

Department of the Interior and Local Government
CORDILLERA ADMINISTRATIVE REGION

Manual of Operations

Local Governance Regional Resource Center



2013

*Nurturing the Culture of learning and knowledge sharing
in the Cordilleras*

Local Governance Regional Resource Center – CAR

MANUAL OF OPERATIONS

I. INTRODUCTION

This manual establishes the basic information, principles and guidelines that shall provide guidance/direction to the Local Governance Regional Resource Center (LGRRC) - CAR Management and Core Teams in the management and operationalization of the LGRRC-CAR. The LGRRC-CAR, as a dynamic, interactive and virtual facility, is a harmonizing mechanism for the delivery of capacity development for local governance in the region. It will contribute in the building of DILG-CAR as a knowledge-centric organization by promoting a culture of learning and knowledge sharing, and in building communities that pursue local governance excellence through knowledge sharing and innovation.

This manual will guide the LGRRC – CAR Core Team in establishing the resource center, developing the collection of knowledge products, organizing the information, determining information services, making links and promoting the resource center, and in monitoring and evaluation.

II. FRAMEWORK

The LGRRC-CAR is designed to support DILG-CAR in its role as a primary catalyst for excellence in local governance by harnessing its role as knowledge brokers and facilitators of capacity development in local governance. It will facilitate the integration of Knowledge Management (KM) in DILG – CAR processes and systems towards building the DILG – CAR as a Knowledge Centric Organization (KCO); and for local governance stakeholders, it will provide a platform/venue as a “one-stop shop” for accessing and storing the wealth of knowledge products developed in local governance.

To realize these purposes, the LGRRC-CAR is guided by the overarching framework of Knowledge Management, where it will consciously and comprehensively gather, organize, share and analyze its knowledge in terms of resources, documents, and people skills. LGRRC-CAR will be guided further by the principles and strategies of Multi-Stakeholder Participation and Convergence.

III. STRATEGIC DOCTRINE

Vision

We envision a knowledge-centric and virtual LGRRC that is accessible, dynamic and sustainable geared towards regional and local development.

Mission

The LGRRC-CAR commits to be the knowledge resource repository by innovating on convergence, linkages and sharing of knowledge resources in harmonizing regional efforts to hasten development.

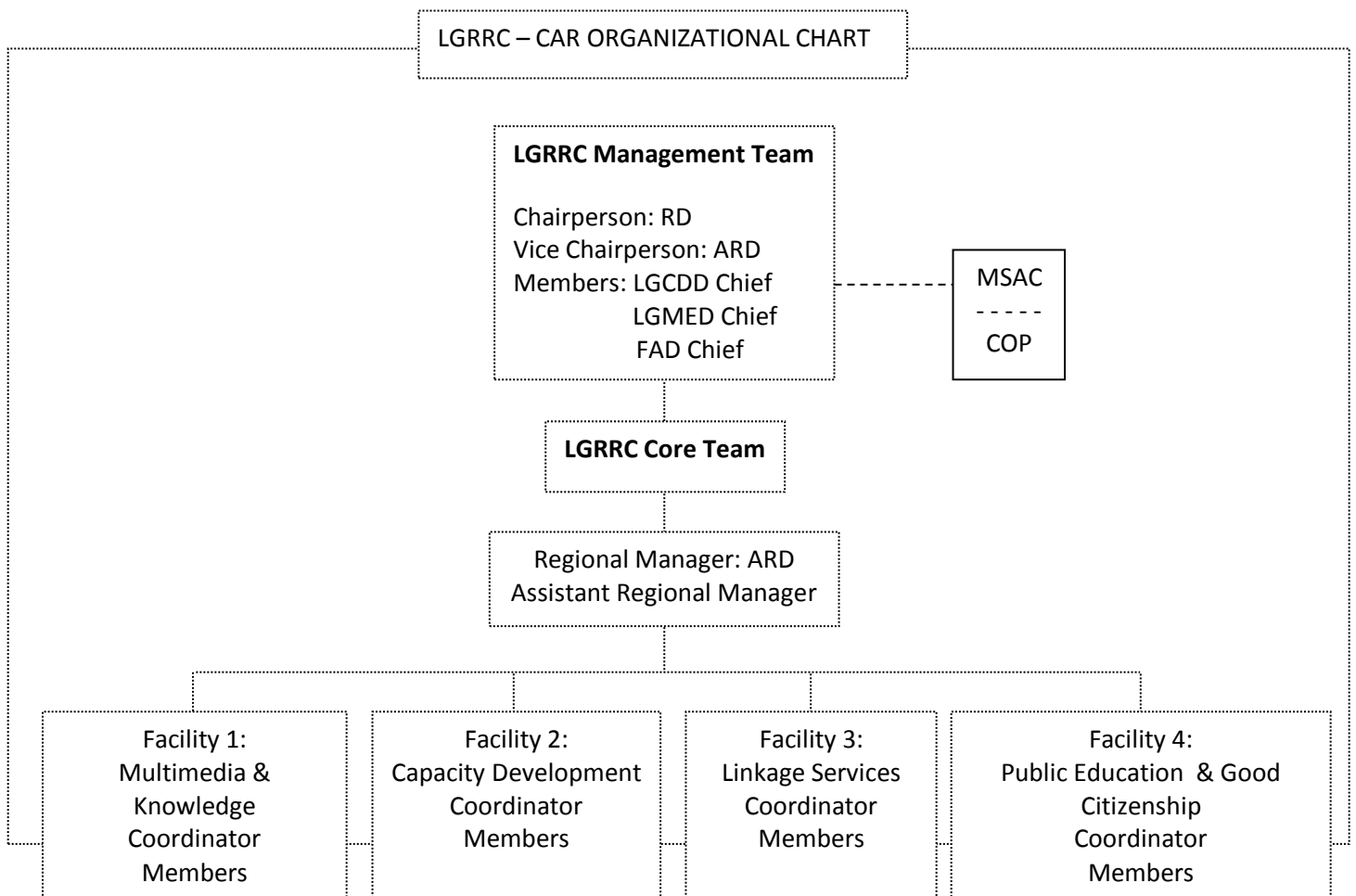
Goals

1. To provide holistic knowledge assistance to LGRRC clients;
2. To strengthen partnership with stakeholders on Knowledge Management; and
3. To nurture a culture of knowledge-sharing

Strategies

1. Update knowledge products;
2. Improve on existing processes and programs;
3. Conduct regular consultation/dialogue with MSAC and CoPs;
4. Formalize commitments with other stakeholders;
5. Articulate value of CoPs to DILG core processes; and
6. Promote and practice the principles of KM within the DILG-CAR and its stakeholders.

LGRRC-CAR Organizational Chart



Multi-Sectoral Advisory Committee (MSAC)

The Multi-Sectoral Advisory Committee (MSAC) is composed of representatives from identified line agencies, academe and Civil Society Organizations in the region.

The roles of the MSAC are as follows:

1. Recommend policies, programs and strategic direction to improve operations of the LGRRC and its networks;
2. Set up mechanism to incorporate 'knowledge management' paradigm in the operations and all programs of LGRRC;
3. Promote and participate in the activities and programs of the LGRRC;
4. Establish culture of volunteerism to augment human resource needs of LGRRC and MSAC members;
5. Recommend strategies to effectively manage development results of LGRRC to foster innovations in governance; and
6. Assist LGRRC to have access to external assistance to improve institutional capacity, upgrade service delivery strategies and support its programs

Functions of the LGRRC-CAR

Facility 1: Multimedia and Knowledge

The Multimedia and Knowledge Facility shall provide knowledge products, technology and relevant information on local governance through:

- An integrated library Management System (ILMS) that includes:
 - A network of physical libraries with collection of materials on local governance;
 - A web-based library system composed of the following:
 - ✓ An online public access catalog (OPAC)
 - ✓ Online borrowing and reporting system; and
 - ✓ A digital collection
- Access to internet, database and e-libraries; and
- Multimedia services

Facility 2: Capacity Development

The Capacity Development Facility shall

- promote quality, strategic and responsive capacity development by providing the following:
 - ✓ LGU Capacity development requirements using systems and processes like LGPMS, SCALOG, LGU Capacity Development Plans and ELA;
 - ✓ Integrated profile and plan of LGU capacity development requirements;
 - ✓ Capacity development materials and resources development and enhancement;
 - ✓ Knowledge exchange through effective utilization of appropriate communication channels.

- conduct the following:
 - ✓ Monitoring and evaluation on the relevance, utilization and impact of knowledge shared; and
 - ✓ Conferences, round table discussions fora on:
 - Exemplary practices
 - Tools and processes
 - Cases
 - Policy Development
 - Governance trends

Facility 3: Linkage

The Linkage Facility shall

- promote virtual knowledge sharing network that encourages the spirit of knowledge sharing and utilization among LGRRRC partners and among the LGRRCs in the LGRC network;
- provide access to network of coaches, experts and Local Resource Institutions (LRIs) through referral services to the pool of coaches, local resource partners and institutions;
- facilitate multi-stakeholdership and network building;
- generate customer feedback to enable new knowledge creation and/or updating; and
- locate existing resources and systems that can be built on or enhanced.

Facility 4: Public Education and Good Citizenship

The Public Education and Good Citizenship Facility shall

- promote good local governance practices and innovations by:
 - ✓ providing a venue for dialogue on issues and concerns and presentation of exemplary practices, cases, tools and processes in local governance through citizen's education, forum and dialogues; and
 - ✓ developing partnership with media for public education and linkage with existing citizen's watch systems and tools.
- facilitate inputs from citizens on relevant knowledge and information needed for continuous citizen's education; and
- facilitate citizen's participation through various venues of knowledge dissemination, sharing and exchanges.

IV. DATABASES, EQUIPMENT, AND FURNITURES

Databases

Databases are available at the LGRRRC-CAR. The knowledge products available at the resource center are contained in a bibliographic database.

Partners and existing Communities of Practice (CoPs) in the region who are experts in the different service areas, namely, governance, administration, social services, economic development, and environment management/disaster risk

reduction and management –climate change adaptation are contained in the database of partners and pool of experts. Other databases may be developed as the need arises.

LGRRC Databank Information Management System was adopted and installed in the Center. Through these information system files are stored, and organized which serves as a repository of knowledge products on local governance. Using the Databank, client can search and download electronic copies of available knowledge products. Technology used is an open source web-based file manager. The program basically has the capability to browse directories and files on the server, edit, copy, move and delete files.

Equipment

LGRRC-CAR is equipped with the latest technology that facilitates the immediate exchange of information and knowledge sharing. Computers complete with accessories and UPS, with Internet connections, are available at the LGRRC-CAR. Other equipment includes printers, photocopiers, digital projector, and television.

The Multimedia & Knowledge Facility shall ensure the upkeep and repair of the LGRRC equipment.

Furnitures

The resource center is furnished with tables, chairs, desks, bulletin boards, filing and display cabinets, and book shelves.

V. INFORMATION SERVICES

Library Services

The LGRRC-CAR offers an organized collection of resources made accessible to all stakeholders for reference or borrowing. The collections include books, publications, brochures, AV materials, newspapers, maps, and other formats. Collections stored in digital formats are also available at the resource center and are accessible via computers.

LAN/Wireless LAN

For better data integration and to provide easy access to information, a network and wireless connection is present within the Center. With this, the resource center provides information linkages between the DILG Regional Office and the LGRRC clients for a more accessible and more economical way of communicating and data sharing.

LGRRC-CAR Information Web Portal

A LGRRC-CAR /DILG-CAR website was developed to provide a quick means of publishing information that is widely shared on the world wide web. This serves as a universal repository of information resources that are disseminated and shared with a minimal cost. The Regional Website also serves as a venue to market the services that the DILG-CAR, LGRRC and its network.

In addition, the following services are available through the LGRRC-CAR:

Advisory Services

The LGRRC Core Team will help client find the information they need by discussing their needs with them, and helping them find materials or carrying out a literature search.

Lending of Knowledge Products

Knowledge products may be for **“room use only”** or may be borrowed for **overnight use**. Overdue books shall be penalized.

Photocopying and Printing Services

LGRRC-CAR offers photocopying and printing services at a minimal cost to cover cost of paper and toner/ink.

Linkage and Referral Services

The LGRRC-CAR shall continue to build learning communities through knowledge sharing and innovation. Through the LGRRC – CAR database on partners and CoPs, clients are linked with different capacity development providers.

Aside from Linkage, referral is one of the services provided by the LGRRC-CAR. It simply means suggesting where a user can find information that is not available at the LGRRC-CAR. Thus, it is also important to know about other sources of information, so that users can be referred to them if necessary.

Other sources of information may include members of the LGRRC-CAR network, DRRM-CCA Consortium, and other resource centers that may be linked to the LGRRC-CAR/DILG-CAR website.

Other Services

The LGRRC-CAR through the Public Education and Good Citizenship Facility may send bulletins and notices to users about materials that will interest them or about newly acquired knowledge products.

VI. PROCEDURES

How to avail of library services online

- Visit the LGRRC-CAR website at: www.car.dilg.gov.ph
- Browse the website (for the services offered and the availability of required data) or
- Log in or register as user (for downloading purposes). The Multimedia Coordinator and his/her alternate shall give username and password to authorized users.

For further service assistance please email the center manager at car_dilg@yahoo.com.ph or dilg_car_pdmd@yahoo.com

How to avail of library services for walk-in clients

- Visit the LGRRC-CAR at Brgy. Center, Engineers Hill, Baguio City and see the LGRRC Core Team member on duty for particulars
- Log-in on the log book for library clients
- Request for documents
- Requirements
 - Letter-request addressed to the LGRRC Manager, when applicable
 - Identification Card

Updating/Posting at the DILG-CAR /LGRRC-CAR Website

Every division through its DC shall submit an update on the data/status of program implementation to the LGRRC Management Team which is also the LGRRC Clearing House tasked to determine the contents of the website, before submitting the same to the LGRRC Manager/ Assistant Manager for posting by the Multimedia and Knowledge Facility at the DILG-CAR/LGRRC-CAR website.

Retention Plan

All knowledge products shall be governed by the rules and procedures on disposal of materials. The following procedures shall be conducted in the disposal of KPs:

- Inventory of disposable materials
- Inspection of the KPs by Disposal Committee
- Request to the NAC

VII. SUSTAINABILITY

Budget Support

Aside from the meager resources from the Regional Office, there is an assistance both financial and equipment support provided by the LGNRC to augment the LGRRC-CAR. Likewise, in partnership with other NGAs, various programs, such as DRRM-CCA and the like, are implemented.

Acquisition of knowledge products are through the use of the regular LGRRC fund while some are donations from the LGNRC and other private organizations and individuals.

Business Plan

One of the means to create and/or generate income to augment LGRRC funds is through the collection of a minimal fee for the reproduction of knowledge products and royalties from new or developed in-house knowledge products.

Promotion Scheme

The following activities shall be undertaken to promote the LGRRC-CAR:

- Formulation of a Communications Plan
- IEC Materials Development for library clients (LGRRC and other programs)
- Collaboration / network with other agencies, MSAC members, leagues
- Web linkage with other partners

Human Resources Training and Development

The DILG-CAR is open to sending its Staff to workshop/seminars and other trainings in order to continually improve services at LGRRC.

VIII. MONITORING AND EVALUATION

Feedback Mechanism

A survey on the level of satisfaction of clients on the services rendered by the LGRRC shall be prepared to be filled up by the researcher upon leaving the library.

MSAC Quarterly Meeting

The regular meeting of the MSAC shall be conducted every quarter to assess the LGRRC operations, sort out problems and issues and to discuss plans of actions.

Likewise, the LGRRC Core Team meeting shall meet regularly to assess the operationalization of the LGRRC-CAR.

Results-Based Monitoring and Evaluation (RBME)

The Results-Based Monitoring and Evaluation (RBME) is developed for the LGRRC-CAR to monitor and evaluate its operations.

Prepared by:

LGRRC Core Team
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