



National Library of the Philippines

Manual of Operations

Table of Contents

I. Introduction.....	3
II. Organizational Chart.....	4
III. Vision and Mission of NLP	5
IV. Director's Office.....	6
V. Assistant Director's Office	7
VI. Finance and Administrative Division	8
VII. Services	12
a. Readers	
i. General Guidelines.....	12
ii. Filipiniana.....	15
iii. Reference.....	25
b. Technical	
i. Bibliographic Services Division.....	28
1. International Standard Book Number	
2. International Standard Serial Number	
3. International Standard Music Number	
4. Inter-Library Loan	
ii. Catalog Division.....	31
iii. Collection Development Division.....	35
1. Copyright Office	
iv. Information Technology Division.....	42
VIII. Public Libraries Division.....	43
IX. Research and Publications Division.....	45
X. Committees	
a. Bids and Awards Committee (BAC).....	46
b. Disposal Committee.....	50
c. Gender and Development Committee (GAD).....	50
d. Library Materials Selection Committee.....	51
e. Inspection Committee.....	52
f. Personnel and Selection Board.....	53
g. PRAISE Committee.....	60

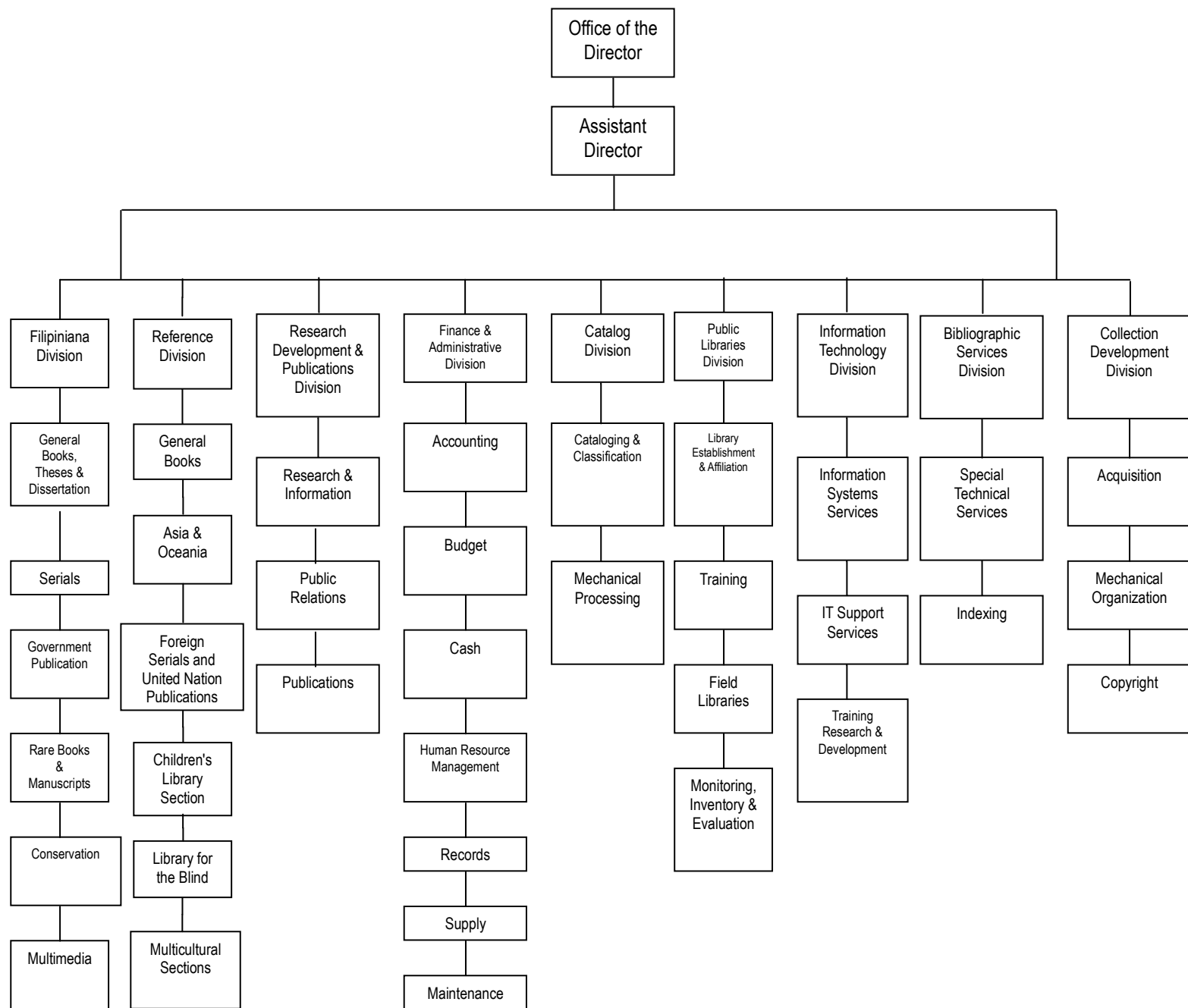
Introduction

This Manual of Operations is composed of the policies adopted by the Officials of National Library of the Philippines (NLP) which includes procedures and requirements that serve as a guide to the implementation of said policies.

The preparation of this document was undertaken in accordance with the succeeding divisions of NLP as approved by NLP's rationalization plan in 2007. Its category was according to readers and technical services where general guidelines were provided particularly for reader services. Every division's services were explained in detail with their functions included as well as procedures and requirements.

ANTONIO M. SANTOS
Director

Organizational Chart



The National Library of the Philippines is under the supervision of the Office of the President and the National Commission for Culture and the Arts.

About the NLP

Mandate

The National Library of the Philippines, as the repository of the printed and recorded cultural heritage of the country and other intellectual literary and information sources shall provide access to these resources for people's intellectual growth, citizenship building, life-long learning and enlightenment

Vision

The full intellectual and cultural development of the Filipino people through the love for reading books and the new forms of literary materials, the lessons and insights of which enable and empower them to adapt to rapid technological advances and the changes accompanying global trends, for application in their present lives and the lives of the next generations of the Filipinos.

Mission

The National Library of the Philippines as the repository of the printed and recorded cultural heritage of the country and other intellectual literary and information sources shall conserve and preserve these collections and provide timely access through facilities and resources such as national bibliographic services and a system of public libraries and information centers throughout the country.

Office of the Director

Functions:

1. Formulates and exercises the executive functions of planning, administration and enforcement of NLP policies and regulations.
2. Manages, organizes, directs and supervises the overall operations of the NLP.
3. Implements orders from the Office of the President and directives from the National Commission for Culture and the Arts (NCCA).
4. Performs the functions of the NLP as a national library and a central node for public libraries in the country.
5. Represents the NLP in local and international meetings and conferences.

Office of the Assistant Director

Functions:

1. Provides full assistance to the Director in the overall administration of the NLP.
2. Represents the Director in meetings and conferences within the local and global assembly.
3. Assists the Director in the formulation and implementation of policies and standard procedures of the NLP.
4. Supervises the hiring function of the HRD as Head of the Personnel Promotion and Selection Board (PPSB).
5. Performs such other functions as may be assigned by the Office of the Director.

Finance and Administrative Division

The Finance and Administrative Division is primarily responsible in financial management of the Office' resources as well as in implementing and executing administrative policies relative to the organization and functions of NLP and coordinating the activities of the various divisions with respect to administrative and support services through the following sections:

Accounting

The Section is responsible for the proper and systematic recording and processing of all financial transactions. It gives technical advice to the Director with regards to financial matters based on prevailing government rules and regulations.

Functions

1. Liquidates approved Obligation Requests
2. Prepares subsidiary ledgers and remittance lists for BIR, GSIS, Philhealth, and Pag-Ibig
3. Prepares Payroll Credit System (PACS) for salaries and Representation and Transportation Allowance (RATA)
4. Checks and verifies basis for the processing of payroll, vouchers, purchase orders, cash advances, liquidation and approval of travel orders
5. Prepares Journal Entry Vouchers (JEVs) for all financial reports submitted.
6. Prepares index for all paid vouchers and records all the JEVs incurred for the month.
7. Inspects all purchased supplies and equipment
8. Maintains supplies and equipment ledger cards for systematic monitoring.
9. Segregates vouchers and payrolls duly paid on a monthly basis.
10. Prepares all accounting reports for submission to Commission on Audit (COA), Department of the Budget and Management (DBM), Congress and Senate.

Budget

Budget preparation is the main responsibility of this Section. Based on the financial requirement of the Office, as submitted by Chiefs of the divisions and approved by the Director. The Section prepares the overall justifications for endorsement by the Director to the National Commission for Culture and the Arts (NCCA), and finally to the Department of Budget and Management (DBM).

Cash

The Cash Section is responsible in safekeeping cash and other forms of collections, as well as, control of disbursements based on bank balance per Notice of Cash Allocations (NCA) released by the DBM.

Standard Operating Procedures and Policies

- **Collections**

Collecting Officer issues an official receipt for the collected amount as payment for any of the following based on the indicated rate:

Copyright	Php200.00 per application
ISBN/ISSN/ISMN	Php120.00 per application
Certification	Php100.00 per document
Microfilm printout	Php7.00/copy
Electronic printout	Php5.00/copy
Library ID	Php100.00
Replacement for Lost ID	Php150.00

1. Cash Clerk and Collecting Officer remit their collections to the Cashier who in turn deposits daily to the bank to be credited to the account of the Treasurer of the Philippines. Deposits may be in the form of cash, money order or checks drawn against other banks. The remittance advice must be with an attachment of deposit slip.

2. Reports of collections are prepared daily and are submitted to the Accounting Section the following day. Monthly reports of the collections and deposits are prepared and are submitted to COA and Bureau of Treasury of the first working day of the following month.

3. Cash Receipts Records (CRR) on personnel and contractual services as well as petty cash or miscellaneous expenses are maintained monthly.

4. Collecting Officer assigned during Saturdays to collect fees is obliged to remit collections to the Officer in Charge who in turn remits to the Cashier on Monday of the following week, first hour in the morning.

- **Disbursements**

1. All payments must be in the form of checks.
2. Replenished amount to the cash fund must be equal to the total amount of expenditures made thereon.
3. All checks must be based on approved vouchers.
4. A check can be released if there is a corresponding Official Receipt (OR) issued by the creditor
5. A summary report of all issued checks must be accomplished and submitted to the Accounting Section.
6. Salaries and allowances of employees are paid through ATM
7. RATA of officers are paid on the first week of the month. Wages of Acting Chiefs and Consultants are leased at the end of the month.
8. A written authorization is required for any monetary claims.
9. Cash advance request is processed after proper liquidation.
10. Encashment of MDS checks must be within 24 hours after the delivery of the advice.
11. Check Disbursement Records (CkDRs) are maintained monthly for regular accounts, accounts payable and MDS Trust Account.

- **Issuance of Certificate or Statement of Remittances**

Requesting employee must submit his/her duplicate copy of pay slip or voucher as basis for the certification or statement which can be released within three (3) working days.

Human Resource Development

This section is responsible in handling personnel matters and other related tasks assigned by the Director.

General Personnel Policies

Awards

Awards to deserving employees shall be referred to the Program on Awards and Incentives for Service Excellence (PRAISE) Committee.

Promotion

Promotion of permanent employees shall be based on Merit Promotion Plan (MPP) and Civil Service Committee as approved. The Promotions and Selection Board handles the processing of promotions.

Leave benefits

All leave benefits shall be based on the provisions of “The Civil Service Law and Rules” particularly Book V of Executive Order 292 and its Omnibus Rules as amended.

Timekeeping

Employees must strictly follow core time schedule of office hours. Leaving the Office during office hours must be with consent of authorize official and applicable form must be accomplished. Violations will be acted upon based on the prevailing provisions in “The Civil Service Law and Rules”, particularly, Book V of Executive Order 292 and its Omnibus Rules as amended.

Wearing of ID

All personnel must wear their ID at all times while within the NLP premises.

Entitlement of Uniform Allowance

All permanent employees are entitled to an annual allotment of Php4000.00 as uniform allowance. The selection of the uniform shall be handled by a committee that shall propose recommendation to the Director for approval.

Penalties

Penalties imposed on employees shall be based on the gravity of administrative offense as stipulated in the Penalties under Rule IV, Uniform Rules on Administrative Cases in the Civil Service per Resolution No. 99-1936 with latest amendment per CSC Resolution No. 06-2407 dated November 24, 2006 and No. 07-0244 dated February 7, 2007, published in March 2010 issue of the Civil Service Law and Rules (Book V of Executive Order 292 and its Omnibus Rules as amended).

The National Library Employees Association (TNLEA) shall be furnished with copies of documents issued to concerned employees pertinent to the above penalties.

Hiring Policies

1. Only applicants with license in Library and Information Science shall be considered for the library service-related entry positions which are permanent in nature.
2. Non librarian positions may be filled-up by applicants based on the Civil Service Commission qualification standards.
3. Contracted employees may be hired on guidelines of the “Civil Service Law and Rules” and policies of the Department of Budget and Management.
4. Applicants must be of good moral character.

Maintenance Section

Cleanliness of NLP premises and facilities are the main responsibility of this Section as well as maintenance of NLP owned vehicles.

General Policies

- α. The upkeep of the building and its surroundings must be maintained, by ensuring that:
 1. Elevator is always functional.
 2. The building and its surrounding areas are regularly cleaned.
 3. Toilet facilities are always clean and functional.
 4. Lighting fixtures are always checked.
 5. Electrical system is in order.
 6. The standby generator must always have reserve fuel for emergency purposes.
 7. Air-conditioning units are well maintained.
 8. Authorize personnel of divisions must report immediately all defects of facilities in their respective areas to the concern officer in the Finance and Administrative Division for appropriate action.
- β. All vehicles shall be used on official business only. For special undertaking or project which necessitates the use, the following must be observed:
 1. A formal request shall be submitted by the Chief of the concerned Division addressed to the Administrative Chief Officer who shall endorse same to the Assistant Director for approval.
 2. A copy of the approved request shall be attached to the Trip Ticket which will be prepared in three copies by the drive and approved by the requesting.
 3. Trip Ticket must be signed by the guard on duty indicating the exact time of arrival. Original copy will be for the Finance and Administrative Division, duplicate for the Security and the triplicate is for the driver’s copy.

Property

The Section is in charge of processing of requests for the replenishment of supplies and procurement of materials and equipment based on the standard procedures and processes.

Functions

1. Process approved Purchase Requests
2. Supervise the delivery of supplies by issuing Request Issuance Slip (RIS)

3. Conducts inventory of supplies, equipment and other material properties and prepares report.
4. Take charge and prepares inventory and inspection reports for unserviceable properties.
5. Supervises disposal of unserviceable resources and properties.

Records

Personnel and Office records are kept and maintained in this Section. It is also responsible for disseminating Memoranda and Office Orders to concerned personnel.

Standard Operating Procedures

1. All documents received are to be recorded in a logbook.
2. Office Orders and Memoranda after recording are photocopied for dissemination. Original copy is kept while the duplicate will be disseminated. Personnel who received a copy of such must affix his/her signature indicating the date received.
3. Outgoing documents and parcels from various divisions are recorded before sending it out.
4. Incoming mails and parcels must be logged before delivering to the concerned personnel.
5. Personnel documents are recorded in ledger card kept in 201 file. These files are updated regularly.
6. Documents which need to be certified as true copies must be accompanied by the original as basis for verification.

Security Policies

1. NLP personnel and clients are given priority in the use of parking areas.
2. Stay-in personnel must strictly follow the curfew hour set at 10:00PM
3. Gate pass is a requirement for personnel when they go out during office hours.
4. Guidelines in handling disasters must be always consulted and reviewed.
5. The following must be observed in handling security-related cases:
 - Violation of the general rules in the use of resources and facilities must be discreetly handled.
 - For highly sensitive cases such as those that concern safety of the building occupants, Security must immediately notify the Director, Asst. Director or Chief of the Finance and Administrative Division, whoever is immediately available for corroborative Action.
 - In situations that require police assistance, security must immediately call the nearest police station while at the same time informing the Director, Asst. Director, or the Chief of Finance and Administrative Division.

General Guidelines for Readers' Services

1. Reading room services are open from Monday to Friday excluding local and National holidays from 8:00am to 5:00pm
2. NLP library card is required. Application fee is Php100.00 and any proof of identification.
3. Personal belongings can be brought inside the reading areas but not in stack rooms.
4. Food and drinks are not allowed inside the reading rooms.
5. All collections are for “room use” only.
6. Only two (2) books at a time are allowed to be borrowed.
7. Theses are allowed to undergraduate and students taking masters while dissertations are for those who are in the post graduate studies. A valid school ID or registration form is required.
8. Access to rare books, manuscripts and other special materials is allowed upon presentation of Request Letter approved by the Director
9. Filipiniana serials published from 1990-present can be photocopied except for journals which will be allowed depending on its physical condition. For issues before 1990, reproduction will be requested from the Multimedia Section through microfilm print-out.
10. For books, only certain pages are allowed to be photocopies and for theses and dissertations, only the abstract.
11. Researchers caught damaging/stealing library materials and facilities shall be penalized according to the provisions of RA 2293.
12. Reproduction fees:

Description	Fees
Photocopy	Php1.00/page
Microform print-out	Php7.00/copy
Electronic print-out	Php5.00/copy
Digital images	
DVD copy (per page)	
Broadsheet	
A4	Php150.00
38m.	Php30.00
34m.	Php30.00
Additional copy of DVD	Php50.00 Php25.00

Print copy (per copy)	
Broadsheet	Php45.00
A4	Php7.00
Photos (5R and below)	Php7.00

CHILDREN'S SECTION POLICIES:

1. Closed shelf system is observed
2. With the limited space, only children are allowed inside the reading room
3. Storytelling and puppet show sessions can be conducted anytime as requested.
4. Approval by the Division Chief on outreach activities is required.

LIBRARY FOR THE BLIND SECTION POLICIES

1. Visually handicapped researchers are offered free use of computer services, recording, encoding, and embossing of requested materials but they must provide tapes and braille papers.
2. Researchers are allowed to loan out collections with the approval of the Head.

Borrowing Procedure

1. Client browses the Online Public Access Catalog (OPAC) on details of information resources he/she would like to borrow. Complete bibliographic information must be properly noted including location symbol:

Asia for Asia & Oceania

Fil. For Filipiniana

MMC for Multimedia Center

Theses/Diss.

CL for Children's Library

GPD for Government Publications

Ref. for Reference

2. Client proceeds to the reading room areas and swipes his/her ID card in the designated Registration Area
3. Client proceeds directly to the stack room to check on materials he/she wants to browse/borrow. For rarebooks, special and multimedia collections, librarians in-charge will serve materials requested.
4. After getting the materials it must be presented to the librarian in-charge at the circulation counter together with library card for recording/swiping purposes.
5. Client must be cleared with all materials he/she borrowed from other sections before he/she can borrow again.

Criteria for Weeding of Collections

Weeding of collections applies for foreign resources and excludes all Filipiniana materials.

For books:

1. Superseded by new edition of/by a much better book on the subject
2. Trivial if no discernible literary or scientific merit
3. Misleading – factually inaccurate
4. Ugly – worn out beyond mending or rebinding
5. Irrelevant to the needs and interests of the community users
6. Elsewhere – the material is easily obtainable from another library
7. Books published before 1980s except on the following subjects:
 - 1.1. Religion
 - 1.2. Folklore
 - 1.3. Law
 - 1.4. Language
 - 1.5. Art
 - 1.6. Music
 - 1.7. Architecture
 - 1.8. Literature
 - 1.9. History and Geography
8. Computer books –but manuals for software packages should be retained
9. Unneeded duplicates
10. Unused volumes in sets or series
11. Unneeded titles in subject areas that are less frequently used.
12. Duplicate copies

For serials:

1. Superseded collections
2. Unused volumes in sets or series
3. Serials not indexed and not circulated since 1980 below

Filipiniana Division

The Filipiniana Division supports the National Library of the Philippines (NLP) in achieving significant developments in the country. It performs two main functions, first, as an active research centre and public library to answer the information and education needs of the public; and second, as a national cultural center as it leads the collection and preservation of the written and printed cultural heritage of the country.

Filipiniana Division offers extensive sources of information about the Philippines, its people, culture, history, arts, literature and government. It is comprised of six sections which hold d collections for all types of researchers and research needs in Philippine perspectives. The six sections are the Conservation Section, General Books, Theses and Dissertations Section, Government Publications, Multimedia Resources Sections, Rare Books and Special Collections Section, and Serials section

It also serves as the official repository of the printed & recorded cultural heritage collections of the country and develops preservation and conservation program to protect and prolong the life of its collections. The Division undertakes preservation activities to delay deterioration and extend the life of the rare, valuable and historical collections, for research and scholarly works of the general public. It has been the home of valuable, historical and original collections that are significant in the study of Philippine history. It values its collections as important sources of knowledge and pride for every Filipino. Among the most valued collections in NLP are the manuscripts of Dr. Jose Rizal's novels, "Noli Me Tangere", "El Filibusterismo" and "Ultimo Adios". Filipiniana Division is also a proud repository of primary sources such as the collection of Philippine Revolutionary Papers and the Manuel L. Quezon Papers which are both useful for researches about Philippine history during the American Regime.

A. Major Functions:

1. Provides access to Filipiniana resources in printed and microform formats;
2. Serves as the official repository of the country's historical printed and recorded intellectual and cultural materials;
3. Leads and promotes the preservation of Filipiniana resources;
4. Prepares finding guides, bibliographies, and indexes for more efficient access to collections;
5. Renders extension services such as short trainings on bindery, preservation of paper-based collections, library promotion and research.

Filipiniana Sections and Its Collections

Conservation Section

The Conservation Section serves as the Conservation Laboratory of NLP. Constructed in August 2010, the Section aims to develop the existing conditions of storage and resources in NLP for the preservation and conservation of the country's written and printed cultural heritage. On April 27 to May 13, 2011, the Conservation Room was officially utilized by professional conservators from Germany during the implementation of the restoration of the original manuscripts of "Noli Me Tangere", "El Filibusterismo", "Guillermo Tell" and "Ultimo Adios" by Dr. Jose Rizal. The restoration project was done through the partnership of the National Library of the Philippines and the German Embassy, Manila, Federal Republic of Germany.

The section is divided into two areas; the first area is dedicated for dry activities which include bindery works, dry cleaning, and documentation; the second area is designed for more technical and wet activities such as paper washing, de-acidification and restoration.

General Books, Theses & Dissertations Section

The section maintains the collection of Filipiniana general books and references, theses, dissertations, feasibility studies and baby theses. With a wide selection of research materials in this section, it is considered as the most visited section and most utilized collections in the library.

- a.* General Book Collections cover books and pamphlets published or printed from 1946 to present. Its collections are rich in materials on Philippine literature, language and history. It also offers wide selection of resources on various topics relating to the Philippines and to Filipinos, in general.
- b.* Theses and Dissertations Collections consist of enormous collection of theses and dissertations gathered and collected from various universities nationwide.
- c.* Undergraduate Theses or Baby Theses and Feasibility Studies are collections of research papers of undergraduate/college students in various fields of studies.

Government Publication Section

The Government Publication Section used to be one of the Divisions of NLP until it was converted into a Section, and incorporated as part of the Filipiniana Division in January 2008. This section houses the publications of different government agencies in the Philippines including national government offices (i.e. Departments, Bureaus, and other attached agencies), local government offices, government-owned and controlled corporations (i.e. GSIS), state universities and colleges, judicial offices (i.e. Supreme Court, Department of Justice, Regional Trial Court, etc.), legislative offices (i.e. House of Representatives and The Senate) other independent offices and special agencies.

Collections in the section are in printed format which are either, published, printed or produced from 1946 to present. Types of collections are varied : books, journals, newsletters, bulletins, pamphlets, brochures, kits, directories, maps, etc.

Multimedia Section

Multimedia Section holds non-book materials such as audio, visual and audio-visual collections various media such as beta tapes, cassettes tapes and VHS, optical discs such as CDs, VCDs, DVDs and CD-ROMs, and microform formats.

The collection of microfilms is the most utilized collections in this section. Its collections include copies of rare books, manuscripts, serials and special collections. Of prime value is the Otley Beyer Collection and the growing number of audio-visual materials

Rare Books and Manuscripts Section

*(proposed to be renamed **Rare Books and Special Collections Section**)*

The Rare Books and Manuscripts Section (RBMS) of the National Library of the Philippines (NLP) was created through Department Order No.3, series 1967 to collect and preserve Filipiniana collections that include : original manuscripts, early printed books, exceptional collections, artworks, and other publications of historical importance.

In 2007, the Presidents' Room was created as a sub-section of RBMS to organize, maintain, preserve and provide access to presidential manuscripts and publications on Philippine presidents from President Emilio Aguinaldo to President Benigno Aquino III. Subsequently, the Special Collections Section was merged to RBMS as a result of NLP Rationalization Program.

- a. Rare Books and Manuscripts Collections are determined based on the following definitions :

1. All books about the Philippines printed before 1945, of high importance are :

- a. *De Moluccis Insulis* which was written in Valladolid, Spain in October 1522. It is about Magellan's voyage based on testimonies of the few survivors of that circumnavigation of the globe;

b. *Sucesos de las Islas Filipinas* by Antonio de Morga which was printed in Mexico in 1607;

c. *The First Voyage Around the World* by Antonio Pigafetta;

d. *Facsimile of the Doctrina Christiana (1593)* which is an incunabulum by the first Filipino printer, Tomas Pinpin which is one of the extant eight incunabula in the collection;

e. *Philippine Incunabula*

2. All books printed in the Philippines prior to 1945;

3. All books belonging to the Tabacalera Collection;

4. Notable specimens of bookmaking, illustrations, and binding;

5. All early and rare Philippine manuscripts that includes

:

a. *Original manuscripts of Dr. Jose Rizal*

The Rizaliana collection includes the original manuscripts of Noli Me Tangere, El Filibusterismo, Ultimo Adios and the Rizal-Blumentritt letters.

b. *Manuel L. Quezon Papers*

c. *Carlos P. Garcia Papers*

d. *Sergio Osmeña Papers*

e. *Philippine Revolutionary Papers*

The Philippine Revolutionary Records (popularly known as PIR) are primary sources of information for students and researchers interested in Philippine Revolutionary Period.

Presidential papers of Emilio Aguinaldo are embedded in the PIR.

6. All out-of-print Filipiniana books of great historical value.

7. All highly important works of art in the institution.

b. Presidential Collections consist of published and unpublished resources on Philippine presidency. Its collections offer a view of the personal ways, childhood, families, visions and philosophies, and political career of each Philippine president as evident in the library's collection of photographs, books, manuscripts, personal papers and records, and digital resources. Worthy to mention are the outstanding and priceless collections of manuscripts and personal accounts of Presidents Manuel L. Quezon, Sergio S. Osmena and Carlos P. Garcia, and the extensive book collection on President Ferdinand E. Marcos.

c. Special Collections include various personal collections of well-known personages in Philippine literature and history which are acquired either through purchase, donation or deposit. It also maintains special materials such as maps, photographs, calendars, posters and musical scores. Collections as follows :

a. The Lope K. Santos Collection generally consists of books, pamphlets, periodicals and manuscripts with a total of 522 items on various fields such as linguistics, literary writings consisting of novels, poetry and essays, political and social writings; history; translations and others.

b. The Julian Cruz Balmaceda Collection consisting of awit, corrido, and novels as well as pamphlets and typescripts was acquired in 1966. The collection is considered the richest and the most used among the special collections on Philippine literature, languages, science and history.

c. The Raymundo Banas Collection is especially rich in Philippine and foreign musical compositions. The collection was acquired in November 1974.

d. The Cirilo Honorio Collection was acquired on June 19, 1974, and includes books, periodical clippings and pre-war serials on various subjects the majority of which are on history and literature.

e. The Anita Garcia Collection is important because of the rarity of the collection which are mostly on history.

f. The Amado Hernandez and Atang de la Rama Collections are rich in Philippine literature, labor movement, theater in the Philippines and Philippine music. Also included is a very interesting collection of photographs.

g. The Camilo Osias Collection was acquired through donation. This is another important special collection because of its information on Philippine education, literature, the Philippine

independent missions to the United States and also some Rizaliana.

h. The Encarnacion Alzona Collection consists of general books, philosophy, education, social sciences, law, languages, literature, history and periodicals acquired on December 28, 1982.

i. The Leonor Orosa Goquingco Collection which was acquired very recently, consists of books, pamphlets, serials, and postcards on culture and arts, Rizaliana and literature.

j. The Benigno Zamora Collection was a donation added to the Special collections. It consists of books on various subjects including literature and on Rizal.

k. The Paul Verzosa Collection is a collection of books on philosophy, religion, language and history.

l. The Norberto Romualdez Collection is predominantly consisted of law books.

m. Caburian Collection

n. Tengco Collection

o. The music collection is composed of about 400 pieces of musical scores printed locally and internationally. It includes musical compositions of Filipino composers like Francisco Santiago, Nicanor Abelardo, Julio Nakpil, Hilarion Rubio, etc.

p. The map collection is directly or indirectly relates to the Philippines which include geographic, topographic, geological, scientific, road, and mineral resources (made by the U.S. Coast and Geodetic Survey and re-issued by the Philippine Coast and Geodetic Survey).

q. Photograph Collection. The collection includes documented scenes in Philippine history.

Serials Section

This section takes charge of organizing, servicing and preserving of ephemeral materials. Its collections include provincial newspapers, campus and provincial journals, brochures, magazines, souvenir and fiesta programs, invitations, posters, leaflets, calendars and those whose main characteristic is short-lived or continuing.

All collections are in printed format, and are locally published produced from 1946 to present by or for non-governmental organizations, institutions and societies, and any academic and university presses created or controlled by non-governmental organizations.

Heritage Collections

Filipiniana Division maintains duplicate copies of Filipiniana collections as preservation copies, in a separate area within NLP. Monitoring and inventory of the collections are being managed by the staff of the General Books, Theses and Dissertations Section.

General Guidelines on Access to Collections

(see page 12)

Reference Division

The Reference Division is the primary reading room for foreign information resources in printed and electronic formats. It also spearheads services for children, young adults, PWDs and discharges the NLP's national library function in terms of its bilateral agreements with other libraries abroad and serves as the lead unit in connecting to libraries outside the Philippines in line with its multicultural services. The Division maintains all these services through the following sections:

Sections

Asia and Oceania

Provides and maintains scholarly resources about countries in Asia and Oceania except the Philippines in printed book and serial formats covering all disciplines written in English as well as other Asian languages. The collections cover essential reference materials about the much legacies of Asia and Oceania and other facts about their land, people, history, culture, government, political conditions, cuisine, economy, literature, and other details of great significance.

Children's Section (CS)

Spearheads NLP's advocacy on reading promotion which is important in the development of Filipino children and young adults. CS offers resources in all formats and different services and activities that will entice reading such as:

- Storytelling
- Read aloud
- Puppet show
- Arts and Crafts
- Film Showing
- Educational Tour
- Outreach Program

General Book and References

This Section has a total of 83,403 volumes as of 2014 of foreign books covering all disciplines from generalities to history. It caters clients from all walks of life with various interests of research.

Serials and United Nations Publications

Caters on primary resources of information covering all disciplines plus collections of United Nation resources in various formats. It is a Section where you can find information on any foreign subject and minute data that do not appear in books.

Library for the Blind Section (LBS)

Serves resources for visually impaired and offers free use of computer services, recording, encoding and embossing of materials. Collections are allowed to be loaned out including the braille and large print of books and serial resources.

Multicultural Sections

American Shelf

Composed of resources donated by Thomas Jefferson Information Center (TJIC) which are in printed and electronic formats.

China Book Room

Established in coordination with the Confucius Institute in Angeles University Foundation (CI-AUF) which offers resources about China as well as services to promote Chinese culture and developments (i.e. Mandarin class)

Iranian Studies Center

Established pursuant to the Memorandum of Understanding on Cooperation between the National Library and Archives of the Islamic Republic of Iran and the National Library of the Philippines which was signed on February 17, 2009 at Tehran, Iran by Ali Akbar Ash'ari, Cultural Advisor to the President of the Islamic Republic of Iran and by the Director of the National Library of the Philippines. The Section caters on Iranian resources and offers free Persian language tutorial.

Window to Korea

Collections composed of different subjects published in Korea which was established through NLP's exchange program.

Bibliographic Services Division

Bibliographic Services is one of the technical divisions of NLP which primarily serves to:

- Maintain an up-to-date Philippine National Bibliography and a National Union Catalog
- Provide online periodical indexing of current Filipiniana, foreign serials and special collections with a systematic arrangement;
- Serve as the National Center for International Standard Book Number (ISBN), International Standard Serial Number (ISSN), and International Standard Music Number (ISMN);
- Maintain comprehensive and authoritative national bibliographic record for every item of literature issued in the country according to international standards, and;
- Promote international networking with other countries particularly in the SEA region and provides Inter-Library Loan (ILL) of all library materials at reasonable cost and reasonable time.

SERVICES

In its effort to pursue world class standard in library and information services, the International Book Number (ISBN), International Serial Number (ISSN), and International Music Number (ISMN) which assigns identification codes to all books, serials, and musical publications for an efficient and economic method of communication among all industries was adopted. The following are the requirements for the above services:

International Standard Book Number (ISBN).

It is an internationally recognized system whereby code numbers are assigned to books for easy identification and speedy exchange of information among publishers and all segments of the book industry and allied sectors. Specifically, it is a unique and unchangeable code number assigned to one title, one binding or edition of a published work.

1. Photocopy of title page (final title of the publication)
2. Copyright page indicating the publisher's name and address.
3. Photocopy of any of the following:

- a. For Individual or Sole Proprietor: Business permit/License/DTI registration as Publisher;
 - b. For Corporation: SEC registration as Publisher
 - c. For Government Institution: Organizational Chart
4. Duly filled out ISBN Factsheet and Information Sheet
 5. Registration fee of P120.00/title

Publishers may claim the ISBN within the day for the hand-delivered documents while E-mail will be sent a day after the receipt of the complete requirements from the Courier Service or Postal Mail.

International Standard Serial Number (ISSN)

It is an international identifier for serials and continuing resources in the electronic and print worlds. It can be assigned to any serial or continuing resource whether past, present or to be published in the foreseeable future whatever the medium of production [e.g. print, online, CD-ROM, etc.].

1. Two (2) copies of printed serial publication(s) for evaluation purposes (of research value); or manuscript of the serial publication
2. Duly filled out ISSN Information Sheet
3. Registration fee of PhP120.00

Publishers may claim the ISBN within the day for the hand-delivered documents while E-mail will be sent a day after the receipt of the complete requirements from the Courier Service or Postal Mail.

International Standard Music Number (ISMN)

A unique 13 digit number for the identification of all printed and digital music publications i.e. notated music such as scores, vocal scores, sheet music, anthologies of music, music part or separate parts for a particular instrumentation from a specific publisher or producer. It is compatible with the international EAN-13 digit barcode, an internationally recognized system whereby code numbers are assigned to facilitate international cooperation and information exchange.

Application Requirements:

1. Photocopy of title page (final title of the publication)
2. Copyright page indicating the publisher's name and address.
3. Photocopy of any of the following:
 - a. For Individual or Sole Proprietor: Business permit/License/DTI registration as Publisher;
 - b. For Corporation: SEC registration as Publisher
 - c. For Government Institution: Organizational Chart
4. Duly filled out ISMN Fact Sheet and Information Sheet
5. Registration fee of P120.00/title

Publishers may claim the ISMN within the day for the hand-delivered documents while E-mail will be sent a day after the receipt of the complete requirements from the Courier Service or Postal Mail.

Payment may be in form of:

1. Postal Money Order (payable to: The Director, National Library of the Philippines)
2. Cash

Address to:

National Library of the Philippines
c/o Mrs. Nina B. Fronda
Chief, Bibliographic Services Division
T.M. Kalaw St., Ermita, Manila
Tel. No.: 336-7200 loc. 406
Email: bsd@nlp.gov.ph

Inter-Library Loan (ILL)

Interlibrary loan is a system wherein library materials are made available to institutions in the **Southeast Asian region and other member countries** at reasonable cost and within reasonable time. Photocopies of requested materials, not exceeding ten pages are mailed free of charge. Photocopying and mailing fees will be charged in excess of ten pages. ILL requests are sent to:

National Library of the Philippines
c/o Mrs. Nina B. Fronda
Chief, Bibliographic Services Division
T.M. Kalaw St., Ermita, Manila
Tel. No.: 336-7200 loc. 406
Email: bsd@nlp.gov.ph

Catalog Division

I. Introduction

The Catalog Division is responsible for the organization of collections acquired through purchase, copyright, legal deposit, gifts and exchange, donation and photo reproduction. The Dewey Decimal Classification (DDC) is adopted as its scheme in classification of library materials and the Library of Congress Classification(LoC) for Philippine National Bibliography (PNB) publications. On the other hand, the Classification Scheme for Philippine Government Publications (revised edition) is used for government publications.

Functions:

1. Provides centralized cataloging service for the National Library of the Philippines and its affiliated public libraries holding;
2. Maintains NLP's Online Public Access Catalog (OPAC) bibliographic records;
3. Provides bibliographic entries in the NLP's Philippine National Bibliography (PNB) publication;
4. Develops and implements technical policies, procedures and standards in cataloging for the use by the library;
5. Provides consultative cataloging services to other libraries, especially to public libraries;
6. Conduct actual in-service training in library professionals, paraprofessionals and LIS interns;
7. Provides Cataloging-in-Publication (CIP) program to serve the nation's libraries by cataloging books in advance of publication.

II. Standard Operating Procedures

A. Technical Processing

1. The Cataloger

a. Conducts online bibliographic searching in the database:

i. Duplicate titles need not be cataloged, update only the record according to RDA rules and the additional accession numbers are integrated in the original entry.

ii. Titles that are not yet available in the database are to be process either through:

- Original cataloging – prepares bibliographic records without the aid of a pre-existing catalog information for the same edition.
- Copy cataloging -adopting a pre-existing bibliographic record to fit the characteristics

of the item on hand, with modifications to correct obvious errors and minor adjustments to reflect locally accepted cataloging practice as distinct from original cataloging.

- Recataloging and reclassification of library materials – prepares and change the LC

Classification into Dewey Decimal Classification and apply the RDA format.

b. Encode entries in the item registration

c. Enter the revised call number at the copyright page of the book.

d. The revised entries must be provided with accession register in two copies by the catalogers.

2. The Revisor

a. Online revision of the submitted bibliographic information of a book.

b. Check assigned subject headings and call numbers of the books.

c. Register the entries.

- d. Edit the call numbers in the Item Registration.
- e. Print accession registers with complete call numbers for editing .
- f. Return the revised entries to the catalogers.

3. Final editing of revised entries for quality outputs.

B. Mechanical Processing

1. Receives materials from Collection Development Division.
2. Check the accession number of the book against accession register.
3. Record the received accession registers in the logbook.
4. Labels and stick call number to cataloged materials at the cover or spine of the book.
5. Checks and records processed materials prior to delivery to the reading areas.
6. Duplicate copy of received accession registers filed for reference purpose.

III. Services

A. Cataloging in Publication

Cataloging in Publication (CIP) is a voluntary free service offered to publishers which provides bibliographic record for books before it is published. The purpose of this program is to serve the nation's libraries by cataloging books ahead of publication. However, this service is provided in a first come first serve basis. CIP data document with a signed conforme is required to be returned as warranty of compliance.

Requirements:

Publishers are required to submit galley proof/blueprint of the material/s to be catalog:

1. Title page

All information exactly as it will appear in the book to be published, such as the full imprint (name of publisher and date of publication) and other important words such as “by”, “and”, “edited by”, “prepared by”, etc., must be included. Use of abbreviations that will not

appear as abbreviations on the title page of the printed work should be avoided as well as inclusion of element tags such as “title”, “subtitle”, “author” and publisher editorial markings indicating font size, etc. The order and form of personal names appearing on the title page are particularly crucial. The accuracy of the title page cannot be overemphasized.

2. Copyright pages

As with the title page, the copyright page must include all information exactly as it will appear in the published book.

3. Table of contents

4. Introduction

5. Preface

6. Sample of the contents which must include:

- First and last full chapters
- Anything following the last chapter, especially information about the author or bibliographies and indexes (even if the latter are in draft form as they are often indicative of the book's content)
- Other chapters that are indicative of the book's contents and not reflected in the front matter, first chapter or last.

B. In-service Training

A free service training offered to librarians from public and private institutions and library science students. Personnel Officer prepares schedule for this type of service who in turns coordinates with the Chief of the Division for the conduct of training.

C. Lectures/Workshop

Conduct lectures/workshop for public libraries in tandem with Public Libraries Division. The lecture/workshop is about the implementation of the new standard cataloging system, the Resource Description and Access (RDA) in the Philippine libraries.

Collection Development Division

The Collection Development Division (CDD) performs a central role in the delivery of basic library services as collection development is a core service in all libraries and is the basis of the entire library service program. The selection and evaluation of books and other library materials are among the main functions of the CDD. However, librarians from the reading rooms and public librarians in the field also provide inputs and recommendations as to the books and other library materials to be acquired based on the needs of their respective clients.

FUNCTIONS

1. Evaluate resources for acquisition to enrich and expand the collection of NLP and affiliated public libraries
2. Performs mechanical processing of library collections
3. Maintains an exchange program with both local and foreign institutions
4. Evaluates, receives and acknowledges donated collections
5. Implements the provisions of the PD 812 (Legal and Cultural Deposit Law)
6. Implements RA 8293 or the Copyright Law and process applications

PRINCIPLES ON ACQUISITION

1. All acquisitions must be procured through bidding.
2. Canvassing can be conducted in book stores, publishers and authors.
3. Exclusive distributors shall be entertained upon their submission of a duly notarized Certificate of Sole Distributorship
4. Purchase of Filipiniana books through cash advance shall be processed ahead of the requisition since these materials are printed in limited copies.
5. Serials subscription shall be thoroughly evaluated and maiden issues is a must.
6. Periodicals with special articles and issues shall be acquired both for NLP and public libraries.
7. Subscription to periodicals/serials with other format shall be considered.
8. Periodicals of local and practical interests, trade and technical journals shall be considered.
9. Subscription of popular magazines for public libraries shall be considered with proper consultation to public librarians.
10. Library materials requested / recommended by NLP librarians, provincial, municipal and city librarians shall be reviewed and evaluated based on client's needs.
11. For rare books, special collections, and manuscripts acquisition the following must be considered:
 - 11.1. All books about Philippines printed sixty (60) years ago or older.
 - 11.2. All books belonging to the Tabacalera collection
 - 11.3. Notable specimens of bookmaking, illustrations and binding.
 - 11.4. All Filipiniana publications which are out of print but of great historical and literary value
 - 11.5. All kinds of maps which directly or indirectly relate to the Philippines

- 11.6. Photographs treating Philippine subjects
- 11.7. Collections of individual persons consisting of books, pamphlets, newspaper clippings, photographs, etc.
- 11.8. All presidential papers from General Emilio Aguinaldo to current presidents which offer the richest and the most valuable primary source materials on Philippine foreign and domestic affairs
- 11.9. Highly informational and historical value necessary in the analysis of Philippine-foreign relations
- 11.10. Original letters, proclamations, orders, decrees, diaries, telegrams, printed matters, etc.

PRINCIPLES ON SELECTION

- 1. Library collection shall be selected irrespective of the writer's nationality, political or religious inclination. There shall be the fullest, practicable provision of materials representing points of our time – international, national and local.
- 2. Selection shall be based on the merits of the work in relation to the needs, interests and demands of the readers.
- 3. It shall be development-oriented towards the political, economic, social and cultural uplift of the citizenry.
- 4. Selection must be based on: permanent value, authenticity and accuracy, subject content of the work, and not on its form, price and ease of use
- 5. Scarcity of information in subject area shall be considered as a factor in the selection.

SELECTION AIDS/TOOLS

- 1. Book Exhibits
- 2. Book launching announcements
- 3. Book reviews
- 4. Book trades
- 5. Book lists
- 6. Bibliographies
- 7. Library journals.
- 8. List of copyrighted materials
- 9. List of titles issued with CIP
- 10. List of titles issued with ISBN/ISSN
- 11. News bulletins
- 12. Publishers' catalogs
- 13. Readers' requests

MODE AND CRITERIA OF ACQUISITION

An annual appropriation is allotted to the Division, from which a cash advance may be drawn to purchase Filipiniana publications that easily become out of print. Responsibility for selection rests with CDD Chief who acts as the Chairperson of the Library Materials Selection Committee composed of representatives from RD, FD, PLD and ITD. Library materials are acquired through the following mode and criteria:

A. PURCHASE

1. Filipiniana Publications
 - 1.1. Filipiniana titles that can be purchases for heritage collection must be on:
 - 1.1.1. Philippines and its culture
 - 1.1.2. Filipinos (include biographies, autobiographies, reminiscences, personal narratives)
 - 1.1.3. Philippine history, including local history.
 - 1.1.4. Travel books and guidebooks
 - 1.1.5. All other publications treating Philippine subjects (literature, social sciences, languages, etc.)
 - 1.2. Textbooks which are the sole responsibility of schools shall be purchased when requested by public librarians on a case to case basis.
 - 1.3. Special collections shall be purchases through a written request endorsed by the Library Materials Selection Committee.
2. Multimedia materials
 - 2.1. All Filipiniana audio, visual, audiovisual and multimedia resources shall be acquired.
 - 2.2. Foreign resources shall be acquired based on the need of the clients.
3. Foreign publications
 - 3.1. Selection must be based on the following:
 - 3.1.1. Significance
 - 3.1.2. Effectiveness of the Presentation of the Author
 - 3.1.3. Factual Information
 - 3.1.4. Currency
 - 3.1.5. Accuracy
 - 3.1.6. Significance of Subject
 - 3.2. Popular demand and value commensurate with cost and/or need must be considered
 - 3.3. Format implies that paper should be of good quality and binding must be firm
 - 3.4. Examination of special features always includes the indexes, bibliographies and others.
4. Asia and Oceania publications
 - 4.1. Materials pertaining to the history and culture of Asia and Oceania written in English or in vernacular with English Translation
 - 4.2. Travel books and guidebooks
 - 4.3. Educational significance, timeliness and permanence.
5. Children's publications
 - 5.1. Must be selected from a wide range of interests and reading levels

- 5.2. Fiction materials such as: picture books, board books and other publications which deals with special issues intended for children
6. Braille, Large Print publications and other materials for PWDs
 - 6.1. Must meet not only educational needs of visually handicapped researchers but also basic recreational reading needs and interests that would support independent study of learning
 - 6.2. For talking / audio books, recordings must bear correct pronunciation and modulated voice for clarity of presentation.

B. GIFTS AND DONATION

Gifts and donations are important sources for enhancing NLP's collections and its affiliated public libraries. Donors may be from philanthropic institutions or private agencies or individuals.

Criteria for Acceptance

1. Must have merits in relation to the needs and demands of the users
2. Only relevant reference materials shall be accepted
3. Handbooks, manuals and other related materials dealing on livelihood and other practical activities shall be accepted for the public libraries
4. Filipiniana materials shall deal with history and culture of the Philippines and its peoples.
5. Braille and large print collectiosn shall be current and contain retrospective information.

Steps to be Undertaken

1. Conduct onsite inspection of materials to be donated
2. Task force to conduct inspection shall be organized by the CDD Chief as approved by the Director. Meal allowance must be provided during the conduct of inspection
3. Evaluate the materials based on the stated criteria
4. Prepare for the Deed of Donation to be filled-out by both parties
5. The donor shall be given a formal acknowledgment.

C. EXCHANGE

NLP maintains an exchange program with local and foreign institutions, but only accepts as much as possible, materials written in English and written in vernacular languages but with English translation.

D. LEGAL DEPOSIT

P.D. 812 otherwise known as the Decree on Legal and Cultural Deposit, mandates its implementation by NLP which states that 50 copies of all government agencies and government-owned agencies' publications must be deposited to NLP.

NUMBER OF COPIES TO BE PURCHASED

The following breakdown shall be followed for purchase of library materials. However, additional copies may be acquired based on the nature, importance, medium of the collection and its informational and research value.

Recipients	RESOURCES (copies per title)		
	Books	Audio-visuals	Serials
Filipiniana	Maximum of 4 (2 for heritage and 2 for reading area) Minimum of 2	1 copy for titles with printed copy 2 copies for titles without printed copy	Minimum of 2 copies (1 copy for heritage collection and 1 copy for readers)
Other Reading Rooms	Maximum of 2 Minimum of 1	1 copy	1 copy
Public Libraries	Maximum of 700 (additional copies may be purchased depending on the value and relevance)	It depends on the number of public libraries with audiovisual facilities	Maximum of 700 copies based on the estimated number of operational / functional public libraries Minimum of 100 copies for special issues
Book Mobiles	Number of copies depends on the number of operational units but at least 5 copies per title in every unit		
For Exchange	Fifty (50) copies per title for foreign libraries and local institutions		

PROCESSING OF MATERIALS

Before distribution of materials to respective recipients, and to the Catalog Division for classification, the following processes must be done as well as rules that should be followed:

1. All materials donated or purchased must be meticulously checked for possible missing pages and other defects. Defective copies must be returned to the supplier immediately.
2. Materials shall be properly marked with “National Library of the Philippines (NLP)”.
3. Acceptance form of donated materials shall be accompanied with “Acknowledgment Receipt for Donated Materials” (ARDM).
4. Turning over of materials to reading areas shall be with “Materials Processing Tracer” (MPT).
5. The MPT must be properly accomplished to ensure that materials are endorsed to the appropriate Division or distributed to the right recipients.
6. Copies of the ARDM and MPT must be filled out properly.

REQUIREMENTS FOR COPYRIGHT REGISTRATION

- The application form shall be accomplished in DUPLICATE, TYPEWRITTEN and the affidavit at the back should be duly NOTARIZED.
- Application shall be accompanied by TWO (2) COPIES OF THE WORK AS DEPOSIT, (Php 200.00) TWO HUNDRED PESOS AS REGISTRATION FEE and 2 PIECES FIFTEEN PESOS DOCUMENTARY STAMPS. If sent through mail, the registration fee shall be in postal money order (P.M.O.) addressed to THE DIRECTOR, NATIONAL LIBRARY OF THE PHILIPPINES.
- If the work applied for registration is an original ornamental design (classification H), it should be accompanied by a TECHNICAL DESCRIPTION OF THE DESIGN.
- If the work applied for registration is published work, two (2) printed copies with copyright notice printed in front or at the back of the title page if it is a book and on any clear space thereof if non-book material, shall accompany the application. The COPYRIGHT NOTICE shall be in the form, PHILIPPINE COPYRIGHT 20__ (YEAR OF PUBLICATION) BY _____ (NAME OF COPYRIGHT OWNER).

Sample format:

<p>Philippine Copyright 2013 by National Book Store, Inc.</p>	or	<p>Karapatang Ari 2013 ni Juan C. Dela Cruz</p>
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No. 8 of the application should always be filled up by stating the specific date when the work is finished and likewise **No. 9** be filled up to indicate when the work is published.

A “published work” for purposes of registration means that the work has been disseminated to the public prior to its registration with the Copyright Office.

- If the work applied for registration is unpublished work, two (2) manuscript and/or Xerox copies of the work without the copyright notice shall accompany the application.

“Unpublished work” for purposes of registration means that the work has not been disseminated to the public at the time of registration.
- If the applicant is non-resident foreigner, he/she should appoint a local authorized agent by a SPECIAL POWER OF ATTORNEY to prosecute copyright application for and his/her behalf with this office.
- If another person other than the author is claiming copyright ownership of the work, a DULY NOTARIZED WAIVER OF COPYRIGHT OWNERSHIP executed by the AUTHOR in favor of the person or legal entity making the claim should be attached to the application form.
- If the applicant is a PROPRIETORSHIP OR A CORPORATION, a PHOTOCOPY OF THE CERTIFICATE OF BUSINESS NAME (DTI or SEC Registration) (first page only) should be attached to the application.
- If copyright certificate/s will be sent through mail, the applicant must attached a MAILING ENVELOPE and the corresponding MAILING STAMPS to the filled-up application form.

Information Technology Division

The Information Technology Division (ITD) was created during the rationalization of National Library of the Philippines (NLP) in 2007. The division was envisioned to implement information and communication technologies for NLP. It took over the tasks assigned to the Information Technology Center (ITC), and the Philippine eLibrary Data Center.

FUNCTIONS

- Manages and maintains ICT facilities and information systems of NLP
- Manages and maintains NLP and Philippine eLibrary Data Center
- Provides ICT training for staff of NLP, NLP partners and public libraries (PLs)
- Provides ICT support services for NLP, NLP partners and PLs
- Performs ICT research and development activities in support of the goals of NLP.

See page 75 for Office Manual (rules, policies and procedures).

Public Libraries Division

National Library of the Philippines acts as the central node of the country's public library system through the Public Libraries Division. It is responsible in linking public libraries particularly in terms of information system and service orientation.

FUNCTIONS

- Discharges the public library function of the NLP
- Plans and conducts training programs, meetings, seminars and conferences for public librarians
- Provides guidance and technical assistance to local government units in the establishment, development and maintenance of public libraries and bookmobiles in the provinces, cities, municipalities, and barangays throughout the country.
- Selects, evaluates and affiliates books and other library materials for distribution to all affiliated public libraries all over the country

SERVICES

Establishment / Affiliation of Public Libraries

PLD helps LGU in establishing libraries within their locality and to be affiliated to NLP. The following are the procedures to be undertaken:

The Local Government Unit (LGU) sends Resolutions passed by the Sanggunian to the NLP signifying its interest to affiliate its public library.

The NLP through the PLD provides the LGU concerned with two (2) copies of the Memorandum of Agreement (MOA) which embodies the obligation of the NLP as well as the LGU to be executed between the Head of the LGU and the Director of the NLP. NLP and the LGU must have their own copy of the MOA

The LGU submits two (2) photographs of the library building showing the interior and exterior views

The designated librarian must undergo 5-day training on the various aspects of public library work at the NLP or in any affiliated provincial, city, or municipal library near the locality. He/she is requested to submit a copy of his/her Certificate of Training including his/her resume to NLP.

Training / Conference / Seminars of Public Librarians

PLD conducts annual conference of public librarians and trainings to update them in the field of librarianship and keep them abreast of the latest developments.

Book Allocation

The NLP continues to provide books and other reading materials. However, public libraries that do not regularly submit monthly reports and other needed reports are not entitled to allocation. Thus, allocation will be released based on the following:

Upon completion of the required documents by the local government unit concerned, the initial allocation of books and non-book materials is released to the newly established / affiliated library

A year after the initial allocation, second allotment of books may be released every month of October or November thereafter, provided that it renders reports promptly to the PLD.

Monitoring, Visits and Ocular Inspections

These functions are done without prior notice except for inventory of books. This is essential to keep tract and to know whether a public library is operational or not especially those that are not sending regularly their monthly, annual and inventory reports and to:

Help the librarians in taking up with their local officials financial problems affecting their libraries;

Supervise effectively the public libraries in the area;

Guide the public librarians and staff in their functions and activities and to suggest possible solutions to the problems affecting their respective libraries;

Establish harmonious relationship with local officials in order to get their support for the betterment of their libraries;

Secure first-hand information on the status of suspected delinquent libraries; and convince personally the local government officials without public libraries in their area to establish their own.

Bookmobile Services

Books on Wheels or Bookmobiles form an integral part of the library system. They can serve as vital links between local governments and members of the community, can give direct access to the under privileged segment of our populace, can serve as aids in the various programs of the national government and can stimulate good reading habits in the rural areas where there are no libraries or reading centers.

Research and Publications Division

The Research and Publications Division is responsible primarily for undertaking research on works of individuals identified with arts and culture. It publishes the Philippine National Bibliography, Research Guides Series, Special Bibliographies, Newsletters and Annual Reports and is also responsible for the cultural events and exhibits hosted by the NLP.

FUNCTIONS

Undertakes the publication of historical materials of NLP for preservation and posterity as well as the informative benefit of library users

Prepares manuscripts for publication based on studies made by the Technical Services section of the Bibliographic Services Division

Gathers, evaluates, and edits materials for publication

Contributes extensively to and participates actively in cultural activities of the NLP including shows, conferences, workshops, exhibits, and in-house tours.

Prepares the NLP annual report, brochures, flyers and programs for special events as well as the NLP newsletter.

Bids and Awards Committee

The BAC and its Composition

BAC Structure

11.1.1. Each procuring entity shall establish in its head office a single BAC to undertake the functions specified in Section 12 of this IRR in order to facilitate professionalization and harmonization of procedures and standards. In line with the standardization of procurement procedures and the thrust towards strengthening the procurement function to increase operational efficiency and effectiveness, Heads of Procuring Entities shall aim to consolidate or unify all procurement activities of the organization, whether locally-funded or foreign-assisted, and whether pertaining to goods, infrastructure projects, or consulting services.(a)

11.1.2. However, to expedite the procurement process for practical intents and purposes, the Head of the Procuring Entity may create separate BACs where the number and complexity of the items to be procured shall so warrant. The BACs may be organized either according to: (a) geographical location of PMO or enduser units of the procuring entity; or (b) nature of procurement. Similar committees for decentralized and lower level offices may also be formed when deemed necessary by the Head of the Procuring Entity.(a)

BAC Composition

11.2.1. The Head of the Procuring Entity shall designate at least five (5) but not more than seven (7) members to the BAC of unquestionable integrity and procurement proficiency.(a)

11.2.2. The BAC for NGAs, departments, bureaus, offices, or instrumentalities of the GOP, including the judicial and legislative branches, constitutional commissions, SUCs, GOCCs, and GFIs shall be composed of the following: Regular Members: a) Chairman, who is at least a third ranking permanent official of the procuring entity; b) An officer, who is at least a fifth ranking permanent official, with knowledge, experience and/or expertise in procurement who, to the extent possible, represents the legal or administrative area of the procuring entity, provided that in the case of bureaus, regional offices and sub- Revised Implementing Rules and Regulations 42 regional/district offices, BAC members shall be at least a third ranking permanent personnel; c) An officer, who is at least a fifth ranking permanent official, with knowledge, experience and/or expertise in procurement who, to the extent possible, represents the finance area of the procuring entity, provided that in the case of bureaus, regional offices and sub-regional/district offices, BAC members shall be at least a third ranking permanent personnel; Provisional Members: d) An officer who has technical expertise relevant to the procurement at hand, and, to the extent possible, has knowledge, experience and/or expertise in procurement; and e) A representative from the end user unit who has knowledge of procurement laws and procedures. The Chairman and the Vice-Chairman shall also be designated by the Head of the procuring entity. Moreover, the Vice-Chairman shall be a regular member of the BAC. For purposes of

this IRR, the term “permanent” shall refer to a plantilla position within the procuring entity concerned.(a)

11.2.3. The BAC for Local Government Units⁵ shall be composed of the following: a) One representative each from the regular offices under the Office of the Local Chief Executive such as, but not limited to, the following: Office of the Administrator, Budget Office, Legal Office, Engineering Office, General Services Offices; and b) A representative from the end user unit. The members shall elect among themselves who shall act as the Chairman and Vice-Chairman. The Chairman of the BAC shall be at least a third ranking permanent official of the procuring entity. The members of the BAC shall be personnel occupying plantilla positions of the procuring entity concerned.(a)

11.2.4. The Head of the Procuring Entity may designate alternate members to the BAC, who shall have the same qualifications as their principals as set in the Act and this IRR. The alternate members shall attend meetings of the BAC and receive the corresponding honoraria, whenever their principals are absent. The alternate members shall have the same term as their principals. The accountability of the principal and the alternate member shall be limited to their respective acts and decisions.(n)

11.2.5. In no case shall the Head of the Procuring Entity and/or the approving authority be the Chairman or a member of the BAC.

11.2.6. Unless sooner removed for a cause, the members of the BAC shall have a fixed term of one (1) year reckoned from the date of appointment, renewable at the discretion of the Head of the Procuring Entity. Upon expiration of the terms of the current members, they shall continue to exercise their functions until new 5 Refer to Appendix 1 for clarification on BAC composition for LGUs. Revised Implementing Rules and Regulations 43 BAC members are designated. In case of resignation, retirement, separation, transfer, re-assignment, removal, or death, the replacement shall serve only for the unexpired term: Provided, however, That in case of leave or suspension, the replacement shall serve only for the duration of the leave or suspension. For justifiable causes, a member shall be suspended or removed by the Head of the Procuring Entity.(a)

Section 12. Functions of the BAC

12.1. The BAC shall have the following functions: (a) advertise and/or post the invitation to bid/request for expressions of interest; (b) conduct pre-procurement and pre-bid conferences; (c) determine the eligibility of prospective bidders; (d) receive bids; (e) conduct the evaluation of bids; (f) undertake post-qualification proceedings; (g) resolve motions for reconsideration; (h) recommend award of contracts to the Head of the Procuring Entity or his duly authorized representative; (i) recommend the imposition of sanctions in accordance with Rule XXIII; (j) recommend to the Head of the Procuring Entity the use of Alternative Methods of Procurement as provided for in Rule XVI hereof; and (k) perform such other related functions as may be necessary, including the creation of a Technical Working Group (TWG) from a pool of technical, financial, and/or legal experts to assist in the procurement process, particularly in the eligibility screening, evaluation of bids, and post-qualification.(a)

12.2. The BAC shall be responsible for ensuring that the procuring entity abides by the standards set forth by the Act and this IRR, and it shall prepare a procurement monitoring report in the form prescribed by the GPPB. The procurement monitoring report shall cover all procurement activities specified in the APP, whether ongoing and completed, from the holding of the pre-procurement conference to the issuance of notice of award and the approval of the contract, including the standard and actual time for each major procurement activity. The procurement monitoring report shall be approved and submitted by the Head of the Procuring Entity to the GPPB in printed and electronic format within fourteen (14) calendar days after the end of each semester.(a)

12.3. Quorum A majority of the total BAC composition as designated by the Head of the Procuring Entity shall constitute a quorum for the transaction of business, provided that the presence of the Chairman or Vice-Chairman shall be required.

12.4. Meetings The Chairman or, in his absence, the Vice-Chairman, shall preside at all meetings of the BAC. The decision of at least a majority of those present at a meeting at which there is quorum shall be valid and binding as an act of the BAC: Provided, however, That the Chairman or, in his absence, the Vice-Chairman, shall vote only in case of a tie.(a)

Section 13. Observers

13.1. To enhance the transparency of the process, the BAC shall, in all stages of the procurement process, invite, in addition to the representative of the COA, at least two (2) observers, who shall not have the right to vote, to sit in its proceedings where: Revised Implementing Rules and Regulations 44 1. At least one (1) shall come from a duly recognized private group in a sector or discipline relevant to the procurement at hand, for example: a) For infrastructure projects, national associations of constructors duly recognized by the Construction Industry Authority of the Philippines (CIAP), such as, but not limited to the following: (1) Philippine Constructors Association, Inc.; (2) National Constructors Association of the Philippines, Inc.; and (3) Philippine Institute of Civil Engineers (PICE). b) For goods, a specific relevant chamber-member of the Philippine Chamber of Commerce and Industry. c) For consulting services, a project-related professional organization accredited or duly recognized by the Professional Regulation Commission or the Supreme Court, such as, but not limited to: (1) PICE; (2) Philippine Institute of Certified Public Accountants (PICPA); and (3) Confederation of Filipino Consulting Organizations; and 2. The other observer shall come from a non-government organization (NGO).(a)

13.2. The observers shall come from an organization duly registered with the Securities and Exchange Commission (SEC) or the Cooperative Development Authority (CDA), and should meet the following criteria: a) Knowledge, experience or expertise in procurement or in the subject matter of the contract to be bid; b) Absence of actual or potential conflict of interest in the contract to be bid; and c) Any other relevant criteria that may be determined by the BAC.(a)

13.3. Observers shall be invited at least three (3) calendar days before the date of the procurement stage/activity. The absence of observers will not nullify the BAC proceedings, provided that they have been duly invited in writing.(a)

13.4. The observers shall have the following responsibilities: a) To prepare the report either jointly or separately indicating their observations made on the procurement activities conducted by the BAC for submission to the Head of the Procuring Entity, copy furnished the BAC Chairman. The report shall assess the extent of the BAC's compliance with the provisions of this IRR and areas of improvement in the BAC's proceedings; b) To submit their report to the procuring entity and furnish a copy to the GPPB and Office of the Ombudsman/Resident Ombudsman. If no report is submitted by the observer, then it is understood that the bidding activity conducted by the BAC followed the correct procedure; and Revised Implementing Rules and Regulations 45 c) To immediately inhibit and notify in writing the procuring entity concerned of any actual or potential interest in the contract to be bid.(a)

13.5. Observers shall be allowed access to the following documents upon their request, subject to signing of a confidentiality agreement: (a) minutes of BAC meetings; (b) abstract of Bids; (c) post-qualification summary report; (d) APP and related PPMP; and (e) opened proposals.(a)

Section 14. BAC Secretariat

14.1. The Head of the Procuring Entity shall create a Secretariat which will serve as the main support unit of the BAC. An existing organic office within the procuring entity may also be designated to serve as Secretariat. However, to strengthen and promote the professionalization of the organizations' procuring unit, the Head of the Procuring Entity may create procurement units that may serve concurrently as BAC Secretariat in accordance with the guidelines issued by DBM. The Secretariat shall have the following functions and responsibilities: a) Provide administrative support to the BAC; b) Organize and make all necessary arrangements for BAC meetings and conferences; c) Prepare minutes of meetings and resolutions of the BAC; d) Take custody of procurement documents and other records; e) Manage the sale and distribution of Bidding Documents to interested bidders; f) Advertise and/or post bidding opportunities, including Bidding Documents, and notices of awards; g) Assist in managing the procurement processes; h) Monitor procurement activities and milestones for proper reporting to relevant agencies when required; i) Consolidate PPMPs from various units of the procuring entity to make them available for review as indicated in Section 7 of this IRR; and j) Act as the central channel of communications for the BAC with end users, PMOs, other units of the line agency, other government agencies, providers of goods, infrastructure projects, and consulting services, observers, and the general public.(a)

14.2. The head of the Secretariat in central offices shall be at least a fifth ranking permanent employee or, if not available, a permanent official of the next lower rank; or shall be at least a third ranking permanent employee in bureaus, regional offices and sub-regional/ district offices, or if not available, a permanent employee of the next lower rank. In addition to integrity, Heads of Procuring Entities shall consider procurement proficiency as a factor in designating the head of the Secretariat and Procurement Unit.(a) Revised Implementing Rules and Regulations 46

14.3. To expedite the procurement process, the Head of the Procuring Entity shall ensure that the members of the BAC and TWG shall give utmost priority to BAC assignments over all other duties and responsibilities, until the requirements for the said assignments at hand are completed.

Disposal Committee

The Disposal Committee is organized mainly to assist the Property Section to determine unserviceable equipment and property of the different division to avoid further deterioration and obsolescence. (see also page 15 Criteria for Weeding of Collections).

Gender and Development Focal Point System (GFPS)

I. The GFPS Chairperson or Head of the Agency

The Head of the agency may designate an Undersecretary or its equivalent to head the GFPS Executive Committee

Roles and Responsibilities:

- a. Issue policies or other directives that support GAD mainstreaming in the policies, plans, programs, projects and activities, budget, systems and procedures of the agency including the creation, strengthening, modification or reconstitution of the GFPS; and
- b. Approve the GAD plan, program and budget of the agency as duly endorsed by the Executive Committee, with the assistance of the Technical Working Group and ensure its implementation.

II. The Executive Committee (ExeCom)

Roles and Responsibilities:

- a. Provide direction and give policy advice to the Agency Head to support and strengthen the GFPS and agency's GAD mainstreaming activities;
- b. Direct the identification of GAD strategies, programs, activities and projects based on the results of the gender audit, gender analysis and according to the identified priorities of the agency in response to the gender issues face by its clients an employees;
- c. Ensure the timely submission of the agency GAD Plan and Budget Accomplishment Report and other GAD-related reports to the PCW and to DBM;
- d. Ensure the effective and efficient implementation of the agency GAD programs, activities and projects and the judicious utilization of the GAD budget;
- e. Build and strengthen the partnership of the agency with PCW, GAD experts, advocates, women's groups and other stakeholders in pursuit of gender mainstreaming.

- f. Recommend approval of agency GAD Plans and Budgets and GAD Ars;
- g. Recommend awards or recognition to outstanding institutional GAD programs, activities and projects and/or GAD FP members.

III. Technical Working Group/Secretariat

May be chaired by a member of the Execom or may designate a Chair outside of the ExeCom. The TWG shall be composed of representatives from various divisions or offices.

Roles and Responsibilities:

- a. Facilitate the implementation of the gender mainstreaming efforts of the agency the GAD planning and budgeting process;
- b. Formulate agency GAD Plans, Programs and Budget in response to the gender gaps and issues faced by their clients and constituencies, women and men employee's, following the conduct of a gender audit, gender analysis, and/or review of sex disaggregated data;
- c. Assist in the capacity development of and provide technical assistance to the agency, and as needed, to officers in the offices or units. In this regard, the TWG shall with the human resource development office on the development and implementation of an appropriate capacity development program on gender equality and women's empowerment for its employees, and as requested or deemed necessary, for other offices under the Department or Agency, as the case may be;
- d. Coordinate with the various units of the agency including its regional and attached agencies and ensure their meaningful participation in GAD strategic and annual planning exercises. The TWG of the GFPS of the central agency shall coordinate with the GFPS of its attached agencies, bureaus and regional offices especially on the preparation, consolidation and submission of GAD Plans and Budgets.
- e. Lead the conduct of advocacy activities and the development of IEC materials to ensure critical support of agency officials, staff and relevant stakeholders to the activities of the GFPS and GAD mainstreaming activities;
- f. Monitor the implementation of GAD-related programs, activities and projects in their respective offices and suggest corrective measures to improve implementation of GAD PAPs and GFPS activities;
- g. Prepare and consolidate agency GAD accomplishment reports; and
- h. Provide regular updates and recommendations to the head of agency or ExeCom on the activities of the GFPS and the progress of agency GAD mainstreaming activities based on the feedback and reports of the various units of the agency.

Library Materials Selection Committee

The Selection Committee is responsible for selects, acquires, and provides free and open access to appropriate materials regardless of format. (see page 36 for Principles on Selection).

Inspection Committee

Inspection is the process of examining and testing the procured supplies, materials, equipment and services including raw materials and components to determine their conformity with the contract requirements including all applicable drawings, specifications and purchase description. The inspection of items shall be done by the Inspectorate Team, whose members shall be determined and designated by the HOPE. Inspection shall be done in accordance with the standards and specifications and be conducted in the presence of the suppliers and enduser's representatives.

a. The Inspectorate Team and Supply Officer/Designated Property Custodian shall prepare and sign the Inspection and Acceptance Report (IAR).

b. For textbooks, desks and armchairs, IAR shall be prepared by Instructional Materials Council Secretariat (IMCS) and Physical Facilities and Schools Engineering Division (PFSED), respectively.

c. The same IAR's shall be signed by the Inspectorate Team and supply officer/designated property custodian of the recipient schools.

A. Techniques for Inspection

Inspection by Item. Individual item is checked in conformity with the requirement stated in the specification. This method of inspection is applicable, but not limited to deliveries of equipment and fixed assets.

Inspection by Sampling. Sampling is a process of obtaining information about a group of data having similar purpose or function, usually ten percent (10%) of the total or lot delivery.

B. General Procedures in Conducting Inspection

1. Upon receipt of the request for inspection, check the following documents as to their completeness and authenticity.

- a. PO and Contract
- b. Supplier's Invoice and Delivery Receipt
- c. Other Required papers necessary for a substantive

2. Conduct inspection and testing procedures when applicable.

3. Prepare inspection report immediately and give to the Inspectorate Team and supply officer/designated property custodian for signature.

Personnel and Selection Board Promotion Plan

Rationale:

NLP adheres to the principle that appointments and promotions of employees shall be on the basis of their qualifications and competence to perform the duties and responsibilities of the positions in the career service. Towards this end, this Merit Promotion Plan (MPP) is hereby adopted.

Definition of Terms:

1. Awards – recognitions received as compliments for the employee's contribution to his/her profession given by PRC or any professional organization being a member or an officer (i.e. PLAI, ALPS, etc.)
2. Board – refers to the Promotion and Selection Board (PSB)
3. Deep selection – the process of selecting a candidate for appointment who is not next in rank but possesses superior qualifications and competence
4. Discrimination – a situation wherein a qualified applicant is not included in the selection line-up on account of gender, civil status, pregnancy, disability, religion, ethnicity, or political affiliation.
5. First level positions – includes clerical positions, trades, crafts and custodial service positions which involve paraprofessional or sub-professional work in a non-supervisory and supervisory capacity requiring less than four years of collegiate studies.
6. Job requirements – requisites not limited to the qualification standards of the position, but may include skills, competencies, potential, physical and psycho-social attributes necessary for the successful performance of the duties required of the position.
7. Merit Promotion Plan (MPP) – refers to the interactive policies and procedures to be observed in the objective selection of candidates for appointment and promotion.
8. Merit promotion – a systematic method of selecting candidates for appointment and advancement on the basis of their qualifications, fitness and abilities to perform the duties and assume the responsibilities of the position to be filled.
9. Next-in-rank position – determined to be next-in-rank to the vacancy as reflected in the System of Ranking Positions (SRP) approved by the Director
10. Non-Career Service – positions expressly declared by law to be in the non-career service, or those who entrance in the service is characterized by (a) entrance on the bases other than those of the usual tests of merit and fitness utilized for the career service; and (b) tenure which is limited to the duration of a particular project for which purpose employment was made

11. Promotion – the advancement of an employee from one position to another with an increase in duties and responsibilities as authorized by law, and usually accompanied by an increase in salary
12. Personnel Actions – any action denoting the movement or progress of personnel in the civil service such as original appointment, promotion, transfer, reinstatement, reemployment, detail, reassignment, secondment and demotion.
13. Psycho-Social Attributes – refer to the characteristics or traits of a person which involve both psychological and social aspects. Psychological includes the way he/she perceives things, ideas, beliefs and understanding and how he/she acts and relates these things to others and in social situations.
14. Qualification Standards – is a statement of the minimum qualifications for a position which shall include education, experience, training, civil service eligibility, and physical characteristics and personality traits required in the performance of the job
15. Research – any conducted study beyond official obligations as well as school requirements that will benefit the Institution.
16. Second Level – shall include professional, technical and scientific positions which involve professional, technical or scientific in a non-supervisory or supervisory capacity requiring at least four years of collegiate work up to Division Chief level.
17. Selection line-up – is a listing of qualified and competent applicants for consideration to a vacancy which includes but not limited to the comparative information of their education, experience, training, civil service eligibility, performance rating (if applicable), relevant work accomplishments, physical characteristics, psycho-social attributes.
18. Special Project – a research study conducted with questionnaires and survey in compliance with Master’s degree requirements but without defense
19. Training – relevant training/s attended to the previous or current position
20. Thesis – a research study conducted with questionnaires and survey in compliance with Master’s degree requirements with defense

Policy:

1. Selection of employees for appointment shall be open to all qualified individual according to the principle of merit and fitness. There shall be equal employment opportunity for men and women at all levels of position in the agency, provided they meet the minimum requirements of the position to be filled.

2. The MPP shall cover positions in the first and second level and shall also include original appointments and other related personnel actions

There shall be no discrimination in the selection of the employees on account of gender, civil status, disability, religion, ethnicity, or political affiliation.

3. When a position in the first and second level becomes vacant, applicants for employment who are competent, qualified and possess appropriate civil service eligibility shall be considered for permanent appointment. In addition to the required qualifications, applicants for positions starting with Salary Grade 18 must possess supervisory/managerial competencies (See Appendix for Competencies)
4. Vacant positions marked for filling shall be published in accordance with Republic Act 7041 (Publication Law). The published vacant positions shall also be posted in conspicuous places in the agency for at least ten (10) calendar days. Other appropriate modes of publication shall be considered.

The publication of a particular vacant position shall be valid until filled-up but not to extend beyond six (6) months reckoned from the date the vacant position was published.

5. The PSB shall have the following composition:
 - a. As Chairperson
 - Agency Head or the authorized representative;
 - b. As Members
 - Most senior Division Chief
 - Human Resource Management Office or the career service employee directly responsible for personnel management;
 - Two representative of the rank-and-file career employees, one from the first level and one from the second level, who shall both be chosen by the duly accredited employee association in the agency
 - c. As Resource persons/observers
 - Division Chief or the authorized career service representative of the organization unit where the vacancy is.
 - d. Secretary
6. The PSB members including alternate representatives for first and second level positions shall undergo orientation and workshop on the selection/promotion process and CSC policies on appointments.
7. All candidates for appointment to first and second level positions shall be screened by the PSB. Appointment to the following positions shall no longer be screened by the PSB:

- a. Substitute appointment due to their short duration and emergency nature. However, should the position be filled by regular appointment, candidates for the position should be screened and passed upon by the PSB;
 - b. Appointment to entry laborer positions;
 - c. Appointment to personal and primarily confidential positions; and
 - d. Renewal of temporary appointment issued to the incumbent personnel.
8. The agency head shall, as far as practicable, ensure equal opportunity for individuals to be represented in the PSB for all levels.
 9. For vacancies in the first and second levels, all qualified next-in-rank employees shall be automatically considered candidates for promotion to the next higher position.
 10. The PSB shall maintain fairness and impartiality in the assessment of candidates for appointment. Towards this end, the PSB may seek the assistance of external or independent resource persons and may initiate innovative schemes in determining the best and most qualified candidate.
 11. The appointing authority shall assess the merits of PSB's recommendation for appointment and in the exercise of sound discretion, select, in so far as practicable, from among the top five ranking applicants deemed most qualified for appointment to the vacant position.
 12. The appointing authority may appoint an applicant who is not next-in-rank but possess superior qualification and competence, and has undergone selection process.
 13. The comparative competence and qualification of candidates for appointment shall be determined on the basis of:

13.1. PERFORMANCE

- 13.1.1. For appointment by promotion, the performance rating of the appointee for the last 2 semesters rating period prior to the effectivity date of the appointment should be at least very satisfactory. However, no employee shall be considered for promotion unless his last performance rating is at least very satisfactory.
- 13.1.2. For appointment by transfer, the performance rating for the last rating period immediately preceding the transfer from the former office or agency should be at least very satisfactory.

13.2. EDUCATION AND TRAINING

These shall include educational background and the successful completion of training courses, scholarships, seminars and others in excess of the minimum requirements of the position to be filled. Such education and training must be relevant to the position to be filled. Moreover, only training courses or seminars attended during the last five years may be credited for this purpose.

13.3. EXPERIENCE AND OUTSTANDING ACCOMPLISHMENTS

These shall include outstanding accomplishments or experiences in excess of the minimum requirements of the position, worthy of special commendation. A maximum of five (5) years experiences/recognitions may be credited.

13.4. PSYCHOSOCIAL ATTRIBUTES AND PERSONALITY TRAITS

Refer to the physical, social and psychological attributes such as physical fitness, attitudes and personality traits of the individual which must have a bearing on the successful performance of the functions of the position to be filled.

13.5. POTENTIAL

This takes into account the employee's capability not only to perform the duties and responsibilities of the position to be filled out but also of the higher and more responsible positions.

14. An employee may be promoted or transferred to a position which is not more than three (3) salary, pay or job grades higher than the employee's present position except in very meritorious cases, such as: if the vacant position is next-in-rank as identified in the System of Ranking Positions (SRP) approved by the Director, or the lone or entrance position indicated in the agency staffing pattern.
15. An employee should have rendered at least very satisfactory service for the last 2 semesters rating period in the present position before being considered for promotion.
16. An employee who is on local or foreign scholarship or training grant for a period of 3 months or more will not be considered for promotion.
17. An employee who is on maternity/paternity leave may be considered for promotion. For this purpose, performance rating to be considered shall be the rating immediately prior to the date of his/her leave. If promoted, the effectivity date of the promotional appointment shall be on the assumption to duty.
18. Promotion within six (6) months prior to compulsory retirement shall not be allowed except as otherwise provided by law.
19. An employee must be holding his/her current position for at least 2 years before he/she can apply for another promotion. However, in very meritorious cases, such as: if no one is qualified to fill-up the vacant position, an employee holding his/her current position in less than 2 years can be considered as candidate for the promotion.

20. A notice announcing the appointment of employee shall be posted in conspicuous places in the agency a day after the issuance of the appointment for at least (10) calendar days.
21. The MPP shall be used as one of the bases for the expeditious approval of appointments, for attestation and accreditation to take final action on appointments.

Procedure:

1. Publication of vacant positions marked for filing in accordance with RA 7041 and Posting published vacant administrative positions in conspicuous places in the agency for at least ten (10) calendar days. Vacant positions not filled up within six (6) months after publication have to be republished.
2. Notification of all next-in-rank employees in the agency by posting names of qualified candidates.
3. Screening and assessment of applicants by the Human Resource Management Officer (HRMO)
4. Feedback to all applicants on the status of their applications. (Give their rank less the points on interview/exam if applicable)
5. Interview of the applicants by the Promotion and Selection Board
6. Evaluation and deliberation of the candidates by the PSB
7. Preparation of recommendation and corresponding justification for the chosen candidate.
8. Approval of appointment by the Director
9. Announcement of duly approved appointments through bulletin boards or other media for at least 15 days after issuance.

Grievance Procedure:

1. Within fifteen (15) days from notice of issuance of an appointment, a next-in-rank employee who is competent and qualified, who feels aggrieved by the promotion or appointment of another, may file a protest with the Director who shall make a decision within thirty (30) days from receipt of the protest.
2. Any employee not satisfied with the decision of the Director may further appeal within fifteen (15) days from receipt thereof to the Promotion and Selection Board (PSB). The Board shall render a decision within sixty (60) days from the time the protest case is submitted for decision. The decision of the Board is final except those involving division chiefs which may be appealed to the Commission. Those involving positions below division chief may be subject of review by the Commission.

3. An employee who is still not satisfied with the decision of the Board may appeal to the Commission within fifteen (15) days from receipt of the decision. The decision of the Commission is final and executor if no petition for reconsideration is filed within fifteen (15) days from receipt thereof.
4. In all instances only one petition for reconsideration shall be entertained. The petitioner shall point out errors in the original decision or he shall present new evidences.
5. Failure to file a protest, appeal, petition for reconsideration or petition for review within the prescribed period shall be deemed a waiver of such right and shall render the subject action/decision final and executor.
6. An appointment though contested shall take effect immediately upon its issuance if the appointee assumes the duties of the position and the appointee is entitled to receive the salary attached to the position. However, the appointment together with the decision of the Director shall be submitted to the Commission for appropriate action within 30 days from the date of its issuance otherwise the appointment becomes ineffective thereafter. Likewise, such an appointment shall become ineffective in case the protest is finally resolved against the protestee, in which case he shall be reverted to his former position.
7. Notwithstanding the initial approval of an appointment, the same maybe recalled on any of the following grounds.
 - a. Non-compliance with the procedures/criteria provided in the MPP
 - b. Failure to pass through the selection/promotion criteria
 - c. Violation of the existing collective agreement between management and employees relative to promotion; or
 - d. Violation of other existing civil service law, rules and regulations

Program on Awards and Incentives for Service Excellence (PRAISE)

I. RATIONALE

In line with revised policies on Employee Suggestion and Incentive Awards System (ESIAS) provided under CSC Resolution No. 010112 date January 10, 2001 and CSC MC No. 01 s2001, the National Library of the Philippines (NLP), herein, referred to as the Agency, adopts the Program on Awards and Incentives for Service Excellence (PRAISE) to be referred to as NLP PRAISE.

II. BASIC POLICIES

1. The Agency has established NLP PRAISE to recognize the worthy suggestions from the accomplishments of its employees as basis of the incentives and awards system.
2. The NLP PRAISE is designed to encourage creativity, innovations, efficiency, integrity and productivity in the public service by recognizing and rewarding NLP officials and employees, individually or in groups for suggestions, inventions, superior accomplishments and other significant efforts which contribute to the general efficient Agency operations, or for other extraordinary acts or services for public interest.
3. The NLP PRAISE shall adhere to the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior.
4. The NLP PRAISE shall give emphasis on the timeliness of giving award or recognition. Aside from conferment of awards during the traditional or planned awarding ceremonies, the spirit of on-the-spot grant of recognition shall be institutionalized.
5. The NLP PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, innovative and ethical behavior of employees through formal and informal mode.

For this purpose, the PRAISE shall encourage the grant of non-monetary awards. Monetary awards shall be granted only when the suggestions, inventions, superior accomplishments and other personal efforts result in monetary savings, which shall not exceed 20% of the savings, generated.

6. At least 5% of the Human Resource Management Funds shall be allocated for the PRAISE and incorporated in the Agency's Annual Work and Financial Plan and Budget.
7. The PRAISE shall be institutionalized through the creation of a PRAISE Committee of the National Library of the Philippines.

III. OBJECTIVES

1. General

To encourage, recognize and reward employees, individually and in groups, for their suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services in the public interest and other personal efforts which contribute to the efficiency, economy and improvement in NLP operations, which lead to its organizational productivity.

2. Specific

- a) To establish a mechanism for identifying, selecting, rewarding and providing incentives to deserving employees at the start of each year;
- b) To identify outstanding accomplishments, best practices of employees on a continuing basis;
- c) To recognize and reward accomplishments and innovations periodically or as the need arises;
- d) To provide incentives and interventions to motivate employees who have contributed ideas, suggestions, superior accomplishments and other personal efforts.

IV. SCOPE

The System shall apply to all permanent employees in the career and non-career service of the Agency.

V. DEFINITION OF TERMS

AGENCY – refers to the National Library of the Philippines

AWARD – recognition which may be monetary or non-monetary conferred on individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or services in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.

CAREER – positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

CONTRIBUTION – any input which can be in the form of an idea or performance (see also Idea Type and Performance Type Contribution).

DISCOVERY – is the uncovering of something previously existing but found or learned for the first time which will improve public service delivery.

IDEA TYPE CONTRIBUTION – refers to an idea, a suggestion or an invention or discovery for improvement to effect economy in operation, to increase production and improve working conditions.

INCENTIVE – monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishment or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.

INVENTION – the creation of something previously non-existent which will benefit the government.

NON-CAREER – positions expressly declared by law to be in the non-career service; or those whose entrance in the service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service and (2) tenure which is limited to the duration of a particular project for which purpose employment was made.

PERFORMANCE TYPE CONTRIBUTION – refers to performance of an extraordinary act or service in the public interest in connection with, or related to one's employment; or outstanding community service or heroic acts in the public interest; or sustained work performance for a minimum period of one year which is over and above the normal position requirement of the individual or group.

SUGGESTION – idea or proposal which improves work performance, systems and procedures and economy in operations that will benefit the government.

SYSTEM – the agency awards and incentives program for employees.

VI. THE NLP PRAISE COMMITTEE

The PRAISE Committee shall have the following composition:

- Director, as the Committee Chairman
- Chief of the Finance and Administration Division, as the Vice-Chairman
- Head of the Human Resource Management Section, as Member
- Head of the Research and Publication Division, as Member
- President of the The National Library Employees Association (TNLEA), as Member
- Representative from the 1st Level Group

VII. COMMITTEE RESPONSIBILITIES

1. The Director shall be responsible in overseeing the System's operation.
2. The Human Resource Management Section shall serve as the System's Secretariat.

3. The PRAISE Committee shall ensure that productivity, innovative ideas, suggestions and exemplary behavior can be identified, considered, and implemented on a continuing basis to cover employees at all levels.
4. The PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system. The Agency may, however, employ an external or independent body to assist the PRAISE Committee to judiciously and objectively implement the system of incentives and awards.
5. The PRAISE Committee shall establish its own internal procedures and strategies. It shall monitor implementation of approved suggestions and ideas based on feedback and reports. Membership in the Committee shall be considered part of the member's regular duties and functions.
6. Develop, produce and distribute a System and Policy Manual for the orientation of the employees on the program.
7. Document significant practices, innovative ideas and success stories which shall serve as promotional materials to sustain interest and enthusiasm to the program.
8. Submit an annual report to the CSC on or before the thirtieth (30th) day of January.
9. The Agency shall submit its Program on Awards and Incentives for Service Excellence (PRAISE) and its subsequent amendments to the Civil Service Commission (CS) Regional Office. The Civil Service Commission Regional or Field Office concerned shall provide technical assistance, if deemed necessary, to ensure proper implementation.
10. Issues relative to awards and incentives shall be brought before the PRAISE Committee, which shall address the same within fifteen (15) days from the date of submissions.

VIII. GENERAL CONDITIONS

- The candidates/nominees for any of the awards-based incentives shall compete among themselves;
- The candidate/nominee for any of the awards shall have no pending and/or found guilty of criminal and administrative case;
- The NLP PRAISE Committee shall recommend the candidates to the Director.

IX. TYPES OF AWARDS

A. National Awards

The Agency shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, NGOs and other award giving bodies such as the:

1. ***Presidential or Lingkod Bayan Award*** conferred on an individual for consistent, dedicated performance exemplifying the best in any profession or occupation resulting in the successful implementation of an idea or performance, which is of significant effect to the public or principally affects national interest, security and patrimony.
2. ***Outstanding Public Official/Employee or Dangal ng Bayan Award*** granted to any public official or employee in government who has demonstrated exemplary service and conduct on the basis of his or her observance of one or more of the eight (8) norms of behavior under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees.
3. ***Civil Service Commission or the PAGASA Award*** conferred on a group of individuals or team who has demonstrated outstanding teamwork and cooperation, which resulted in the successful achievement of its goal or has greatly improved public service delivery, economy in operation, improved working conditions or otherwise benefited the government in many other ways.
4. ***Other Awards*** given by other government agencies, private institutions or NGOs to an individual or team for contributions of an idea or performance that directly benefited the government.

B. NLP Internal Awards

The NLP shall develop and initiate the search for deserving employees who may be included in the screening of candidates for awards to be given such as:

1. Gawad ng Pangulo ng NLP Award

Given in recognition of an “extra-ordinary achievement” i.e. successfully implemented an idea that contributed to the efficiency and productivity of the Agency, improvement in operations or in the welfare of co-employees.

a) Qualifications:

This award is open to all employees of the National Library of the Philippines.

b) Nomination Procedure

Nominations are open each year wherein any NLP employee can submit nominations to the NLP PRAISE Committee with the justification detailing why his/her nominee is deserving of the award. Deadline for submission of nominations is on March 15 of each year.

c) Criteria

i. Impact of Achievement (40%)

- The extent to which the idea has increased productivity and improved systems and procedures; the paradigm shift it has cause; and the number of persons that benefited.

ii. Reliability and Effectiveness (20%)

- The Extent to which the bright ideas has effectively and efficiently addressed a pressing need and improved service delivery.

iii. Economy on Operations (20%)

- The extent to which minimum amount of resources (people, time, etc.) has been used to achieve the result or input.

iv. Relevance (20%)

- Addresses the improvement of working condition or services beneficial to all employees of the NLP.

d) Selection Procedure

The PRAISE Committee may invite individuals from other agencies/entities representing clients of the NLP (e.g. users of NLP outputs, donors, researchers, publishers/book dealers) and having full knowledge about NLP and its operation, to assist the PRAISE Committee in the evaluation of nominees to this particular award.

e) Period of Reference

The award shall be given during the NLP Anniversary Celebration in August of the following calendar year. Thus, the period covered shall be from January to December of the preceeding year.

f) Documents Required

Nomination letter with detailed explanation addressed to the NLP PRAISE Committee.

g) Awards

A plaque of recognition and the amount of P5,000 will be given to the awardee during the NLP Anniversary.

2. Hall of Fame Award

Given to individuals or groups who have won awards from the NLP PRAISE (regardless of category) at least three (3) times in a span of five (5) years. Conferment of this award shall be on the succeeding year after receiving the third award in any of the category. However, Hall of Fame awardees may again be qualified to vie for and receive any award from the NLP PRAISE three (3) years after being conferred of said award.

Awards:

- a) A plaque of recognition and a cash award
- b) Amount of P5,000 each to be conferred during the NLP Anniversary Celebration
- c) Increase in salary in the form of Steps Increment

3. Best Organizational Unit Award

Granted to the top organizational unit, which may be a section, division or office for extra-ordinary performance of core competencies or service and continuous demonstration of capacity in work execution.

a) Qualifications

This award is open to all organizational units of the Agency.

- b) Criteria (to be included under Implementing Rules and Regulations)

- i. Performance (40%) – Exceeded the unit’s performance targets.
- ii. Quality and Consistency of Performance (20%) – Exceeded the unit’s performance targets in the last two (2) years.
- iii. Cost efficiency (20%) – The extent to which minimum amount of resources (people, time, etc.) has been used to achieve the result or output.
- iv. Team Spirit (20%) – The extent to which performance was achieved through teamwork, shared responsibility, commitment and dynamic leaders

c) Selection Procedure/No. of Awardees

The PRAISE Committee may invite individuals from other agencies/entities representing clients of the NLP (i.e. users of NLP outputs, donors, researchers, publishers/book dealers) and having full knowledge about NLP and its operations, to assist the PRAISE Committee in the evaluation of nominees to this particular award. There shall only be one organizational unit awardee per year.

d) Period of Reference

This award shall be given during the NLP Anniversary Celebration in August following the calendar year. The evaluation shall cover the performance targets and accomplishments of the preceding year.

e) Awards

A plaque and a cash award in the amount of P5,000 will be conferred during the NLP Anniversary Celebration.

4. “Ang Masinop” Award

This award shall be given to an employee or employees whose physical areas of responsibility are well maintained and follow good office keeping practices as defined by the principles of “7S” of good house-keeping, i.e. Sort, Systematize, Sweep, Sanitize, Sustain, Safety, Security.

a) Qualifications/Criteria

This award is open to all employees of the Agency who have exhibited the following criteria most consistently:

- follow an organized filing system
- maintain the cleanliness of their physical area of responsibility
- practice responsible use of supplies, IT resources and equipment (including government vehicle)
- practice recycling of office wastes
- conserve electricity and water
- turn-off computers, and other electrical devices

b) Nomination Procedure

Nominations are open each year wherein any NLP employee can submit nominations to the NLP PRAISE Committee with the justification detailing why his/her nominee is deserving of the award. Deadline for the submission of nominations is on March 15 of each year.

c) Selection Procedure/No. of Awardees

There could be a maximum of five (5) awardees each year depending on the results of the evaluation.

d) Period of Reference

The award shall be given during the NLP Anniversary Celebration in August following the calendar year. Thus the period covered shall be from January to December of the preceding year.

e) Documents Required

Nomination letter with detailed explanation addressed to the NLP PRAISE Committee.

f) Awards

A certificate of recognition and a cash award in the amount of P2,000 will be conferred during the NLP Anniversary.

5. Career and Self-Development Award

Granted in recognition of an individual who has satisfactorily completed a course or degree within or outside the country at one's own expense.

a) Qualifications/Criteria

This award is open to all employees of the Agency who have satisfactorily completed a course or degree within or outside the country at their own expense in a school accredited by the Commission on Higher education (CHED).

b) Document Required

Diploma or transcript of records

c) Awards

A certificate of recognition shall be given to the awardee during the NLP Anniversary Celebration. In addition, the awardee will also receive monetary incentives based on the following criteria:

1) *For degree program*

- Cash award of P5,000 (if graduating with honors)
- Cash award of P3,000 (if graduating without honors)

2) *For non-degree/diploma program*

- Cash award of P2,000

6. Service Award

Conferred on retirees whether under optional or compulsory retirement schemes held during a fitting ceremony on or before of their retirement. This award shall be in the form of a certificate of appreciation, and cash award in the amount of P1,000 for every year of service with NLP but not more than P30,000.

7. Personnel Motivation and Incentive Award

This award shall be given to NLP permanent employees, who have exhibited exemplary dedication to their work and the Agency in terms of outstanding performance in technical (duties and responsibilities) and behavioral dimensions, compliance to office rules and regulations such as office attendance, cost-cutting measures, liquidation of cash advances, appropriate use of IT resources, among others.

a. *Qualifications/Criteria*

The nominee must have attained perfect attendance for the whole calendar year. He/She must have no absence except for the five (5) days

Mandatory Leave, three (3) days Special Leave, and if entitled to Compensatory Time-Off (CTO). The nominees must have very satisfactory (VS) performance rating in the past two (2) evaluation periods and must not have received any form of official reprimand for non-compliance of office rules and regulations.

Only those using the e-CATS (Computerized Attendance Tracking System) to record attendance, are qualified for the award. An employee who is out on official business shall be considered to have rendered a full day's work, as long as it is authorized by his/her immediate supervisor and supported by a properly accomplished "Personnel Locator Slip" or an approved LTO and Certificate of Appearance.

b. Nominations Procedure

The Human Resource Staff & Finance Staff shall prepare the list of nominees at the end of the calendar year for submission to the NLP PRAISE Committee.

c. Selection Procedure/No. of Awardees

All qualified permanent employees, shall be awarded.

d. Period of Reference

The award shall be given during the NLP Anniversary Celebration in August following the calendar year. Thus the period covered shall be from January to December of the preceding year.

e. Documents Required

Summary of time record and attendance. Other supporting records must be ready for verification such as time cards, personnel locator slip, LTO and certificate of attendance.

f. Awards

A maximum of five (5) awardees per year will be given a cash award in the amount of P3,000 each.

8. NLP Achievement Award

This award aims to recognize the achievement/award garnered by an employee from his/her peers or national professional organization as this provides prestige to the Agency.

a. Qualifications

All NLP employees who have received recognition from his/her peers or professional organization.

b. Period of Reference

This award shall be given during the NLP Anniversary Celebration in month of August of every year. Thus the reference is July of each year to August of the following year. A NLP Achievement Award Screening Committee shall be created to evaluate if award or recognition received by an employee could fall under this reward program.

c. Documents Required

Documentary evidence of the achievement or award.

d. Awards

A cash award in the amount of P5,000 and a certificate of recognition shall each be given to the recipient/s.

A. National Incentives

1) Loyalty Incentive

Granted to an employee who has served continuously and satisfactorily to the agency for at least ten (10) years. The recipient shall be entitled to a cash award allowable under existing policies of the Civil Service Commission (CSC). Succeeding awards shall be given every five years thereafter. Besides cash award, additional gift shall be given equivalent to the following amount:

15 years	- P10,000
20 and 25 years	- P15,000

30, 35 and 40 years - P20,000

Or other memorabilia/souvenir as may be identified.

2) Length of Service Incentive

Given to an employee who has rendered at least three (3) years of continuous satisfactory service in the same position. The cash award shall be incorporated in the salary adjustments following the Joint CSC-DBM Circular No. 1, s. 1990.

3) Productivity Incentive

Given to all employees who have performed at least satisfactory for the year covered in accordance with the Agency's CSC-approved PES. This incentive shall follow relevant existing guidelines.

B. NLP Internal Incentives

In addition, the NLP shall establish the following incentives:

1) Flexiplace Incentive

This incentive is granted to qualified employees to provide flexibility in the place of work provided that specific output objectives have been drawn and agreed with the supervisor.

a. Mechanics

NLP personnel who are occupying senior position such as Librarian IV to V and Librarian I to III are qualified to avail of this incentive. The applicant shall fill-out a form identifying time-bound outputs and period covered drawn up with the immediate supervisor. The application should be recommended by the supervisor and approved by the NLP Director. Upon approval, the form shall be forwarded to the Human Resources Section for record purposes. A regular progress review shall be conducted.

b. Procedure of Availment

The availment shall be automatic for holders of plantilla positions identified unless explicitly disallowed by the MANCOM for specific purposes and specific periods.

2) Personnel Incentive Award (PIA)

Given in recognition of the collective effort of the NLP personnel to meet the targets of the Agency and for their remarkable performance in externally funded research and research-related projects and/or ad hoc programs and projects.

This award shall have two (2) components:

Regular Incentive given to all the NLP personnel for their collective effort to meet the targets of the Agency due to the exemplary performance of their functions.

Special Incentive given to all NLP personnel who have accomplished remarkable performance in externally funded research and research-related projects and/or ad hoc programs and projects over and above the performance of their regular duties and functions, thereby exceeding the targets for the year.

a. Qualifications:

- *Regular Incentive* – All NLP personnel may qualify for this award.
- *Special Incentive* – only those who have direct involvement in the implementation of externally funded projects and/or ad hoc programs and projects, as indicated in the Special Order may qualify for this award. Those personnel hired specifically for these projects are not qualified since their involvement in said project constitutes their normal duties and functions. Those employees who are included in the Special Order but choose to claim overtime pay/compensatory overtime credits (COCs) are no longer eligible to receive the special incentive.

b. Awards

- *Regular Incentive* 85% of the amount allotted for the Personnel Incentive Award (PIA) or as determined by the PRAISE Committee and approved by the NLP Management. This part of the Personnel Incentive Award (PIA) shall be distributed equally to all NLP personnel. The PIA of the new employees and those who are on leave without pat shall be computed on a pro-rata bases.

- *Special Incentive* 15% of the amount allotted for the Personnel Incentive Award (PIA) or as determined by the PRAISE Committee and approved by the NLP Management. The NLP Management, through the NLP PRAISE Committee and in consultation with the supervisors concerned, shall be given discretion in distributing the special incentive to qualified NLP personnel based on extra hours rendered (in excess of 247 working days/year) and /or degree of difficulty in terms of their involvement in the project.

The formula for the computation of special incentive based on extra hours rendered shall be as follows:

Special Incentive = 0.0057 (constant factor) x monthly salary rate x time (hours)

Or as may be determined by the PRAISE Committee and approved by the NLP Management.

Other incentives which the NLP PRAISE Committee may decide to give in any fitting occasion are subject to the approval of the NLP Management.

X. FUNDING

The Agency shall set aside in its annual budget the necessary appropriations to cover whatever necessary expenses may be incurred in granting both monetary and non-monetary awards in accordance with the provisions of the NLP PRAISE.

XI. EFFECTIVITY

The NLP Program and Awards and Incentives for Service Excellence (PRAISE) shall take effect upon approval by the Civil Service Commission.

XII. COMMITMENT

I hereby commit to implement and abide by the provisions of this NLP PRAISE, which shall be the basis for the grant of awards and incentives including Productivity Incentive Bonus.

The annual PRAISE Report shall be submitted to the CSC Regional Office on or before the thirtieth day of January to enable our employees to qualify for nomination to the CSC sponsored national awards.

Information Technology Division

Office Manual

**Rules, Policies
and
Procedures**

Document History

Date of Revision	Changes

Author: Edgardo Quiros, IT Division Chief

Table of Contents

1. Background.....	7
1.1. Vision.....	7
1.2. Mission.....	7
1.3. Major Functions.....	7
1.4. ITD Office.....	7
2. Organizational Structure.....	8
2.1. ITD in relation to NLP Organizational Structure.....	8
2.2. ITD Organizational Structure.....	9
2.3. Current Organization.....	10
3. The ICT-enabled NLP.....	11
3.1. Information Systems.....	11
4. ITD Managed Facilities.....	12
4.1. Kiosk.....	12
4.2. Data Center.....	12
4.3. ID Registration Station.....	13
4.4. Time Management Station.....	13
4.5. Internet Station.....	14
4.6. Digitization Center.....	14
4.7. IT Training Center.....	15
4.8. Filipiniana Digital Library Station.....	15
4.9. Catalog Searching Station @ 2F.....	16
4.10. Catalog Searching Station @ 3F.....	16
4.11. Catalog Searching Station @ 4F.....	17
5. ITD Services.....	18
5.1. Client Services.....	18
5.2. NLP Organization Services.....	18
5.3. Public Library Services.....	18
5.4. Other Services.....	18
5.5. Time Line.....	18

5.6.Revision history.....	18
6.General Policies.....	19
6.1.Framework.....	19
6.2.ITD Staff Developent.....	19
6.3.NLP Staff and Public Library Staff Training.....	19
6.4.Technology Selection.....	20
6.5.ICT Solutions Development.....	20
7.web.nlp.gov.ph Privacy Notice.....	21
7.1.The Privacy Notice.....	21
7.2.Time Line.....	24
7.3.Revision history.....	24
8.Electronic Document Management.....	25
8.1.Purpose.....	25
8.2.Definitions.....	25
8.3.Policy.....	25
8.4.Time Line.....	26
8.5.Revision history.....	26
9.Employee Electronic Mail and Messaging Use.....	27
9.1.Purpose.....	27
9.2.Definitions.....	27
9.3.Policy.....	27
9.4.Responsibility.....	28
9.5.Time Line.....	29
9.6.Revision history.....	29
10.Employee Internet Use.....	30
10.1.Purpose.....	30
10.2.Definitions.....	30
10.3.Policy.....	30
10.4.Responsibility.....	32
10.5.Time Line.....	32
10.6.Revision history.....	32
11.Employee Personal Computer Use.....	33
11.1.Purpose.....	33

11.2.Definitions.....	33
11.3.Policy.....	33
11.4.Time Line.....	34
11.5.Revision history.....	34
12.ICT Planning Process.....	35
12.1.Purpose.....	35
12.2.Policy.....	35
12.3.Time Line.....	35
12.4.Revision history.....	35
13.ITD Business Process.....	36
13.1.IT Support Services.....	36
13.2.ICT Training.....	36
13.3.ICT Research.....	37
13.4.Systems Development.....	37
13.5.Time Line.....	38
13.6.Revision history.....	38
14.ITD Reporting System.....	39
14.1.Information technology Services.....	39
14.2.IT Support Services.....	39
14.3.ICT Training.....	39
14.4.ICT Research.....	40
14.5.Systems Development.....	40
14.6.ICT Planning.....	41
14.7.ICT Monitoring.....	41
14.8.ICT Auditing.....	42
14.9.ICT Procurement.....	42
14.10.Systems Deployment.....	43
14.11.Systems Maintenance.....	43
14.12.Administrative services.....	44
14.13.Time Line.....	44
14.14.Revision history.....	44

1. Background

The Information Technology Division (ITD) was created during the rationalization of National Library of the Philippines (NLP) in 2007. The division was envisioned to implement information and communication technologies for NLP (2007 Rationalization Plan).

It took over the tasks assigned to the Information Technology Center (ITC), and the Philippine eLibrary Data Center.

1.1. Vision

Capture information and communication technologies (ICTs) to democratize access to NLP services by Filipinos.

1.2. Mission

Develop and implement appropriate ICTs to improve and expand information products and services of NLP and public libraries in the Philippines

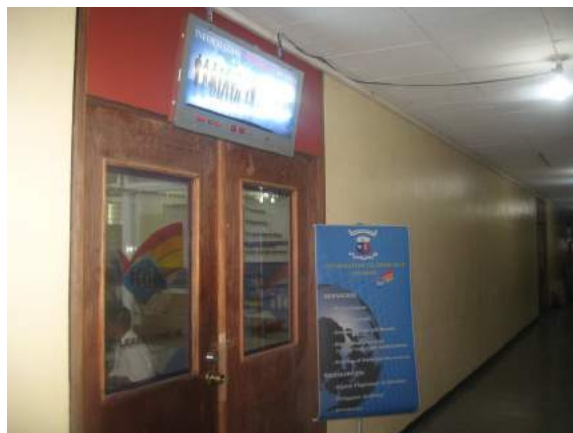
1.3. Major Functions

1. Manage and maintain ICT facilities and information systems of NLP
2. Manage and maintain NLP and Philippine eLibrary Data Center
3. Provide ICT training for staff of NLP, NLP partners and public libraries (PLs)
4. Provide ICT support services for NLP, NLP partners and PLs
5. Perform ICT research and development activities in support of the goals of NLP

1.4. ITD Office

ITD Office is located at Second Floor, East Wing of the NLP Building at T.M. Kalaw St., Ermita, Manila, Philippines

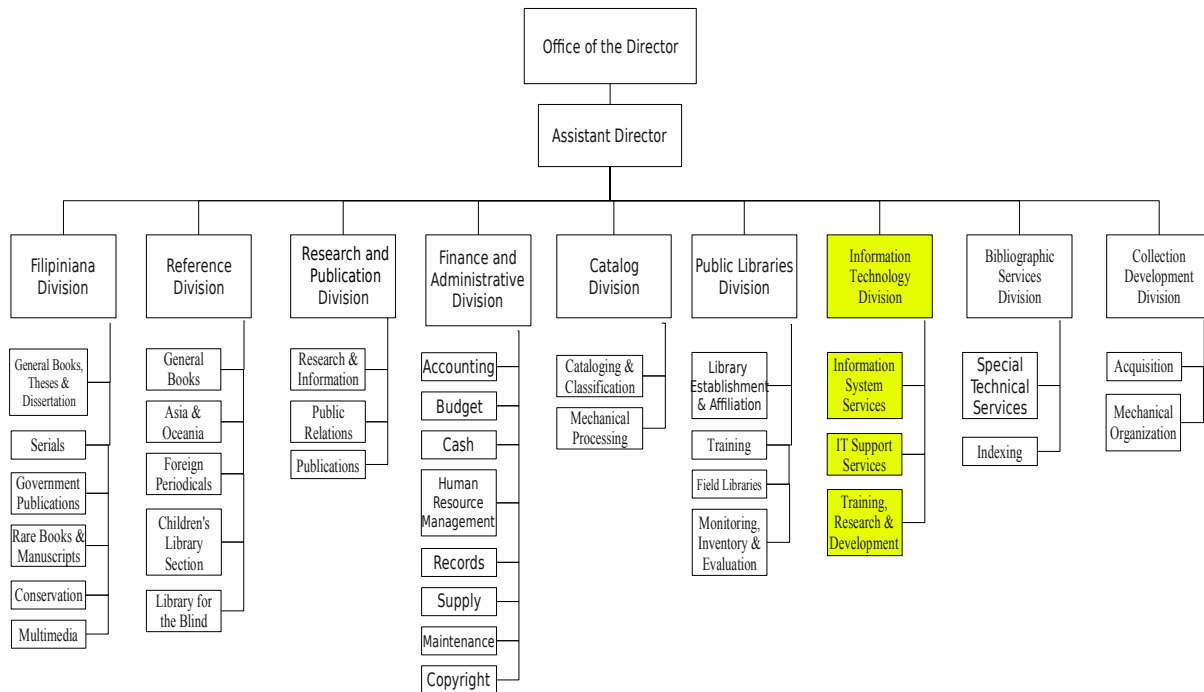
Official email address: itd@nlp.gov.ph
Office Telephone: +632 336-7200



2. Organizational Structure

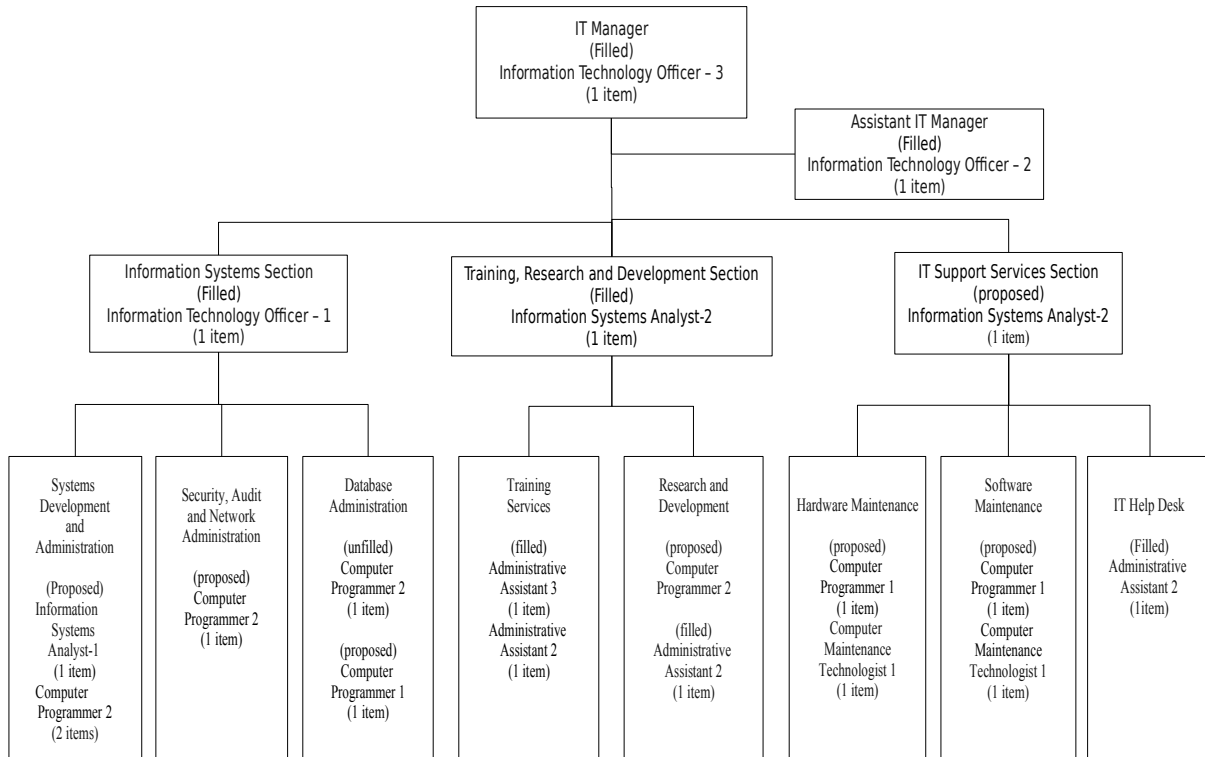
2.1. ITD in relation to NLP Organizational Structure

ITD is an organic division in NLP. Its relationship in terms the whole agency structure is illustrated below.



2.2. ITD Organizational Structure

The division was created in the 2007 Rationalization Plan of the agency. The intended structure and staffing pattern is still being fulfilled. Below is the planned structure:



2.3. **Current Organization**

The regular staff are assigned roles in accordance with functions of the division. Awaiting the creation of items as intended in the rationalization plan, manpower is supplemented by contractual staffs.

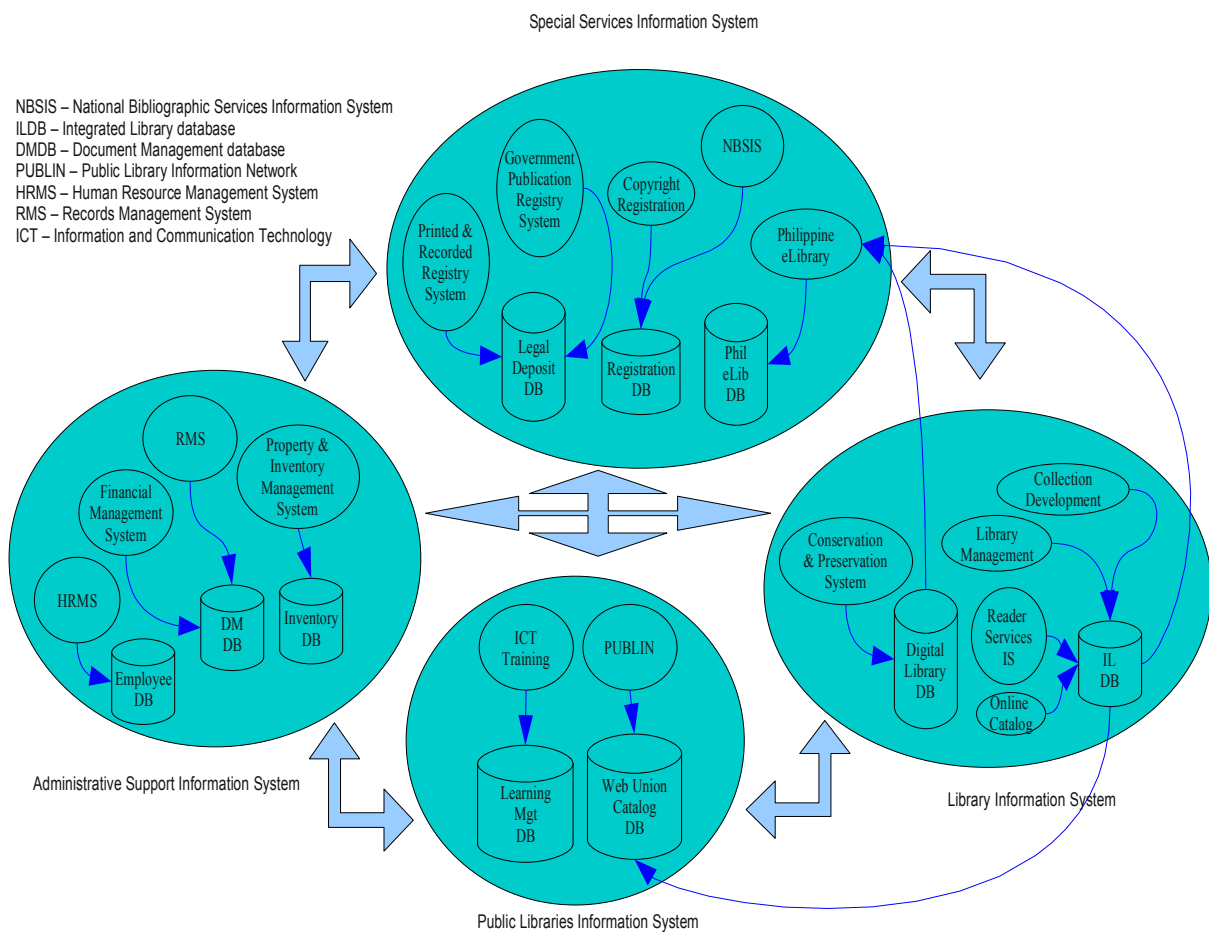
1	Edgardo Quiros Information Technology Officer III Division Chief Research and Development Manager Digitization Manager
2	Information Technology Officer II Data Center Manager Network, Security, and Audit Administrator
3	Maricris Abancia Information Systems Analyst II Database Administrator Systems Development Administrator
4	Ana Fe Azuela Computer Programmer II Training Services Manager
5	Christopher Diaz Administrative Assistant II Software Services Manager
6	Charlie Garcia Administrative Assistant III Hardware Services Manager
7	Harris Estolano IT Support Service Manager Administrative Assistant II
8	Sanny Francis Arsenio Administrative Assistant III ICT Facilities Manager Research and Development

3. The ICT-enabled NLP

3.1. Information Systems

ITD is in working towards the integration of ICT in all NLP operations. Different systems are in various stages of development, implementation and maintenance by ITD. These systems will be improved continuously .

Future technologies will be studied for potential use by NLP and Philippine PLs.



4. ITD Managed Facilities

ITD is in-charge of managing facilities and certain equipment located in various areas in the NLP building.

4.1. Kiosk

The facility is located at First Floor East Wing.

It is for library patrons' use.

The computers are intended for searching and reading Philippine eLibrary, Gen1File Database, Emerald management Database, and EBSCO Databases.

Alternatively, computers can be used for ID registration, and Employee Time Management as needed.



4.2. Data Center

The facility is located at First Floor, East Wing.

It houses the servers and network appliances of the NLP, and Philippine eLibrary. It includes a standby generator with automatic fail-over in times of power outages.



4.3. ID Registration Station

The facility is located at First Floor Lobby.

It is for library patrons' use.

The computers are intended for the self-registration of library users to the library system.

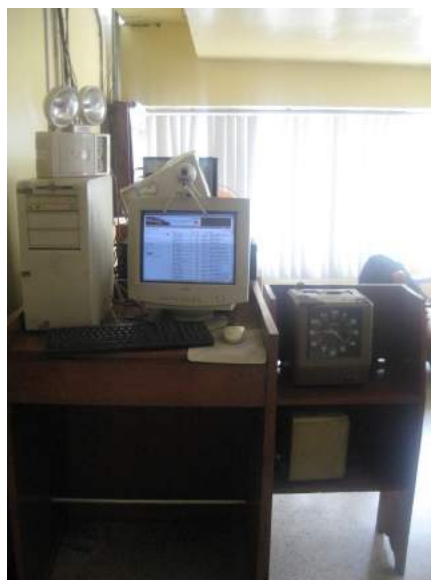


4.4. Time Management Station

The facility is located at First Floor Lobby.

It is for employees' use.

The computers are intended for self-registration of the daily attendance of employees.



4.5. Internet Station

The facility is located at Second Floor East Wing.

It is for library patrons' use.

The computers are intended for computer and internet access rental.

It is also used for IT assistance as needed.



4.6. Digitization Center

The facility is located at Second Floor East Wing.

The digitization equipment are intended for digital conversion of print, audio and video materials. It is also used for digital reprography, regular and large format printing, and digitization training as needed.



4.7. IT Training Center

The facility is located at First Floor, East Wing

The computers are intended for in-house, public library staff, and NLP partner staff training activities. It is also used as meetings and workshop venues.



4.8. Filipiniana Digital Library Station

The facility is located at Second Floor East Wing, Multimedia Section.

It is for library patrons' use.

The computers are intended for searching and reading digitized Filipiniana materials not made available to Philippine eLibrary or web.nlp.gov.ph due to copyright restrictions.



4.9. Catalog Searching Station @ 2F

The facility is located at Second Floor Lobby.

It is for library patrons' use.

The computers are intended for searching library materials.



4.10. Catalog Searching Station @ 3F

The facility is located at Third Floor Lobby.

It is for library patrons' use.

The computers are intended for searching library materials.



4.11. Catalog Searching Station @ 4F

The facility is located at Fourth Floor Lobby, Government Publications Section.

It is for library patrons' use.

The computers are intended for searching library materials.



5. ITD Services

ITD delivers the following services:

5.1. Client Services

IT assistance

ID registration assistance

Computer and Internet rental

Digital reproduction (as per copyright restriction)

Printing of selected resources

5.2. NLP Organization Services

ICT training

Software installation, configuration, and maintenance

Hardware installation, configuration, and maintenance

ICT Support for Projects

ICT Planning

5.3. Public Library Services

ICT training

Software installation, configuration, and maintenance

Hardware installation, configuration, and maintenance

ICT Support for Projects

ICT Planning

5.4. Other Services

Events

5.5. Time Line

Date Established:

Last Revised:

5.6. Revision history

6. General Policies

In the conduct of business, ITD personnel shall adhere to Civil Service Commission regulations, and NLP issuances.

ITD shall develop, improve and implement ICT standards, policies and guidelines as approved by the agency.

6.1. Framework

1. Ensure that information resources fit together in an agency system to provide ready access to information, data, computer services, and communication resources;
2. Apply to technological hardware and software developed and/or acquired by all units;
3. Use international and industry standards, whenever possible; and
4. Be revised and expanded whenever technological advances requires.

The establishment of standards shall be based upon international, industry, and/or de facto standards. Technology advances will necessitate periodic revisions and additions to the standards adopted under this policy.

Emphasis will be placed on standardizing the multiple elements of the information technology infrastructure. The goal of this approach is to reduce aggregate operating costs and eliminate complexity while improving the effectiveness of service.

6.2. ITD Staff Developent

Technology is changing rapidly. To cope up with such changes and provide continuing quality service, ITD personnel, without exception, should undergo continuous capacity building.

It should include both in-house and external training sources. In-house training and re-training should always be implemented to cover technologies in use within NLP and PLs

External training should cover mission critical technologies and those that require certifications.

6.3. NLP Staff and Public Library Staff Training

ITD shall study ICT training requirements of NLP and PLs to plan and implement ICT trainings. Training materials should also be developed and be made available to NLP and PL personnel.

A continuous training program should be implemented to ensure a balance of effective technology use and provision of ICT-related library education

6.4. Technology Selection

Technology selection for NLP and PLs should undergo research and testing prior to implementation. Technology should always be:

1. OS independent for applications software
2. Wide range of hardware support for OS, network and application software
3. Scalable and provide seamless integration with existing technologies at NLP

6.5. ICT Solutions Development

Every ICT services delivered should be documented, solutions provided based on research and best practices, and incorporate effective solution packages.

Emphasis should be on least implementation time, less dependencies, and cost-effective solutions.

7. web.nlp.gov.ph Privacy Notice

7.1. The Privacy Notice

The NLP portal shall incorporate the following privacy notice:

A. SUMMARY

National Library of the Philippines is dedicated to protect private information it may collect about its clients and others from unauthorized access and dissemination in concert with laws dealing with personal privacy. In order to guarantee a consistent statement of that responsibility, NLP has issued this policy with the accompanying Privacy Notice.

Thanks for visiting the web.nlp.gov.ph website. Our privacy policy is simple: we collect NO personal information (like names or addresses) when you visit our website. If you choose to provide that information to us, it is only used to fulfill your request for information or a service.

B. INFORMATION COLLECTED AND HOW IT IS USED

We do collect some technical information when you visit in order to make your visit seamless. The following section explains how we handle and collect technical information when you visit our website.

C. INFORMATION COLLECTED AND STORED AUTOMATICALLY

When you browse, read pages or download information on web.nlp.gov.ph, we automatically gather and store specific technical information about your visit. This information (listed below) never identifies who you are.

1. The Internet Protocol address and domain name used but not the e-mail address. The Internet Protocol address is a numerical identifier assigned either to your Internet service provider or directly to your computer. We use the Internet Protocol address to download the pages you request to your computer;
2. The type of browser and operating system and the connection speed;
3. The date and time you visited this site;
4. The web pages or services you accessed at this site; and
5. The web site you visited prior to coming to this web site.

The information we automatically collect or store is used to improve the content of our web services and to help us understand how people are using our services. Our systems analyzes web site logs to continually improve the value of the materials available on our sites. Web site logs are not personally identifiable, and we make no attempt to link them with the individuals that browse web.nlp.gov.ph.

If, during your visit to web.nlp.gov.ph, you participate in a survey or send an e-mail to web.nlp.gov.ph, the following additional information will be collected:

1. E-mail Correspondence – The e-mail address and contents of the e-mail; and

2. Surveys – Any information you volunteered in response to a survey. The information collected is not limited to text characters and may include audio, video, and graphic information formats you send us. The information is retained in accordance with the law.

We use your e-mail address to respond appropriately. This may be to reply to you, to address issues you identify, to further improve our web site, or to forward the e-mail to another agency for appropriate action. Survey information is used only for the purpose designated.

D. PERSONAL INFORMATION AND CHOICE

"Personal information" is information about an individual that is readily identifiable to that specific individual. Personal information includes personal identifiers, such as an individual's name, address, and phone number. Domain names and Internet Protocol addresses are not considered personal information.

We collect no personal information about you unless you voluntarily participate in an activity that asks for information (i.e. sending an e-mail, applying for some type of license or permit, or participating in a survey). If you choose not to participate in these activities, your choice will in no way affect your ability to use any other feature of web.nlp.gov.ph.

If personal information is requested on the web site or volunteered by the user, the law may protect it. However, this information is a public record, once you provide it, and may be subject to public inspection and copying if not protected by law.

Users are cautioned that the collection of personal information requested from or volunteered by children online or by e-mail will be treated the same as information given by an adult and may be subject to public access.

E. PUBLIC DISCLOSURE

Laws exist to ensure that government is open and that the public has a right to access appropriate records and information possessed by government. At the same time, there are exceptions to the public's right to access public records that serve various needs: the privacy of individuals is included among these exceptions in laws.

We strive to protect personally identifiable information by collecting only information necessary to deliver our services. All information collected at this site becomes a public record that may be subject to inspection and copying by the public, unless an exemption in law exists.

In the event of a conflict between this Privacy Notice and national laws, or other laws governing the disclosure of records, the national laws or other applicable laws will control.

F. SERVICE AND CUSTOMER INFORMATION FOR web.nlp.gov.ph

NLP will collect, retain and use business/personal information about its customers only when they volunteer to subscribe to an NLP service. Business/personal information is only collected, retained, and used by NLP where essential (and allowed by law) to administer its business, and to communicate with and provide products, services and other opportunities to its customers. NLP reserves the right to retain all electronic correspondence (e-mail) and any information contained therein.

Subscriber information will not be sold or rented to any outside company or organization. NLP does not reveal specific information about subscribers or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by law.

G. ACCESS AND CORRECTION OF PERSONAL INFORMATION

You can review any personal information we collect about you. You may recommend changes to your personal information you believe is in error by submitting a written request that credibly shows the error. If you believe that your personal information is being used for a purpose other than what was intended when submitted, you may contact us. In all cases, we will take reasonable steps to verify your identity before granting access or making corrections.

H. COOKIES

In order to better serve you, we use cookies for certain types of online transactions. Cookies are small text files that a web server may ask your web browser to store and to send back to the web server when needed. Cookies may be used to store a transaction identifier or other information a user may provide.

I. CHOICES ABOUT COOKIES

The "help" portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies or how to disable cookies altogether. However, cookies allow you to take full advantage of many of online services, and we recommend that you set your web browser to accept cookies.

You can refuse the cookies or delete the cookie file from your computer by using any of the widely available methods.

J. NLP PRACTICES REGARDING COOKIES

We do not use cookies to track your visit to our website.
Web.nlp.gov.ph uses cookies for the following purposes:

1. When you "sign in" to a web site, a "session cookie" is used. For example, if you "sign on", the cookie enables the session to be maintained as you move through different pages, such as updating a multi-page resume or previewing and showing the resume posted. When an employer signs on, the cookies are used to establish the session state.
2. The information on these cookies is retained only while the user's session is active in a table that lists unique identifiers.
3. Selected applications use "persistent cookies" to assist users in completing a session. The information on these cookies is retained by the agency for a limited period of time and allows the user to continue a session if it is interrupted. An example of this would be a license renewal. If a session is interrupted, the user can return to their session without losing data previously entered. Persistent cookies are used only to assist a user in selected applications and are not used to collect information about the user for other purposes.

K. SECURITY

NLP has put policies in place and taken several steps through ITD to safeguard the integrity of

its telecommunications and computing infrastructure, including, but not limited to, authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management.

This information should not be construed in any way as giving business, legal, or other advice nor as warranting a fail-proof security of information provided through our supported web sites.

L. DISCLAIMER

web.nlp.gov.ph has links to other websites, including links to web sites operated by other government agencies, nonprofit organizations and private businesses. When you link to another site, you are no longer on web.nlp.gov.ph and this Privacy Notice will not apply; you are subject to the privacy policy of that new site.

M. CONTACT INFORMATION

To offer comments about NLP or this Privacy Notice, please contact us at itd@nlp.gov.ph.

7.2. Time Line

Date Established:

Last Revised:

7.3. Revision history

8. Electronic Document Management

8.1. Purpose

This policy, a document is defined as an “electronic information object” which resides in a computer system. These “information objects” can take on a number of forms, including the following:

1. Word processing files;
2. Spreadsheets;
3. Computer Aided Drafting (CAD) drawings;
4. Computer Output to Laser Disk (COLD) files;
5. Scanned images;
6. Audio files;
7. Video clips;
8. Database information including Binary Large Objects (BLOBs);
9. A sequence of events - called workflows; or
10. Others.

8.2. Definitions

Document Management System– An Document Management System (DMS) is a collection of interdisciplinary technologies, methods, tools, and skills required to manage information objects, no matter what their origin, location, form, purpose, or destination.

8.3. Policy

All DMS implementations must comply with the Records Management Policies and statutes.

1. Storage – Objects of legal or long-term value must be recorded on at least two (2) physical electronic media and stored in separate locations. The electronic imaging media used must comply with ISO or national standards.
2. Legal Issues – The media and system combined must be able to show, to the court's criteria of acceptance, that the objects, documents, records, or information:
 - A. Are authentic (are a true and accurate copy of the original);
 - B. Was made near to the time of the event in question;
 - C. Was created and maintained as a regular course of business; and
 - D. Was created with input procedures that are documented and defined, and can be verified by proven tests for accuracy.

DMS must include access restriction procedures and software controls to prevent the retrieval of data or index information by unauthorized personnel. Further, any DMS must provide the ability to review object access information, including what, when, and who.

3. Data Entry – Regardless of the data entry method or subsystem chosen (document imaging, COLD, video, text, etc.), index entry verification must be performed to ensure the accuracy of index information and to prevent rendering a record “lost” due to incorrect data entry.

4. Image Compression-Decompression – Document imaging systems must support the International Consultative Telegraph and Telephone Committee (CCITT) standards with no proprietary alterations to the algorithm. Software used for compression and decompression must be 100% compatible in all clients and servers on the network. All records must be compressed when being transmitted on the agency’s network.

5. Scanning – Document scanners must comply with standards developed by the TWAIN Working Group (<http://www.twain.org/>).

6. Annotation – A document imaging system must support the ability to annotate an image without physically modifying the image. The DMS must provide annotation security and multiple layers of annotations.

7. Image File Format – The system must use non-proprietary file header formats to label digital images.

8. Indexing – Indexing (adding properties to information objects) must be done using an American National Standards Institute (ANSI) Standard Query Language (SQL) Data Base Management System (DBMS), which can reside remote from the storage location. The index must be accessible and able to be modified through user-written standard application development languages, subject to the appropriate security considerations.

9. Media – Non-erasable media must be utilized for permanent storage. This media must comply with ISO or national standards

8.4. Time Line

Date Established:

Last Revised:

8.5. Revision history

9. Employee Electronic Mail and Messaging Use

9.1. Purpose

The purpose of this policy is to ensure proper and efficient use of NLP's electronic mail and messaging systems by its employees.

9.2. Definitions

Electronic Mail – Electronic mail (e-mail) is any electronic communication between two or more individuals and may contain any form or combination of text, audio, video, drawings, or photographic representation.

9.3. Policy

1. Electronic mail is a tool for business communications. Users have the responsibility to use this resource in an efficient, effective, ethical, and lawful manner. E-mail communications must comply with all applicable laws, regulations and generally accepted business etiquette.

2. The primary purpose of electronic mail is to conduct official business. Employees may occasionally use electronic mail for individual, nonpolitical purposes on their personal time, if such use does not violate the terms and conditions of this policy or interfere with agency business.

3. All e-mail accounts maintained on the e-mail systems are the sole property of the NLP. The agency has the right to monitor any employee's e-mail account. Any unauthorized or inappropriate use discovered during such monitoring activities shall be formally reported to management for determination of appropriate action.

4. Users should not expect their e-mail communications, documents, or other information to be private and should not use the e-mail system for matters that are not intended for public disclosure. Confidential matters, permitted by law, should be so marked and include a warning regarding accidental transmission to a third-party.

5. E-mail messages are considered agency property and may constitute official records of the NLP, and are subject to existing document retention and public records policies. Sending data via e-mail is the same as sending correspondence on official memo or letterhead.

6. Use of the e-mail system as described below is strictly prohibited. Users who receive such information should not forward or respond to it, but should immediately report its receipt to their supervisors for proper disposition.

A. Knowingly or intentionally creating, publishing, transmitting, and/or exchanging messages that are inappropriate, offensive, harassing, obscene, or threatening;

- B. Creating or distributing e-mail containing defamatory, false, inaccurate, abusive, threatening, racially offensive or otherwise biased, discriminatory or illegal material;
- C. Requesting, viewing, or distributing obscene, pornographic, profane, or sexually oriented material;
- D. Violating laws, rules and regulations prohibiting sexual harassment;
- E. Encouraging the use of controlled substances for criminal or illegal purposes;
- F. Engaging in any activities for personal gain;
- G. Distributing copyrighted information without permission;
- H. Distributing advertisements for commercial enterprises, including but not limited to, goods, services, or property unless such advertisements are part of requested vendor information to be used in carrying out agency business;
- I. Violating or infringing upon the rights of others;
- J. Conducting business unauthorized by the agency;
- K. Transmitting incendiary statements, which might incite violence or describe or promote the use of weapons;
- L. Conducting any non-agency supported fund raising or public relations activities;
- M. Exchanging proprietary information, trade secrets, or any other privileged, confidential, or sensitive information that is not authorized;
- N. Creating or exchanging solicitations, chain letters, and other unsolicited e-mail;
- O. Registering to non-agency business related list servers without proper authorization. Subscription to such a service can result in an overload of received messages directly impacting the performance of agency e-mail systems;
- P. Engaging in any political activity prohibited by law; and
- Q. Using the system for any illegal purpose.

7. Users may not knowingly or willfully create or propagate any virus, worm, Trojan Horse, or other destructive program code.

8. Individual use of the e-mail messaging systems is subject to monitoring by the respective agency or, upon request by the agency, by authorized agency of Administration staff.

9. Violations of this policy may result in disciplinary action.

9.4. Responsibility

Employees using the e-mail system are deemed to have accepted the responsibilities and obligations imposed by laws and regulations as well as ITD and agency adopted policies, procedures, standards, and guidelines.

1. Users should not pursue, obtain, exchange, or distribute any non-authorized information that could cause congestion or disruption to e-mail systems, such as screen savers, audio, or video clips, or in violation of any licensing agreement.

2. Users shall not access another's e-mail system without authorization from that user or that user's supervisor.

3. Users must not compromise the privacy of their password by giving it to others or exposing it to public view. Passwords should be changed on a regular basis.

4. Users should schedule, wherever possible, communications-intensive operations such as large file transfers, video downloads, mass e-mailings, and the like for offpeak usage times.

9.5. Time Line

Date Established:

Last Revised:

9.6. Revision history

10. Employee Internet Use

10.1. Purpose

This Employee Internet Use policy is designed to help employees understand management's expectations for granting employees access to the Internet and to help employees to use agency resources wisely. While a direct connection to the Internet offers a variety of benefits to NLP, it can also expose the agency to some significant risks to its data and systems if appropriate security measures are not employed. Excessive, unnecessary Internet usage causes network and server congestion. It slows down other users, takes time away from work, consumes supplies, and ties up printers and other shared resources. Unlawful Internet usage may expose NLP and/or the individual user to significant legal liabilities.

10.2. Definitions

1. Internet – The Internet is a network of connected sites accessible through a “web browser” and is a resource for research, information gathering, extending and obtaining services, and education.
2. Internet Access – Internet access includes all available routes to the Internet, including direct Internet Provider access and Modem/ISP individual accounts.
3. Worm – A program or algorithm that replicates itself over a computer network and usually performs malicious actions, such as monopolizing the computer or network's resources and shutting systems down.
4. Virus – A program or piece of code that is loaded onto a computer without the user's knowledge and runs against the user's wishes. It may contain a self-replicating component to spread the “infection.”
5. Trojan Horse – A destructive program that masquerades as a benign application. Unlike viruses, Trojan Horses do not replicate themselves but they can be as destructive.

10.3. Policy

1. Access to the Internet is a tool for meeting the business needs of the agency. Internet access is considered agency property and the agency has the right to monitor the use of such property at any time. Therefore, users should not have any expectation of privacy as to their Internet usage via agency computers and networks.
2. The primary purpose of Internet use is to conduct official business. Employees may occasionally use the Internet for individual, nonpolitical purposes on their personal time, if such use does not violate the terms and conditions of this policy or interfere with agency business.
3. Users may not download, store, transmit, or display any kind of image or document

on any agency system that violates laws and regulations, Executive Orders, or that violate any ITD or agency adopted policies, procedures, standards, or guidelines.

4. Users may not attempt to access prohibited content or to circumvent software put in place by the agency to prevent such access.

5. If a user accidentally connects to a site that contains sexually explicit or otherwise offensive material, he/she must disconnect from that site immediately and report the incident to their supervisor.

6. Use of the Internet as described below is strictly prohibited:

- A. Viewing or distributing obscene, pornographic, profane, or sexually oriented material;
- B. Violating laws, rules and regulations prohibiting sexual harassment;
- C. Encouraging the use of controlled substances for criminal or illegal purposes;
- D. Engaging in any activities for personal gain;
- E. Obtaining or distributing copyrighted information without permission;
- F. Obtaining and distributing advertisements for commercial enterprises, including but not limited to, goods, services, or property;
- G. Violating or infringing upon the rights of others;
- H. Conducting business unauthorized by the agency;
- I. Obtaining or distributing incendiary statements, which might incite violence or describe or promote the use of weapons;
- J. Obtaining or exchanging proprietary information, trade secrets, or any other privileged, confidential, or sensitive information that is not authorized;
- K. Engaging in any political activity prohibited by law; and
- L. Using the system for any illegal purpose.

7. Users may access any agency owned web site for the purpose of conducting agency authorized business, such as the online payroll system, providing they have proper password or other security authorization.

8. Users may not knowingly or willfully create or propagate any virus, worm, Trojan Horse, or other destructive program code.

9. Users may not download or distribute pirated software or data from any source nor any inappropriate images.

10. Users may only download software with direct business use and must take all necessary actions to have such software properly licensed and registered as required. Downloaded software must be used only under the terms of its license.

11. The agency has the right to inspect any and all files stored in secured areas of agency networks, on computing devices owned or leased by the agency, or on any other storage medium provided by the agency for agency business (i.e. floppy disks, tapes, and RW CDs) in order to monitor compliance with this policy.

12. Authorized individuals, as part of their job responsibilities, may investigate and monitor Internet “links” appearing on agency owned web sites to insure linkage to inappropriate or unauthorized web sites does not exist. Discovery of any such violation will result in the immediate deletion of the “link” and a report to the ITD staff for further action.

13. An Internet user can be held accountable for any breaches of policy, security, or confidentiality resulting from their use of the Internet. Such violations of this policy may result in disciplinary action.

10.4. Responsibility

Users should schedule, wherever possible, communications-intensive operations such as large file transfers, video downloads, and the like for off-peak usage times.

10.5. Time Line

Date Established:

Last Revised:

10.6. Revision history

11. Employee Personal Computer Use

11.1. Purpose

This Employee Personal Computer Use policy is designed to help employees understand management's expectations for providing employees' desktop, laptop and/or handheld/PDA computers, (personal computers) for use by agency employees in carrying out their responsibilities and to help the employees to use agency resources wisely. Proper use of a personal computer greatly increases the productivity of the user and provides an efficient electronic communication tool between employees and agencies, while saving significant time and money in the development of written or electronic "products" relating the functioning of agency government. Unlawful or unauthorized use of personal computers may increase costs and expose NLP and/or the individual user to significant legal liabilities.

11.2. Definitions

Personal Computer – Any desktop, laptop, handheld/PDA or mobile computer purchased or leased by the agency and assigned to an individual employee or unit.

11.3. Policy

1. The personal computer is a tool for meeting the business needs of the unit. It is agency property and the agency has the right to monitor the use of such property at any time. Therefore, users should not have any expectation of privacy as to the use of agency computers.
2. The primary purpose of the personal computer is to conduct official business. Employees may occasionally use personal computers for individual, nonpolitical purposes on their personal time, if such use does not violate the terms and conditions of this policy or interfere with agency business.
3. Use of personal computers must comply with Employee Electronic Mail and Messaging Use and all other laws and regulations, Orders, or any other ITD or agency adopted policies, procedures, standards, or guidelines.
4. Users of personal computers may not load, download or distribute pirated software or pirated data from any source, nor any inappropriate images.
5. Users may only load or download approved software with direct business use and must take all necessary actions to have such software properly licensed and registered as required. Downloaded software must be used only under the terms of its license.

6. Users may not load or download entertainment software and games, or play games from any source on agency owned or leased personal computers.
7. The agency has the right to inspect any and all files stored in secured areas of agency networks, on computing devices owned or leased by the agency, or on any other storage medium provided by the agency for agency business (i.e. floppy disks, tapes, CD's, DVD's, and other media) in order to monitor compliance with this policy.
8. An agency employee can be held accountable for unauthorized or illegal use of agency owned or leased personal computers. Such violations of this policy may result in disciplinary action.
9. Users are to ensure access to personal computers is secure and limited to agency employees for official business and make every effort to keep the machine clean and in good working order.

11.4. Time Line

Date Established:

Last Revised:

11.5. Revision history

12. ICT Planning Process

12.1. Purpose

Requires divisions to submit IT requirements for operations or projects to ITD for review.

12.2. Policy

Divisions shall submit to ITD the IT requirements for operations or projects. ITD will review submissions based on feasible and cost beneficial information technology initiatives and/or projects that integrate with, and are in support of, the agency's business plan, budget requests, and technology goals.

ITD shall document their information technology initiatives and/or projects on a three (3) year planning horizon with annual updates similar to the format of the agencywide budget process. (Annual updates allow documentation of planned responses to legislative mandates, funding situations, and new technologies.)

The Agency IT Plan shall include detailed information of all IT and telecommunications projects for the next fiscal year, including an estimate of the agency's total IT budget. Summary information on IT initiatives that are in the three (3) year planning cycle must also be submitted with the annual Agency IT Plan.

This annual IT Plan shall be submitted, allowing ITD time to review the IT requirements and consider the information during the annual agency budgeting process. Additionally, the IT requirements must be submitted as an electronic document to: itd@nlp.gov.ph

ITD will select specific IT or telecommunications projects that require submission of a project profile. The Agency IT Plan and project profiles will be evaluated by ITD for compatibility with the agencywide information technology and telecommunications plans as well as ITD policies and standards. The ITD may subsequently select specific projects for a formal, comprehensive review and approval.

Proposed projects should also be included in the Agency's IT Plan. If additional initiatives and/or projects arise that are not included in the Agency's annual IT Plan submission, the Agency shall provide an updated list of IT and telecommunications projects in a timely manner. Additional projects that are submitted separately from the Agency IT Plan may require greater detail, upon request from the ITD.

12.3. Time Line

Date Established:

Last Revised:

12.4. Revision history

13. ITD Business Process

In the conduct of specific ITD businesses, the following should be observed as necessary:

13.1. IT Support Services

IT support services should use the following processes, as needed:

1. Report Documentation
2. Case investigation
3. Priority labeling
4. Risk identification
5. Solutions Identification
6. Solutions development
7. Solutions test ing
8. Solutions implementation
9. User acceptance
10. Case terminal preparation

13.2. ICT Training

ICT Training services should use the following processes, as needed:

1. Training needs analysis
2. Training request documentation
3. Module development
4. Training proposal
5. Training plan development
6. Training kit preparation
7. Training advisory delivery
8. Training program or agenda preparation
9. Training report preparation
10. Training certificate preparation
11. Training invitation letter delivery
12. Training facility preparation
13. Lecture delivery

14. Training facilitation

13.3. ICT Research

ICT research services should use the following processes, as needed:

1. Research request documentation
2. Technology bibliography preparation
3. Technology literature review preparation
4. Comparative technology assessment
5. Technology impact assessment
6. Technology testing

13.4. Systems Development

Systems development services should use the following processes, as needed:

1. Systems development request documentation
2. System requirements documentation
3. Systems mission documentation
4. Scope of work documentation
5. Business case documentation
6. Risk assessment
7. Financial feasibility assessment
8. Technical feasibility assessment
9. Systems proposal preparation
10. Software requirements documentation
11. Software requirements analysis
12. Software requirements specification
13. Software requirements validation
14. Software architecture specification
15. Data architecture specification
16. Network architecture specification
17. Process architecture specification
18. Database architecture specification
19. Graphical interface architecture specification

20. Software construction

21. Unit test ing

22. Integration test ing

23. System testing

13.5. Time Line

Date Established:

Last Revised:

13.6. Revision history

14. ITD Reporting System

Statistics shall be gathered continuous for reporting purposes. Reports shall be used by NLP internally and as required by other government processes. Reports shall be collected at person level, software application level and portal level.

The indicators and their respective points are indicated below:

14.1. Information technology Services

Client transactions - Number of client transactions, 0.5 points

Client system transactions - Number of client-system transactions, 0.1 point

Digitization of AV materials - Minutes of AV materials digitized, 0.3 point

Digitization of printed materials - Pages of printed materials digitized, 0.6 point

Events technical support - Number of events requiring technical support, 0.5 point

Information product production - Number of information product produced, 1 point

14.2. IT Support Services

Report documentation - Number of service requests, 0.5 point

Case investigation - Number of case investigated, 0.5 point

Priority labeling - Number of cases analyzed, 0.25 point

Risk identification - Number of risks identified, 0.25 point

Solutions Identification - Number of solutions identified, 0.3 point

Solutions development - Number of solutions developed, 1 point

Solutions test - Number of solutions tested, 0.5 point

Solutions implementation - Number of solutions implemented, 1 point

User acceptance - Number of solutions accepted, 0.25 point

Case terminal report - Number of terminal reports prepared, 0.5 point

14.3. ICT Training

Training needs analysis - Number of training needs analysis prepared, 1 point

Training request documentation - Number of training requests documented, 0.5 point

Module development - Number of modules developed, 1 point

Training proposal - Number of training proposals prepared, 24 points

Training plan - Number of training plans prepared, 24 points

Training kit preparation - Number of training kits prepared, 1 point

Training advisory - Number of training advisory prepared, 0.2 point

Training program or agenda - Number of training program/agenda prepared, 3 points

Training report - Number of training reports prepared, 0.5 point

Training certificate - Number of certificates issued, 0.3 point

Training invitation letter - Number of letters prepared and sent, 0.2 point

Training facility prepared - Number of facilities prepared, 0.25 point

Lecture conducted - Number of lectures delivered, 1.5 points

Training facilitated - Number of trainings facilitated, 0.5 point

14.4. ICT Research

Research request documentation - Number of research request documentation, 0.5 point

Technology bibliography preparation - Number of technology bibliography prepared, 0.15 point

Technology literature review - Number of technology literature review prepared, 4 points

Comparative technology assessment - Number of comparative technology assessment prepared, 2 points

Technology impact assessment - Number of technology impact assessment prepared, 6 points

Technology testing - Number of technology tested, 3 points

14.5. Systems Development

Systems development request documentation - Number of Systems development request documentation, 0.5 point

System requirements - Number of System requirements, 40 points

Systems' mission - Number of Systems' mission, 24 points

Scope of work - Number of Scope of work, 16 points

Business case - Number of Business case, 16 points

Risk assessment - Number of Risk assessment, 0.5 point

Financial feasibility assessment - Number of Financial feasibility assessment, 80 points

Technical feasibility assessment - Number of Technical feasibility assessment, 80 points

Systems proposal - Number of Systems proposal, 40 points

Software requirements - Number of Software requirements, 1 point

Software requirements analysis - Number of Software requirements analysis, 1 point

Software requirements specification - Number of Software requirements specification, 300 points

Software requirements validation - Number of Software requirements validation, 1 point

Software architecture specification - Number of Software architecture specification, 300 points

Data architecture specification - Number of Data architecture specification, 300 points

Network architecture specification - Number of Network architecture specification, 300 points

Process architecture specification - Number of Process architecture specification, 80 points

Database architecture specification - Number of Database architecture specification, 200 points

Graphical interface architecture specification - Number of Graphical interface architecture specification, 100 points

Software construction - Number of Software construction, 0.3 point

Unit test - Number of Unit test, 1 point

Integration test - Number of Integration test, 1 point

System test - Number of System test, 1 point

14.6. ICT Planning

Information Systems Strategic Plan - Number of Information Systems Strategic Plan prepared, 300 points

Enterprise Architecture Plan - Number of Enterprise Architecture Plan prepared, 500 points

Procurement Plan - Number of Procurement Plan prepared, 24 points

Operational Plan - Number of Operational Plan prepared, 24 points

Resource allocation plan - Number of Resource allocation plan, 24 points

Process plan - Number of Process plan, 200 points

Effort, schedule and cost estimate - Number of Effort, schedule and cost estimate, 12 points

System life cycle definition - Number of System life cycle definition, 16 points

Staff development plan - Number of Staff development plan, 32 points

ICT Policy - Number of ICT Policy, 24 points

Disaster management plan - Number of Disaster management plan, 100 points

14.7. ICT Monitoring

Transaction log analysis - Number of transaction log analysis, 0.5 point

Software configuration status - Number of software configuration status, 0.5 point

System performance analysis - Number of system performance analysis, 0.5 point

System utilization analysis - Number of system utilization analysis, 0.5 point

Bandwidth consumption analysis - Number of bandwidth consumption analysis, 0.5 point

Network load analysis - Number of network load analysis, 0.5 point

Computer equipment performance analysis - Number of computer equipment performance analysis, 0.5 point

ICT facilities environment analysis - Number of ICT facilities environment analysis, 0.5 point

Disaster preparedness assessment - Number of disaster preparedness assessment, 0.5 point

Computer Equipment inspection - Number of Computers inspected, 1 point

Software Inspection - Number of Software Inspection, 1 point

Network connectivity inspected - Number of networked equipment inspected, 1 point

14.8. ICT Auditing

Systems and applications audit - Number of Systems and applications audit, 1 point

Information processing audit - Number of Information processing audit, 1 point

Systems development and enhancement audit - Number of Systems development and enhancement audit, 1 point

ICT and enterprise architecture management audit - Number of ICT and enterprise architecture management audit, 1 point

Client and or server audit - Number of Client and or server audit, 1 point

Telecommunications audit - Number of Telecommunications audit, 1 point

Intranet audit - Number of Intranet audit, 1 point

Extranet audit - Number of Extranet audit, 1 point

ICT facilities audit - Number of ICT facilities audit, 1 point

14.9. ICT Procurement

Request for Proposal - Number of Request for Proposal, 36 points

Technical specifications - Number of Technical specifications, 36 points

Technical evaluation of bids - Number of Technical evaluation of bids, 0.5 point

ICT purchase request - Number of ICT purchase request, 0.5 point

Delivery inspection - Number of Delivery inspection, 1 point

Delivery test - Number of Delivery test, 1 point

Delivery acceptance - Number of Delivery acceptance, 1 point

14.10. Systems Deployment

Application installation and configuration - Number of Application installation and configuration, 1 point

Operating system installation and configuration - Number of Operating system installation and configuration, 1 point

Accounts creation and configuration - Number of Accounts creation and configuration, 1 point

Network installation and configuration - Number of Network installation and configuration, 1 point

ICT equipment driver installation and configuration - Number of ICT equipment driver installation and configuration, 1 point

Software functional test - Number of Software functional test, 1 point

Security test - Number of Security test, 1 point

Load test - Number of Load test, 1 point

Performance test - Number of Performance test, 1 point

Fault test - Number of Fault test, 1 point

Software configuration identification and configuration - Number of Software configuration identification and configuration, 1 point

14.11. Systems Maintenance

Physically clean equipment - Number of Physically clean equipment, 1 point

Software updates - Number of Software updates, 1 point

File archive - Number of File archive, 1 point

Driver updates - Number of Driver updates, 1 point

Virus scan - Number of Virus scan, 1 point

Storage media integrity test - Number of Storage media integrity test, 1 point

Back-up power test - Number of Back-up power test, 1 point

Configuration integrity test - Number of Configuration integrity test, 1 point

Network integrity test - Number of Network integrity test, 1 point

Security test - Number of Security test, 1 point

Software configuration control - Number of Software configuration control, 1 point

Software retired - Number of Software retired, 1 point

Data migrated - Number of Data migrated, 1 point

System migration - Number of System migration, 1 point

Software integration - Number of Software integration, 1 point
Reverse engineering - Number of Reverse engineering, 1 point
Forward engineering - Number of Forward engineering, 1 point
System archived - Number of System archived, 1 point
Notification - Number of notification sent, 1 point

14.12. Administrative services

Organizational meetings - Number of organizational meetings attended, 1 point
Events preparation - Number of events prepared for, 1 point
Risk management - Number of risks management score cards prepared, 1 point
Quality management - Number of quality management score cards prepared, 1 point
Plan management - Number of plan management score cards prepared, 1 point
Communications management - Number of communications management score cards prepared, 1 point
Staff performance review - Number of staff performance review conducted, 4 points
Unit performance review - Number of unit performance review conducted, 6 points
Facilities management - Number of facilities management score cards prepared, 1 point
Equipment management - Number of materials organized, 1 point

14.13. Time Line

Date Established:

Last Revised:

14.14. Revision history