lack of an effective finding aid produces complexity to any user or researcher of the records. Hence, this also demands the devising of a detailed finding aid for the Hukbalahap Guerrilla Unit Recognition Files. The value and worthiness of historical documents do not represent much unless a key to its access is made suitable to both the archivists and researchers. To address the present state of this significant collection, this project had been formulated.

The objectives of this project are:

- 1.) to generate the search tool necessary in the management of the Hukbalahap Guerrilla Unit Files and in assisting research and reference work to these archival materials;
- 2.) to obtain a solution towards the improvement of the present situation;
- 3.) to provide access points to the Hukbalahap Guerrilla Unit Files; and
- 4.) identify the individuals of Hukbalahap Guerrilla who played significant roles during WWII.

Additionally, the project aims to inform the potential

researchers of the general perspective of the Hukbalahap Guerilla Unit Files, and serve as a guide to the archivist and other PVAO personnel in servicing the researchers.

Significance, Scope, and Limitations of the Project

Every 9th of April, the Philippines celebrate Valor Day or more commonly known as “Araw ng Kagitingan”. On that day we commemorate soldiers who sacrificed their lives at the Fall of Bataan in 1942 but some of the guerrillas who continued the fight after the aforesaid event have already been forgotten. We cannot see their names in War monuments nor hear their names cited during war ceremonies. In fact, we may never encounter their names or if we do, most probably in deteriorating and crumbling government files, awaiting for the appreciation and acknowledgement that may never happen.

Some of these unrecognized war veterans are members of Hukbalahap who had been fighting for justice and agrarian reform even before WWII. They were farmers, peasants and socialists whose fundamental objective was to free the Filipino people not just from Japanese intruders but moreover from inequalities and poverty. Even after the Japanese and American had left, they continued the fight, dreadfully, in contradiction to their own government—for failing and refusing to eradicate economic, social, and political inequities. For that reason, they lost the pension that their more conventional fellow fighters received later.

In due course, the US government recognized only one Hukbalahap unit, the Banal Regiment under Bernardo Poblete a.k.a. Jose Banal. However, it was acknowledged only for its war efforts after May 1945 and when it was associated with the United States Army Forces in the Far East (USAFFE). The tens of thousands others who fought and died before May 1945 received nothing. Furthermore, it was only in 1977 when former President Ferdinand Marcos issued the Presidential Decree No. 1207 entitled “Recognizing the Former Members of the Hukbalahap under Luis M. Taruc who fought the Japanese in WWII as Elements of the Underground

Forces in the Philippines during WWII, and for other purposes". It entitled Huks under Luis Taruc to P5,000.00 monthly pension and the provision of educational and hospitalization benefits to them. Nevertheless, the decree required that only those still alive by 1977 and only those who did not use aliases were eligible. There were Huk veterans who snubbed the said grant saying "fighting for one's country has no price" (Orejas, 2014, para. 23). Hence, this paper is created to honor all our war heroes and veterans in particular the Hukbalahap Guerrillas no matter what principles they embraced. They defended our country from foreign invaders with as much patriotism as the uniformed soldiers did. In fact, they took on the fight long after the uniformed soldiers had surrendered.

The author concentrated only on the Hukbalahap Units because they were part of the guerrillas that were overlooked in our history. The focus of this study is the digitized eight (8) file units consisting of approximately 2,000 textual documents with history and information that has never been known. Amongst the files are memorandums, directives, unit histories, rosters, documents regarding activities within Hukbalahap guerrilla units, battles and narratives of the struggle to free the Philippines from Japanese invaders.

The final output of this study will serve as reference for historians, researchers and other users who would like to undertake a report or investigation about the Hukbalahap. Furthermore, this will be a preliminary contribution to the project complete archival description of the whole Guerrilla Unit Recognition Files.

Literature Review

In our time, there are numerous literatures regarding the advancements of institutions when it comes to preserving their archival and manuscript collections. Primarily they are responsible with the appraisal, arrangement, description and making the information accessible to the researchers. One of the voluminous literatures that is concerned with WWII documents is the Master's degree paper written by Gabawa in 1983 with a title "A Descriptive inventory of the World War II records and related documents

of the Guerrilla Movement in Panay Island, 1942-1945". The study made an effort to provide an index to the extensive number of documents at the Central Philippine University Library about the Guerrilla Movement in Panay Island. However, the researcher settled to make the descriptive inventory because by archival principles the inventory would keep with the immediate need for the comprehensive information on the physical and substantive attributes of the documents. Eventually, the creation of inventory of the whole collection will lead to a detailed finding aid that will greatly help historians, researchers, librarians, and archivists to lessen if not completely remove the obstructions to their somewhat endless research labor and extend the effectiveness of use of the historical documents.

Another local study by Chua (2006) proposed to develop a finding Aid to the Jesuit Records of Culion (dated 1904 — 1941) housed in the Archives of the Philippine Province, Loyola House of Studies, Ateneo de Manila University. The Island of Culion in Northern Palawan served as among the world's largest "leper" colonies since its establishment by the American-sponsored Insular government in 1906. In the quest to document and preserve the very few written sources of leprosy in the country, a movement to inventory the remaining documentary evidence of leprosy in Culion began. The researcher utilized the ISAD(G), an accepted standard by the International Council on Archives in constructing the finding aid that involves archival arrangement and description.

Chris Hurley (1998), a Research Associate in the Records Continuum Research Group, in the Faculty of Information Technology, Monash University asserted in his study that archival description is not just an aid to locating and retrieval. Alternatively, it is essential to documenting knowledge dealing with records and the circumstances in which they are made and kept. Furthermore, he emphasizes that the main purpose of finding aids is not repository control or making access easier but as an imperative part in the making and keeping of records. Similarly, MacNeil (2009) concentrated on the theory and methods of arrangement and description and the

trustworthiness of records in analog and digital formats. She investigated the relationship between and among archival description, authenticity, and accountability. Through identifying and separating the components of the ISAD(G) that are closely connected to authenticity and accountability, MacNeil tried to draw attention to what the standard emphasizes, what it ignores, and some of its consequences. Moreover, she expresses that following the archival description principles enables the preservation of the unique identity of the record groups, as well as the integrity of the connection between the record creators and their records.

Santamaria (2013) explained the struggle many repositories face in trying to open up their holdings in the face of overabundance of access tools and strategies, with limited human resource and budget. He provided a way of building onto current systems and preparing a repository for favorable result in making collections available as wide-ranging as possible. Aside from basic definitions of finding aids and Encoded Archival Description (EAD), he presented descriptions of archival collection management systems, with attention paid to how different types of repositories and individual professional experience might impact the system chosen. Furthermore, he emphasized that repositories should try hard to come up with structured data and to map data elements based on Describing Archives: A Content Standard (DACS), ISAD(G), and other similar standards.

THE DIGITIZED GUERRILLA FILES : A FOCUS ON HUKBALAHAP UNITS

Organization and Disposition

The Philippine Archives Collection is a group of records at the US National Archives and Records Administration (US NARA) that makes up a vital source of historical and military information on the Pacific War. The said collection is composed of 1,665 boxes and divided into different topics:

- 1.) Invasion and Surrender;
- 2.) Civilian Employees;
- 3.) POWs/Civilian Internees;

- 4.) Japanese Occupation;
- 5.) Guerrillas;
- 6.) United States Armed Forces in the Far East;
- 7.) Liberation/Post-War Era;
- 8.) Recovered Personnel Division; and
- 9.) Claims.

According to US NARA the earliest records within the Philippine Archives Collection were built by numerous organizations functioning in the Philippines during WWII. As soon as the conflict ended, the War Department collected supplementary materials in the Philippines, Japan, and Korea. Tragically, their provenance and any unique arrangement were disoriented when the records were brought together and combined with the records of the Recovered Personnel Division (RPD). The collection were transferred to Kansas City and St. Louis, Missouri and then relocated to the National Archives in Washington, DC. Finally, the physical collection is now housed at the National Archives and Records Administration in College Park, Maryland. At this time, the files are in a worsening condition with some records are brittle, unreadable and some folders have dead insects and dirt.

The Guerrilla Unit Recognition Files that include the Hukbalahap Units records were digitized then brought back to the Philippines in digital format and are now available online through PVAO website. The collection is named under Brigadier-General Francisco Licuanan, Jr. Collection. In addition, the duplicate copies of the digitized collection are presently kept in the Embassy of the Philippines in Washington, D.C.

Scope and Content of the Hukbalahap Unit Files

The Philippine Archives Collection gives proof to the undertakings of the Southwest Pacific Area (SWPA) and its component parts. The main focus is not at the command level but considerably at the level of the individuals who served in military or civilian capacities or in guerrilla units in the Philippines in the course of the SWPA command. The aforesaid records were gathered to support the establishment of the validity of claims. A crucial aspect in verifying eligibility was an individual's service

record. Eligibility was without problems ascertained for veterans of the Philippine Army, Philippine Scouts, or units that were acknowledged by General Douglas MacArthur. Settlements of claims of compensation were regulated to individuals who had carried U.S. objectives in the Philippines. On the other hand, members of outlaw guerrilla units which comprised of bandits and guerrilla units that pursued to reject equally the American and Japanese presence from the Philippine Islands such as Hukbalahap were not eligible for benefits or compensation.

The Records of the Guerrilla Unit Recognition Files dated 1941-1948 is composed of 271 boxes and about 270,000 scanned records. The collection was digitized using the principle of original order where archival arrangement adheres to the natural creation of documents. This has been a predominant system for archivists in the arrangement and description of archival records for over a century (Zhang, 2012). Another vital principle in archives that was applied in the digitization of the documents is provenance. In accordance with the Glossary of Archival and Records Terminology of the Society of American Archivists (2005), provenance refers to the individual, family or organization that produced or obtained the items in a collection. The aforesaid principle is also known as respect des fonds which prescribes that records of different origins be kept separate to preserve their context.

The digitized Hukbalahap files were uploaded in PVAO website by folder however a specific record cannot be viewed on the item level. Thus, individual documents can only be viewed if the user or researcher downloads or extracts the whole folder which is time-consuming.

The proposed finding aid attempts to identify the Hukbalahap documents in a file by file basis and tries to describe the content of the files and exhaust access points within the documents.

Methods

The study is primarily a descriptive one using document analysis and status study in obtaining thorough and necessary information. Analysis of the

documents is done in terms of description, investigating and identifying the scope and content of each item. The author analyzed the digitized record of the Hukbalahap Unit Files and also applied the file-level analysis with the help of ISAD(G). The ISAD(G) provides general guidelines for the preparation of archival descriptions its purpose is to identify and explain the context and content of the archival material to facilitate retrieval and accessibility. In addition, it also contains general rules for archival description that may be applied irrespective of the form or medium of the archival material. The use of ISAD(G) in the item level required an analysis on two critical areas which are the Context Area and Content & Structure Area. Nonetheless, the rules are organized into seven areas of descriptive information: 1) Identity Statement Area; 2) Context Area; 3) Content and Structure Area; 4) Condition of Access and Use Area; 5) Allied Materials Area; 6) Note Area and; 7) Description Control Area (ISAD(G) General International Standard Archival Description, 2000).

Aside from the document and file-level analysis, interviews with some of the former members of the Digitization project were conducted. The interviews were able to yield information and opinions valuable to the researcher.

The Design and Plan

Philippine Archives Collection is equivalent to fonds which is the highest level of archival arrangement. In US National Archives and Records Administration fonds is more commonly known as the Record Group or RG. The Philippine Archives Collection that PVAO was able to bring in our country in digital format is part of Record Group 407: Records of the Adjutant General's Office. It was compiled or maintained between 1905-1981. Furthermore, the Guerrilla Unit Recognition Files is a series that can be found in the aforesaid record group. PVAO was able to retrieve several guerrilla files including the eight Hukbalahap files which is considered as the file unit in archival arrangement and these are the main focus of this study. For a better understanding of the Archival Arrangement Hierarchy of the Philippine Archives Collection an illustration of the Record

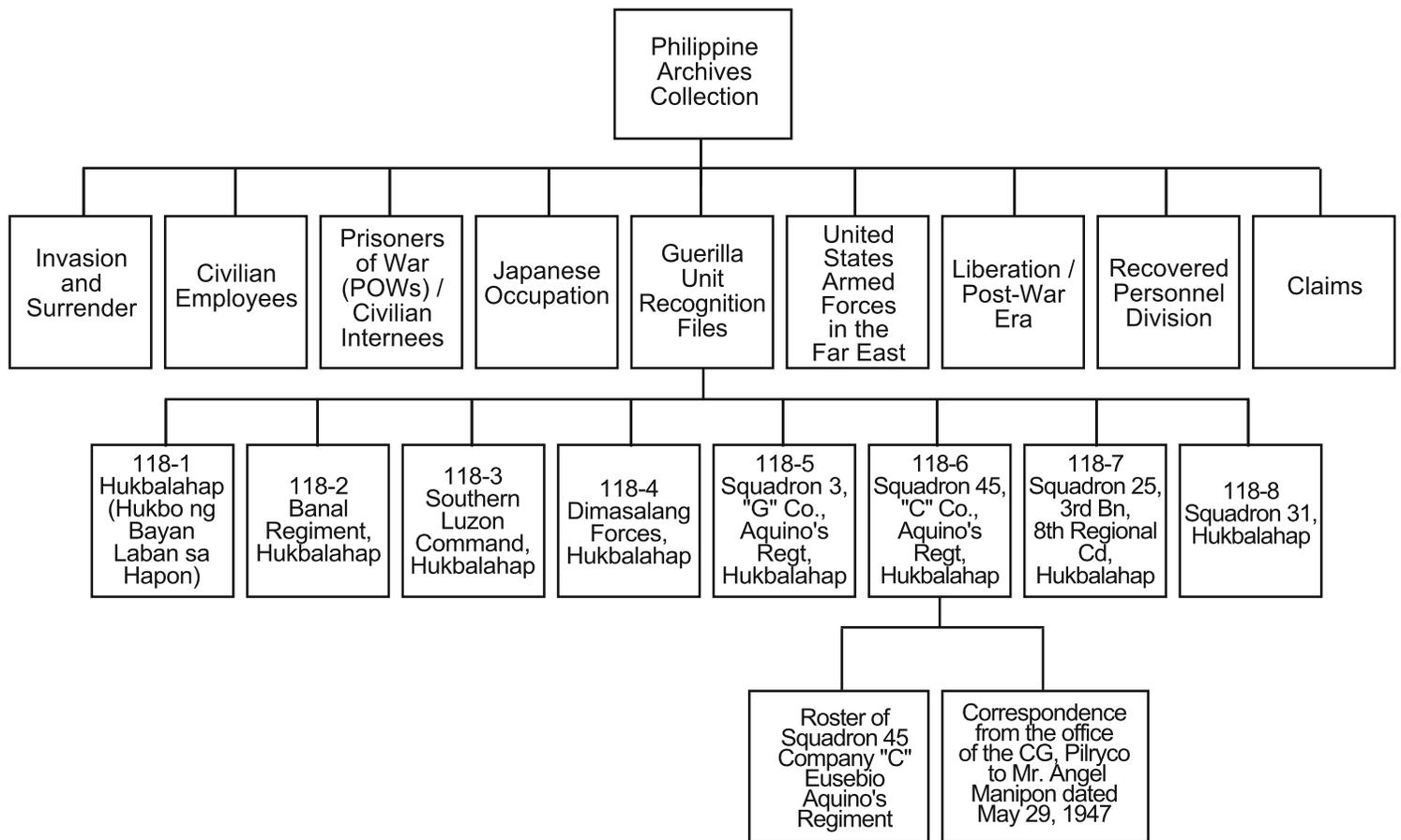


Figure 1. Hierarchy of Philippine Archives Collection.

Hierarchy is included in this study.

The first step of this project started with the author acquiring the list of guerrilla files that were digitized and uploaded in the PVAO website. Using the list, the author discovered that PVAO was able to retrieve and digitize 1,399 Guerrilla Unit Recognition Files that are composed of thousands of items. This was then followed by the identification of the Hukbalahap files. Subsequently, the author downloaded from the PVAO website all of the Hukbalahap documents which composed of eight files with several folders on it. Exporting the files took some time because the items were uploaded in

PDF format and by folders. Moreover, some file folders consist more than 200 items. The first file (118-1) has the most number of items that consists of 783 items. Conversely, the fifth file (118-5) has the least number of items consisting of only 23 items. Titles, File Number, NAID of the files that the US National Archives provided were still retained for the reason that if a researcher or historian will do a further research on the Guerrilla Files or if they want to visit the US National Archives in Maryland to see the original and authentic records they can easily locate it since finding a specific document inside a big repository is not an easy task and very time consuming. The NAID stands for the National

Archives Identifier and it is the unique identifier of all file units in the Catalog.

Table 1 shows the summary of the Hukbalahap collection and the table reveals that there are 1,887 items.

On the next phase, each folder was accessed for basic information and evaluated using a form based on some metadata based of ISAD(G). The data extracted from the individual folders include the NAID supplied by the US National Archives, the extent/number of pages, date of creation, language, creator and brief content. The arrangement of the items in each folder was retained because the author could not rearrange the documents since the items are already uploaded by file folder. Moreover, researchers and historians in the US National

Archives including the members of the Philippine WWII Digitization Team are not allowed to rearrange the documents in order to preserve as much as possible the integrity of the original order of the archival collection and the order established by the group of creators or individuals who gathered and preserved the documents.

The next phase phase involved the identification of the documentary type of each item. The author easily identified the documentary type of the items even before the PVAO Digitization Project because she used to work for the Armed Forces of the Philippines for several years. She also consulted Ms. Maribel Ventura of AFP Historical Center for verification purposes. The metadata that were extracted during the two phases were found appropriate and necessary as basic

Table 1

List of Hukbalahap Files

Hukbalahap File	Dates	Box	NAID	File Number	Mega-bytes	No. of Items
Hukbalahap (Hukbo Ng Bayan Laban Sa Hapon) [2 folders]	1941 - 1948	369	1431236	118-1	243.9	783
Banal Regiment, Hukbalahap	1941 - 1948	369	1431237	118-2	148.7	501
Southern Luzon Command, Hukbalahap [2 folders]	1941 - 1948	370	1431238	118-3	75.3	279
Dimasalang Forces, Hukbalahap	1941 - 1948	370	1431239	118-4	45.7	223
Squadron 3, "G" Co, Aquino's Regt, Hukbalahap	1941 - 1948	370	1431240	118-5	5.3	23
Squadron 45, "C" Co, Aquino's Regt, Hukbalahap	1941 - 1948	370	1431241	118-6	7	26
Squadron 25, 3rd Bn, 8th Regional Cd, Hukbalahap	1941 - 1948	370	1431242	118-7	5.7	27
Squadron 31, Hukbalahap	1941 - 1948	370	1431243	118-8	5.3	25
TOTAL					536.9 MB	1,887

Table 2
Distribution of Documentary Type of Hukbalahap Records

Documentary Form	Number of Items	Percentage
Correspondence	282	14.94%
History/ Report	300	15.90%
Form	37	1.96%
Roster	1,016	53.84%
Official Military Personnel Files	10	0.53%
Memorandum	27	1.43%
Legal and Government Documents	22	1.17%
Maps	33	1.75%
Photo/Image	5	0.26%
Miscellaneous	146	7.74%
Minutes of the Meeting	9	0.48%
TOTAL	1,887	100.00%

information that can be valuable in creating the finding aid. Table 2 shows the summary of the different documentary forms of the items found in the eight file units.

Table 2 reveals that more than half of the items or 53.84 percent of the items are in the form of Roster. There are 300 items categorized as history/report which encompasses official reports from Military Intelligence Division, battle reports, narratives of military operations, history of guerrilla units and the like. Correspondence has 282 items; it includes military letters (subject-to letter), personal letters, radio messages and endorsements (reply of forwarding statement supplementary to a military letter). On the other hand, the least type of documentary form is photo that has five (5) items. In addition, Miscellaneous consists of items such as folders, front and back cover and blank tabbings. Miscellaneous items are usually found at the start and end of each of the files.

The analysis of each document followed next. Three members of the Philippine Digitization Team were

interviewed during this process including Jurekah Abrigo, Jade Dimalibot and Charmi Grace Salcedo. They were all asked what they believe are the most important information that a researcher can get from the WWII digitized records of PVAO. The three of them agreed that the names in the military rosters are very important especially for those individuals and families who want to obtain recognition for their relatives and veteran ancestors. In addition, Ms. Abrigo said, as a historian, the narratives/reports are very valuable and she also stated every document has its own value and importance. Furthermore, according to them, the most common and efficient way to search for a specific person or for individual record from tons of military records is by using the name and serial number. Currently, PVAO website does not have an extensive search tool hence; a researcher can only type the title of the file folder in the search bar and has to go through to thousands of unprocessed documents. Thus, the author decided to include access points in the proposed Finding Aid in this case personal names.

The folder title most probably describes the nature of the documents contained within the folder

nevertheless there are too many items in each folder of the Hukbalahap files. Subsequently, the author realized that a list of the content of the file folders should be incorporated in the Finding Aid. The folder content will give the researcher or historian a good idea of what the collection contains and it will be very useful for them to realize which folders might hold items related to their research. In this phase the author provided the titles for the items.

Finding Aid to the Hukbalahap Records

The proposed finding aid for the Hukbalahap includes the detailed description from the fonds, down to the file level, based on the elements of description in ISAD(G). Some information for the fonds and series level came from the US NARA website. The records are not yet described at the file-unit level in the National Archives catalog thus the description for file units and the titles of the content of each file came from the tedious document analysis of the author.

Conclusions and Recommendations

The organization of documents by file unit assumes an order that would suggest the location of the documents. This would therefore facilitate easier search, access and retrieval as compared to having these documents uploaded in the website in a dispersed way. Aside from the physical order of the collection, there is also a difficulty in searching and retrieval when a researcher has no idea on the different categories of a specific file where information can be found.

During the course of developing the proposed finding aid, the author encountered some difficulties in reading the content and extracting important data in various documents such as the dates, heading of reports and some names in the roster because of blurred prints and some items have torn parts and puncher holes. Nonetheless, the author identified the documentary types of 1,887 items. The author also created an inventory of the Hukbalahap files. Unfortunately, due to limited time and resources, the author did not finish analyzing the eight file units. However she was able to extract the contents of the six (6) file

units that includes File 118-1 Hukbalahap (Hukbo Ng Bayan Laban Sa Hapon), 118-4 Dimasalang Forces, Hukbalahap, 118-5 Squadron 3, "G" Co, Aquino's Regt, Hukbalahap, 118-6 Squadron 45, "C" Co, Aquino's Regt, Hukbalahap, 118-7 Squadron 25, 3rd Bn, 8th Regional Cd, Hukbalahap and 118-8 Squadron 31, Hukbalahap. The contents of the evaluated files were included in the Content Area of the proposed Finding Aid. The author also included access points in the proposed Finding Aid, These access points are the personal names of military personnel and officers from the rosters.

The importance of the war documents cannot and should not be disregarded, thus this unique collection must receive due attention from archivists and other information specialists. In line with this, the author recommends that there should be a further study or project that will evaluate the immense bulk of other guerrilla unit recognition files aside from the Hukbalahap documents. The author also recommends that a detailed personal name index, subject index and geographic name index should be incorporated in the finding aid. Furthermore, the name index must contain the military rank, unit, serial number and the item number where the name can be found.

The author proposes that PVAO create another plan that will serve as the continuation of the Digitization Project with the purpose of creating a detailed description of the files on the item-level. In addition, funds to index the rosters and other military personnel files should be available and more importantly, staffing should be prioritized. Furthermore, aside from the guerrilla files there are also other war documents that are soon to be uploaded in the PVAO website such as POW and Civilian Internees. Therefore, proper training must be given to the current personnel who are handling the files and in order to have continuous and sustainable activities. PVAO should also consider hiring archivists with permanent positions since the recommended plan would take a long time to accomplish. Likewise, organizing and arranging the digitized WWII documents is an

unremitting task. The author also recommends conducting online evaluation survey to solicit the views of researchers on accessing Philippine WWII documents through PVAO's website with the help of finding aid.

The immense significance of the collection can only be grasped if it is made easily accessible and widely available to researchers it is hoped that this study can be a start-up for another projects that will focus on the administration of unique records that particularly tackles an important period in the Philippine history.

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**SAMPLE OF THE PROPOSED
FINDING AID
(RECORD GROUP/FONDS LEVEL)**

3.1 IDENTITY STATEMENT AREA

- 3.1.1 Reference code(s): NAID 703
- 3.1.2 Title: RG 407 Philippine Archives Collection
- 3.1.3 Dates of creation of the material in the unit of description: 1905 - 1981
- 3.1.4 Level of description: Record Group (Fonds)
- 3.1.5 Extent of the unit of description (quantity, bulk, or size): 1,665 Boxes, 95 Series

3.2 CONTEXT AREA

- 3.2.1 Name of creator: Department of Defense. Far East Command. Adjutant General Section. Personnel Division. Recovered Personnel Detachment. 1/1/1947-9/1948 ? (Most Recent) War Department. U.S. Army Forces Far East. 7/26/1941-5/10/1942 (Predecessor) Southwest Pacific Area. 4/18/1942-9/2/1945 (Predecessor)
- 3.2.2 Administrative / Biographical history: Numerous organizations operating in the Philippines established the preliminary records that eventually became the Philippine Archives Collection. Subsequent to the war, the War Department gathered further materials in the Philippines, Japan, and Korea. Subsequently, the records were brought to Kansas City and St. Louis, Missouri, before the National Archives transferred them to Washington, DC. At present, the Collection is maintained at the National Archives and Records Administration in College Park, Maryland. Regrettably, the provenance and any original order of the

records were lost when they were brought together and combined with the records of the Recovered Personnel Division (RPD).

3.2.3 Dates of accumulation of the unit of description: 1941-1945

The Recovered Personnel Division (RPD), Army Forces Pacific (AFPAC), began to locate, recover, and take care of U.S. and other Allied military and civilian personnel who had been captured by the Japanese. Over the next several months, RPD acquired or was assigned a variety of functions that required gathering personal information on civilians employed by the Army during the war, Army personnel, guerrillas, and prisoners of war (POWs).

3.2.4 Custodial history: The records were in the custody of the Southwest Pacific Area and its predecessor U.S. Army Forces Far East (USAFFE) before they were used and maintained by the Recovered Personnel Detachment (RPD).

3.2.5 Immediate source of acquisition: The record group consists of compilations of records submitted by guerrilla units to the Recovered Personnel Detachment (RPD)

3.3 CONTENT AND STRUCTURE AREA

3.3.1 Scope and content:

The Collection is composed of narratives and diaries, unit histories, medical and death reports, records on activities within guerrilla units and unlawful activities by guerrillas and accounts of the struggle to set free the Philippines from Japanese invasion.

The following records correspondingly impart descriptions of conditions within the camps that seized POWs and civilian internees in the Philippines, Japan, and on other Asian countries; stories of Japanese

occupation and atrocities; reports of Japanese unit operations; and diaries and accounts recalling the Bataan death march and POW camp life.

Lastly, the collection concentrated on the individual men and women who served in military or civilian functions or in guerrilla units in the Philippines during the period of SWPA control.

3.3.2 Appraisal, destruction and scheduling information:

3.3.3 Accruals:

3.3.4 System of arrangement:

The RG 407 Philippine Archive Collection has ninety-five (95) series that are divided into 9 major topic: 1) Invasion and Surrender; 2) Civilian Employees; 3) Prisoners of War (POWs) / Civilian Internees; 4) Japanese Occupation; 5) Guerrillas; 6) United States Armed Forces in the Far East 7) Liberation / Post-War Era; 8) Recovered Personnel Division and; 9) Claims

3.4 CONDITIONS OF ACCESS AND USE AREA

3.4.1 Legal status:

3.4.2 Access conditions: Unrestricted

3.4.3 Copyright / Conditions governing reproduction: May be copied or printed for research and educational purposes only. Use of images and textual records in a publication cannot be made without written permission of Philippine Veterans Affairs Office

3.4.4 Language of material: English

3.4.5 Physical characteristics: Textual records. As an alternative for War Department forms, some records are on brown paper

bags, on the back of letters, sales receipts, court documents, school forms, ledger book papers, evaporated milk, can labels, and the like. Some records, retrieved in 1945, show the effect of being buried to prevent capture during the war.

3.4.6 Finding aids: The Complete List of Series in the Philippine Archives Collection and An Alphabetical List of Guerrilla Units and Their File Codes in the Guerrilla Recognition Unit Files, is available on the NARA web site.

3.5 APPLIED MATERIALS AREA

3.5.1 Location of originals: Originals and authentic documents are in US National Archives and Records Administration 8601 Adelphi Road College Park, MD 20740-6001

3.5.2 Existence of copies: Digitized copy is available via PVAO website and the duplicate copy of the digitized records is located at the Philippine Embassy in Washington, DC.

3.5.3 Related units of description:

3.5.4 Associated material:

3.5.5 Publication note:

3.6 NOTE AREA

3.6.1 Note:

3.7 DESCRIPTION CONTROL AREA

3.7.1 Archivists Note:

3.7.2 Rules and Convention of Description: ISAD(G) Second Edition, 2000.

3.7.3 Described by: Mary Grace C. Sobreviñas

3.7.4 Date of description: April 2019

**SAMPLE OF THE PROPOSED
FINDING AID
(SERIES LEVEL)**

3.1 IDENTITY STATEMENT AREA

3.1.1 Reference code(s): NAID 1257644

3.1.2 Title: Guerrilla Unit Recognition Files, 1941 - 1948

3.1.3 Dates of creation of the material in the unit of description: 1941 - 1948

3.1.4 Level of description: Series

3.1.5 Extent of the unit of description (quantity, bulk, or size): 117 linear feet, 8 linear inches; 271 Legal Archives Box, Standard

3.2 CONTEXT AREA

3.2.1 Name of creator: Department of Defense. Far East Command. Adjutant General Section. Personnel Division. Recovered Personnel Detachment. 1/1/1947-9/1948 ? (Most Recent) War Department. U.S. Army Forces Far East. 7/26/1941-5/10/1942 (Predecessor)

Southwest Pacific Area. 4/18/1942-9/2/1945 (Predecessor)

3.2.2 Administrative / Biographical history: The records of the Guerrilla Unit Recognition Files, 1942-1948 is part of the Philippine Archives Collection. This is an anthology of records submitted by guerrilla units to Recovered Personnel Division (RPD) to obtain official recognition of war service and in that way apply for compensation and benefits. Each file also includes RPD evaluations of the claimed participation in the resistance.

3.2.3 Dates of accumulation of the unit of description: 1945

In June 1945 the Recovered Personnel Division (RPD), Army Forces Pacific (AFPAC), started to find, gather, and pay attention to U.S. and other Allied military and civilian personnel who had been captured by the Japanese. In the course of several months, RPD was given a variety of work that required bringing together personal information on civilians employed by the Army throughout the war, Army recruits, guerrillas, and prisoners of war (POWs).

3.2.4 Custodial history: The records were in the custody of the Southwest Pacific Area and its predecessor U.S. Army Forces Far East (USAFFE) before they were used and maintained by the RPD.

3.2.5 Immediate source of acquisition: The series consists of compilations of records submitted by guerrilla units to the Recovered Personnel Detachment (RPD) to secure official recognition of war service and in that way veterans may request for claim compensation and benefits.

3.3 CONTENT AND STRUCTURE AREA

3.3.1 Scope and content:

The records in this series include data of different resistance organizations in the Philippines during the Japanese invasion. The immensity of which retained USAFFE or U.S. Forces in the Philippines (USFIP) designations as semi-regular units (e.g., H Company, 85th Infantry, Cebu Area Command [file 2-8]). Also integrated in the collection are independent or irregular guerrilla units, including former President Ferdinand E. Marcos' unit, Ang Mga Maharlica (file No.

- 60), and the Hukbalahap or Huks (file 118-1)
- 3.3.2 Appraisal, destruction and scheduling information:
- 3.3.3 Accruals:
- 3.3.4 System of arrangement: Arranged numerically according to file number (1-311) assigned to each unit.
- 3.4 CONDITIONS OF ACCESS AND USE AREA
- 3.4.1 Legal status:
- 3.4.2 Access conditions: Unrestricted. The materials are open for research
- 3.4.3 Copyright / Conditions governing reproduction: may be copied or printed for research and educational purposes only. Use of images and textual records in a publication cannot be made without written permission of Philippine Veterans Affairs Office
- 3.4.4 Language of material: English
- 3.4.5 Physical characteristics: in PDF Format
- 3.4.6 Finding aids: Index
An alphabetical listing of guerrilla units and accompanying file numbers is available on US NARA and PVAO web sites.
- 3.5 APPLIED MATERIALS AREA
- 3.5.1 Location of originals: The original records are currently in US National Archives and Records Administration in College Park, Maryland.
- 3.5.2 Existence of copies: Digitized copy is available via PVAO website and the duplicate copy of the digitized records is Located at the Philippine Embassy in Washington, DC.
- 3.5.3 Related units of description:
- 3.5.4 Associated material:
- 3.5.5 Publication note:
- 3.6 NOTE AREA
- 3.6.1 Note: This series is part of the "Philippine Archives Collection."
- 3.7 DESCRIPTION CONTROL AREA
- 3.7.1 Archivists Note:
- 3.7.2 Rules and Convention of Description: ISAD(G) Second Edition, 2000.
- 3.7.3 Described by: Mary Grace C. Sobreviñas
- 3.7.4 Date of description: April 2019

**SAMPLE OF THE PROPOSED
FINDING AID
(FILE LEVEL)**

3.1 IDENTITY STATEMENT AREA

3.1.1 Reference code(s): NAID 1431239

3.1.2 Title: 118-4 Dimasalang Forces,
Hukbalahap

3.1.3 Dates of creation of the material in the
unit of description: 1941 - 1948

3.1.4 Level of description: File Unit Level

3.1.5 Extent of the unit of description
(quantity, bulk, or size): 223 items (59
correspondence, 10 forms, 8 rosters, 109
history/reports, 10 memorandums, 10
personnel file; 17 miscellaneous); 45.7MB

3.2 CONTEXT AREA

3.2.1 Name of creator: Department of
Defense. Far East Command. Adjutant
General Section. Personnel Division.
Recovered Personnel Detachment.
1/1/1947-9/1948 ? (Most Recent) War
Department. U.S. Army Forces Far East.
7/26/1941-5/10/1942 (Predecessor)
Southwest Pacific Area. 4/18/1942-
9/2/1945 (Predecessor)

3.2.2 Administrative / Biographical history:
Dimasalang Forces was a Hukbalahap
Unit that was recognized by the
Commanding General, AFWESPAC as an
authorized element of Philippine Army
with a strength of 280 members. It was
inducted into the service of the armed
forces of the United States with effective
date of April 1, 1945 and terminal date of
September 26, 1945

3.2.3 Dates of accumulation of the unit of
description: 1945
The Recovered Personnel Division
(RPD), Army Forces Pacific (AFPAC),

began to locate, recover, and take care of
U.S. and other Allied military and civilian
personnel who had been captured by the
Japanese. Over the next several months,
RPD acquired or was assigned a variety
of functions that required gathering
personal information on civilians
employed by the Army during the war,
Army personnel, guerrillas, and prisoners
of war (POWs).

3.2.4 Custodial history: The records were in the
custody of the Southwest Pacific Area
and its predecessor U.S. Army Forces Far
East (USAFFE) before they were used
and maintained by the RPD.

3.2.5 Immediate source of acquisition: The
series consists of compilations of records
submitted by guerrilla units to the
Recovered Personnel Detachment (RPD)
to secure official recognition of wartime
service and thereby claim compensation
and benefits.

3.3 CONTENT AND STRUCTURE AREA

3.3.1 Scope and content:

This file mainly consists of
Correspondence between 1st Bn, 2nd
Regt Dimasalang Force and Philippines-
Ryukyus Command. It also contains the
Reconstructed Roster and Military
Activities of the Bn, 2nd Regt
Dimasalang Force.

Item Nr. Content

- | | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1-4 | Miscellaneous |
| 5 | Correspondence from Office of the
Commanding General, United States
Army Forces Western Pacific with
Subject: Recognition of "Dimasalang
Guerrillas" to Chief of Staff, Hq
Philippine Army, APO 75 dated May 20,
1946 |
| 6 | Correspondence from US AFWESPAC to
Chief of Staff, Philippine Army, APO
501 with subject: Recognition of |

- Guerrilla Units dated Dec 3, 1945
- 7 Miscellaneous
- 8-12 Reconstructed Roster of Dimasalang Force 2nd Regiment Hqs 1st Bn by Guerrilla Affairs Division Hq, PHILRYCOM
- 13-15 Reconstructed Roster of Dimasalang Force, 2nd Regiment, 1st Bn "B" Company by Guerrilla Affairs Div Hq, PHILRYCOM
- 16 Miscellaneous
- 17 Report on the Approval of reconstructed roster
- 18 Miscellaneous
- 19 G-3 Form No. 2 (Action Form) created by Office of the Assistant Chief of Staff, G3 Philippines-Ryukyus Command with Subject: Further consideration with regard to revision of recognition dates request for dated March 19, 1948
- 20-21 Correspondence from Philippines-Ryukyus Command to Mr. Elpidio Tumibay dated March 20, 1948
- 22-32 Correspondence from 1st Bn, 2nd Regt Dimasalang Force to the Commanding General, PHILRYCOM, APO 707 with subject: Set Back of Recognition Date. dated February 23, 1948
- 33 Action Form from G-3, Guerrilla Affairs Division dated March 20, 1948
- 34 Miscellaneous
- 35 G-3 Form No. 2 (Action Form) created by the Office of the Assistant Chief of Staff, G-3 Philippine Ryukyus Command with Subj: Request info concerning recognition of 1st Bn 2nd dated March 10, 1948
- 36-39 Memorandum from 1135th Counter Intelligence Corps Detachment United States Army Forces, Western Pacific with Subject: Recognition of "Dimasalang Guerrillas" dated April 5, 1946
- 40 Correspondence from Philippines-Ryukyus Command to Mr. Elpidio dated March 13, 1948
- 41-42 Correspondence from Elpidio S. Peña to The Commanding General of the U.S. Army in the Philippines dated February 18, 1948
- 43 G-3 Guerrilla Affairs Division Action Form dated February 25, 1948
- 44 Miscellaneous
- 45 G-3 Form No.2 created by Office of the Assistant Chief of Staff, G-3 Philippine-Ryukyus Command with Subject: Revision Dates, Request for dated June 18, 1947
- 46-47 Letter from the Office of the Commanding General to Philippine-Ryukyus Command to Mr. Elpidio Tumibay dated June 19, 1947
- 48-50 Report on the Hukbalahaps
- 51 Miscellaneous
- 52-53 G-3 Form No.2 created by Office of the Assistant Chief of Staff, G-3 US AFWESPAC with subject: Recognition, request for : "Dimasalang Guerrillas" dated May 16, 1946
- 54 Correspondence from Office of the Commanding General, US AFWESPAC to Chief of Staff, Hq Philippine Army, APO 75 with Subject: Recognition of "Dimasalang Guerillas" dated May 20, 1946
- 55 Miscellaneous
- 56-65 Indorsement Letter
- 66 Correspondence from 5th Replacement Company 2nd Platoon 3rd Replacement Battalion to HQ, AFPAC, Guerilla Section dated October 11, 1945
- 67 Correspondence from Capt Tumibay to Col Poblete dated Oct 19, 1945
- 68 Form (UTG Form 1) from US. Army Training Group
- 69-72 Correspondence from National Peasant Union to Commanding, General, AFWESPAC, APO 707 dated January 21, 1946
- 73 Miscellaneous
- 74 Correspondence from US AFWESPAC to Chief of Staff, Philippine Army, APO 501 with subject: Recognition of Military Units dated December 3, 1945
- 75 Miscellaneous

- 76-82 Correspondence from HQ, US
AFWESPAC with subject: Recognition
- 83 Officers' Information Sheet of 1st Bn.,
2nd Regt., Phil. Army dated August 11,
1945
- 84-92 Info Sheet of 1st Bn. 2nd Regt., Phil.
Army dated July 22, 1945
- 93 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 8, 1945
- 94 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
August 3, 1945
- 95 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
August 2, 1945
- 96 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
August 1, 1945
- 97 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 31, 1945
- 98 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 30, 1945
- 99 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 29, 1945
- 100 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 28, 1945
- 101 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 27, 1945
- 102 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 26, 1945
- 103 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 25, 1945
- 104 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 24, 1945
- 105 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 23, 1945
- 106 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 22, 1945
- 107 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 21, 1945
- 108 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 20, 1945
- 109 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 19, 1945
- 110 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 18, 1945
- 111 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 17, 1945
- 112 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 16, 1945
- 113 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 15, 1945
- 114 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 14, 1945
- 115 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 13, 1945
- 116 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 12, 1945
- 117 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 11, 1945
- 118 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 10, 1945
- 119 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 9, 1945
- 120 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 8, 1945
- 121 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 7, 1945

- 122 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 6, 1945
- 123 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 5, 1945
- 124 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 4, 1945
- 125 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 3, 1945
- 126 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
July 2, 1945
- 127 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
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- 128 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
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- 129 Report on Military Activities from 1st Bn.,
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- 130 Report on Military Activities from 1st Bn.,
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- 131 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 27, 1945
- 132 Report on Military Activities from 1st Bn.,
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June 26, 1945
- 133 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 25, 1945
- 134 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 24, 1945
- 135 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 23, 1945
- 136 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 22, 1945
- 137 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
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- 138 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
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- 139 Report on Military Activities from 1st Bn.,
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June 19, 1945
- 140-141 Report on Military Activities from 1st
Bn., 2nd Regt.,PA Dimasalang Force
dated June 17, 1945
- 142 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 18, 1945
- 143 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 16, 1945
- 144 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 15, 1945
- 145 Report on Military Activities from 1st Bn.,
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- 146 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 13, 1945
- 147 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 12, 1945
- 148 Report on Military Activities from 1st Bn.,
2nd Regt.,PA Dimasalang Force dated
June 11, 1945
- 149 Report on Military Activities from 1st Bn.,
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June 10, 1945
- 150 Report on Military Activities from 1st Bn.,
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June 6, 1945
- 155-156 Report on Military Activities from 1st

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- 157 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated June 4, 1945
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- 159 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated June 2, 1945
- 160 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated June 1, 1945
- 161 Miscellaneous
- 162 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 30, 1945
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- 164 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 22, 1945
- 165 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 20, 1945
- 166 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 17, 1945
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- 168 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 12, 1945
- 169 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 10, 1945
- 170 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 9, 1945
- 171 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 7, 1945
- 172 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 6, 1945
- 173 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 5, 1945
- 174 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 4, 1945
- 175 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 2, 1945
- 176 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated May 1, 1945
- 177 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 30, 1945
- 178 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 29, 1945
- 179 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 27, 1945
- 180 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 25, 1945
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- 183 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 22, 1945
- 184 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 21, 1945
- 185 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 20, 1945
- 186 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 19, 1945
- 187 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 18, 1945
- 188 Report on Military Activities from 1st Bn.,

- 2nd Regt.,PA Dimasalang Force dated April 17, 1945
- 189 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 16, 1945
- 190 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 14, 1945
- 191 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 13, 1945
- 192 Report on Military Activities from 1st Bn., 2nd Regt.,PA Dimasalang Force dated April 14, 1945
- 193 Correspondence from 3rd Bn., 103d Infantry Headquarters with Subject: Weapons Dated July 18, 1945
- 194 Memorandum from 3rd Bn., 103d Infantry Headquarters to All U.S. and Philippine Army Personnel dated July 14, 1945
- 195 Correspondence from 2nd Bn 161st Infantry Headquarters, APO 25 with subject: Suppressive Measure Against Malaria to Commanding Officers 1st PI & 2nd PI dated June 21, 1945 with
- 196 Correspondence from 3rd Bn., 103d Infantry, APO 43 to Commanding General, 43rd Inf. Div with Subject: Recognition of Guerilla Unit dated June 30, 1945
- 197 Correspondence from 2nd Bn, 161ST Inf., APO 25, Haaland Force Headquarters to 2nd Bn., 1st O'Donnell; 1st Bn. 2nd Regt. Dimasalang Force and; 1st Anderson Bn. dated June 17, 1945
- 198 Correspondence from from 2nd Bn, 161ST Inf., APO 25 to CO of 2nd Bn., 1st O'Donnell; CO of 1st Bn. 2nd Regt. Dimasalang Force and; CO of 1st Anderson Bn. dated June 13, 1945
- 199 Correspondence from 2nd Bn. 161st Inf. 25 Div. Haaland Force Headquarters with Subject: POW Information to All Units attached to 2nd Bn. 161 Inf. dated June 5, 1945
- 200 Correspondence from Sixth Army Headquarters, APO 422 with Subject: Awards to Filipino Personnel dated June 1, 1945
- 201-202 Memorandum from 172nd Infantry Headquarters, APO 43 to Commanding Officer, 1st Bn., 2nd Regt, Dimasalang Force Dated August 2, 1945
- 203-204 Correspondence from Capt Berstein to all Battalions and COs All Separate Companies dated June 7, 1945
- 205-206 Form for Award of Decoration
- 207-209 Memorandum from 161st Infantry Headquarters, APO 25 with Subject: Award of Decoration to All Unit Commanders, 161st Infantry dated March 10, 1945
- 210 Correspondence from 1st Battalion, 136th Infantry, APO 33 with Subject: Duties of Military Police dated May 22, 1945
- 211 Daily Bulletin Number 107 from 33d Inf Div Hq, APO 33 dated May 21, 1945
- 212 Daily Bulletin Number 106 from 33d Inf Div Hq, APO 33 dated May 20, 1945
- 213 Daily Bulletin Number 102 from 33d Inf Div Hq, APO 33 dated May 16, 1945
- 214 Daily Bulletin Number 99 from 33d Inf Div Hq, APO 33 dated May 11, 1945
- 215 Daily Bulletin Number 112 from 33d Inf Div Hq, APO 33 dated May 27, 1945
- 216 Daily Bulletin Number 109 from 33d Inf Div Hq, APO 33 dated May 23, 1945
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- 218-219 Daily Bulletin Number 105 from 33d Inf Div Hq, APO 33 dated May 19, 1945
- 220 Correspondence from Ehrlich Force I Corps Headquarters dated May 22, 1945 with Subject: Pagdalo sa Puting Tabing ng U.S.A. to "Lahat ng Lupong ng mga Sundalo" dated May 22, 1945
- 221-223 Miscellaneous
- 3.3.2 Appraisal, destruction and scheduling information:
- 3.3.3 Accruals:

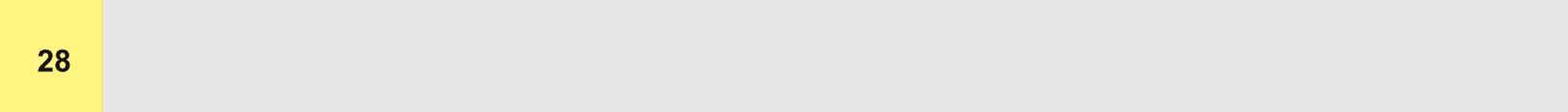
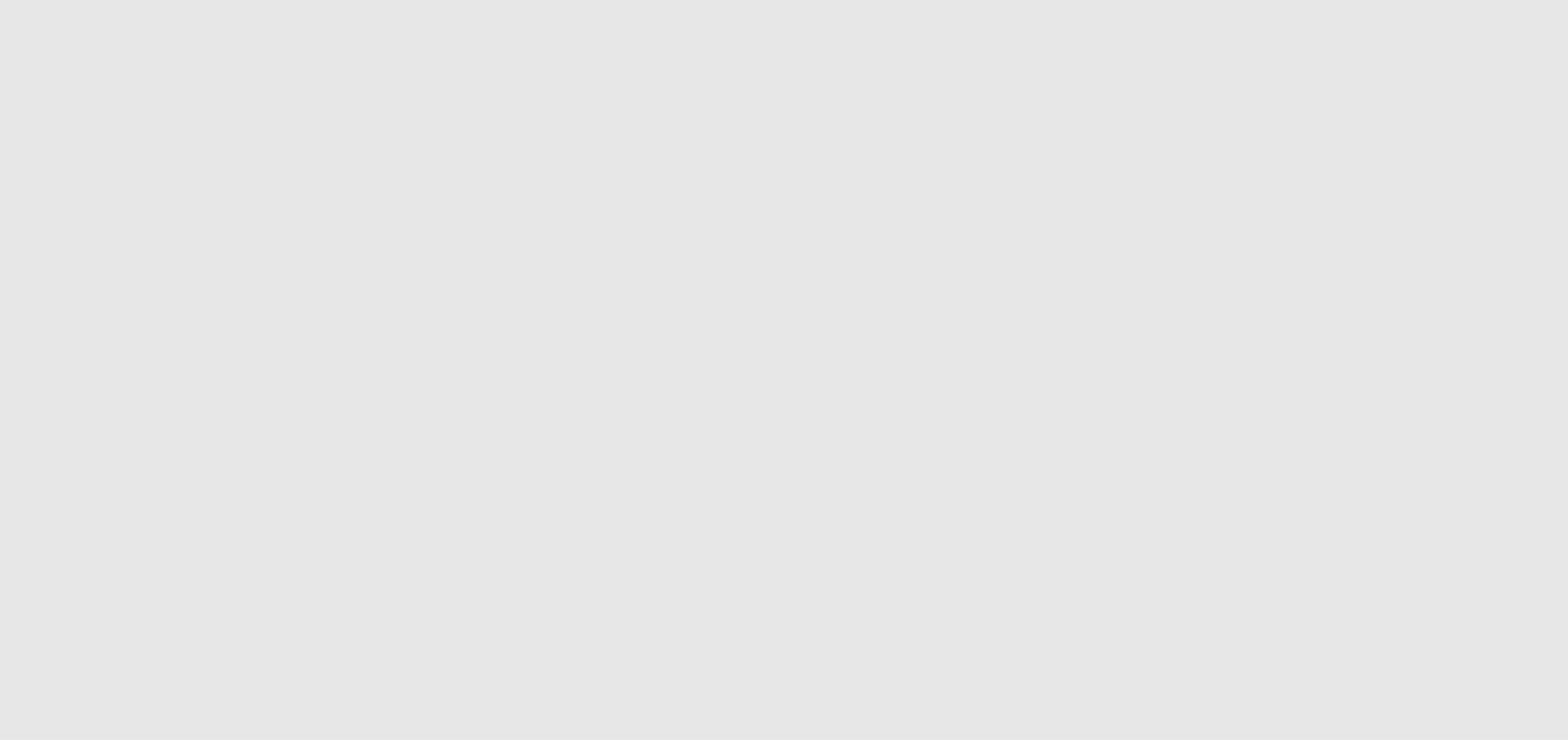
- 3.3.4 System of arrangement: Military reports are arranged in reverse chronological order (newest to oldest)
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 Aliga, Elpidio
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Nalundazan,	Reyes, Jose	Tolentino, Marcelo
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Pena, Marcelo	Santos, Anastacio	
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Pineda, Felix	Santos, Dominador	



TRANSACTION LOG ANALYSIS OF OPAC SEARCHES IN AN ACADEMIC LIBRARY: BASIS FOR OPAC INTERFACE IMPROVEMENT

Ana Maria B. Fresnido
DLSU Libraries
ana.fresnido@dlsu.edu.ph

Agnes S. Barsaga
DLSU Libraries
agnes.barsaga@dlsu.edu.ph

Abstract

This study aims to look at search patterns in the OPAC and determine the reasons for failure rates. With this study, interface design problems could be addressed and the users' search behavior could be analyzed. Transaction log analysis (TLA) was used to examine search queries extracted from the system. Transaction logs are interactions registered electronically between online systems of information retrieval and the persons who search for information contained in the system. For this study, logs refer to the author, title, call number, keyword (Boolean), and subject queries submitted to the library's OPAC. Errors were identified and coded to determine reasons of failure rates. Search patterns were also analyzed by examining the search strings submitted to the system. Simulated searching was also performed (as deemed necessary) to dig further into the reasons why some queries resulted to zero retrievals. For this study, the data used was limited to logs collected for a period of 35 days as this is the maximum extent of logs the system can keep/store. A total of 244,456 search logs submitted to the system. Results showed that users are oblivious of search limiters and that their manner of searching for items in the OPAC is the same as how they would usually conduct their searches using the Google search box; and presumably expect that the OPAC will return results similar to that of Google.

Keywords: transaction log analysis, online public access catalog (OPAC), user interface

Introduction

The online public access catalog (OPAC) is considered as the “heart of the system” being the key to the library's collection and the source of most search and research reference queries. With the rise of digital resources, the OPAC has become more integrated yet diverse as bibliographic records resources such as e-books, e-journals, and databases, have been incorporated into

the catalog. Moreover, resources that may be made available to the users through inter-library loan (ILL) and document delivery service (DDS) are now made discoverable through the OPAC (Ortiz-Repiso, Bazán, Ponsati, & Cottureau, 2006).

In the course of searching for information sources, trails of searches made by OPAC users are logged by

the system (Blecic et al., 1998). These are called transaction logs. Transaction logs are interactions registered electronically between a system (which could be a website, an OPAC, a blog, etc.) and its users (Jansen, Taksa, & Spink, 2009). These logs leave behind evidences of how well or how poorly the search transactions were executed (Blecic et al., 1998). Information being logged in an OPAC system usually include the searches performed, the date the searches were executed, the filters and Boolean operators used, the number of results or hits generated, the activities performed (e.g. carting activities) (Malliari & Kyriaki-Manessi, 2007), and the terminal used to perform the search. These logs provide valuable information on the difficulties experienced by the users and help identify patron failures on the use of the OPAC (Blecic et al., 1998). These can serve as bases in identifying areas for improvement in the OPAC and the library's user education program. Likewise, examining searches retrieving zero hits may provide information on the collection development needs of the users and the collection deficiencies of the library.

Since the 1960s, transaction log analysis (TLA) has been used to monitor systems. In the latter part of the 1970s, TLA was likewise employed to analyze how systems are being used. With logs becoming more sophisticated, its use in examining information retrieval systems has become prevalent (Hider, 2007), particularly in libraries.

In the Library of the Alexander Technological Educational Institution of Thessaloniki in Greece, for example, an analysis of transaction logs was carried out to assess the impact of the changes they have instituted into the system based on a previous study conducted, which also made use of TLA. Findings showed that the number of searches and sessions doubled and a positive effect on the search attitude of the patrons was noted (Malliari, Moreleli-Cacouris, & Kapsalis, 2010). Similarly, transaction log analysis of two sets of logs (the first set from the previous OPAC, and the second set from the improved version of the same OPAC) was carried out at the University of Illinois at Chicago within a period of six months to see how the changes

incorporated to the system has helped improve the success rates of searches. Positive changes were noted on the search results after enhancements on the OPAC were made (Blecic et al., 1998).

Nicholas, Huntington, Jamali, Rowlands, and Fieldhouse (2009) compared student information-seeking behavior against other stakeholders (e.g. faculty) through the analysis of log data from two digital journal libraries. The information-seeking behavior of students showed to be distinct from other types of clients. It turned out that the most number of sessions and page views, as well as the longest sessions generated, were performed by the students. Also, through the use of TLA, the search behaviors of students during the conduct of library instruction classes at the University of Illinois at Urbana-Champaign, were analyzed. The study showed that while students were generally following the demonstration searches, difficulty was observed in the application of the search instructions provided by the librarian in the conduct of the student's independent search (Avery & Tracy, 2014). The search behavior of remote users of the University of California's OPAC called MELVYL was also examined using TLA in the study conducted by Millsap and Ferl (1993). Collected logs were likewise cross-tabulated with the demographic data of the remote users which were collected through an online survey. The study revealed that 40% of the users who conducted short search sessions were usually looking for known items hence successfully retrieved results. The 60%, on the contrary, who conducted search sessions that were longer were less successful and have even, at times, generated zero retrievals; committed errors; and, came across navigational problems and system restrictions.

To examine the pattern of website use, TLA was likewise employed, making use of three-month log data gathered from a university website. Heavy in-campus website usage was noted although off-campus usage was likewise significant. The most used resources were free scholarly journals (with usage exceeding that of the subscribed e-journals accessible only on campus), downloadable resources, e-journals, and donated personal collections (Arshad & Ameen,

2015). Brett, German, and Young (2015), on the other hand, looked into the collection of information on user searches, particularly the use of tabbed-search interface for the library website of the University of Houston Libraries through the use of transaction log analysis. The tabbed-search interface proved to be useful to clients in finding the needed information; however, users seemed to have encountered problems with some of the tabs, hence minor enhancements were recommended. Similarly, TLA was employed in examining the web-scale discovery tools at two campuses of the Indiana University, to find out what subjects are being searched by the user and whether they are making use of the advanced search options. Subjects that were most frequently searched turned out to be those under the fields of social sciences and medicine. Moreover, the study revealed that patrons were mostly conducting basic searches and that those who made use of the advanced search option actually did not take advantage of the use of field codes (Cohen & Pusnik, 2018).

TLA was also conducted for the Computer Science Technical Reports Collection of the New Zealand Digital Library to examine the use of operators, look at search limiters used and analyze patterns in query construction and refinement while likewise investigating on the common searching mistakes and the distribution of query terms as manifested in the logs. Sessions conducted showed to be very short and simple. Users unfamiliarity with fielded searching was also noted. Default query showed to be the most adopted query type (Jones, Cunningham, McNab, & Boddie, 2000). OPAC log files were also analyzed at the University of Granada in Spain to see which types of search effect queries are most frequently being used by different types of users. Based on the results, the frequency of browsing and analytical queries were the same, and that specific subject queries only account for 14% of the searches (Villén-Rueda, Senso, & de Moya-Anegón, 2007). To uncover reasons on the difficulty experienced by patrons at University of Oklahoma Libraries in the use of subject searching in the OPAC, on the other hand, transaction log analysis and observation interviews were performed. Findings showed that

subject searches were very seldom used constituting only 4.6% of the total transaction logs where close to half retrieved zero results. Reasons for subject search failures were attributed to the fact that subjects make use of controlled vocabulary which in itself is problematic for the following reasons: subjects assigned present a very limited representation of the given work; updating of subject entries takes time hence they fail to capture new and emerging headings; and, that professional catalogers views and understanding are very much different from library users (Antell & Huang, 2008). In the same way, OPAC search queries of patrons at the College of New Jersey Library, were examined using TLA. Search queries submitted showed to be between one to three terms. The use of Boolean operators also presented to be uncommon comprising only about one-tenth of the time. A significant percentage of the searches retrieved zero hits which suggest that users are having difficulty in the use of the OPAC (Moulaison, 2008). Another investigation on the OPAC logs of an academic library was carried out by Peters (1989) to determine failure rates (searches with zero hits), look at usage patterns and identify common problems encountered by patrons in the use of the OPAC. Usage patterns and failures appeared to be common and with very little variations noted over time as well as from terminal to terminal. However, the probable cause of user problems proved to be varied from terminal to terminal.

This study is similar to that of Peters (1989) and Jones et al. (2000) as it likewise examined OPAC transaction logs of a big academic library in Manila to look at search patterns and determine reasons for failure rates in the use of the OPAC. The purpose of which is to ascertain problems with the OPAC interface design and look into users' searching behaviors which could be used as a basis in identifying solutions to address difficulties being encountered by library patrons.

Methods

TLA was used to examine search queries extracted from the integrated library system. TLA was chosen because it is unobtrusive, hence "the collection of

the data ... [will] not interfere with the natural flow of behavior and events” (Jansen et al., 2009). The logs consisted of queries collected from the OPAC of a big academic library in Manila, Philippines. These covered searches submitted through the different search limiters such as author, title, call number, keyword, and subject. While the system offers searching by government document number, this was excluded from the study primarily because there were no searches recorded that made use of this parameter.

A total of 255,674 search logs were initially examined. Out of the 255,674 logs extracted, 1653 were excluded from the analysis as they turned out to be invalid logs or trash. Thus, the total number of logs analyzed was 254,021 broken down as follows:

Data extraction was performed on January 24, 2019. As the system can only store transactions submitted within a period of 35 days, examined data covered searches performed from December 23, 2018 to January 24, 2019. Data examined were limited to searches performed using the main catalog. Note that the OPAC has two databases—the main catalog and the local index. The main catalog consists of bibliographic records of items physically available in the library like books, DVDs, and printed serials; as well as those virtually available to the users such as eBooks and e-journal subscriptions. The said catalog is scoped by type of material (e.g. books, serials, audiovisual materials) allowing users to further limit searching by material type. Users, though, may opt to choose the View Entire Collection to search for any type of material in all collections and locations simultaneously. The local index, on the other hand, covers indexes of works

Table 1
Breakdown of Logs Analyzed

Search Parameters Used	Number of Logs Extracted	Invalid Logs	Number of Logs Analyzed
Title	67,604		67,604
Author	63,447		63,447
Keyword	62,436	1,235	61,201
Call Number	45,074	76	44,998
Subject	16,606	186	16,420
ISBN	507	156	351
TOTAL	255,674	1,653	254,021

Table 2
Failure Rates (Zero Hits)

A	B	C	D
Search Parameters Used	Number of Logs Analyzed	Zero Hits	% of Zero Hits (C/B)*100
Title	67,604	41,234	60.99
Author	63,447	45,899	72.34
Keyword	61,201	11,627	19.00
Call Number	44,998	392	0.87
Subject	16,420	2,276	13.86
ISBN	351	197	56.13
TOTAL	254,021	101,625	40.01

contained in an item (e.g., an article published in a journal, a poem included in a book containing compiled works of an author, etc.). Similar to the main catalog, the local database is also scoped. The scoping is by index type (e.g., article index, literary index, histodex, archival materials) which allow users to limit search by type of index. However, there is no way for the entire local database to be searched as one as it does not have a View Entire Collection option. Transaction logs submitted to the local index were excluded from the study.

In the analysis of search logs, both quantitative and qualitative or mixed methods approach was used. Errors specifically of queries returning no direct hits (zero results) were coded to determine reasons for failure rates. Simulated searching was also performed on selected search queries (as deemed necessary) to dig further into the reasons why these resulted in zero retrievals. Search patterns, on the other hand,

were analyzed by examining the search strings.

Results and Discussion: Failure Rates (Zero Hits)

The percentage of zero hits was 40.01%. This is higher compared to the results of previous studies which reported between 30% to 35% zero hits (Blecic et al., 1998; Holloma, 1999; Moulaison, 2008). On the contrary, it is lower compared to the study conducted by Lau and Goh (2006) where the number of failure rates reached 49.5085%. Generally speaking, though, failure rates are usually at 30% (Yu & Margo, 2004). Hence, the 40.01% zero hits are considered higher than the usual. Searches submitted using the author search limit returned the most number of zero hits.

Use of Wrong Search Option

Examining searches retrieving zero hits showed that the use of wrong search option (e.g., a keyword search submitted through the author delimiter)

caused 76% of failure rates, which accounted for the largest percentage of problematic searches. Majority of these searches were keywords submitted through the author or title limiters. While it is common for users to encounter problems using this OPAC feature (Lau & Goh, 2006) this proportion is definitely high.

Also noted were conceptual errors arising from misconceptions on the use of search limiters (Trapido, 2016). Examples of this are queries specifying titles of research databases (e.g., ScienceDirect) which are actually made easily accessible to the users through the link situated just below the library's discovery service found on the main page of the library (see Figure 1). This suggests that users are confused with the difference between the OPAC and online databases. Search logs specifying URLs, which is more suitably searched for through the Net and not the OPAC, were likewise noted. This implies that users also cannot distinguish between the Internet and the OPAC. This infers that users think that the OPAC serves as the portal to all of the library's resources (Trapido, 2016) and the World Wide Web as well.

Given the significant number of search terms submitted using the wrong search limiter, it is evident that library users do not pay attention to the field delimiter that they are using or are probably not even aware that such exist and that they actually need to make use of the appropriate limiter to retrieve relevant results.

Today's generation of users search for items in the OPAC in the same way that they would usually

perform searches using the Google search box or Google-like discovery tools (Dougan, 2018). Their adeptness on the use of single search boxes may be attributed to the fact that Internet sites serve as the primary sources of information for students nowadays. Moreover, the Google search box is very easy and convenient to use (Mi & Weng, 2008) as it does not require users to shift from a keyword search limiter to an author limiter when searching for authors names; or a title limiter when looking for titles of works. Rather, that single search box accommodates everything; does not differentiate between types of search terms; and, even accepts misspelled words while retrieving relevant results for the corrected spelling.

Despite the supposed transformation of the traditional card catalog into its electronic version, the OPAC, it has remained faithful to Cutter's model of looking for items in the library. Moreover, since the said model was introduced in 1876, with the printed catalog in mind (Mi & Weng, 2008), it no longer is expedient in the online environment.

Acceptance of "Default" Setting

Keyword is the OPAC's default delimiter. Yet, the number of search terms submitted using title and author limiters showed to be greater than the number of searches using keyword limiter implying that the users did change the default setting. This contradicts the findings of Jones et al. (2000) that it is uncommon for users to change the default setting. A close look at the queries though, proved that majority were keywords submitted to the wrong search

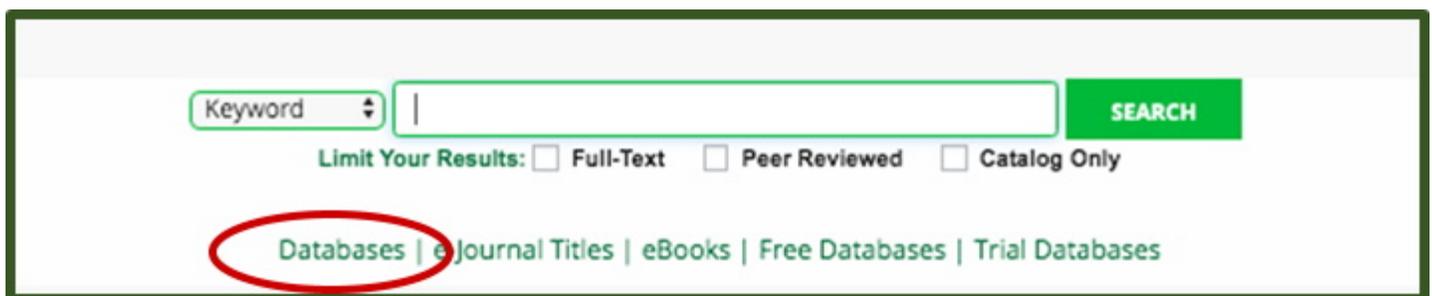


Figure 1. The library's Discovery Service.

option. If keyword is the default setting and majority of the searches were keywords, what could have been the reason for the mismatch? The assumption is that some users (who may have been well versed with how the system works) changed the default limiter (which is keyword) into another field limiter (author or title, for example) and conducted a search and left the OPAC screen at the results page. The next user conducted another search without clearing out the search refinements from the previous search. This scenario is repeated a number of times a day, causing the failure rates to balloon. This, being the most probable scenario, brings us back into maintaining the notion that majority of the users do not actually change the default setting (Jones et al., 2000) or that users are not aware that they need to enter query terms into the appropriate search field to retrieve relevant search results.

Misspellings, Abbreviations and Typographical Errors

Misspellings, abbreviations and typographical errors accounted for 1.40% of failure rates. This number is much lower compared to the results of previous studies conducted abroad where misspellings and typographical errors comprised between 15% (Holloma, 1999) to 20.8% (Blecic et al., 1998; Peters, 1989) of failure rates.

Malformed Queries

The number of malformed queries made-up 3.72% of failure rates (for author, title, ISBN, call number searches; keyword excluded). For search queries to return successful results the correct query syntax should be formed. An author search, for example, requires that the author's name be entered with the last name first. For a user, therefore, who is looking for a work authored by Jose Rizal, the correct search query would be "Rizal, Jose." For title searches, initial articles should be disregarded; thus, the correct search query for the work *The reign of greed* is "reign of greed." Subject searches, on the other hand, does not require much as far as the query syntax is concerned. A user may enter as many words or as little words as he/she wants. However, it entails familiarity with the controlled vocabulary being used by the library like the Library of Congress Subject

Headings (LCSH), for example. Controlled vocabularies are standardized words or phrases used by librarians in indexing content, thus can at times be very technical as it follows certain rules and structures. The correct search query for a book on "EDSA revolution," for example is "Philippines—History—1986-." In this example, the difference between what the user perceives the subject to be is very different from the subject that the librarian assigned to the book, following the LCSH. Users who are not familiar with how librarians assign subject headings will, therefore, find it very difficult to formulate the correct search strategy using subject search. It is for this particular reason that subject access is considered to be the most problematic of all (Sridhar, 2004). ISBN and ISSN, on the other hand, require that the exact number (minus the punctuations) be entered into the system to retrieve relevant results. Keyword searches, though, may be entered in any way the user desires provided they are spelled correctly and at the right level of granularity as OPACs, usually do not support very specific searches (i.e., article-level searching much like citations or queries that combine keywords with an author's name or date of publication) (Trapido, 2016). Thus, keyword searches in this level are most likely to generate zero hits.

Erroneous Search Terms

Erroneous search terms consisted of 0.18% of the failure rates where the majority were wrong titles. This indicates that users usually search for terms the way they may have heard or remember it without going through the verification process. The query "Fermans room," for example, turned out to be "Fermat's room" after verification. Note that the difference between the two search queries is actually just one letter (disregarding the punctuation). However, that one-letter mistake makes a big difference since OPACs do not have error recovery features similar to the "Did you mean ..." suggestions on web search engines (Trapido, 2016).

Unavailable Items

Queries for items not held in the collection accounted to 7.80%. This percentage represents author, title, ISBN, and call number searches only.

Said searches are supposed to be exact searches (as opposed to keywords), making it easily identifiable if indeed these items are available or not in the library's holdings. Recurring queries for items not held by the library indicate the need to make these materials accessible to users, thus calls for a collection development decision.

Search Patterns

Although the default search parameter is keyword, title and author searches appeared to be the most frequently used search limiters. It is assumed, therefore, that the users already have in mind exactly what they are looking for as title and author searches require precise search terms to be entered into the system for it to draw the desired result (that is, granting the title/author is available in the library's holdings). This upholds Borgman's observation that OPACs are commonly used in finding known items (Sridhar, 2004) and keeps with Cutter's model of finding known items through the catalog (Mi & Weng, 2008).

Keyword searches (uncontrolled vocabulary), on the other hand, showed to be more favored compared to subject searches (controlled vocabulary). This is similar to the observation of Matthews, Lawrence, and Ferguson that patrons prefer the use of uncontrolled vocabulary (Peters, 1989), most likely because keyword searches provide more flexibility. As observed, some of the keyword searches actually make use natural language, which in reality is a search type not supported by the OPAC.

Search queries were brief, averaging to 3.11 terms per

query. This, though, is a bit longer compared to the results of previous studies done for the New Zealand Digital Library which averaged to 2.43 search terms per query and that of the ResearchIndex (RI) which has an average of 2.32 terms per query (Lau & Goh, 2006) as well as that conducted for the Stanford University which was at 2.9 terms per query (Trapido, 2016).

Use of Boolean operators was relatively low. This is most likely because library users are typically proficient Web users and as such, are not accustomed to using Boolean operators (Lau & Goh, 2006). Among those who made use of Boolean operators, the use of AND showed to be the most popular.

Out of 254,021 search queries submitted to the system, the number of unique search terms summed up to 61,958 only. This means that 75.61% of the total number of queries were identical search strings submitted multiple times. The example below shows that the search string "harter s 1996 historical roots of contemporary issues involving self c" was submitted 12 times in 6 different days, usually in two or three successions. It is also most likely that only one person submitted said string considering the precision and the consistency in the level of granularity. This demonstrates the persistence of the users in submitting queries in looking for materials that they badly need, giving the impression that users seemed to be in a state of disbelief as to why their searches returned zero hits.

Twenty (20) query terms surfaced to be the most frequently searched terms. A close examination of these terms showed that some of the queries submitted using the different search delimiters

Sample Identical Search Queries Submitted Multiple Times

Search Query	Date and Time of Execution
harter s 1996 historical roots of contemporary issues involving self c	Friday January 25 09:52AM
harter s 1996 historical roots of contemporary issues involving self c	Friday January 25 09:53AM
harter s 1996 historical roots of contemporary issues involving self c	Monday January 28 09:52AM
harter s 1996 historical roots of contemporary issues involving self c	Monday January 28 09:53AM
harter s 1996 historical roots of contemporary issues involving self c	Saturday January 26 09:50AM
harter s 1996 historical roots of contemporary issues involving self c	Saturday January 26 09:51AM
harter s 1996 historical roots of contemporary issues involving self c	Sunday January 27 09:51AM
harter s 1996 historical roots of contemporary issues involving self c	Sunday January 27 09:52AM
harter s 1996 historical roots of contemporary issues involving self c	Thursday January 24 09:51AM
harter s 1996 historical roots of contemporary issues involving self c	Thursday January 24 09:53AM
harter s 1996 historical roots of contemporary issues involving self c	Thursday January 24 11:55AM
harter s 1996 historical roots of contemporary issues involving self c	Wednesday January 23 10:22PM

Table 3
Most Frequently Searched Terms

Search Query	Search Delimiter Used	Frequency	Hits
drama films	subject	546	430
english language rhetoric	subject	448	43
sustainable buildings juvenile literature	subject	436	1
report writing	subject	435	25
engineering economy	subject	375	8
world book inc	author	332	46
ge300 .l48 v.4 [title: Green buildings]	call number	317	1
park chan s	author	299	10
headrick paul 1957	author	280	1
ta177.4 .p39 2004 [title: Fundamentals of engineering economics / Chan S. Park]	call number	277	1
pe1479.c7 h4 2014 [title: The Wiley guide to writing essays about literature / Paul Headrick]	call number	275	1
living green v 4	title	256	1
jensen frank	author	254	2
cd15933 [title: Batman v Superman : dawn of justice]	call number	101	1
cd15867 [title: Big hero 6]	call number	96	1
paramount pictures corporation	author	93	2
subject headings used in the dictionary catalogues of the library of congress	title	83	1
principles of economics	title	72	10
library of congress subject headings	title	68	2
sikolohiyang pilipino	title	67	4

actually pertain to the same items in the catalog. Search query numbers 3, 7, and 12 (see Table 3), for example, which were submitted through subject, call number, and title limiters, respectively refer to just one item—a book entitled *Green buildings* published by World Book, Inc. Thus, it is also possible that query number 6 relates to the same item. Summing up the number of searches submitted for this item alone will give us a total of 1341 submissions. The

same holds true for search query numbers 8 and 10, which is also a book entitled *Fundamentals of engineering economics* by Chan S. Park which gathered a total of 576 submissions. There are also search queries that appear related to each other like numbers 1, 14, 15 and 16 which are searches demonstrating interest in motion pictures. This trend provides a glimpse of how much the community is in need of these items, thus calls for sensible collection

development decisions.

The Next Generation Catalog

All the above problems encountered in the process of log analysis only proved to show that the current OPAC, fell short of what is called the next generation catalog, which based on Marshall Breeding and Peter Murray possess the following characteristics (Yang & Hofmann, 2011):

1. Single point of entry for all library materials – allows retrieval of all library materials (including online databases and other electronic and digital resources)
2. State-of-the-art web interface – modern design resembling that of popular e-commerce sites like Google, Amazon and Netflix
3. Enriched content/User contribution – allows patrons to leave comments, add descriptions, summaries, reviews, criticism and to assign tags; also includes book cover images
4. Faceted navigation – offers easy navigation; displays results in sets of easily identifiable categories or limiters like subject, author, keyword, language, etc.
5. Simple keyword search box with a link to advanced search on every page – provides a simple Google-like search box while at the same time offering a link to advanced search on every page thus affording patrons to refine search at any point
6. Relevancy – makes available options to sort results by relevancy ranking, providing circulation statistics as one of the alternatives in sorting out search results
7. Did you mean ...? – offers spell-checking feature so that misspelled words could easily be identified through pop-up spelling suggestions
8. Recommendations/related materials – based on transaction logs, recommendations of items that may be of interest to the users are offered
9. RSS (really simple syndication) feeds – provides updates on new content to users who opt to subscribe which could be sent in the form of new acquisition lists or most frequently circulated/accessed items
10. Integration with social networking sites –

facilitates sharing of links to library items between users of social networking sites

11. Persistent links – provides a stable URL which could be copied and pasted as a permanent link to a particular record

Considering the above, the OPAC being studied showed to be deficient as far as the next generation is concerned as it was only able to fulfill numbers 1, 4 and 5 features fully and feature numbers 3 and 6, on a limited extent. Note, however, that based on the study conducted by Yang and Hofmann (2011), which looked into the “compliance” of OPACs of 260 libraries in the USA and Canada to the above features of what the next generation catalog should be, only 3% of the total number of OPACs were able to meet seven or more of the above cited features where majority of those that conformed were actually discovery tools. This, therefore, only confirms that today’s OPAC per se, still has a long way to go to achieve what could be considered as an “ideal” OPAC.

Conclusion and Recommendations

The findings suggest that users are experiencing difficulties with the current OPAC interface mainly because they are accustomed to using Web search engines. As such, they expect the OPAC to be able to draw out relevant results even for queries that are inaccurate, erroneous or at the article-level search strings. Also, as users regard the OPAC as the portal to all the library’s resources and that of the Web, metasearch technology is the way to go. This should be easy to implement since the library is already subscribing to a discovery service (made accessible through the library homepage and usually being used by those outside of the library). Instead of providing classic OPAC terminals for the use of patrons who are inside the library, the discovery service may be made available to them. This is expected to minimize problematic searches as the discovery service incorporates the OPAC and subscribed databases into one single search, similar to that of the Google search box.

Alternatively, the Library is urged to provide clear instructions on how to properly conduct searches

using the different limiters as this is expected to help acquaint users on how to form and execute the correct query syntax, to ease use of the existing OPAC. The creation of cross references especially for popular and emerging terms would likewise be desirable to point users to the “correct” search terms. This is expected to help reduce search failures.

Finally, the Library should seriously consider exploring all the pages and screens of the OPAC through the conduct of trial searches to experience how the system actually works as only by putting one’s foot into the shoe of the users can the Library fully understand and grasp the reasons behind failed searches.

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E-LIBRARIES IN THE GOVERNMENT SECTOR

Laarni V. Marciano

Department of Environment and Natural Resources
Quezon City, Philippines

Abstract

This study provides an overview of how the Philippine government agencies provide access to information through e-libraries in their website in terms of content, content format, services provided, and structure. It was found that out of the 205 government websites, only 24 or 11.70% have e-libraries. Strengthening librarians' capacities to develop and/or design e-libraries with appropriate structure, services, content and format could help in maximizing the use of the internet in providing access to information. Additionally, a guideline in creating and designing e-libraries could be drafted for agencies to have an ideal, uniform, and functional platform in providing information.

Keywords: e-libraries, government libraries, Philippine libraries

Introduction

Electronic libraries, or e-libraries are becoming prominent with the advancement of information and communication technology (ICT). Numerous websites have an e-library feature in which users can access a collection of electronic copies of literature or other similar resources. Some e-libraries operate through open source integrated library system (ILS) such as Koha and OpenBiblio, while some use content management systems like WordPress, Joomla or Drupal. E-libraries can also be created using plain hypertext markup language (HTML) pages, making them easier to incorporate in website structures, such that storage and retrieval of electronic resources becomes easier.

Kozlova (2017) defined *e-library* as an information system, database and organization. E-libraries are essentially a virtual version of physical libraries accessed through the internet/intranet. These e-

libraries may provide services and capabilities similar to physical libraries (Zare-Farashbandi, Najafi, & Atashpour, 2014). Some e-libraries offer cataloging, circulation and reference services, among others. Others provide digital copies of multi-media materials such as books, music files, video files and online applications for easy reading and listening. In the review of Joint and Law (2000), they emphasized that e-libraries do not only provide digitized materials to clients, but also provide listing services, electronic service delivery, archiving, searching, consortiums and create network spaces to name a few. More importantly, they mentioned that e-library technology is a promising platform as it gives librarians some freedom to design and innovate information service systems given the many possibilities of the digital realm that hosts it.

Most academic institutions have e-libraries through which students can access materials remotely, do an

inquiry with the librarian through chat, or request a material online. Some special libraries also have an e-library to provide the same convenience to its clients as with the academe. Likewise, some government agencies use e-libraries to bring their collection online and provide better information services to the people.

In the Philippines, Freedom of Information Program was pursued in response to the people's right to information. It promotes the idea that all offices of the executive branch of the government should make information available to the public, with the exception of materials that would jeopardize and threaten the national security. Philippine government agencies now publish materials like books, memorandums, forms, finance documents, among others online.

Some agencies have websites which have an integrated e-library feature, while others have a separate website or domain for their e-library. In 2014, the Department of Science and Technology (DOST) provided a website template to all government agencies to ensure uniformity and transparency to government documents and transactions. The template allows multi-platform embedding and linking, whereby agencies could provide links to e-libraries and redirect users to another information portal or web page. It is however not known whether this way of providing information to the public has served its purpose as an e-library or at least has been implemented in a number of government agencies in the Philippines as what Kozlovo (2016), Zare-Farashbandi et al. (2014), or Joint and Law (2000) argued, that e-libraries as an information system, must be able to provide services similar to physical libraries and other services possible through internet/virtual technology. Furthermore, most existing literature on e-libraries concentrate on evaluating e-libraries in the academe, schools, special libraries and gearing towards its accessibility, usability and impact. Whereas, only a few had evaluated government agency e-libraries and their format, structure, content, and services provided.

With the visibility of e-libraries in government websites, this study aims to show how the Philippine government provides information through the internet using e-libraries in terms of content, content format, services provided and structure. The study specifically answers the questions:

- What materials are included in e-libraries in government websites?
- What are the formats of materials found in the e-libraries in the government websites?
- What services are provided in the e-libraries in the government websites? and
- How are the e-libraries structured?

The result of this study may somehow bear significance to the Philippine government agencies for them to identify the gaps in the information that they provide. The results could also become a baseline in creating and improving the features, services and formats of their e-library. More importantly, they may realize the importance of providing a complete, accurate, accessible and relevant information through e-library. The study is also significant to librarians in order to improve the library or e-library services they provide. They may create similar e-libraries with content and features that will best fit their institutions. Additionally, this study may help researchers and students who are seeking its literature; to those who have not been exposed to studies pertaining to e-libraries in the government agencies.

Literature Review

Zare-Farashbandi et al. (2014) evaluated the services provided by Iranian National Medical Library (INML) information services through comparison with other digital libraries worldwide. Using the search term "digital library", different digital libraries worldwide were chosen in the internet to be included in their study. By directly accessing each chosen digital library website and utilizing a descriptive survey, they were able to tabulate the content of the digital libraries based on four categories: (1) digital (browse, search, retrieve electronic materials); (2) classic (loan, interlibrary loan, browse); (3) public (help, FAQs, phone inquiry); and (4) others

information services (i.e. bibliographic services, postal catalog, request for comments, etc.). With these, they have concluded that INML digital library was successful in providing library services in digital environment.

Chowdhury, Landoni, and Gibb (2010) reviewed several studies on the impact and usability of digital libraries. They enumerated and explained the different evaluation methods and models, usability studies and usability factors. The researchers stated that there are no standard criteria for the evaluation methods and models that can be used in digital libraries. Moreover, usability studies centered on user assessment of digital libraries that include interfaces of the content and their information seeking and access behaviors.

Alipur-Hafazi and Amanillahi Nick (2015) evaluated eight digital libraries in Iran using DigiQUAL, an evaluation tool used for web content. With DigiQUAL, they evaluated the digital libraries with 11 criteria. These criteria cover the design format, search functions, browsability, data collection, organization accessibility, security, intellectual property rights, sharing and collaboration and formation of user communities considered. Series of interviews and surveys were conducted in 2011-2012, and results showed that digital libraries in Iran must improve their equipment and increase development infrastructure to meet the global standards.

Vinagre, Leonor, and Ochoa (2011), using the Digital Library Service Quality Model and a devised multiple-item scale dlQUAL (a tool used to identify the discrepancy between the minimum and desired expectation in a service perceived by users), evaluated digital libraries. The researchers selected five service quality dimensions for digital libraries including: (1) control of information; (2) efficiency; (3) competitive advantage; (4) adequacy of information; and (5) waiting time and used dlQUAL to evaluate the digital library services provided. They surveyed users, LIS professionals and library managers of consortium members to determine the gaps between 5 dimensions. They found out that among the five dimensions, users acknowledge competitive

advantage dimension (i.e. search results, electronic services, searching digital content) as the most desired services in a digital library.

Different methods in evaluating electronic libraries can be observed. According to Chowdhury et al. (2006), evaluation methods and models can be used depending on the situation. Different approaches/methodologies in gathering data were also presented. They ranged from web-surveys, interviews, surveys and web-content analysis. Criteria in evaluating e-library contents and services were also mentioned. In relation to this study, combinations of criteria/dimensions presented can be used to explore e-libraries in the government websites in the Philippines.

Besides directly comparing the INML e-library to other e-libraries worldwide through the internet, Zare-Farashbandi et al.'s (2014) manner of gathering data and the criteria used in evaluating e-library made it more appropriate and feasible to replicate the method they used, given the main problem and amount of time needed to complete this study. They specifically used the term, "digital library", in selecting and limiting the number of institutions to include in their study and they provided an extensive list of e-library services which could be also be used in this study.

Methods

A survey of e-libraries of Philippine government agencies was conducted to assess the services, content, structure and format of these e-libraries. The presence of an e-library was determined by going through the websites of a national government agency listed on the directory published by the Official Gazette of the Philippines and by looking into the web pages for the presence of the string "*Library*" in tabs and links. The study excludes the websites of state universities and colleges, as well as local government's municipal, city and provincial websites.

Four aspects of e-library were described and analysed, including: (1) content; (2) format; (3) services; and (4) structure, using a survey based on

the study of Zare-Farashbandi et al.'s (2014). The survey questionnaire was divided into four parts that assessed the following: (1) structure; (2) content; (3) format of the digital materials retrieved; and (4) services offered in the e-library.

The description of each part used for the explanation and assessment of the e-libraries are as follows:

1. Structure refers to the manner of how information and materials in the e-library and the e-library's main page can be accessed. For structure, we looked at ways by which e-libraries were promoted for use and given importance or by which access to e-libraries were made easier.
 2. Content refers to the materials uploaded or posted online, and whether these materials were produced solely by the hosting agency or in partnership with other agencies, produced by other government agencies or produced by non-government agencies or individuals.
 3. Format refers to the type of media files uploaded.
 4. Services include the services offered in the e-library which were categorized into four, namely (a) digital, (b) classic, (c) public and (d) others.
- The data gathered were tabulated and analysed quantitatively. Frequency and percentage were derived. Tables are provided to present the results and findings from the collected data.

Results and Discussion

Two hundred five (205) government websites were reviewed in this study. However, based on the survey, only 24 (11.70%) were identified to have an e-library/library link in their website.

The following government agencies were included:

1. Department of Environment and Natural Resources
2. Foreign-Assisted and Special Projects Service DENR
3. Climate Change Service – DENR
4. River Basin Control Office
5. Biodiversity Management Bureau
6. Environmental Management Bureau
7. Mines and Geosciences Bureau
8. The National Library of the Philippines

9. Foreign Service Institute
10. Pasig River Rehabilitation Commission
11. Philippine Council for Industry, Energy and Emerging Technology Research and Development (PCIEERD)
12. Intellectual Property Office of the Philippines
13. Energy Regulatory Commission (ERC)
14. Department of Trade and Industry
15. Komisyon sa Wikang Filipino
16. Philippine Center for Postharvest Development and Mechanization
17. Palawan Council for Sustainable Development
18. Laguna Lake Development Authority
19. Philippine Commission on Women
20. Office of the Presidential Adviser on the Peace Process
21. Philippine Textile Research Institute
22. Philippine Statistical Research Institute
23. National Children's Hospital
24. Ecosystems Research and Development Bureau

Based on the data gathered from the conducted survey, the following e-library characteristics were identified:

Structure

In evaluating the structure, the manner of how information and materials in the e-library and how e-library's main page can be accessed were noted. Table 1 shows some categories or physical attributes that contribute to the overall structure of the e-libraries. Majority of e-libraries are seen on navigation tabs or near the top header of the website rather than links within tabs, corners or another page of the website. These imply that government agencies give importance to e-libraries as they include it to the main parts of their website. It also brings promotion to e-library and the materials it contains since tabs can be easily seen on the home page of agency website. Moreover, upon accessing the e-libraries, most of it redirects users to a new page and most of these pages are integrated in the main website. However, six e-libraries provide online public access catalog (OPAC) links that redirect in a new different page. It may imply that more e-libraries are now

Table 1
Structure of e-library

E-library Physical Attributes	Freq.	%
On Tabs	16	66.67
On Links	8	33.33
With an OPAC	6	25
Integrated in the Main Website	13	54.17
Redirected to a New Page	19	79.17

using modules or applications of the content management system that can be used to integrate e-libraries in the website rather than separating another page for the library.

Content

The contents of e-library were categorized into three:

- (1) content produced by the agency with/without collaboration with other agency/ies;
- (2) content produced by other government agency/ies, they may also serve as the author or creator of the material; and
- (3) content produced by

non-government agency/ies or individuals.

Table 2 shows that content produced by the agency with/without collaboration with other agency/ies ranks first with 95.83% of the 23 government e-libraries. Materials included in this category are laws, issuances and policies, maps, posters, primers, brochures and other information materials, infographics, newsletters, master plans, news and archives, plans, cases, decisions, resolutions, guidelines, forms, and list. These show that they are using the e-

Table 2
Content of e-library

Content Category	Freq.	%	Rank
Content produced by the agency with/without collaboration with other agency/ies	23	95.83	1
Content produced by other government agency/ies, they may also serve as the author or creator of the material	12	50	2
Content produced by non-government agency/ies or individuals	12	50	3
N/A*	1	4.17	4

**Note: E-library not responsive during survey proper.*

library to disseminate the materials that are being produced by the agency, given that government documents are public documents. Also, publishing materials online may be part of their campaign on

Table 3
Format of Digital Content

Digital Content Format	Freq.	%	Rank
Document files (pdf, xls, doc, etc. files)	20	83.33	1
Images	12	50	2
Sounds	2	8.33	5
Videos	8	33.33	3
Others	3	12.5	4

transparency and freedom of information program.

Format of Digital Content

Table 3 shows the format of the digital materials retrieved from the websites. It clearly shows that majority of e-libraries provide digital content of documents in Microsoft Word, Microsoft Excel or PDF format with 20 (83.33%) e-libraries. However, two e-libraries provided digital content of sound recordings but they ranked last. This may imply that most government agencies are now gearing toward paperless production of materials and or storing digital copies of reports or publications for easier access through e-libraries.

Services Provided

Table 4 shows the services provided by the government e-libraries. For the digital services, browsing digital content materials rank first with the 22 e-libraries out of 24 (91.67 %). However, in the classic category, browsing service ranks first but less than half of the population provide this kind of service. Moreover, in the public service, contacting the system administrator ranks first, while in other services category, a full access to digital content ranks

first. Overall, browsing digital content ranks first in all categories for the e-library service, while ordering documents and exhibitions ranks the lowest with 1 out of 24 e-libraries (4.17%). This shows that while the digital category had the most number of e-libraries that provide browsing services, it also contains the service which are provided with the least number of e-libraries which is ordering digital documents. Out of the four categories, majority of the e-libraries did not have classic services such as loan and browsing, among others. This may imply that e-libraries had not utilized all possible services that can be done under this category, otherwise, they have provided all their contents online.

Conclusions

Going back to the questions of this study, with the visibility of e-libraries in government websites,

- (1) What materials are included in e-libraries in government websites?
- (2) What are the formats of materials found in the e-libraries in the government websites?
- (3) What services are provided in the e-libraries in the government websites? and
- (4) How are the e-libraries structured?

The results showed that while there are 205 government websites, only 24 (11.70%) had an e-library page/link. It may seem that less than half of all government websites have e-libraries, but it was also observed that some websites provide other modes to retrieve information or digital content by providing links such as Publications, References, Resources rather than e-library alone, which is the limitation of this study. Majority of the e-libraries provide access to materials that they have produced, and most of them can be accessed digitally. Government e-libraries concentrate on providing materials that they produced rather than materials outsourced from other organizations/individuals. Most e-libraries provide full access to their digital content without worrying on the copyright issues since these are public documents.

Similar to the study conducted by Zare-Farashbandi et al. (2014), digital services were provided by most of the e-libraries. However, awareness on the use of

Table 4
Services provided by e-libraries

Category	Service Provided	Freq.	%	Rank per Category	Overall Rank
Digital	Browse	22	91.67	1	1
	Electronic Information Retrieval	20	83.33	2	2
	Search	13	54.17	3	5
	System Log-in	5	20.83	4	11
	Ordering documents	1	4.17	5	14
Classic	Browse	9	37.50	1	7
	Searching in classic resources	6	25.00	2	10
	System Log-in	5	20.83	3	11
	Interlibrary loan	3	12.50	4	12
	Reservation	2	8.33	5	13
	Loan	2	8.33	5	13
Public	Contacting the System	16	66.67	1	3
	Website search	14	58.33	2	4
	Publications	12	50.00	3	6
	FAQ	5	20.83	4	11
	Site map	5	20.83	5	11
	Help	3	12.50	6	12
	Library news	3	12.50	7	12
	Reading room	2	8.33	8	13
	Exhibitions	1	4.17	9	14
Others	Full text/image/sound/video access	16	66.67	1	3
	Providing bibliographic information	9	37.50	2	7
	About the library	8	33.33	3	8
	Special collection	8	33.33	4	8
	Ability to share resources	7	29.17	5	9
	Partial full text access	5	20.83	6	11
	Searching in other libraries and list	3	12.50	7	12
	Quick Links	2	8.33	8	13

library applications such as OPAC may have to be introduced to properly process digital content, and enable easier searching and processing. Moreover, digital services, specifically electronic information retrieval, were specifically provided by the e-libraries based on the needs of their clients. This may be due to compliance to transparency and Freedom of Information Program.

In terms of structure, most e-libraries provide tabs in their homepage for people to easily access the information and materials in their collection. Also, government websites provide a dedicated page for the e-library but still integrated it in their website. The structure of e-libraries was harmonized to the look and feel of the main website of the agency.

With the results obtained from the survey, we can conclude that the identified e-libraries successfully provide access to information through e-libraries. However, the percentage of government agencies with e-libraries is very low, and introducing the advantages of having an e-library in their website would increase its number.

Recommendations

Only a small number of government agencies have e-libraries, and introducing the advantages of having an e-library in their website would increase its number. Also, strengthening the librarians' capacities to develop and/or design e-libraries could maximize the use of the internet in providing access to information. It would also be appropriate to create a guideline on the design and creation of an e-library. At the minimum, an e-library should have the following features:

- 1.) A separate page or portal and database to differentiate its content to the website
- 2.) About page to discuss the content, services and policy of the e-library
- 3.) A master list / OPAC for offline and digital collection (search mechanism)
- 4.) Retrieval service
- 5.) Contact details.

Given the advancement of web development, the

following are some optional features of an e-library:

- 1.) Log-in system to tract the e-library user
- 2.) Featured collection
- 3.) Help/Ask a Librarian
- 4.) Library news
- 5.) Controlled vocabulary / Subject list
- 6.) Quick links (link to other materials, page, featured collection etc.)
- 7.) Sharing capabilities
- 8.) Forum page
- 9.) Interlibrary loan, reservation, loan capabilities
- 10.) Ordering documents/materials
- 11.) FAQs
- 12.) Client feedback.

For future studies, a correlation study could be conducted to identify relationships between e-libraries and the physical library, that may provide insights on why classic services are not prominent in e-libraries in government websites. While the study limits to "e-libraries", it was observed that some websites provide other modes to retrieve information or digital content in other links such as Publications, References, Resources, among others. However, examining these links provides just a list and links to retrieve the material specified. Moreover, a broader term aside from "e-library" can be done in order to assess how information is disseminated to the public. Lastly, this study could be replicated to e-libraries in other settings to know if there would be significant similarities and/or differences in the findings.

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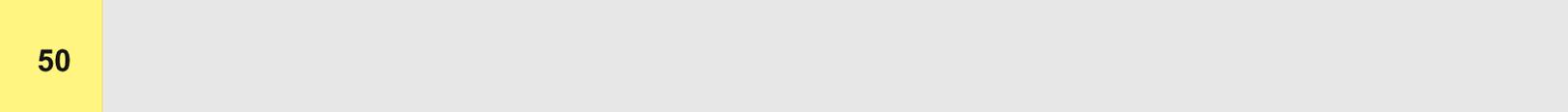
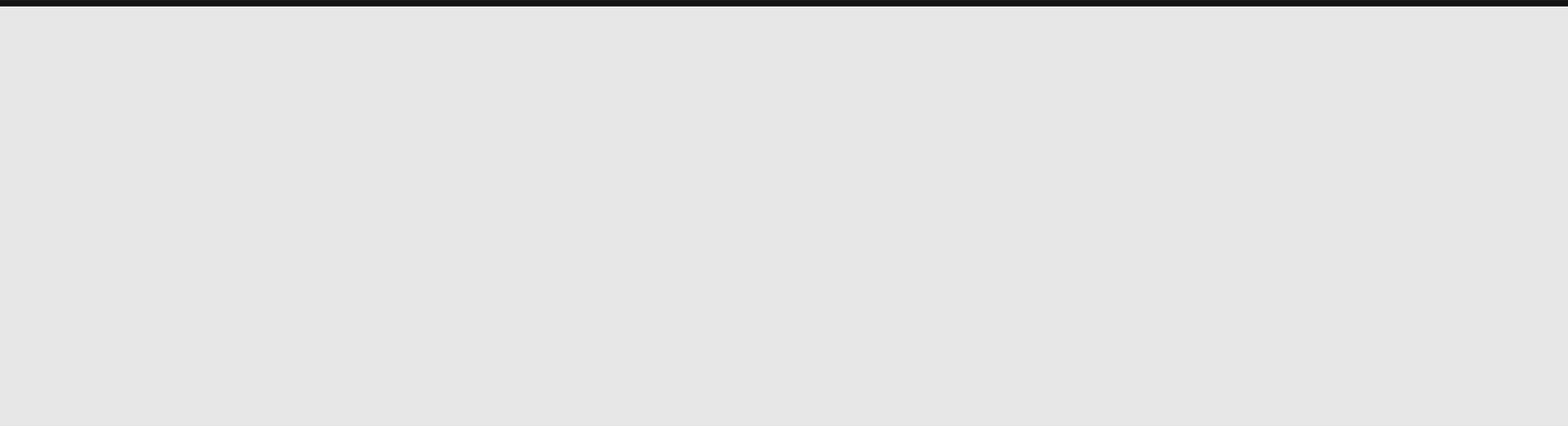
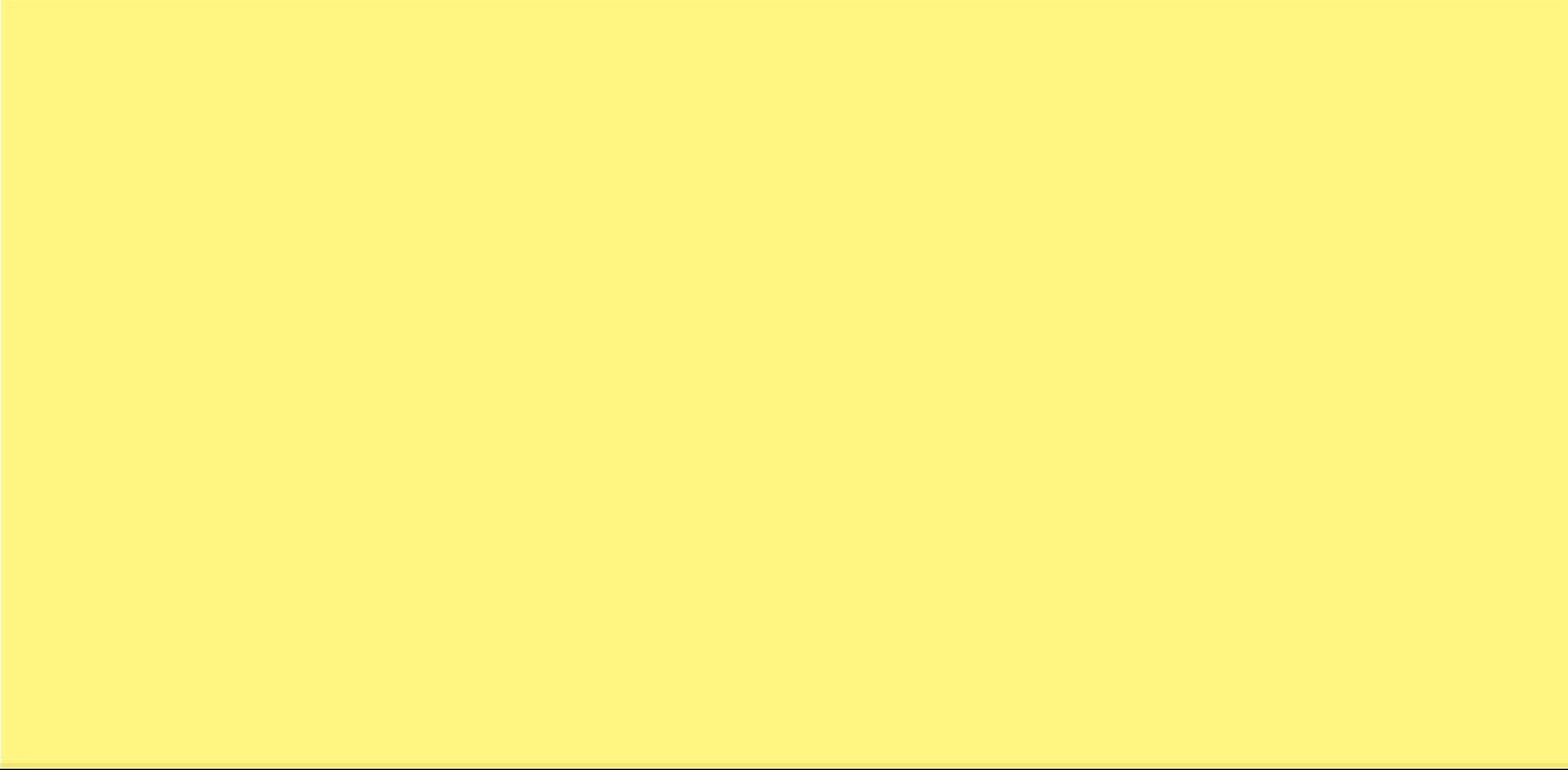
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**Note: During the literary search, the articles have been retrieved using the key words “e-libraries” and “electronic library”, it is common that electronic library are used interchangeably with “digital library” however there are some literatures that differentiate both terminology.*



CONFLICT MANAGEMENT STRATEGIES IN UNIVERSITY LIBRARY ADMINISTRATION

Dr. Dauda Joshua

HOD/Lecturer, Readers' Services Division

Ibrahim Babangida Library & Dept. of Library Information and Science,
Modibbo Adama University of Technology, Yola, Adamawa State, Nigeria

Mal. Idris Suleiman

Technical Services Division/Lecturer

Ibrahim Babangida Library & Dept. of Library and Information Science,
Modibbo Adama University of Technology, Yola, Adamawa State, Nigeria

VIEWPOINT

Abstract

This study examines the different types of conflicts confronting the library organization, administrators and librarians, as well as their causes and possible solutions. The authors argue that the occurrence of conflict can be less frequent if there is proper communication and the library leadership avoids selfish and ego-centric tendencies. Moreover, understanding the theories and basic elements of conflict will help librarians take on the most workable methods of resolving conflict in library organizations. This paper concludes that the task of managing library conflict is challenging but not insurmountable.

Keywords: *conflict management, library, communication, administration, librarians, leadership*

Introduction

As observed by Adomi and Anie (2006), libraries of any nature face many conflicts, but this experience can be used by library managers as a catalyst for positive changes. Managing conflicts in a library is a task that demands the attention of library administrators, because if conflicts are not handled and resolved properly, they can affect the progress a library. Thus having the skills in resolving conflicts is vital for librarians.

The challenges in managing a library are inevitable (Prytherch,1998:?). Prytherch opined that in the

current library practice, “unproductive activities will be paired away while the activities critical to the task will be strengthened and some new responsibilities will be added.” This is the trend of librarianship nowadays; leadership in librarianship is becoming more dynamic than static. Moving from pioneering to competitive stages in librarianship, as noted by Mittal (2001), it is now necessary to adapt to the new wind of change in library science in order to handle conflict more effectively. Conflict management is imperative for library managers and librarians, because as an organization, a library accommodates people of different temperaments and character.

Conceptual Clarification: What is Conflict?

Conflict has various definitions and perceptions. Abbas (2009) in citing Likert and Jane (1976) defined conflict as “the active striving for one’s own preferred outcome, which if attained, precludes the attainment by others of their own preferred outcome, thereby producing hostility” (p. 5).

The Chambers Dictionary (1998), defines conflict as “unfortunate coincidence or opposition; violent collision; to contend; to be in opposition” (p. 344). This implies that conflict breeds contention and may result in a great deal of misunderstanding among workers. Researchers and scholars describe conflict as a disagreement among groups or individuals characterized by antagonism and hostility. This is usually fuelled by the opposition of one party to another, in an attempt to reach an objective different from that of the other party. The parties normally involved in the conflict have varied sets of principles and values, thus making conflict inevitable.

In an environment such as the library, conflict can be used as a tool to learn, grow and know each other well. Librarians and library staff can learn to live harmoniously despite conflicts as long as they know how to responsibly manage these conflicts..

Nature of Conflict Occurrence in the Library

Having discussed the basic definitions of conflict, it is necessary to describe the types of conflicts that may arise in an organization as a whole and in a library in particular. The major types of conflicts that may arise in an organization include the following:

1. Interpersonal Conflict
2. Authority/Power Conflict
3. Communication Conflict
4. Intragroup Conflict

Interpersonal Conflict

This type of conflict manifest when two persons have misunderstanding in views and opinions. This may come about as a result of incompatibility or even differences in values. Adomi and Anie (2006) noted that interpersonal conflict ranks highest in the type of conflict experienced in libraries.

Authority or Power Conflict

Authority or power conflict manifests when individuals aspire or desire social recognition. Usually, this occurs in a situation where people or persons are not duly regarded in social or organizational functions as the case may be. Authority or power conflict creates a tension between the parties involved. This comes about sometimes, where titles and ranks are not “strictly” observed in the library.

Communication Conflict

This is caused as a result of poor communication or misunderstanding in a library flow of information dissemination or between individual as the case may be. Where poor or misunderstood communication is a norm, conflicts is rife or prevalent. Sometimes, the place, manner and how information is communicated can also cause conflict between those involved. Conflict arising from poor communication can have negative effect in a library setup

Intragroup Conflict

Intragroup conflict occurs among individuals within a section, unit or division in a library. The incompatibilities and misunderstandings among these individuals lead to an intragroup conflict. The conflict normally starts from interpersonal disagreements. For instance, a unit or division’s staff in the library may have different personalities which may lead to tension or differences in views and ideas on job description or a situation where staff members of the division or unit find an opinion presented by the one presiding HOD to be erroneous.

Causes of Conflict in the Library

Stueart and Moran (2007) argued that poor communication is one of the causes conflict in a library. In situations where information is not properly understood and well managed, conflict normally results and if not properly handled can degenerate into organisational crises. .

In any progressive library organization, conflicts occur due to various reasons. Some of these reasons include selection and management of staff in the

library, constantly changing technology, shrinking budgets, outsourcing, excessive workload, and burnout (Oyedum, 2007; Pantry, 2007). Emeka (2011) also identified various sources or causes of conflicts, and these are: arrogance, growth, diversities of human temperaments, peer group differences, denial of basic rights, win-win attitude, differences in backgrounds and force change. Based on these factors, the causes of conflicts in the library can be outlined as follows:

Indecision in Leadership

Managers and librarians who lack the ability to take decision on certain matters that concern their department, might experience conflict. It is therefore the role of the library administrators to make logical decisions.

Lack of Policy Implementation and Job Description

Lack of policy implementation in a library setup can cause conflict. When policies and plans are drawn and are not implemented in a library setup, growth and development becomes slow giving rise to conflict. Where these matters are evident, one find poor leadership skills and compromise on the part of library leadership. It is the sole responsibility of library policy makers (management) to ensure that full implementation process of plans and schedules are carried out appropriately.

Poor/Bad Leadership

It is important for one to have a good knowledge of his profession. Where conflict abound, often it is due to bad leadership from the part of managers of libraries. For instance, when a librarian or head of division or unit comes late to work and wants to enforce discipline to his subordinates, this cannot work because, leadership is by example. Mentorship leader is what the workforce is looking for, to inspire a conducive working environment that guarantee good leadership.

Favouritism

Favouritism is a bad managerial practice that can result in conflict in a library. No matter how good the staff are, commendation is allowed but

favouritism should be avoided. If this is not done, conflict might arise which can affect the smooth operations of the library.

Commendation should be done based on merit and in the right way. Should any organization aspire to grow, it must show less attachment to favoritism of any type. If this is not adhered to, this could cause conflict resulting to severe effect to the whole library environment.

Disclosing Confidential Records

The librarian should be aware they are expected to keep confidential matters secret except in critical situations that disclosure becomes necessary. Nevertheless, disclosing official matters could cause many conflicts in libraries.

Effects of Conflict Management in Library Administration

If not properly handled, library conflicts can be severe and damaging to the growth and development of a library and its staff. Effects of conflict in the library are varied, ranging from stagnation, lack of interest in the job place, indecision in solving management problems, and lack of personal growth and development. More so, if a conflict is allowed to linger in the library administration for long, it breeds tension and causes lack of change from the part of the library staff.

Gulick (1937) proposed POSDCORB to stand for elements of the management process. The acronym means Planning, Organizing, Staffing, Directing, Coordinating, Reporting and Budgeting. As important as these elements are to any library management system, they cannot be fully applicable in a library setup where conflict is allowed. Instead, disorder will occur frequently, thereby hampering with the success and development of the organizational goals and objectives.

Conflict Management in the Library Administration

There can never be a library set up without conflict of any sort. Ability to diffuse conflict is a skill that library managers and supervisors should imbibe and

practice. Conflict situations can be reduced to the lowest level in order to foster peace in a workplace. Figure 1 describes conflict indices in the library.

Figure 1 depicts a typical library setting. These staff work together routinely and within the circumference of their domain there bound to be conflicting scenarios resulting in either growth or undergrowth. Hence, library managers and supervisor should ensure that their leadership skills are fair and healthy to help foster development in the library setting.

Stueart and Moran (2007) suggest that library managers should realize that some degree of conflict is inevitable within any organization. Suppressing conflict is not a good practice, but rather a conflict should be discussed with a view to address it. Stueart and Moran (2007) proffered three ways of conflict resolution: expansion of interests (conflict from one level to another, from mere to severe and destructive type); involvement of self-esteem or self-image (an issue oriented conflict to one that is personal); and creation of a new reality (when conflicts create their own reality, focusing on personal incentives rather than cooperating). They also suggested a win-win solution in conflict management this is because the parties involved are given a fair disposition. Table 1 outlined some practical tips for managing conflicts in the library.

Some Practical Tips for Managing Conflicts

1. Don't let conflict situations go on. Take care of conflict as soon as possible.
2. Avoid power struggles in which someone has to win and someone has to lose.
3. Show concern for both the problem and the individuals involved.
4. Beware of projecting your own beliefs and standards onto others because this often leads to misperceptions about the motivations for others' actions.
5. Listen more than you talk; don't be dogmatic or argumentative.
6. Avoid exaggerating the problem
7. Restrain your emotions; becoming angry or upset usually adds to the problem.
8. Realize that learning to manage conflict is an investment in a better organization.

Source: Adapted from Lucile Wilson, People Skills for library Managers: A common Sense Guide for Beginners (Englewood, CO: Libraries Unlimited, 1996).

Good Communication

It is necessary for library managers and staff to develop good communication skills. With this practice, conflict of any type can be minimised to the lowest degree. This is consistent with the suggestion of Oyedum (2007) who stressed the potential of communication in enhancing professionalism, unity

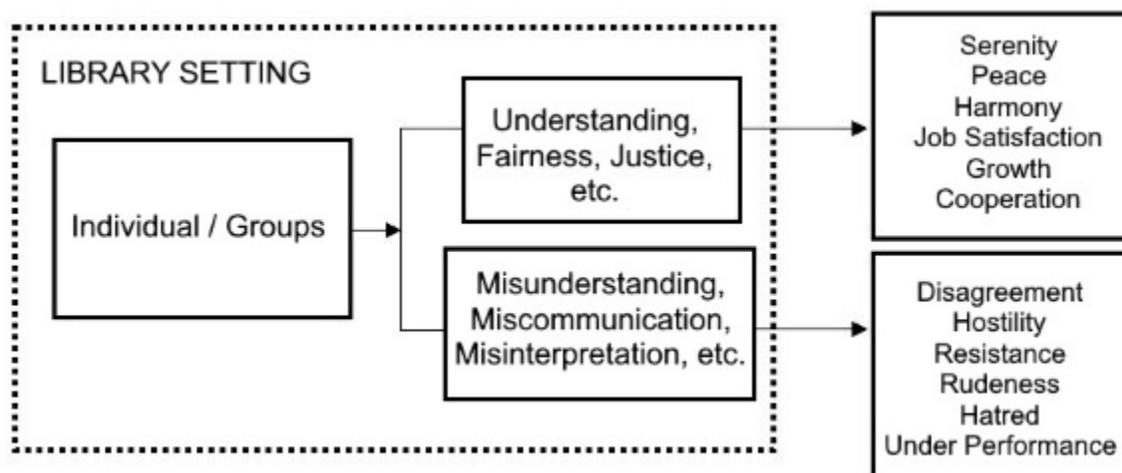


Figure 1. Understanding Conflict Situations. Joshua, 2019.

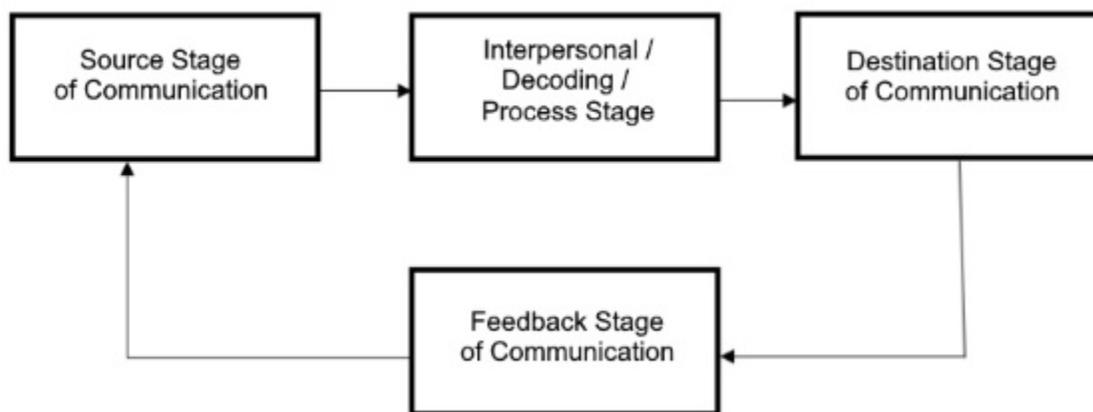


Figure 2. Communication Stages. Joshua, 2019.

and teamwork.

Stueart and Moran (2007) emphasized that communication help in feedback control system. This is vital since information is passed from one channel to another. Therefore, good communication enables the transmission of information from source to the destination. When library staff and its leadership understand the role of good communication, it would reduce conflict situations. Figure 2 show how this plan can be achieved.

Interpersonal Relationship

It is vital that good interpersonal relationship among staff be maintained in a library. A library as an organization needs teamwork to achieve its goals and objectives. Staff should strive to foster the attainment of the goals of the library rather than their personal interest and ego. This means that the staff are expected to relate and understand each another.

Flexibility (Adaptability)

Flexibility is a vital skill that every librarian should possess to be able to co-exist with other staff and be more adaptable to their environment. Lack of flexibility in the workplace causes conflict. Librarians should also be aware of the developments in the field. External challenges, such as technological developments around the world, should not pose as a threat to the operations of a library.

Conflict Management Strategies and Tools for Librarians

Stueart and Moran (2007) identified five cardinal ways of handling conflict, and these are: avoiding, compromising, competing, accommodating and collaborating. From their study of handling conflict, collaborative strategy is most widely accepted because it leads to a win-win outcome.

Berman (2019) on the other hand suggested thirteen management tools for solving conflict. The tools are:

1. Stay calm,
2. Listen to understand,
3. Accentuate the positive,
4. State your case tactfully,
5. Attack the problem, not the person,
6. Avoid the blame game,
7. Focus on the future, not the past,
8. Ask the right kind of questions,
9. Pick your battles
10. Link offers,
11. Be creative,
12. Be confident,
13. Celebrate agreement.

(Source: <https://www.mediate.com/articles/bermanlj3.cfm>).

Peters (2006) in citing Montgomery and Cook (2005) identified an array of tools to help library administrators create a positive working environment, stay on track with achieving goals and

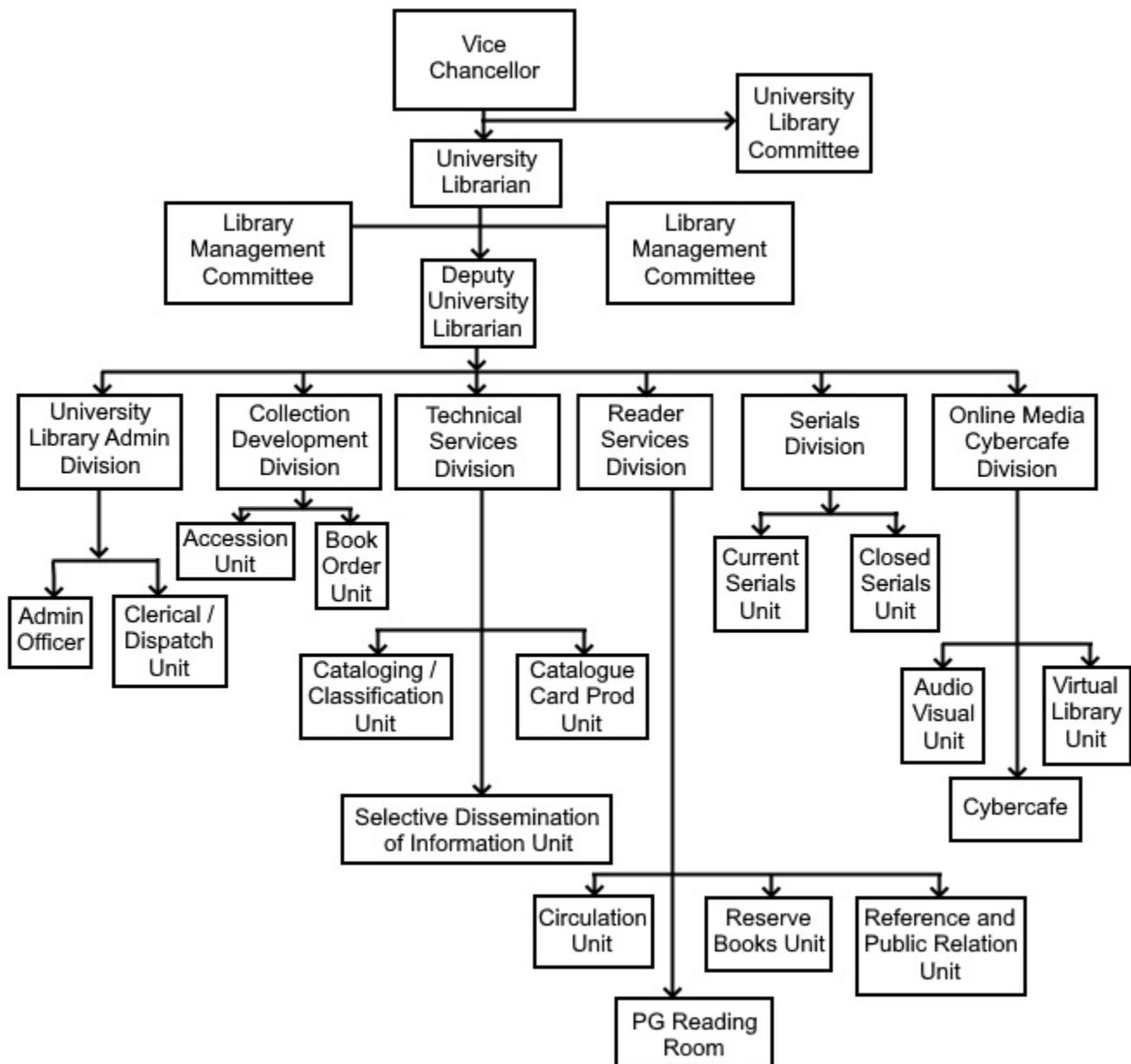


Figure 3. Ibrahim Babangida Library Organogram. Library User's Guide (2016), MAUTech Yola.

live the mission of the library. The tools are:

- Understand the roots of conflict that typically arise every day in libraries
- Anticipate and prepare to manage problems when they appear
- Use appropriate strategies to work successfully with all parties
- Choose from a variety approaches to dissipate conflict

A review by Thomas-Kilmann Conflict Mode Instrument (TKI) Assessment, indicates that TKI is an valuation used globally in conflict handling and resolution. It specifies five strategies that can be used to address conflict situations, namely:

- accommodating (to maintain peace and conciliation),
- avoiding (a process of withdrawal from problem that triggered the conflict),
- collaborating (Looking for solution through cooperating with other parties),

- competing (involves inducing pressure on parties to achieve some goals),
- compromising (Bringing up resolution that would be accepted to all the parties involved)

(Source: <https://www.psychometrics.com/assessments/thomas-kilmann-conflict-mode/>).

It is imperative to note that the strategies involved in conflict resolution are relative to the kind and/or type of the problem. Applying these tools requires patience and some attitudinal changes. Using simple tools such as these should resolve most conflicts at whatever level in the library administration.

Library and Library Administration Organogram

Studies on library administration, theories and practice abound, and this sub-heading is centred on a conventional library setup, adopting Ibrahim Babangida Library, Modibbo Adama University of Technology, Yola, as a prototype, is shown in the below figure.

A perusal of Figure 3 indicates every staff of the library has a designated role as specified in the organogram. This therefore means that if staff of the divisions, units, and other sections of the library would operate within their sphere of responsibilities, conflict in the library could be minimal. Library being the academic hub of any institution holds so much to offer to both academics and students. Therefore, proper job description has to be assigned to library staff to avoid collision in administering management process. It is therefore important for the leadership of the library to ensure that heads of units/departments and their subordinates operate within their jurisdiction.

Conclusion

Obviously, combating conflict in a workplace is not an easy task. Research shows that library leadership allocates over 20% of their time trying to resolve conflict in library management daily. This paper discusses types of conflict, their causes and possible remedies in a library administration.

Many library administrators suffer setbacks as a result of not properly resolving conflicts because they fail

to deal with conflicts expeditiously. Adomi and Anie (2006) suggested that library managers should deal with conflicts as soon as they arise.

It is hoped that the salient points raised in this paper will help to curtail conflict crises in library administration. It is also hoped that library management will ensure that conflicts are tackled as soon as possible. Also, power struggle must be avoided as much as possible and leaders should show concern to problems and those staff involved. Conflict, if not managed properly, can result in aggression and other unwanted consequences inside and outside of the library setting.

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