

ACCESS

Advancement of CLIR Client Engagement and Support Service

CLIR Annual Report for A.Y. 2024-2025

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MAPÚA
MALAYAN COLLEGES
LAGUNA



**CENTER FOR LEARNING
AND INFORMATION RESOURCES**
MAPÚA MCL

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EXECUTIVE SUMMARY

CLIR Initiatives and Community Impact (2024)

The Center for Learning and Information Resources (CLIR) at Mapúa MCL is dedicated to enhancing the academic experience for students and staff through strategic resource acquisition and user-centered services. In 2024, CLIR has focused on expanding its digital collection to ensure access to a diverse array of credible, high-quality information. The center has renewed key subscriptions to databases and publishers like Britannica Academic, C&E, Cengage, Taylor & Francis, and Wiley Digital Textbooks, providing the community with a wealth of scholarly articles, journals, and e-books across various disciplines. These resources are fundamental to supporting research, broadening knowledge, and promoting intellectual exploration in an age of rampant misinformation.

To further support academic success, CLIR has also prioritized tools that foster integrity and effective communication. The renewed subscriptions to Grammarly and Turnitin are pivotal in this effort. Grammarly offers real-time writing assistance, helping students and faculty to articulate their thoughts clearly and coherently. Simultaneously, Turnitin serves as a crucial platform for detecting plagiarism and AI-generated content, ensuring academic honesty and originality in student submissions. By offering these resources, CLIR empowers library users to produce work that is not only accurate but also authentic, contributing to a culture of knowledge and innovation.

Beyond digital resources, CLIR's "Book-a-Librarian" (BAL) service has proven to be a highly effective method for direct student engagement. The success of these face-to-face sessions is largely attributed to the librarians' ability to connect the CLIR's resources directly to students' academic assignments. This relevance keeps students actively engaged, as evidenced by their focused behavior and participation. The conversational atmosphere created by approachable librarians encourages students to seek assistance, building a long-term relationship. The BAL service remains a key component of CLIR's strategy to provide personalized, valuable support.

Meanwhile, the instrumental role of student assistants (SAs) at CLIR cannot be overstated. As the first point of contact for patrons, they are crucial in creating a welcoming and dynamic environment. Their responsibilities extend beyond typical clerical tasks to include essential daily functions that support the entire CLIR team. This hands-on experience offers significant personal and professional development opportunities. According to students like Kelly Mercado and Minnie Gwen Paradero, the role has helped them refine critical life skills, including time management, communication, and technical abilities, directly applicable to their academic and future careers.

The student assistants also find deep fulfillment in the community aspect of their roles. They value the opportunity to help peers with inquiries and the sense of belonging fostered by working closely with librarians, staff, and other students. The experiences of students like Mikaela Palacios and Johann Lijiauco highlight the rewarding nature of providing support and contributing directly to the academic community. Ultimately, SAs are not merely helpers; they are integral partners whose perspectives and contributions ensure that CLIR remains a relevant and user-focused hub for academic achievement and personal growth within the Mapúa MCL community.

All in all, CLIR's strategic initiatives in 2024 demonstrate a comprehensive approach to supporting the Mapúa MCL community. By investing in a robust and credible digital resource collection, providing essential tools for academic integrity, and fostering a strong sense of collaboration through services like "Book-a-Librarian" (BAL) and the integration of student assistants, CLIR has established itself as a vital hub for intellectual and personal development. These efforts ensure that CLIR is not just a repository of information but a dynamic partner in every student's academic journey, empowering them to excel in a rapidly evolving world.

Keeping CLIR's Legacy: Enhancing Experience through Subscribed Partnerships

As an educational institution, one of the main goals is to enhance the experience of students and pupils and staff by granting them access to high-quality information resources. The Center for Learning and Information Resources (CLIR) fulfills this mission by seeking out new sources, acquiring additional online tools, and subscribing to essential materials that broaden the knowledge base of the Mapúa MCL community.



Britannica Academic

At the top of CLIR's renewed subscriptions is **Britannica Academic**. With the continuation of its partnership, they carry on with the quality and preserve excellence with their reliable content. The website provides both complimentary and subscription-based access to its resources. It offers a diverse array of articles, biographies, videos, and images created by experts, encompassing a variety of topics and subjects.



C & E, Philippine E-Journal, and Cengage

CLIR's commitment to comprehensive education is evident in the renewal of its subscriptions to **C & E**, **Philippine E-Journals**, and **Cengage**. These resources encompass a diverse array of fields, offering specialized knowledge, scholarly articles, and educational content designed to meet the diverse interests and expertise of our academic community. The wealth of available resources enhances individuals' ability to engage with intricate topics that contribute to the larger academic dialogue.



Grammarly

In terms of online resources, CLIR has renewed its subscription to **Grammarly**. A key element of academic success is the ability to write clearly and communicate effectively. Grammarly is a trusted writing tool recognized globally for its ability to provide real-time grammar and spelling checks, style suggestions, and comprehensive writing insights. Recently, they launched an AI feature that assists users in creating customized messages to meet their specific objectives. Grammarly helps both faculty members and students express their thoughts clearly and ensures their academic writing remains coherent. By offering this subscription, CLIR demonstrates its dedication to enhancing the writing capabilities of the Mapúa MCL Community.



Pearson

Pearson has introduced new electronic books to expand the existing collection. CLIR now provides more resources across various disciplines such as Biology (4), Chemical Engineering (2), Electrical Engineering (1), General Education – Mathematics (5), General Education (1), Information Technology (1), Mechanical Engineering (4), Nursing (3), Psychology (4), and Tourism Management (1). The inclusion of these resources will greatly improve student learning and research possibilities and opportunities in these areas of interest.



Taylor & Francis

CLIR's renewal of its subscription to **Taylor & Francis** demonstrates its commitment to promoting education and the quest for knowledge. Taylor & Francis is a reputable academic publisher that offers access to a wide range of scholarly journals, books, and research papers across various fields. Although the renewed subscription continues to offer limited access, it remains essential by supplying scholars with the most recent advancements, discussions, discoveries, and other relevant topics within their fields, which nurtures a rich intellectual environment. CLIR encourages the Mapúa MCL community to seek access through CLIR's website or official Facebook page.



Turnitin

Turnitin is an online research tool. This platform mainly serves as a plagiarism detection service and has recently introduced a feature for detecting AI-generated content. Turnitin has proven to be extremely useful for teachers in analyzing and assessing student essays for signs of plagiarism, cheating, or dependence on AI to finish assignments. The system operates by cross-referencing academic writings against its vast database of student submissions and archived web content, highlighting relevant matches to pinpoint possible concerns.

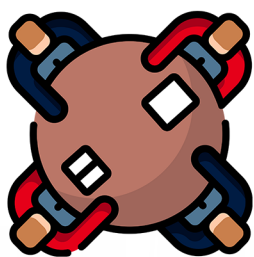
The Wiley logo consists of the word "WILEY" in a large, bold, black, serif font, centered within a white rectangular box.

Wiley Digital

An additional reliable source that CLIR is in partnership with is **Wiley Digital Textbooks**, an electronic book (e-book) subscription service. The revitalized access to Wiley Digital enables faculty and students to explore the latest advancements, global trends, and insights. Its wide variety of academic journals, publications, and resources available to the Mapúa MCL community places it at the forefront of global research and innovation, facilitating significant discoveries and interdisciplinary connections that promote collaborative exploration.

In an age where misinformation is rampant, the Center for Learning and Information Resources (CLIR) is dedicated to equipping the Mapúa MCL community with credible resources. To achieve this, CLIR has expanded its digital collection to provide a wide range of reliable tools. This includes e-books from reputable publishers like Britannica Academic, C&E, Cengage, Taylor & Francis, Pearson, and Wiley Digital; E-journals from trusted sources such as Philippine E-Journals; and online tools for academic integrity and writing support, including Turnitin and Grammarly. CLIR encourages all members of the Mapúa MCL community to take full advantage of these resources to enhance their research, writing, and learning. By using these tools, you can ensure your work is both accurate and original, contributing to a culture of knowledge and innovation.

Written by Khaila Angel Y. Del Poso



Fostering a Mindset: CLIR's Face-to-Face Book-a-Librarian (BAL) Service



Book-A-Librarian Service for BMMA Research Methods

When librarians facilitate "Book-a-Librarian" sessions, they've found that students' attention is at its peak when the information is directly relevant to their schoolwork. Students aren't just passively listening; they're actively considering how to apply the library's resources and services to their own assignments. This direct connection to their academic needs keeps them engaged, as evidenced by their body language, such as making eye contact and nodding.

A key factor in this engagement is building a positive, conversational relationship with students. When librarians are approachable and knowledgeable, students see them as helpful partners rather than just service providers. This informal, comfortable atmosphere encourages them to ask questions and seek assistance later, establishing a long-term connection.

However, a significant challenge to a successful session is technical difficulties. Issues like a malfunctioning projector, a non-responsive TV screen, or a slow internet connection can disrupt the flow and cause students to lose focus. When a website takes too long to load, it can break the momentum of the presentation and make it difficult for students to follow along.

Ultimately, the students' focused behavior and active participation stem from their understanding of the information's value. They aren't just sitting through a required session; they are actively processing the content because they recognize its direct benefit to their academic journey. Their attentiveness shows they are trying to learn and process information they see as valuable, which is a key to a successful "Book-a-Librarian" session.



Balancing the Books and the Bonds: Student Assistants' Perspective in CLIR

Student Assistants, also known as SAs, are crucial to the CLIR at Mapúa MCL. As the initial point of contact for patrons, they help foster a friendly environment. From directing visitors to available seating to assisting with various questions, SAs are critical for providing a seamless experience. While they are generally recognized for ringing the bells and hushing to reduce noise in CLIR, their responsibilities go beyond just that, as they also contribute to the daily functions of CLIR.

Based on the experiences shared by the Student Assistants at the Center for Learning and Information Resources (CLIR), the role offers a significant opportunity for personal and professional development. Students like Kelly Mercado have found that the position helps refine essential life skills, such as time management and social and cognitive abilities. This hands-on experience provides a sense of productivity and equips them with practical knowledge they can carry into their future careers.

Managing the constant flow of hundreds of people to the CLIR facilities is a demanding task. The student assistants and staff, however, have found that the difficult experiences they share have created a strong bond among them. This shared sense of camaraderie and mutual support has forged a family-like atmosphere, making the challenging environment more bearable and creating a powerful incentive for SAs such as Johann Lijuaco to stay.

The student assistants also find deep fulfillment in the service aspect of their role. Mikaela Palacios highlights the rewarding nature of helping peers with their inquiries and assisting them in finding resources. The simple act of providing support and guidance to others is a major source of satisfaction. This sentiment is echoed in the value they place on contributing directly to the academic community.

Furthermore, CLIR allows students to apply and expand upon their academic knowledge in a real-world setting. Gwen Paradero notes how the experience has directly improved her IT, organizational, and communication skills, which are highly relevant to her degree in Accounting Information Systems. This connection between her studies and her work at CLIR strengthens her technical abilities and prepares her for a career where collaboration and technology are paramount.

Finally, the sense of community fostered at CLIR is a key take away for the student assistants. Gwen Paradero particularly values the close relationships built with librarians, staff, and fellow students. These connections not only support their academic journey but also contribute to their personal growth. The role transcends a simple job, becoming a supportive environment that enhances both their skills and their sense of belonging within the Mapúa MCL community.

Read as each Student Assistant recounts their personal experiences and memories from their time here at CLIR.



Balancing the Books and the Bonds: Student Assistants' Perspective in CLIR



Being a CLIR student assistant has helped me develop my social and cognitive skills. While being a student assistant comes with a lot of responsibility, it's also enjoyable and has surely contributed to enhancing my time management skills. I love that I am able to gain valuable skills and knowledge that I can use in the future and that I feel much more productive since becoming a Student Assistant.

Kelly SM. Mercado,
2nd Year, B.S. Biology



It is idle most of the time; however, the times I spent helping people with their concerns (e.g., answering inquiries, helping find books) were extremely fulfilling for me. I also really enjoy shelf reading, so there's that aspect to it as well.

Mikaela A. Palacios,
3rd Year, B.S. Psychology



Dealing with the hundreds of people that come in and out of the CLIR facilities is never fun, but the difficult experiences that we, Student Assistants, and the staff share bond us together so deeply that we treat each other like family. That is why I stayed.

Johann M. Lijauco,
4th Year, B.S. Information Technology



As a student assistant in CLIR, I've been able to improve my IT-related, organizational, and communication skills, which are closely relevant to my degree in Accounting Information Systems. I also value the sense of community I gain by working closely with librarians, staff, and students, as these connections support both my academic journey and personal growth. This experience not only enhances my technical abilities but also prepares me for a future career where technology and collaboration are essential.

Minnie Gwen T. Paradero,
4th Year, B.S. Accounting Information System



Balancing the Books and the Bonds: Student Assistants' Perspective in CLIR

The Center for Learning and Information Resources (CLIR) at Mapúa MCL counts on student assistants to create a dynamic and user-focused environment. These students are not just helpers; they are integral to the daily operations and success of CLIR. Their fresh perspectives help the CLIR team stay in tune with the needs of the student body, which in turn leads to more relevant and effective services. By handling essential tasks, they free up professional staff to focus on advanced projects, like collection development and research support. This collaborative effort ensures that CLIR remains a vital hub for academic achievement and a welcoming space for all.





CORA'S CHOICE AWARD



(CORA)

CLIR Online Reference Assistant

One of CLIR's assistants to help students get quick access to their services and resources would be through the use of CORA, which is the frontline support of the students when they have queries. Not only does CORA help you search certain documents and learning materials, it also provides book scanning and plagiarism detection for those who wish to ensure that their analysis for their activities are accurate and authentic. This allows students to do their research without having to go to CLIR, making communication and learning smooth, quick, and easy.

With this, CLIR would like to congratulate and express their heartfelt gratitude for the top user of CORA by awarding them for their diligence and support in utilizing the resources it offers to achieve academic excellence in their field. We introduce you to the winner of this year's CORA's Choice Award 2024-2025.



CLIR MAP AWARDEE FOR STUDENTS, TOP CORA & ODDS USER

Ada Ladylace A. Amandy

MITL - B.S. Architecture

As an architecture student, CLIR has been an indispensable part of my academic journey. The library's extensive online and offline resources have provided me with the tools and inspiration needed to fuel my creativity and research. I am truly grateful for the support and enriching environment CLIR offers to students like me.



(ODDS)

Online Document Delivery Service

In addition to the existing services of CLIR such as Book-A-Librarian (BAL) and CLIR Online Reference Assistant (CORA), another offered type of service would be Online Document Delivery Service (ODDS). This allows both students and faculty members to make a request to scan books, reference materials, research papers, and other necessary academic information that they need held and stored in CLIR's collections. Not only do they provide these documents for everyone in Mapúa MCL with ease, CLIR can also arrange for these requested documents to be delivered directly to the requester depending on their preferred courier. CLIR highly appreciates the people who use this service as they understand the substantial need for accurate information for the student's education and adaptation to synchronous and online learning.



CORA'S CHOICE AWARD



FACULTY

CLIR highly recognizes the industrious members of the faculty as they acknowledge the need for academic improvement and guides for the students of Mapúa Malayan Collges Laguna. As education grows in the mind of the students, so are the professors who dedicate their time and patience to educate the students with the help of the materials that CLIR provides for each department of the school. CLIR is thankful as they have also become one of the many pillars to a student's academic success and teacher's studiousness for their profession.



CLIR MAP AWARDEE FOR FACULTY

Engr. Alexander Hamilton S. Atienza

MITL - Mechanical Engineering Program Chair

I want to express my sincerest gratitude for being honored with the CLIR MAP (Most Active Patron) Award for Faculty. This recognition holds significant importance to me. It is not just an award; it is a testament to the incredible work our library does daily in supporting faculty and students alike. The library has always represented far more than just a place to borrow books.

The library offers new materials and references for learning and aids in research. This motivates learners to discover new knowledge and invites more faculty to do research. CLIR also provides access to tools such as Grammarly and Turnitin Draft Coach that can be considered a big help in study and research. I want to thank the efforts of the CLIR Staff for their unwavering dedication and unparalleled service to faculty and students. They truly support the community in its academic growth. Our educational journey and research endeavor will not be completed without your assistance. Thank you very much and more power, CLIR!





CORA'S CHOICE AWARD



(BAL)

Book-A-Librarian

This service has been one of the leading service for students who wish to navigate the resources that the Center for Learning and Information Resources (CLIR) has to offer. This is done by conducting a one-on-one session during a set date and time scheduled by learners through CLIR's webpage. The session takes around 40 minutes to guide learners with the help of a faculty member, assisting the students in navigating through subscribed learning platforms, e-books, e-journals, and the hundreds of research materials and resources readily made available, both physically and digitally, for the students' convenience. The BAL service makes it even more efficient for learners to utilize, improve, and adapt to the ever-growing way of learning in Mapúa Malayan Colleges Laguna.

To celebrate the use of the BAL service, we would like to honor the contributions and dedication of our faculty member that prompt student's extensive reliance for the BAL service.



BOOK-A-LIBRARIAN (BAL) SERVICE AWARDEE FOR FACULTY

Prof. Banjie G. Sarmiento

CHS - B.S. Biology Program Chair

I have enjoyed visiting the library since my elementary school days. I find that I retain information more effectively when I read physical books. Learning has become easier now that e-books and other resources are readily accessible. That's why I often encourage my students to utilize CLIR's resources and visit either the Rizal Building or the Einstein Building. A good facility truly enhances our learning experience, and I look forward to the expansion of CLIR in the coming years.



Mapúa MCL CLIR Facebook Page

Not only does CLIR provide academic materials for students' needs, but CLIR also shows students through their Facebook page that they offer numerous books to read from the Fiction, Reserve, Reference, Filipiniana, and General collections stocked on their shelves. CLIR wishes to offer more and pique the interests of their learners through words of wisdom from well-known figures, motivational quotes from books that can be applied in real life, book recommendations that can be useful for academics or our simple curiosity, music recommendations to fit the ambiance and tranquility when studying, or various historical trivia. CLIR utilizes their Facebook page to recommend, inform, and engage with the students and faculty members of Mapúa MCL.

To show CLIR's sincere gratitude for the continuous support and likes they received through their online platform, CLIR would like to honor their most loyal advocate of their daily posts with title of FB Liker of the Year.



CORA'S CHOICE AWARD



FB LIKER OF THE YEAR

Maria Elaine D. Presilda

MITL - B.S. Civil Engineering

I am truly honored to be recognized as the FB Liker of the Year! Engaging with the library's posts has always been a rewarding experience, and I am proud to be a part of such a vibrant and inspiring community. Thank you for this recognition.



A.Y. 2024 - 2025

USAGE STATISTICS REPORT

Online Document Delivery Service

132

COLLEGE

Access to thesis collection requests

CORA (Reference Queries)

42

CORA
(Reference Queries)
Number of reference questions answered.

40

COLLEGE

2

SHS

CORA (Roving Reference)

5651

CORA
(Roving Reference)
Number of roving references

4731

COLLEGE

920

SHS

Turnaround time: 5 minutes or less queries were answered

Book-A-Seat Service

56400

Number of reservations

24872

Total number of reservations in CLIR Einstein

31528

Total number of reservations in CLIR Rizal

24185

COLLEGE

687

SHS

23557

COLLEGE

7971

SHS

Grammarly Service

1135

Number of service requests



725

COLLEGE

410

SHS

Book-A-Librarian



BOOK-A-LIBRARIAN

50

COLLEGE

39

SHS

89

Sessions Conducted

1994

Students Attended The Sessions

892

COLLEGE

1102

SHS

10.84% of the total college enrollment was catered for the Book-A-Librarian Service.

76.47% of the total SHS enrollment was catered for the Book-A-Librarian Service.

Resources

153

New Titles
Number of books added to the collection

Total number of books in collection 14099

Increase in the collection 1.10%

Facebook and Web Page Activity

1. FACEBOOK FOLLOWERS



3.7K

Facebook Followers

2. WEB PAGE VISITORS



9196

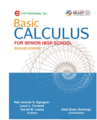
Visits to the library web page

Subscribed Databases

| Most Viewed E-books



Most viewed Cengage eBook (viewed 7076 times)



Most viewed C&E eBook (viewed 584 times)



Most viewed Pearson eBook (viewed 126 times)



Most viewed Wiley Digital Textbook (viewed 3362 times)

| Subscribed E-books:

Wiley Digital Textbooks Usage

18872 Total number of activations

C&E Publishing
1958 Total number of activations

Pearson

259 Total number of activations

Cengage Learning
5086 Total number of activations

Britannica Academic Usage

52907 Number of hits

Philippine E-Journals
404 Number of hits

ScienceDirect

31505 Journal article requests

Taylor & Francis

3 Number of books activated



Library Utilization Report 2024 - 2025

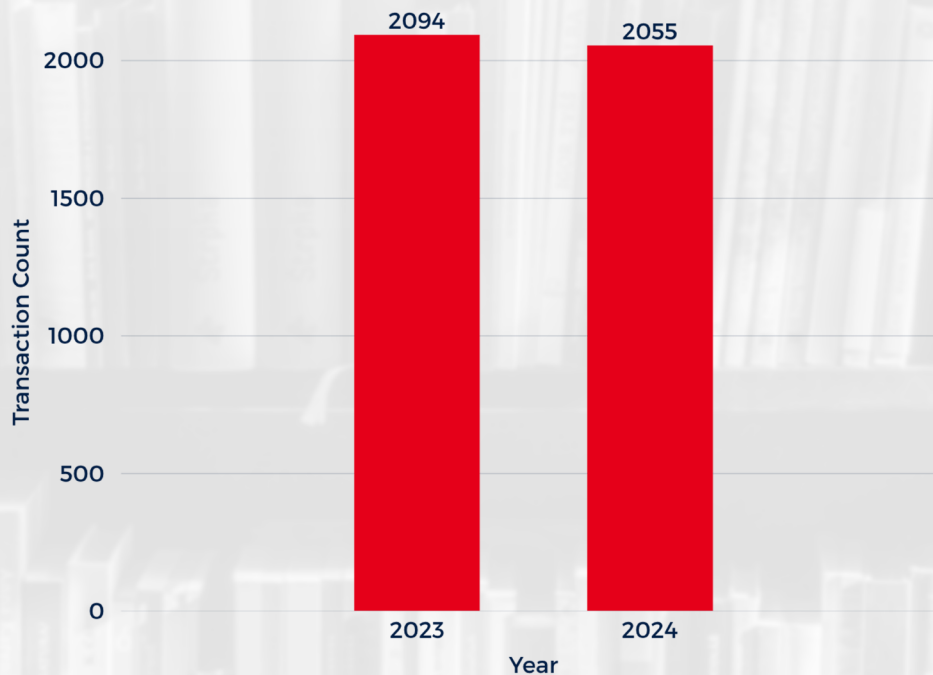


A1. Print Books

Here's the analysis for Print Borrowing Transactions:

Year	Transaction count	Change	Percentage Change
2023	2094		
2024	2055	-39	-1.86%

Interpretation: The number of print borrowing transactions decreased slightly from 2023 to 2024, suggesting a minor decrease in print borrowing activity. The data could indicate that users are gradually transitioning to digital resources or that there is a stable but slightly diminished demand for print materials.



Recommendations: A strategic approach is needed to respond to current statistics. First, determine if the data movement is due to a shift from print to digital formats. Second, promote print collections with tailored efforts to alert users to distinctive physical resources. Keep print materials available for those who prefer to maintain a balance among library resource formats as digital consumption increases.



Library Utilization Report 2024 - 2025

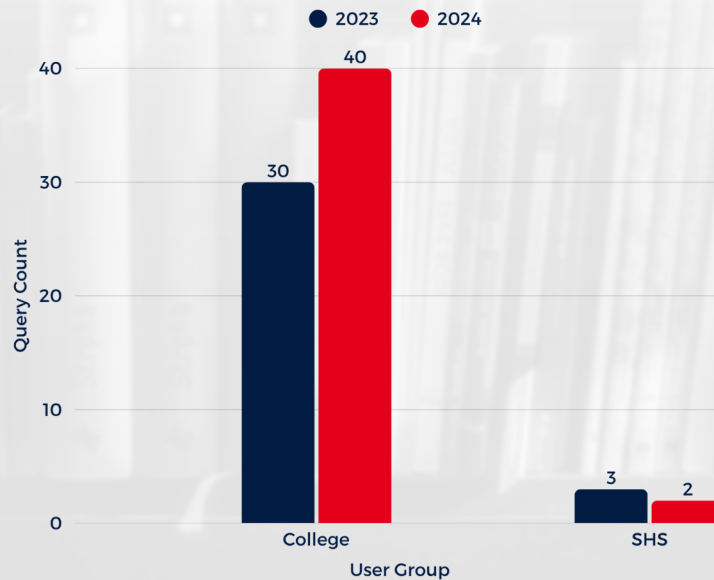


A2. Online Services

1. CORA Service Usage

A. Reference Queries (Online)

User Group	Year 2023	Year 2024	Change	% Change
College	30	40	+10	+33.33%
SHS	3	2	-1	+33.33%



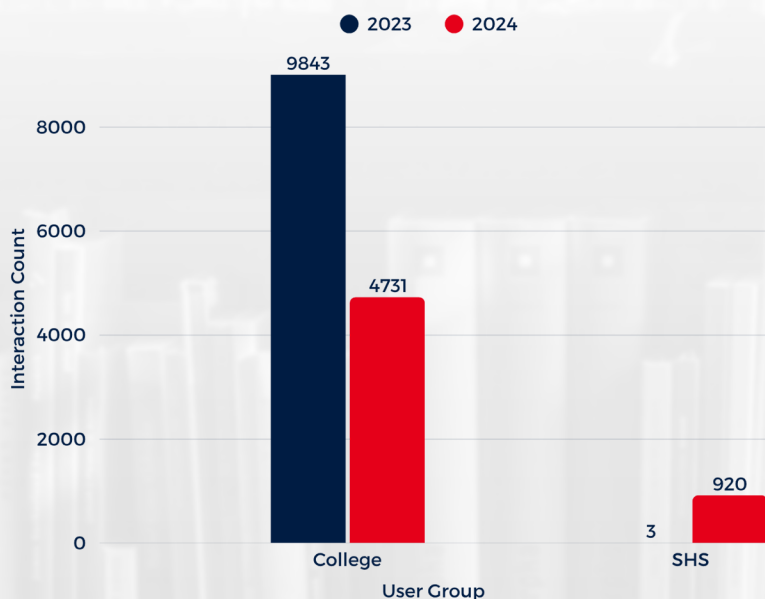
Interpretation: The data indicates that college users increasingly utilize online assistance when they have inquiries, as their virtual requests have significantly increased. Meanwhile, the slight drop in requests from Senior High School (SHS) users might mean they seek assistance elsewhere or do not require as much help.



Library Utilization Report 2024 - 2025

B. Roving Reference (Face-to-Face)

User Group	Year 2023	Year 2024	Change	% Change
College	9843	4731	-5112	-51.94%
SHS	3	920	+917	+30566.67%



Interpretation: Face-to-face interactions with College users dropped significantly. The data suggests they are either choosing to use online services more often. In contrast, interactions with Senior High School (SHS) users increased dramatically. This increase is likely the result of successful initiatives to motivate them to seek additional in-person assistance.

Turnaround Time: Both years maintained excellent efficiency (queries answered in 5 minutes or less).

Recommendations: For college users, examine the causes of the decrease in in-person interactions, with a particular emphasis on factors such as digital preferences or schedule modifications. Simultaneously, strengthen online reference services to meet the rising demand for virtual support. For Senior High School (SHS) users, maintain robust roving support and consider adjusting staffing to manage the dramatic surge in in-person visits. Separately, explore the reason for the decrease in their online inquiries and implement a more aggressive promotion of CORA to encourage its use among the SHS population.



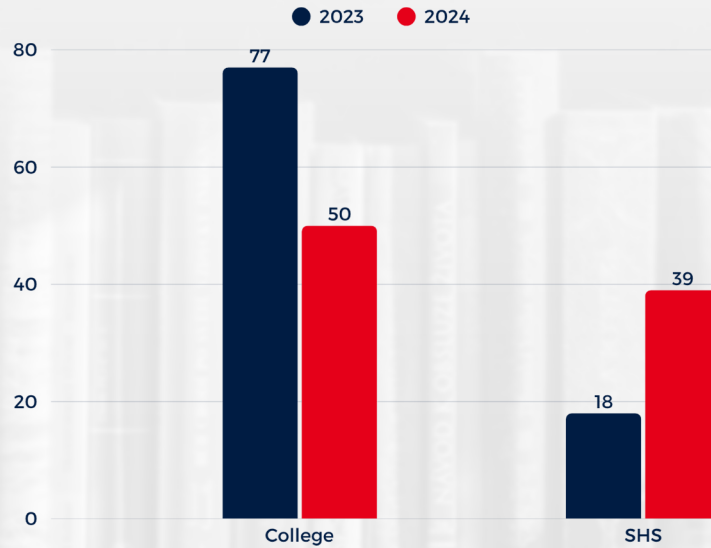
Library Utilization Report 2024 - 2025

2. Book-A-Librarian Service

Here's the tabulated analysis for Book-A-Librarian:

A. Sessions Conducted

User Group	Year 2023	Year 2024	Change	% Change
College	77	50	-27	-35.06%
SHS	18	39	+21	+116.67%

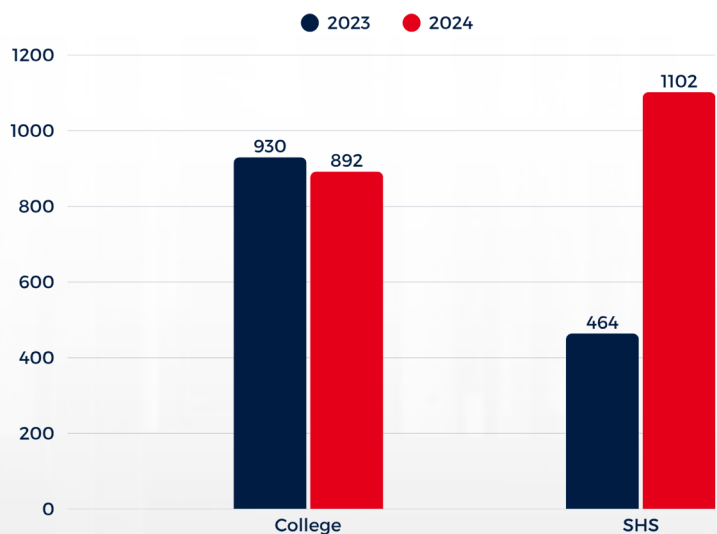


B. User Attended

User Group	Year 2023	Year 2024	Change	% Change
College	930	892	-38	-4.09%
SHS	464	1102	+638	+137.41%



Library Utilization Report 2024 - 2025



Interpretation: College sessions decreased by 35% and attendance slightly dropped, yet overall coverage remains notable: it still reached 10.84% of the total student's enrollment. In stark contrast, Senior High School (SHS) showed major improvement in both sessions and attendance, reaching an excellent engagement level of 76.47% of the total enrollment.

Recommendations: Investigate the causes of the 35% decrease in session count among college users, even though they maintain adequate coverage.

In the future, consider incorporating orientation into existing courses or providing hybrid/online formats to more effectively reach a larger number of users. For Senior High School (SHS) users, maintain the current strong engagement by continuing to schedule sessions during peak academic periods and focusing on expanding advanced resource training to build on their high participation rate (76.47% coverage). In general, the service should be maintained by actively monitoring participant feedback to enhance content and delivery, as well as by promoting the service through robust faculty partnerships.

3. Online Document Delivery Service

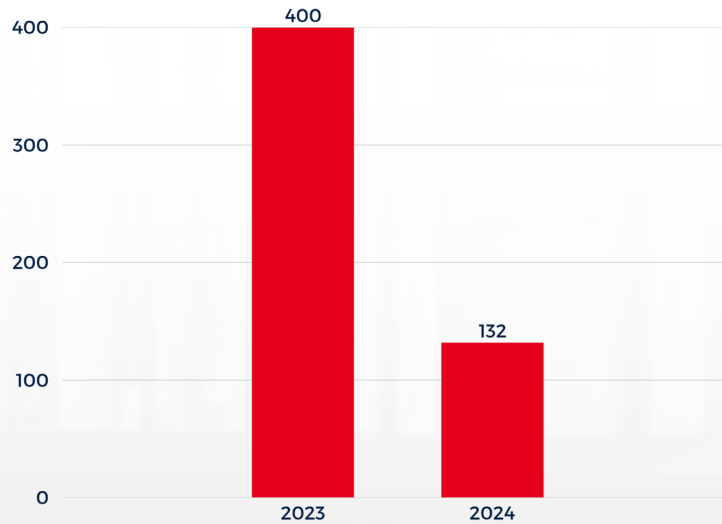
Here's the tabulated analysis for Online Document Delivery Service:

A. Total Requests

Year	Transaction count	Change	Percentage Change
2023	400		
2024	132	-268	-67%



Library Utilization Report 2024 - 2025



B. Breakdown of Requests

Request Type	Year 2023	Year 2024	Change	% Change
Books/Print Scanning	7	0	-7	-100%
Journal Articles	2	0	-2	-100%
Thesis Collection Access	376	132	-257	-64.89%
Mapúa Library Resources	15	0	-15	-100%

Interpretation: Although the total volume of requests decreased this year (from 400 to 132), the data indicates a distinct, focused success with the thesis collection. The service was utilized exclusively for thesis access in 2024, illustrating that users recognize and depend on the system for a high-value, critical research need. The service's lower activity in other categories, such as book scanning and journal articles, is not a failure, but rather an untapped opportunity to strategically market the complete range of available document delivery options and increase user awareness.



Library Utilization Report 2024 - 2025

Recommendation: To maximize the potential of the service, strategic promotional actions are necessary. First, proactively promote the full range of available services to ensure users are aware that options like scanning and journal article requests are easily accessible. Second, understand how they fulfill these needs (e.g., scanning, journal articles) outside the official library channel. Finally, enhance the visibility of all delivery options by embedding clear, frequent instructions and reminders on the library portal and during student orientations to convert successful thesis users into multi-service users.

4. Turnitin Service

Year	Class Use	Personal Use	Notes
2023	400	6	Service managed by library
2024	Integrated into BBL & Canvas	-268	Instructors manage submission bins

Interpretation: The data indicates a substantial change in service management. In 2023, the library directly oversaw 151 class uses and 6 personal uses (college and SHS combined). However, in 2024, the service was fully integrated into BBL and Canvas, transferring the tracking responsibility to instructors. Although this modification likely led to improved accessibility for faculty and users and a more efficient workflow, it also reduced the library's direct involvement in monitoring usage data.

Recommendations: To maximize the effectiveness of Turnitin, two key actions are necessary: first, provide training and clear guidelines for all instructors to ensure they are correctly using the platform's features; second, actively promote and utilize the current CORA support channel to assist both users and faculty members with any inquiries regarding Turnitin.

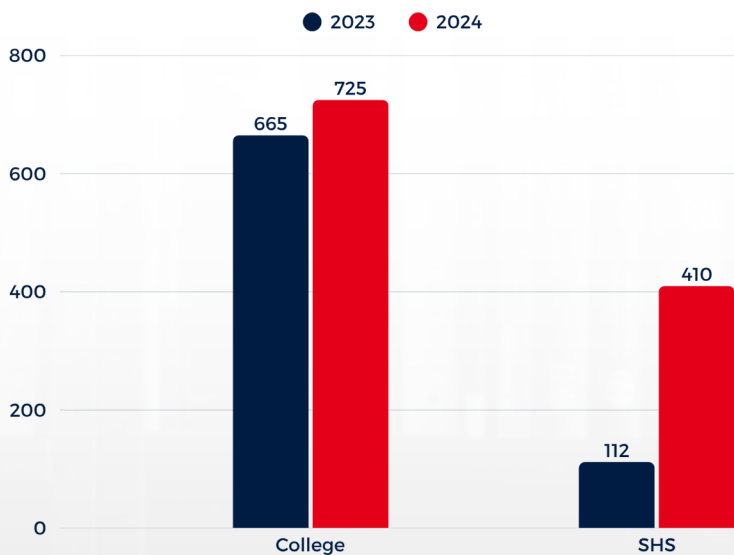
5. Grammarly Service

Here's the tabulated analysis for Grammarly Service

User Group	Year 2023	Year 2024	Change	% Change
College	665	725	+60	+9.02%
SHS	112	410	+298	+266.07%



Library Utilization Report 2024 - 2025



Interpretation: The data indicate that college users have consistently adopted the technology, with a moderate 9% increase in overall usage. However, Senior High School (SHS) usage surged by 266%. This significant increase implies a high level of engagement from the SHS population or highly successful enhancements in their awareness and access to the resource.

Recommendations: The approach needs to be specific to each group to keep usage high. Promotion of the tool should continue for college users;

however, advanced seminars should be provided that emphasize its application in research papers. SHS users should be provided with straightforward instructions on effectively utilizing the tool and ensuring that it is incorporated into their writing assignments.

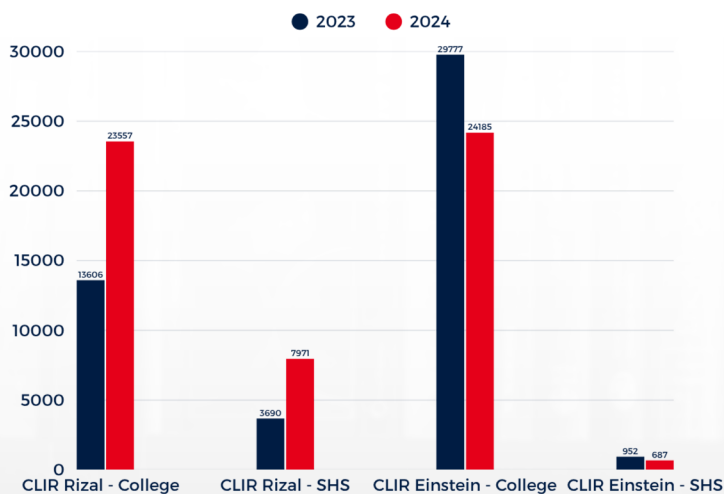
6. Book-A-Seat Service

Here's the tabulated analysis for Book-A-Seat Service usage:

Location/User Group	Year 2023	Year 2024	Change	% Change
CLIR Rizal College	13606	23557	+9951	+73.14%
CLIR Rizal SHS	3690	7971	+4281	+116.02%
CLIR Einstein College	29777	24185	-5592	-18.78%
CLIR Einstein SHS	952	687	-265	-27.84%



Library Utilization Report 2024 - 2025

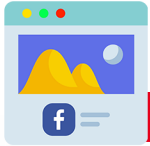


Interpretation: The data shows very positive trends at CLIR Rizal, which saw strong growth for both College (+73%) and SHS (+116%) users, suggesting increased demand or highly effective promotion and accessibility. In contrast, CLIR Einstein saw a decrease in usage for both SHS (-28%) and College (-19%). This decrease may be attributed to a variety of factors, including fluctuations in seating capacity, scheduling conflicts, or a shift in user preference toward the Rizal facility.

Recommendations: First, to address the performance gap between the two locations, investigate the reasons for CLIR Einstein's decline, checking for issues like capacity limits, location convenience, a lack of awareness, or critically inappropriate or inconsistent user sign-in as part of the Book-A-Seat service. Second, to maintain the excellent momentum at Rizal, ensure adequate seating is available, and promote innovative peak-hour booking strategies.



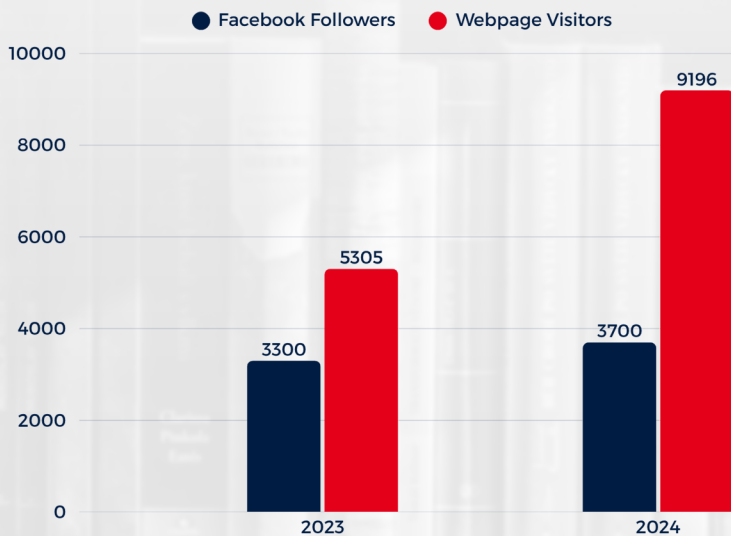
Library Utilization Report 2024 - 2025



A3. Facebook and Web Page Activity

Here's the Facebook and Web Page Activity analysis:

Metric	Year 2023	Year 2024	Change	% Change
Facebook Followers	3300	3700	+400	+12.12%
Web Page Visitors	5305	9196	+3891	+73.75%



Interpretation: The data shows a strong overall improvement in online visibility. The number of Facebook followers rose by 12.12%, indicating consistent development in social media involvement. Remarkably, Web Page Visitors increased by 73.35%, signifying a substantial enhancement in online reach and user engagement with our content.

Recommendations: To maintain the remarkable development, use social media platforms to continually lead people to the website, while ensuring the site features updated and compelling content.

To ensure future success, analyze which specific campaigns or content updates were responsible for the recent sharp spike in web visits so those effective strategies can be replicated.



Library Utilization Report 2024 - 2025

1. New Titles

Metric	Year 2023	Year 2024	Change	% Change
Books Added	177	153	-24	-13.56%
Web Page Visitors	13946	14099	+153	+1.10%
% Increase in Collection	1.27%	1.10%	-017	-13.39%



Interpretation: The number of books added decreased by 13.56% (from 177 in 2023 to 153 in 2024), while the total collection size still managed to grow slightly by 1.10%. This slower growth rate does not necessarily reflect reduced library effort, as the acquisition timeline is heavily dependent on the Purchasing Office's processing system, which can cause delays.

Recommendations: To improve collection growth, the strategy needs to be refined. Coordinate closely with the Purchasing Office to streamline acquisition timelines

and ensure priority requests are processed promptly. Plan acquisitions earlier in the academic year to proactively mitigate potential delays. Finally, communicate procurement constraints to stakeholders so their expectations are aligned with current processing realities.



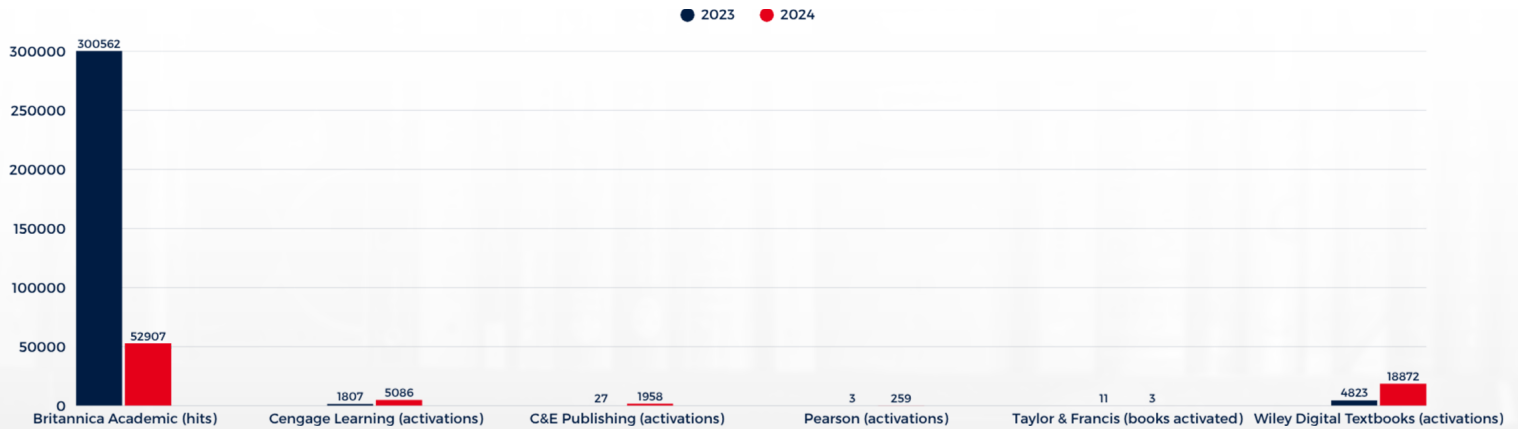
Library Utilization Report 2024 - 2025

2. Subscribed E-books

Resource	Year 2023	Year 2024	Change	% Change
Britannica Academic (hits)	300562	52907	-247655	-82.40%
Cengage Learning (activations)	1807	5086	+3279	+181.46%
C&E Publishing (activations)	27	1958	+1931	+7,151.85%
Pearson (activations)	3	259	+256	+8,533.33%
Taylor & Francis (books activated)	11/13 (84.6%)	3/19 (15.8%)	- 68.8 percentage points	-81.3%
Wiley Digital Textbooks (activations)	4823	18872	+14049	+291.29%



Library Utilization Report 2024 - 2025



Interpretation: Overall digital resource usage in 2024 shows mixed performance compared to 2023. Britannica Academic experienced a sharp decline of 82.4%, indicating much lower engagement. In contrast, other platforms such as Cengage Learning (+181%), C&E Publishing (+7,152%), Pearson (+8,533%), and Wiley Digital Textbooks (+291%) recorded substantial increases, suggesting expanded use or successful adoption among users. However, Taylor & Francis usage dropped significantly, with activated books decreasing from 84.6% to 15.8%, indicating reduced engagement despite a higher number of subscribed titles.

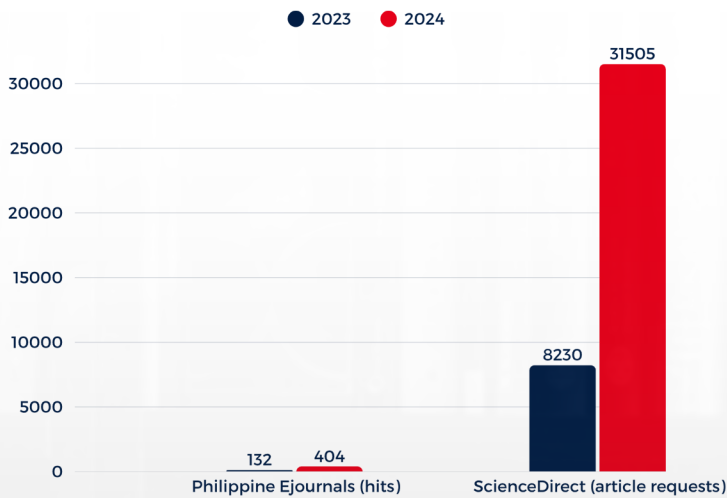
Recommendations: To address these trends, the library should investigate factors behind both the increases and declines. For low-performing resources like Britannica Academic and Taylor & Francis, user feedback and usage analytics can help determine whether content relevance, access issues, or awareness contribute to the drop. Strengthening promotion, providing targeted training, and aligning subscriptions with academic needs could boost utilization. Meanwhile, the growth in other databases should be sustained through continued visibility, integration into courses, and faculty collaboration.

3. Subscribed E-journals

Resource	Year 2023	Year 2024	Change	% Change
Philippine E-Journals (hits)	132	404	+272	+206.06%
ScienceDirect (article requests)	8230	31505	+23275	+282.81%



Library Utilization Report 2024 - 2025



Interpretation: The data shows a remarkable increase in demand for scholarly content from both local and international sources. Philippine E-Journals usage more than tripled (+206%), which clearly indicates a growing interest in local scholarly content. Simultaneously, ScienceDirect requests surged by 283%, demonstrating a strong, corresponding demand for international research articles.

Recommendations: To sustain the current high demand for both local and international research, the strategy must focus on promotion and optimization. Continue promoting access to ScienceDirect and Philippine E-Journals through regular faculty and student orientations. To help users get the most value from these resources, consider offering targeted training on advanced search features. Finally, it is crucial to monitor usage trends continuously to ensure that current subscription plans align with this increasing demand.



CORA **EVALUATION SURVEY**

A.Y. 2024-2025



97.62%
ANSWERED THE
EVALUATION SURVEY.

**NUMBER OF
REFERENCES**

42

Number of References
Answered

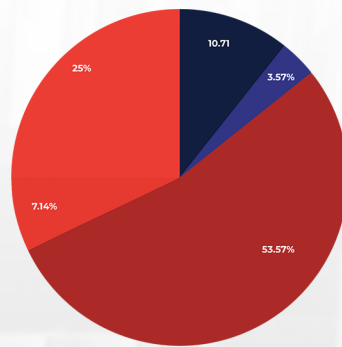
**NUMBER OF
SURVEY TAKERS**

41

Number who took
the survey

Question 1

PATRON TYPE



- 2** Administrator
- 7** Program Chair
- 15** Student
- 1** Staff
- 3** Faculty

Question 2

PROGRAMS

- | | |
|----------------------|------------------------|
| 2 CAS - COMM | 2 MITL - AR |
| 1 CHS - PSY | 1 MITL - ECE |
| 1 CHS - BIO | 1 MITL - ME |
| 1 CCIS - CS | 1 SHS - ICT |
| 3 CCIS - IT | 1 MIA - AM |
| 2 ETYCB - ACT | 25 NON-STUDENTS |

Question 3

YEAR LEVEL



Question 4

LEVEL OF AGREEMENT

1. CORA's ability to understand your question(s)

On average, CORA's ability to understand question(s) was **very satisfactory.**

2. Promptness of CORA's replies to your question(s)

On average, the promptness of CORA's replies to question(s) was **very satisfactory.**

3. Quality of the response to your question(s)

On average, the quality of the response to question(s) was very satisfactory.

4. Are you likely to use CORA chat service again?

On average, the quality of the response to question(s) was very satisfactory.



BOOK-A-LIBRARIAN EVALUATION SURVEY

A.Y. 2024-2025



75.4%
ANSWERED THE
EVALUATION SURVEY.

**NUMBER OF
ATTENDEES**

1994

Number of BAL attendees

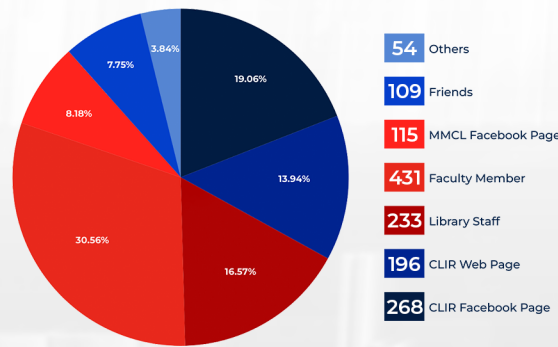
**NUMBER OF
SURVEY TAKERS**

1505

Number who took the survey

Question 1

How did you learn about the Book-A-Librarian service?



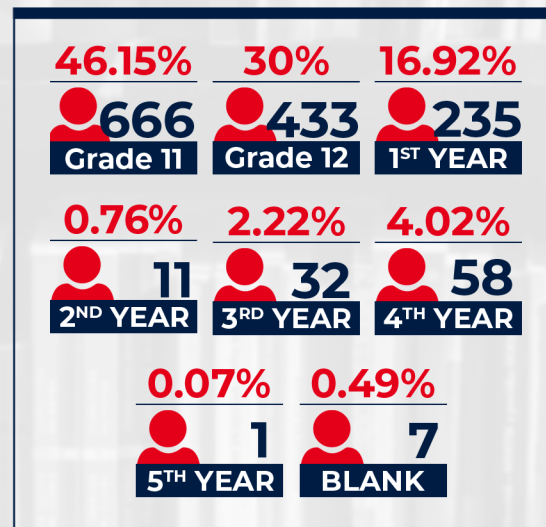
Question 2

PROGRAMS

79	CAS	2	MIA
16	CCIS	161	MITL
74	CHS	502	SHS
10	CMET	6	OTHERS
20	ETYCB	38	BLANKS

Question 3

YEAR LEVEL



Question 4

LEVEL OF AGREEMENT

1. The objectives of the Library Instruction Session were clearly stated by the librarian.

On average, the librarian clearly stated the Library Instruction Session's objectives, with a **strongly agreed score.**

2. The Librarian was knowledgeable.

On average, the Librarian was knowledgeable, with a **strongly agreed score.**

3. The Librarian presented the subject matter in a clear, understandable, and organized manner.

On average, the Librarian presented the subject matter in a clear, understandable, and organized manner, with a **strongly agreed score.**

Question 5

What was the most important resource that you learned about in the session?

Resources	41.73%
Services	23.05%
Facilities	12.82%
Others	22.40%



Library Appreciation

The session was well taught and discussed; we were able to learn about everything we needed about the library

Abrogar, John Matthew M.
4th Year, B.S. Mechanical Engineering

The session was very informative in giving out instructions on how to acquire books and gathering important information's that we need for our thesis and other tasks.

Alingalan, Kaci Lei C.
4th Year, B. Multimedia Arts

I'd like to say thank you for this, and we really need this.

Agbuya, Alexa Mae D.
Grade 11, STEM

It's nice that I have access to Grammarly's premium. I hope that this can be accessed by anyone because it can truly help students like me.

Alamano, Xyza Mae F.
Grade 11, STEM

This is such a helpful improvement! It will definitely make studying and doing research more convenient for all of us.

Apilan, Achilles John T
1st Year, B.S. Computer Engineering

I've been foreign about CLIR facilities and was only visiting it if I'm with a group. Now I am confident and a little more versed in visiting CLIR facilities.

Deang, Matt Gabriel B.
1st Year, B.S. Computer Engineering





Library Appreciation

After being informed more, I feel like I will use the CLIR services and resources often, especially for research purposes.

Montalban, Chloe Jade
1st Year, B.S. Psychology

I am looking forward to borrowing more physical books during my time here in college.

Sanchez, Hiraya G.
1st Year, B Multimedia Arts

It's great that we can explore topics in-depth without relying solely on physical books, plus it's more convenient since these resources are accessible anytime, anywhere.

Navarro, Jasmin Gabrielle Q.
1st Year, B.S. Computer Engineering

From my personal perspective, I'm impressed by the services offered by CLIR.

Ilagan, Oshin Christopher R.
Grade 11, STEM

CORA

These are the one words the users used to describe CORA. Kindly check if word art is compatible with our report.

INFORMATIVE
EXCELLENT
TIMELY
RESPONSIVE
SATISFACTORY
EFFICIENT

ACCOMMODATING
INFORMATIVE
EXCELLENT
TIMELY
SATISFACTORY
EFFICIENT
INFORMATIVE
ACCOMMODATING

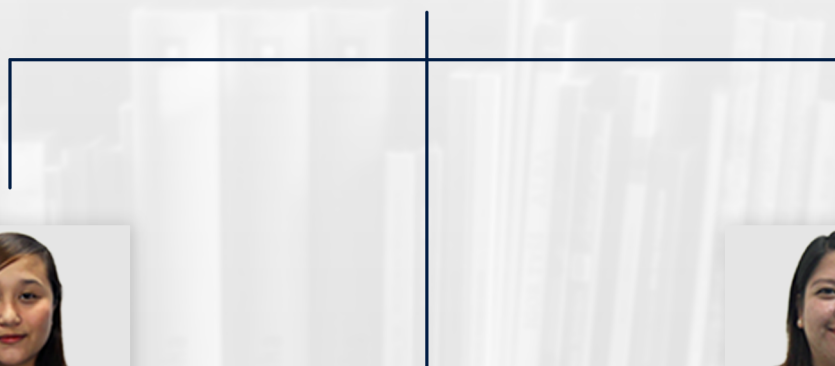
RESPONSIVE
EXCELLENT
RESPONSIVE
SATISFACTORY
TIMELY
EFFICIENT
TIMELY
INFORMATIVE

ACCOMMODATING
INFORMATIVE
SATISFACTORY
EFFICIENT
TIMELY
RESPONSIVE
INFORMATIVE
SATISFACTORY
INFORMATIVE

MEET OUR TEAM



Lady Diana M. Santiago, RL, MLIS
LIBRARY OFFICER



Eliezel M. Locriana, RL
LIBRARIAN



Mary Grace F. Alano
LIBRARY ASSISTANT



Elmie Joy H. Malabanan, RL, MLIS
LIBRARIAN

ACCESS

Advancement of CLIR Client Engagement and Support Service

CLIR Annual Report for A.Y. 2024 - 2025

3rd Floor, Rizal Building/2nd Floor, Einstein Building
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Cabuyao City, Laguna 4025

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