

MANDATE

The National Library of the Philippines (NLP) is the repository of the printed and recorded cultural heritage of the country and other intellectual, literary and information sources.

VISION

By 2022, NLP shall have enhanced library facilities, relevant library resources and dynamic services that contribute to the intellectual, social, and cultural development of the Filipino society.

MISSION

Acquire, organize, conserve, and preserve Filipiniana materials and provide equitable access to library resources through a system of public libraries throughout the country.

QUALITY POLICY

As a repository of cultural heritage, NLP commits to conserve and preserve all printed and recorded Filipiniana resources, ensure equitable access, and provide inclusive services to support intellectual, cultural and national development.

To uphold this commitment, NLP shall:

- Acquire and generate relevant library resources;
- Implement responsive policies, programs and initiatives;
- Employ dynamic technology to deliver products and services to relevant interested parties; and
- Provide efficient, effective, and sustainable services aimed towards the highest satisfaction of its stakeholders.

It further commits to comply with statutory and legal requirements and to continually improve our quality management system.

FRONTLINE SERVICE	STEPS/PROCESSES INVOLVED IN THE TRANSACTION	DOCUMENTS TO BE PRESENTED BY THE CLIENT	TIME NEEDED TO COMPLETE THE TRANSACTION	OFFICER/ EMPLOYEE RESPONSIBLE IN THE TRANSACTION	AMOUNT OF FEES
A. Readers Services					
1. Borrowing of books in open shelves a. General Book, Theses & Dissertation Section b. Serials Section c. Presidents' Collections	a. Fill out request slips (two requests at a time) b. Present Reader's ID at the counter c. Proceed to the stockroom to get books d. Present books at the counter for barcode reading and check out	a. Reader's 1D b. Requests slips	5 minutes	Librarians (assists) - Filipiniana and Reference Divisions	None
2. Borrowing of library materials in closed shelves a. Rare Books/ Manuscripts b. Government Publication Section c. Special Collection	a. Fill out request slips (two requests at a time) b. Present Reader's ID and request slips at the counter c. Wait for the librarian to serve the materials	a. Reader's ID b. Requests slips	2 minutes	Librarians – Filipiniana Division	None
3. Reading and Recording	a. Present pages to be read/recorded b. Set up tape recorded c. Read and record	a. Library materials to be read and recorded	Depends on the number of pages to be read/recorded	Librarians - Library for the Blind Section	Client provides the blank tape
4. Reproduction of Materials a. Photocopying b. Scanning/Printing	a. Inform the staff of the materials for photocopy b. Present pages of serials to be scanned/printed c. Proceed to the Cashier's Office for payment	a. Official Receipt of payment	5 minutes	Librarians	P7.00 per page (microfilm print out) P5.00 per page (computer print out)
5. Request for certification a. Availability b. Certified true copy c. Certificate of Appearance	a. Check if document is from NLP collections, Prepare certification, Proceed to the Cashier's Office for payment	a. Valid ID, Official receipt of payment c. Request form filled up by the client	5 minutes 2 minutes	Section Chief(GPS), Filipiniana Division Section Chief	P100.00 per Article (Dry Seal) None.

B. Bibliographic Services					
Numbering System					
1. International Standard Book Number (ISBN)	<ul style="list-style-type: none"> a. Interview the applicant b. Submit requirements c. Evaluate the publication d. Search ISBN authority file e. Hand out ISBN brochure f. Accomplish forms: <ul style="list-style-type: none"> 1. Fact sheet about the publisher 2. (for first time applicants only) 3. ISBN information sheet (information about the title of the book) g. Proceed to the Cashier's Office for payment h. Issue ISBN 	<ul style="list-style-type: none"> a. Business permit/ license or DTI registration as Publisher or Sole Proprietor; SEC Registration as Publisher (for corporation); Organizational Chart for Government Institutions b. Photocopy of the official title page and copyright page of the publication c. Official Receipt of payment 	5 minutes	Librarians	P120.00 per title
2. International Standard Serial Number (ISSN)	<ul style="list-style-type: none"> a. Interview the applicant b. Submit requirements c. Evaluate the publication d. Search ISSN authority file e. Accomplish ISSN information sheet (information about the publisher and serial title) f. Proceed to the Cashier's Office for payment g. Issue ISSN 	<ul style="list-style-type: none"> a. One printed copy or manuscript of the publication if printed copy is not yet available b. Official Receipt of payment 	5 minutes	Librarians	P120.00 per title

<p>Bibliographic Services</p> <p>3. International Standard Music Number (ISMN)</p> <p>4. Request for certification of Appearance</p>	<p>a. Interview the applicant b. Submit requirements c. Search ISMN authority file d. Hand out ISMN brochure e. Accomplish forms: 1. Fact sheet about the publisher(for first time applicants only) 2. ISMN information sheet (information about the title of the musical score) f. Proceed to the Cashier's Office for payment g. Issue ISMN</p> <p>a. Prepare a certification b. Issue a certification</p>	<p>a. Business permit/ license or DTI registration as Publisher or Sole Proprietor; SEC registration as Publisher b. Manuscript of the Composition/musical scores</p> <p>b. Official Receipt of payment</p> <p>Free of charge</p>	<p>5 minutes</p> <p>3 minutes</p>	<p>Librarians</p> <p>Librarians</p>	<p>P120.00 per title</p> <p>None</p>
<p>C. Collection Development</p> <p>1. Acquisition of Library materials</p>	<p>a. Receive library materials for selection and evaluation b. Check titles and volumes against delivery receipts c. Examine library materials d. Check materials in the database e. Prepare Purchase Request f. Submit to Budget Office for budget approval g. Send to BAC for posting h. Prepare Purchase Order (P.O.) and Obligation Request i . Receive ordered library materials j. Inspect delivered materials k. Prepare request for payment l. Prepare list of materials to be returned m. Issue gate pass</p>	<p>a. Library materials b. Delivery Receipts</p>	<p>5 days</p>	<p>Librarians</p>	<p>None</p>

FRONTLINE SERVICE	STEPS/PROCESSES INVOLVED IN THE TRANSACTION	DOCUMENTS TO BE PRESENTED BY THE CLIENT	TIME NEEDED TO COMPLETE THE TRANSACTION	OFFICER/EMPLOYEE RESPONSIBLE IN THE TRANSACTION	AMOUNT OF FEES
Collection Development 2. Certification for Legal Deposit 3. Copyright Registration	a. Record of publication <ul style="list-style-type: none"> • Title • Issue No. • Volume No. • Page No. b. Pay certification fee c. Prepares certification a. Fill out application form b. Submit copyright deposit c. Examine application form and attachments d. Pay copyright registration fee g. Get claim stub h. Get certificate of Copyright Registration	a. Valid ID b. Publication c. Request letter a. 2 copies of materials to be copyrighted b. Php 30.00 documentary stamps per application c. Official Receipt of payment	3 working days 22 working days	Librarian in charge of Legal Deposit Copyright Examiner	P100.00 per certificate P200.00 per application
D. Organization of Library Materials 1. Cataloging in Publication (CIP)	a. Verification of information from the author/publisher b. Bibliographical searching of the materials c. Provide bibliographical record d. Assigning subject and call number e. Revision of catalog materials f. Printing of the final copy g. Transmit record to the publisher	a. Title page of the book b. Copyright page c. Series page d. Table of contents e. Sample chapters	2 days per title, on a first come first serve basis	Chief and Cataloguers of the Catalog Division	None

E. Public Library Services					
1. Establishment /Affiliation of Public Libraries	<ul style="list-style-type: none"> a. Provide Memorandum of Agreement (MOA) to the Local Government Unit (LGU) b. Have MOA notarized 	<ul style="list-style-type: none"> a. Submission of Resolutions b. Pictures of exterior and interior parts of the library c. Annual appropriation for periodicals including national and local newspapers d. Resume of librarian e. Duly signed MOA 	1 week	Chief, Public Libraries Division	None
2. Book Allocation	<ul style="list-style-type: none"> a. Check directory of public libraries b. Provide allocation slip c. Give books to librarian for checking against Memorandum Receipts (MR) d. Provide gate pass to librarian 	Allocation Slip	15 minutes per library	PLD Staff	None
F. Administrative Services					
1. Issuance of Official Receipts	Accept payments	Documents for payments	1 minute	Cash Section Staff	None
2. Issuance of Certificate of Credible Tax Withheld	Encoding and Printing of Certificate of Tax Withheld	Authorization letter	2 minutes	Accountant 111	None
3. Issuance of purchase order	<ul style="list-style-type: none"> a. Prepare Canvass (if transaction does not pass through the BAC) b. Check documents submitted by the Bids and Awards Committee (BAC) c. Prepare purchase order 	Price Quotation	10 minutes	Head, Supply Section	None
4. Issuance of Certificate – OJT	Prepares OJT (On the Job Training) Certificate	OJT Certificate	10 minutes	Head, Personnel Section	None
5. Issuance of Service Record	Print Service Record	Request for Service Record	5 minutes	Head, Records Section	None

G. Library System Automation					
1. Registration of new patrons to library system	Encode personal information into the system	Valid ID	10 minutes	(Fully automated)	P50.00 (Library ID fee) P100.00 for lost ID
2. Updating of patron information to library system	Encode personal information into the System	Library ID	5 minutes	(Fully automated)	None
3. Digital Conversion	a. Request for digitization b. Pay fee c. Process request d. Release digital materials	a. Request for digitization b. Official Receipt of payment	2 minutes per page	Chief, Information Technology Division	Local - P30.00 per page Foreign - P50.00 per page
4. Catalog Searching	a. Search the title, subject and author if available at the NLP collection using the system. b. Get the call number and the collection symbol. c. Proceed to the reading area	Library ID	30 seconds per records	(Fully automated)	None

Procedure for filing Feedback

We are committed to ensuring that all our clients receive the best possible service. Thus, we encourage everyone to write about their experience here in the NLP.

1. Any client of the NLP may opt to write his/her feedback, whether positive or negative, through feedback forms available at the Reference and Filipiniana Division and at the security booth at the first (1st) floor. You may choose to remain anonymous or have the option to write your name and contact details to enable us to respond to your feedback.
2. Suggestions are welcome and will be taken note of. These will be open for discussion between the management.
3. Commendations towards a particular person or service will be made known to the person or division in which the service was delivered.
4. Complaints may be filed in a number of ways:
 - a. Informal: if a client has a complaint towards a certain staff or service, the immediate supervisor shall intercede and attempt to resolve the complaint. If the complaint is not resolved or if the complainant is not satisfied with the manner in which it is resolved, he/she will be directed to the Human Resource Officer.
 - b. Formal: the complainant will be asked to write his complaint and details of his/her experience at the NLP. Details of the of complaint should include the following:
 - i. Date and time of the alleged violation
 - ii. Name, address, and telephone number of the complainant
 - iii. Brief description but with specific detail of the circumstances of the alleged violation
 - iv. Requested actions
 - v. Signature of the complainant
 - vi. Date when the complainant was received
5. Complaints, whether formal or informal, shall be discussed within the members of the Grievance Committee within 10 days from the filing of the complaint.
6. The Grievance Committee is comprised of the following:
 - a. Assistant Director
 - b. Human Resource Officer
 - c. Chief of Division where violation is done
 - d. Representative from Employees Association
7. The respondent will be given 5 days to answer the complaint.
8. The Committee then schedules a hearing with the grievant, respondent and witnesses to deliver their written decision after reviewing the respondent's response.
9. The grievant is then given 5 days to accept this decision, request a recommendation or meet with the Director.
10. The Director issues the final decision and the complainant is given a copy of the decision.