



NATIONAL LIBRARY OF THE PHILIPPINES

CITIZEN'S CHARTER 2023 (2nd Edition)



I. Mandate

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

II. Vision

By 2027, the National Library of the Philippines shall be the premier library in the country, with an extensive collection of library resources available in different forms and media, providing excellent customer service experience through automated library facilities and online services, driving the intellectual, social, and cultural progress of the Filipino society.

III. Mission

The National Library of the Philippines is an ISO-certified national repository of printed and recorded cultural heritage in the country that acquires, organizes, conserves, and preserves Filipiniana resources and provides equitable access to information resources on various platforms, and delivers world-class customer service for Filipinos.

IV. Quality Policy

We, at the NLP, as a repository of cultural heritage, commit to acquire, conserve and preserve all printed and recorded Filipiniana resources, ensure equitable access and provide inclusive and resilient services to support, intellectual, cultural, and national development in accordance with the applicable requirements while continually improving our quality management system.

To uphold this commitment, we shall:

- Espouse human resource welfare and development and values formation programs to harness the fullest potential of our people;
- Implement responsive policies, programs, and initiatives;
- Acquire and generate the best-available library resources; and,
- Integrate risk and quality management systems into the processes across the organization, particularly in policy formulation, decision-making, planning, service provision, performance evaluation, and improvement processes.

It further commits to complying with statutory and legal requirements and continuously improving our quality management system.



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INTERNAL SERVICES

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Processing of Library Materials

Cataloguing and Classification

Information and Technology

Repair of hardware / software



EXTERNAL SERVICES



ACCESS TO LIBRARY RESOURCES

External Services

Readers need to acquire a Client transaction stub before using the library facilities and resources.

| | | | | |
|--|---|---|-----------------|---|
| Division: | Information Technology Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Any valid ID (e.g. school ID, driver’s license, PRC ID, government issued ID) | | 1. NLP client/user registration station | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present any valid ID | 1. The guard on-duty will check the presented valid ID | | 2 minutes | Guard on-duty (Main Entrance) |
| 2. Proceed to the IT Division cubicle shared space at the ground floor lobby Desk. | 2. Verify valid ID presented and issue transaction stub and free wifi internet access voucher | None | 7 minutes | Information Technology Division Staff |
| 3. Fill out the online registration form and online feedback form. | | | | |
| 4. Proceed to the picture taking booth - affix your signature on the white board; | 3. Take a photo of a client | Optional PVC ID P100.00 | 3 minutes | Information Technology Division Staff TNLECO Staff |



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| fall in line for picture taking. | | | | |
| 5. Proceed to the reading area. | 4. Scan the ID stub on In/Out Readers Log | | 3 seconds | Guard on-duty (2nd Floor Reading Area) |
| TOTAL: | | Optional P100.00 | 12 minutes | |

1. Access to Rare Collections

Request for access to restricted collections such as Rare Books, Manuscripts, and Special Collections.

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|--|---|------------------------|------------------------|---------------------------|
| Division: | Filipiniana Division (FD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizens | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. A request letter addressed to Director Cesar Gilbert Q. Adriano thru the Chief of the Filipiniana Division (1 electronic copy) | | 1. Requesting Party | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a request via email (do@nlp.gov.ph) and address it to the Director thru the Chief of the Filipiniana Division | 1. Acknowledge receipt of the email | None | 20 minutes | Director's Office |
| | 2. Endorsement of request to the designated Section Head of Filipiniana | None | 5 minutes | Director's Office |



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| | Division (FD) | | | |
| | 3. Search for the materials. | None | 3 days | Librarian, Senior Historian, and Archivist, FD |
| | 4. Inform the clients of the status of their requests. If available, prepare the necessary process for reproduction, otherwise, inform the client of the unavailability of the request. | None | 5 minutes | Librarian, Senior Historian |
| 2. Request for the publication of the specific Filipiniana collections | 5. Fill out the Policy Acknowledgement Agreement | None | 5 minutes | Librarian, Senior Historian |
| TOTAL: | | | | |

2. Borrowing of Books, Serials, and Other Library Resources

The reading areas implement a close-shelf system. Clients have to reserve selected titles from the Online Public Access Catalog (OPAC). Titles selected will be notified in the system and the library support staff will be alerted to retrieve the requested title. The requested material will be checked out by the librarian.

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|-----------------------------|---|
| Division: | Reference Division; Filipiniana Division; Information Technology Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | General Public |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|----------------------------|-----------------|--|
| 1. NLP Client's ID / Transaction Stub 2. Any valid ID (e.g. school ID, driver's license, PRC ID, government-issued ID) | | 1. Client 2. Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the reading area | 1. Scan the NLP Client's ID/ Transaction Stub for log-in | None | 5 seconds | Guard on-duty (2nd Floor Reading Area) |
| 2. Select and reserve titles through the Online Public Access Catalog (OPAC) | 2. Guide and monitor if there are requests for reserved items; | None | 5 minutes | Librarian and Information Technology Staff, Reading Area |
| 3. Proceed to the circulation counter and present the NLP Transaction Stub | 3. Validate the ID stub and check the client "HOLDS" then provide a pager | None | 3 minutes | Librarian, Reading Area |
| | 4. Retrieve the library materials reserved | None | 5 minutes | Administrative Support, Reading Area |
| 4. Proceed to the counter to claim the requested material/s. | 5. Scan the barcode of the materials for check-out and buzz the pager number to claim the requested materials | None | 2 minutes | Librarian, Reading Area |



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| | | | | |
| TOTAL: | | None | 15 minutes and 5 seconds | |

3. eResources

Databases of ebooks, ejournals and audiobooks are accessible onsite or offsite through this link: <https://eportal.nlp.gov.ph/>.

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|--|---|------------------------|------------------------|---------------------------|
| Division: | Reference Division, Filipiniana Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid email address | | 1. Client | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Create an Account | | | | |
| 1. Go to https://eportal.nlp.gov.ph/user/register | 1. Verify the account created | None | 1 working day | eResources Administrator |
| 2. Fill-out all the necessary information, accept the terms and click the "Create New Account" button | 2. Approve / delete the account | | | |
| 3. Wait for an email notification with regards to password setup. You may also check your spam | 3. Email the client for approval / deletion | | | |



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| folder if it will not be in your inbox | | | | |
| B. Access to eResources (After setting up your password and you're already in the system or your account) | | None | | |
| 1. Go to https://eportal.nlp.gov.ph/ and log in to your account | | | | |
| 2. Click the "E-Resources" tab and choose the database that you want to access | | | | |
| 3. Fill-out the necessary information to proceed to webpage | 4. Verify the necessary information | | | |
| TOTAL: | | None | 1 working day | |

4. Online Reference Service

Chatbot named Online Library Assistant (OLA) wherein clients can directly inquire via chat on the NLP website (<http://web.nlp.gov.ph/nlp/>).

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|-----------------------------|--|
| Division: | Reference Division, Filipiniana Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | General Public |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|-----------------|-----------------|-------------------------|
| 1. Valid email address | | 1. Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to http://web.nlp.gov.ph/nlp/ | | None | | Client |
| 2. Click the “Chat with us!” button at the bottom right | | None | | Client |
| 3. Fill-out all the necessary information, accept the terms and click the send button | | None | | Client |
| 5. Wait for reply sent by the chat agent | 2. Chat agent assists client with the query. | None | 10 minutes | Chat agent / LIVErarian |
| 6. Fill-out the Online Feedback Assessment Form | 3. Online feedback is sent at the end of the conversation | None | | Chat agent / LIVErarian |
| TOTAL: | | None | 10 minutes | |

5. Returning of Library Resources

Clients have to check-in borrowed materials at designated terminals. Once checked-in, these shall be placed in designated shelves/counters for utilized library collections.

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|-----------------------------|--|
| Division: | Reference Division; Filipiniana Division |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |



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|--|--|------------------------|------------------------|--|
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. NLP Client's ID / Transaction Stub 2. Book(s)/Materials for return | | 1. Client 2. Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Check-in the material after use in a provided terminal at the counter. | 1. Assist the clients | None | 1 minute | Librarian |
| 2. Scan the barcode of the borrowed library materials | 2. Validate and monitor the terminal if the materials being returned were scanned successfully | None | 3 minutes | Librarian |
| 3. Return the utilized material at the designated shelf for used books. | 3. Disinfect, Sort, and Shelf returned library materials | None | 5 minutes | Administrative Support |
| 4. Proceed to the exit area and scan the NLP Client's ID/ Transaction stub for log out | 4. The guard on-duty will check the NLP Client's ID/ Transaction Stub | None | 5 seconds | Guard on-duty (2nd Floor Reading Area) |
| TOTAL: | | None | 9 mins 5 secs | |

6. Scanning/Printing of Library Resources

Printing of microfilms/microimages are available at Multimedia Section while Scanning/Printing of hard copy and digitized copy are available at Information Technology Division.



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|---|---|--|--------------------------------|--|
| Division: | Filipiniana Division (FD); Information Technology Division (ITD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. NLP Client's ID / Transaction Stub | | 1. NLP client/user registration station | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Identify and select the title, date and pages of the materials | 1. Assist the clients and prepare the requested materials | | 10 minutes | Librarian and Administrative Aide |
| | 2. Fills out the Order of Payment Form | | 1 minute | Librarian and Administrative Aide |
| | 3. Coordinate with ITD for hard copy and digitized copy and Multimedia Section for microfilms | | 15 minutes | Librarian, Administrative Aide, and ITD Support Staff |
| 2. Proceed to Cashier Section for payment | 2. Issuance of Official Receipts (OR) to clienteles | Scanning:5.00PHP/page Printing: 7.00PHP/ page | 3 minutes per Official Receipt | Cash Section Staff-Cash Section, Finance and Administrative Division |
| 3. Go back to Reading Area and present the OR | 4. Record the OR details and give the requested materials | | 3 minutes | Librarian, Administrative Aide, and ITD Support Staff |



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| TOTAL: Scanning: 5.00PHP/page Printing: 7.00PHP/page | 9 mins 5 secs | |
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7. Braille and Audiobook Production

This service is available upon request by individuals who have print disability and/or organization/institution for reference and research needs of persons with print disabilities.

| Division: | Reference Division | | | |
|---|--|-----------------|-----------------|-----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter addressed to the Division Chief of Reference Division which indicates the following: a.) Name and contact details of the client, title of the material to be reproduced, author and number of pages to be transcribed; and b.) When is the material needed? | | 1. Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Drop off the request letter to email address: nlplbs@nlp.gov.ph or through snail mail to be sent at: Library for the Blind Section, Reference Division National Library of the Philippines T.M. Kalaw St., Ermita, | 1. Log the request and evaluate the material | None | 5 minutes | Library for the Blind Staff |

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|---|--|------|---------------------------|-----------------------------|
| <p>Manila 1000</p> <p>The request should include the following:</p> <p>a.) Name and contact details of the client, title of the material to be reproduced, author and number of pages to be transcribed; and</p> <p>b.) When is the material needed?</p> <p>The client may email the full text of the book, upon approval of the request.</p> | | | | |
| | 2. Acknowledge receipt of the request letter and inform the requesting individual on possible date to finish the request | None | 10 minutes | Library for the Blind Staff |
| | 3. Reproduce the requested material. | None | 1 day (100 pages per day) | Library for the Blind Staff |
| | 4. Inform the requesting individual on the availability of the material for | None | 10 minutes | Library for the Blind Staff |



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| | pick-up | | | |
| 2. Pick up reproduced material by the client or his/her representative. | Optional: NLP can facilitate delivery via courier, the cost shall be borne by the requesting party. | | | |
| TOTAL: | | | 1 day (100 pages) and 25 minutes | |

8. Children and Young Adult Services

These services can be conducted to groups as requested, within NLP or outside.

| Division: | Reference Division; Directors Office | | |
|--|--------------------------------------|-----------------------|--|
| Classification: | Complex | | |
| Type of Transaction: | Government to Client | | |
| Who may avail: | General Public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Request Letter addressed to Director Cesar Gilbert Q. Adriano and thru Ms. Dolores Carungui, Chief of the Reference Division. Indicating the complete details (1 copy): <ul style="list-style-type: none"> - Name of the Activity - Purpose - Date & Time - Number of Audience (The request letter should be sent three (3) weeks before the execution of the event.) | | 1. Requesting Party | |
| 2. Service Agreement | | 2. Reference Division | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-----------------------------------|---|-----------------|-----------------|--|
| 1. Send formal invitation/request | 1. Receive the formal invitation/request letter from the representative/s of the requesting party | None | 5 minutes | For walk-ins / registered mails: Public Assistance and Complaint Desk - Finance and Administrative Division National Library of the Philippines T.M. Kalaw St., Ermita, Manila 1000 For emails: do@nlp.gov.ph |
| | 2. Send an email reply to the requesting party to acknowledge receipt of the request letter. The request is forwarded to the Reference Division. | None | 4 hours | Directors Office |
| | 3. Reference to check on the availability of staff to deliver the requested services. For services conducted offsite, a service agreement is sent to the client via email | None | 1 day | Chief, Reference Division, Children's Section Staff |



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| 2. The client sends a signed copy of Service Agreement | 4. Service Agreement is reviewed | | | Chief, Reference Division, Children's Section Staff |
| | 5. Reference to consult with and request for clearance from the Office of the Director | None | 2 days | Office of the Director |
| | 6. Send an email reply to the requesting party, approved or disapproved | None | 1 day | Children's Section Staff |
| Phase 1 | Pre-Training Process Time | | 3 days | |
| Phase 2 | Training Proper | | | |
| TOTAL: | | None | | |

9. Guided Library Tour

The guided library tour is being offered to the general public to provide educational visits and promote the collections and services of the NLP. It is another way to showcase and promote awareness of the NLP's collections that contribute to the intellectual, social, and cultural progress of Filipino society.

| Division: | Research and Publications Division | | |
|--|---|----------------------|--|
| Classification: | Simple | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen G2B – Government to Business | | |
| Who may avail: | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Request Letter addressed to Director Cesar Gilbert Q. Adriano (1 electronic copy) | | 1. Citizen or Client | |
| 2. List of participants | | 2. Citizen or Client | |



| 3. NLP Guided Library Tour Request Form submitted at least 3-5 days before the requested date of visit (1 electronic submission) | | 3. Online (https://tinyurl.com/NLPtour) | | |
|--|---------------|---|-----------------|--------------------|
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|------|----------------------------------|--|
| 1. Accomplish the NLP Guided Library Tour Request Form (https://tinyurl.com/NLPtour). Attach the list of participants and the request letter addressed to: Cesar Gilbert Q. Adriano Director IV National Library of the Philippines | 1. Check and evaluate the details of the request. Acknowledge receipt of the request and ask the client if additional information is needed. 1.1. Forward the Request Letter to the Director's Office via email for approval. 1.2. If Approved: Inform the client of the approval. Confirm the approved schedule. Inform other Divisions that will be involved in the Tour 1.3. If Disapproved: Inform the client of the disapproval and explain the reason why. | None | 1 day | <i>Section Head and Staff</i> Public Relation Section |
| 2. Come to NLP on the confirmed schedule of the Library Tour. | 2. Welcome the client/s and conduct the Guided Library Tour focusing on | None | 1 hour and 30 minutes on average | <i>Section Head and Staff</i> Public Relation Section |



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| | details of the request. | | | |
| 3. Fill-out the Feedback Assessment Form. | 3. A tablet will be provided to the clients to answer the Feedback Form or provide the link using QR code. | None | 3 minutes per client | <i>Section Head and Staff</i> Public Relation Section |
| TOTAL: | | None | 1 day, 1 hour, 33 minutes | |

10. Request for Book Donations

This is a request made by a client who is not part of or does not represent any of the NLP-affiliated public libraries or barangay reading centers. Such clients may be in need of book donations for a public school, a book donation drive, a community, or an organization. Book donations to be given to these clients may vary from previously donated books, discarded NLP books, or excess copies of library materials from diverse donors. There is no guarantee that books or any library materials to be given under these requests are brand new.

| Division: | Security Office; Director's Office (DO); Collection Development Division (CDD); Finance and Administration Division (FAD)- Property Section | | |
|---|---|---|--|
| Classification: | Complex | | |
| Type of Transaction: | G2C – Government to Citizen | | |
| Who may avail: | General public who are not from affiliated public libraries and barangay reading centers | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Letter of request for book donation addressed to: <i>Dir. Cesar Gilbert Q. Adriano</i> <i>Director IV</i> <i>National Library of the Philippines</i> State the following: <i>a. Name of requesting client/ institution</i> <i>b. Primary beneficiary/ies</i> | | 1. <i>a. For online clients, submit a letter of request to: do@nlp.gov.ph</i> <i>b. For walk-in clients, submit a letter of request to the Director's Office</i> | |



| <p>c. <i>Brief profile of the beneficiary/ies (ex: age range, sectoral representation, affiliation, etc.)</i></p> <p>d. <i>Purpose of donation</i></p> <p>e. <i>Date the books will be picked up from NLP</i></p> <p>2. Property Transfer Report (PTR)</p> <p>3. Gate Pass</p> | | <p>2. Public Libraries Division</p> <p>3. Public Libraries Division</p> | | |
|--|---|---|-----------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1.A. <u>For online clients:</u></p> <p>Submit a letter of request</p> | <p>1. Receive and acknowledge the letter request by the Director's Office</p> <p>*For disapproval of the request, the service ends in this office. DO will inform the requesting client of the disapproval of request</p> | None | 1 day | <i>Head of Director's Office</i> |
| <p>1.B. <u>For walk-in clients:</u></p> <p>1.1. Log in at the lobby guard on Duty; proceed to the Director's Office after logging-in</p> | <p>1.1. Assist walk-in clients to log in at the main lobby</p> | None | 3 minutes | Lobby Guard on Duty <i>NLP</i> |
| <p>1.2. Submit the letter of request for book donation</p> | <p>1.2. Receive the letter of request for book donation by the Director's Office</p> | None | 2 minutes | Staff on Duty <i>Director's Office</i> |

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| | *For disapproval of the request, the service ends in this office. DO will inform the requesting client of the disapproval of the request | | | |
| 2. Book donation requests will be forwarded to the Collection Development Division (CDD) for endorsement | 2.1. CDD acknowledges the book donation request | None | 5 minutes | Division Chief CDD |
| 3. CDD processes the books for donation | 3.1. CDD packs the books for donation | None | 30 minutes | CDD staff |
| | 3.2. CDD prepares the Property Transfer Receipt (PTR) for book donations (5 copies- <i>(Receiving copy/ CDD, Accounting Section, Property Section, Catalog Division & COA)</i> and Gate Pass | None | 30 minutes | CDD staff |
| 4. CDD endorses the book donations to FAD - Property Section for inspection | 4.1. FAD- Property Section inspects the books for donation | None | 10 minutes | Property Section Head, FAD |
| | 4.2. Property Section signs the PTRs | None | | |
| 5. Requesting client signs the PTR and Gate Pass issued by the agency | 5.1. CDD releases the book donations by asking the client to sign | None | 30 minutes | CDD Staff |



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| | the PTRs and Gate Pass | | | |
| | 5.2. Photo documentation for the release of the book donations shall take place with any NLP staff and the requesting party at the NLP welcome logo | None | | |
| 6. Present Gate Pass to lobby guard for logging and release of book donations | 6. Present Gate Pass to lobby guard on duty for logging the release of the book donations; assist the client in hauling the materials to the vehicle (if necessary) | None | 5 minutes | Lobby Guard on Duty NLP |
| TOTAL: | | | <u>For online clients:</u> 1 day and 57 minutes <u>For walk-in clients:</u> 57 minutes | |

ACQUISITION

External Services

1. Acceptance of Donation (Books, serials, theses, dissertations, and other library)

The NLP accepts books and other library materials that are deemed beneficial to its library users. The library materials donations will strengthen and augment its existing collections.



| Division: | Collection Development Division | | | |
|--|---|------------------------------------|-----------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government G2B-Government to Business G2C-Government to Citizen | | | |
| Who may avail: | National Government Agencies Private Institutions General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Publication/s (print or electronic) | | 1. Donor/author/ or publisher | | |
| 2. Cover/request letter (1 copy) | | 2. Donor/author/ or publisher | | |
| 3. List of publications for donation (1 copy) | | 3. Donor/author/ or publisher | | |
| 4. Theses and Dissertations Infosheet (1 copy) | | 4. Collection Development Division | | |
| 5. Deed of Donation | | 5. Collection Development Division | | |
| 6. Certificate of Donation | | 6. Collection Development Division | | |
| 7. Acknowledgement Receipt | | 7. Collection Development Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients may submit their publications for Donation via walk-in, courier, through pick up or email | | | | |
| 1.1. Walk-in: 1.1.1 Proceed to the NLP Info desk and Present copy of publication/s, | 1.1.1. Check, record, collate and sort publication/s | None | 10 minutes | CDD Acquisition/ Mechanical Sections Staff |

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| and the written formal requests for certification, deed of donation and acknowledgment receipt | after receipt | | | |
| | 1.2.1.Prepare, review, print, and sign deed of donation, certificate of donation and acknowledgment receipt | None | 10 Minutes | CDD Acquisition Section Staff |
| 1.1.2.Receives deed of donation, certificate of donation and acknowledgment receipt | 1.1.2.Issue deed of donation, certificate of donation and acknowledgment receipt | None | a. For 1 to 10 cps - 15 mins. b. For more than 10 cps.- 3 working days | CDD Acquisition Section Staff |
| | Total | None | 3 days and 20 mins. | |
| 1.2. Courier: 1.2.1 Send copy of publication/s, and the written | 1.2.1 Receive copy/ies of donated library | None | 5 minutes | Records Section |



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| formal requests for deed of donation, certificate of donation and acknowledgment receipt via courier or postal mail service | materials from the Records Section | | | |
| | 1.2.2. Forward donated library materials to CDD | None | 10 minutes | Records Section |
| | 1.2.3 Receive, review / evaluate the submitted publications for donation | None | 5 minutes | CDD Acquisition/ Mechanical Sections Staff |
| | 1.2.4.Prepare, review, print, and sign deed of donation, certificate of donation and acknowledgment receipt | None | 10 Minutes | CDD Acquisition Section Staff |
| 1.2.2.Receives deed of donation, certificate of donation and acknowledgment receipt | 1.2.2.Issue deed of donation, certificate of donation and acknowledgment receipt | None | a. For 1 to 10 cps - 15 mins. b. For more than 10 cps.- | CDD Acquisition Section Staff |

| | | | | |
|---|---|-------------|------------------------------------|--|
| | | | 3 working days | |
| | Total | None | 3 working days and 30 mins. | |
| 1.3. Through Pick-up 1.3.1 Send list of books/materials & copyright date of materials to be donated and email to : cdd@nlp.gov.ph for evaluation of the titles | | | | |
| 1.3.2 Contact the CDD Staff in charge of receiving donations for the schedule of pick-up | 1.3.2.1. Submit request for schedule of vehicle to ADO/Property Section | None | 2 working days before pick-up | CDD Acquisition Section Staff |
| | 1.3.2.2. Receive, review / evaluate the submitted publications for donation | None | 5 minutes | CDD Acquisition/ Mechanical Sections Staff |
| | 1.3.2.3..Prepare, review, print, and sign deed of | None | 10 Minutes | CDD Acquisition Section Staff |

| | | | | |
|---|---|-------------|--|---|
| | donation, certificate of donation and acknowledgment receipt | | | |
| 1.3.3.Receives deed of donation, certificate of donation and acknowledgment receipt | 1.3.3. Issue deed of donation, certificate of donation and acknowledgment receipt | None | a. For 1 to 10 cps - 15 mins. b. For more than 10 cps.- 3 working days | CDD Acquisition Section Staff |
| | Total | None | 5 working days and 25 mins | |
| 1.4. Email | | | | |
| 1.4.1 Send copy of digital/electronic publication/s, and the written formal requests for deed of donation, certificate of donation and acknowledgment receipt to : cdd@nlp.gov.ph | 1.4.1 Receive, review / evaluate the submitted publications for donation | None | 5 minutes | CDD Acquisition/Mechanical Sections Staff |
| | 1.4.2.Receive, review / evaluate the submitted publications for donation | None | 15 minutes | CDD Acquisition/ Mechanical Sections Staff |



| | | | | |
|---|---|-------------|--|-------------------------------|
| | 1.4.3.Prepare, review, print, and sign deed of donation, certificate of donation and acknowledgment receipt | None | 10 Minutes | CDD Acquisition Section Staff |
| 1.4.2 Receives deed of donation, certificate of donation and acknowledgment receipt | 1.4.2.Issue deed of donation, certificate of donation and acknowledgment receipt | None | a. For 1 to 10 cps - 15 mins. b. For more than 10 cps.- 3 working days | CDD Acquisition Section Staff |
| TOTAL: | | None | 3 working days and 30 mins. | |

2. Procurement of Books and Other Forms of Library Materials (within Annual Procurement Plan) (Alternative Mode of Procurement)

This is the process of selecting and obtaining books and other forms of library materials through purchase. Procurement of library resources shall be governed by Republic Act 9184 and its 2016 Revised Implementing Rules and Regulations.

| | |
|-----------------------------|---|
| Division: | Collection Development Division (CDD) , Finance Administrative Division |
| Classification: | Complex |
| Type of Transaction: | G2G-Government to Government G2B-Government to Business G2C-Government to Citizen |



| Who may avail: | National Government Agencies; Private Institutions; Book Dealers/Vendors/Publishers/Authors | | | |
|---|---|--|-----------------|-------------------------------|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notice of Award 2. Notice to Proceed 3. Purchase Order | | 1. NLP-Bids and Awards Committee (BAC) 2. NLP-BAC 3. Collection and Development Division (CDD) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Prepare Purchase Request with the appropriate specifications of the items requested | None | 3 working days | CDD Acquisition Section Staff |
| | 2. Forward Purchase Request to Procurement Section for Purchase Request (PR) numbering | None | 15 Minutes | CDD Acquisition Section Staff |
| | 3. Receives and record Purchase Request (PR) | None | 5 minutes | Procurement Section |



| | | | | |
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| | 4. Review of PR if within the Annual Procurement Plan (APP) | None | 10 minutes | Procurement Section |
| | 5. For PR within the APP provide PR No. and record PR No. at PR Monitoring; Forward PR to Budget Section | none | 30 minutes | Admin. Aide/Admin. Assistant III, Procurement Section, FAD |
| | 6. Receive, record and provide Budget Clearance to PR | none | 10 mins | Administrative Officer V (Budget Officer III) |
| | 7. Submit numbered PR, with budget clearance for approval of Head of Procuring Entity (HOPE) | none | 10 minutes | Admin. Aide, Procurement Section, FAD |
| | 8. Receive and record PR; Review and sign PR | none | 3 working days | Director's Office |
| | 9. Record and forward signed PR to BAC for processing | none | 10 mins. | Director's Office |
| | 10. Conduct Procurement Process; Prepare NOA and NTP | none | maximum 10 days (depending to the mode of procurement being applied) | BAC |
| | 11. Submit PR, BAC resolution, NOA and NTP and other attachments to Head of Procuring Entity | none | 10 minutes | BAC |



| | | | | |
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| | (HOPE) for approval | | | |
| | 12. Receive and record BAC Resolution, NOA and NTP, plus other attachments Review and sign BAC Resolution, NOA and NTP | none | 3 working days | Director's Office |
| | 13. Forward PR, Signed BAC resolution, NOA and NTP and other attachments to BAC | none | 10 mins | Director's Office |
| 1. Receive NOA from BAC | 14. Forward PR, Signed BAC resolution, NOA and NTP and other attachments to CDD for preparation of Purchase Order and OBR; Email NOA to Supplier | none | 10 mins | BAC |
| | 15. Prepare Purchase Order and OBR and submit to the CDD Chief for approval. | none | 3 days | Admin. Assistant III, Acquisition Section, CDD |
| | 16. Review and sign P.O and OBR and submit to the Budget Section for Budget obligation | none | 1 hour | CDD Acquisition Section Head, Assistant Chief and CDD Chief |
| | 17. Review and sign OBR and submit to the Accounting Section for signature | none | 5 minutes | Budget Officer Budget Officer III- Budget Section |
| | 18. Review the PO and supporting | None | 1 working day | Accounting Section |



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| | documents and sign certification | | | |
| | 19. Forward to Director's Office for approval | None | 10 minutes | Accounting Section staff |
| | 20. Approval/Disapproval of request will be forwarded to CDD | | 3 working days | Office of the Director Staff |
| | 21. Receive and record signed PO & OBR for Issuance to supplier. | none | 5 minutes | Admin. Assistant III, Acquisition Section, CDD |
| 2. Receive/Sign Notice to Proceed and Purchase Order | 22. Scan the approved P.O and notify the Publisher/Dealer through email to receive/sign the PO | None | 1 day | Admin. Assistant III, Acquisition Section, CDD |
| | 23. Submit to COA the signed/conformed P.O by supplier | none | 10 mins. | Admin. Assistant III, Acquisition Section, CDD |
| 3. Deliver procured books and other library materials (within 30 working days upon receipt of Purchase Order) | 24. Receive procured library materials from the publisher/dealer/author. Conduct the inspection of delivered books/library materials | None | 4 hours | CDD Acquisition Section Staff; Property Section Staff, Inspection Committee; COA, and Representative of End-users |



| | | | | |
|--|---|------|-------------------|---|
| | 25. Prepare ICS or PAR for signature. | None | 20 minutes | Administrative Assistant VI & Administrative Aide III |
| | 26. End-user to accept and sign the ICS or PAR for accountability | None | 5 minutes | CDD Acquisition Staff |
| | 27. Prepare Inspection and Acceptance Report (IAR) and attachments then forward to the Inspection Committee for signature | None | 4 hours | Admin. Assistant III, Acquisition Section, CDD |
| | 28. Receive, review, record and sign IAR. Then forward to CDD for processing of DV | none | 10 mins | Inspection Committee |
| | 29. Prepare Disbursement Voucher (DV) and forward to the Accounting Section for processing and payment | None | 30 mins. (per DV) | CDD Acquisition Section Staff |
| | 30. Review DV and its supporting documents | None | 10 minutes | Accounting Section |
| | 31. Assignment of Serial Number and encoding in | None | 5 minutes | Accounting staff-Accounting Section |



| | | | | |
|--|--|------|------------|--|
| | Journal of Entry Voucher | | | |
| | 32. Sign and approve disbursement vouchers | None | 3 minutes | Accountant III-Accounting Section |
| | 33. Forward the approved DV and ObRS with its supporting documents to the Director's Office for approval | None | 2 minutes | Accounting Staff-Accounting Section |
| | 34. Approval of disbursement vouchers | None | 3 hours | Director's Office |
| | 35. Forward the approved disbursement vouchers to Cash Section for payment | None | 2 minutes | Accounting Staff-Accounting Section |
| | 36. Receive and encode the approved disbursement vouchers | None | 5 minutes | Cashier III-Cash Section |
| | 37. Preparation of LDDAP-ADA and/or check, ACIC | None | 10 minutes | Cashier III-Cash Section |
| | 38. Review and Approval of ADA package (LDDAP-ADA and/or check, ACIC) | None | 10 minutes | Cashier III-Cash Section Cash Section |
| | 39. Review and Certification of LDDAP | None | 5 minutes | Accountant III-Accounting Section |




| | | | | |
|----------------------------------|--|------|------------------------------|---------------------------------------|
| | 40. Approval and/or signature of Head of the Agency or designated signatory of the ADA package | None | 3 hours | Director IV-Office of the Director |
| 4. Collect payment (Check/LDDAP) | 41. Delivery of ADA package to LandBank | None | 30 minutes | Cashier III-Cash Section |
| | TOTAL | None | 27 days / 20 hrs and 3 mins. | |

3. Request for Certificate of Legal Deposit

This service is for authors or publishers who wish to comply with the Presidential Decree No. 812 (Legal Deposit Decree) and has not delivered the same copies to the NLP within one (1) month of its publication.

| Division: | Collection Development Division; Finance and Administrative Division - Cashier Section | | |
|--|--|---------------------------|-----------------|
| Classification: | Simple | | |
| Type of Transaction: | G2G-Government to Government G2B-Government to Business G2C-Government to Client | | |
| Who may avail: | National Government Agencies Private Institutions General Public | | |
| <table border="1"> <tr> <th>CHECKLIST OF REQUIREMENTS</th> <th>WHERE TO SECURE</th> </tr> </table> | | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | |

| <p>For walk-in clients or delivered through Service Courier or Postal Mail:</p> <ol style="list-style-type: none">1. Two (2) best copies (bound) of the publications2. Two (2) copies of printed & signed Legal Deposit Information Sheets3. Two (2) copies of request letters for Certificate of Legal Deposit <p>Refer to this address when sending publication/request: MELODY M. MADRID Librarian V/Chief Collection Development Division - Legal Deposit National Library of the Philippines T.M. Kalaw St. Ermita Manila, 1000, Philippines</p> <p>For online clients:</p> <ol style="list-style-type: none">1. Accomplished Legal Deposit Information Sheet Google form2. 1 best PDF electronic copy3. Scanned or digital copy of request letter for Certificate of Legal Deposit | | <p>For walk-in clients or delivered through Service Courier or Postal Mail:</p> <ol style="list-style-type: none">1. Author/Publisher2. Author/Publisher3. Author/Publisher <p>For online clients:</p> <ol style="list-style-type: none">1. Legal Deposit Information Sheet Online Google form may be accessed via this QR CODE <div></div> <ol style="list-style-type: none">2. Author/Publisher3. Author/Publisher | | |
|---|---------------|--|-----------------|--------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|------|-----------|--|
| 1. Submit publication requirements | 1. Check and receive the document | None | 5 minutes | For Walk in: NLP Public Assistance and Complaint Desk CDD |
| 2. Receive personal copy from CDD staff | 2. Return client's copy | None | 5 minutes | CDD Acquisition Section Staff |
| | 3. Check, record & process received publications | None | 2 days | CDD Acquisition Section Staff |
| | 4. Prepare Acknowledgment Receipt/s or Certificate of Legal Deposit/s) | None | 1 day | Acquisition Section Staff, CDD |
| | 5. Check Acknowledgment Receipts and/or Certificate of Legal Deposits | None | | Acquisition Section Head, CDD |
| | 6. Sign Acknowledgment Receipts and/or Certificate of Legal Deposits | None | | Chief, CDD |
| | 7. If request is approved, send notification of availability of the Certificate of the Legal Deposit otherwise, send notification of unavailability/ disapproval. | None | | Acquisition Section Staff, CDD |
| 3. Return to the NLP to claim Certificate of Legal Deposit and/or Acknowledgement | 8. Issue Acknowledgment Receipt and/or Certificate of Legal Deposit | | 5 minutes | CDD Acquisition Staff |



| | | | | |
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| t Receipt | | | | |
| 4. For those who need authenticated Certificate of Legal Deposit, proceed to the Cashier Section for the affixing of the NLP Dry Seal and payment | 9. Issuance of Official Receipts to clienteles | P100.00 per certificate | 3 minutes per Official Receipt | Cash Section Staff-Cash Section, Finance and Administrative Division |
| TOTAL: | | 100 per certificate | 3 days and 18 minutes | |

COPYRIGHT

External Services

1. Copyright Registration

Copyright is a form of intellectual property right and refers to the legal term used to describe the economic and moral rights that creators have over their literary and artistic works. Copyrighted works are granted automatic protection under the Intellectual Property Code of the Philippines from the moment of their creation, irrespective of their mode or form of expression, as well as their content, quality, and purpose.

| | | | |
|--|---|---|--|
| Division: | Copyright Division | | |
| Classification: | Complex | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen G2B – Government to Business | | |
| Who may avail: | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Accomplished Application for Copyright Registration Form (2 original) | | 1. Copyright Division or online (http://bit.ly/3av5w8g) | |

| <div>2. Notarized affidavit (2 original)</div> <div>3. Materials/works being registered as deposit (2 original)</div> <div>4. Official receipt of payment for registration fee (1 original)</div> <div>5. Documentary stamp worth 30 Pesos (2 pieces)</div> <div>Additional requirement for applicant who is not the author:</div> <div>6. Notarized supporting document indicating transfer of ownership, such as waiver, deed of assignment, affidavit of heirship, publication contract, or affidavit of joint ownership (1 original)</div> <div>Additional requirements for corporate/enterprise applications:</div> <div>7. SEC Certificate of Registration, or DTI Certificate of Business Name Registration (1 photocopy)</div> <div>8. Notarized Secretary’s Certificate (1 original)</div> | <div>2. Copyright Division or online (http://bit.ly/3av5w8g)</div> <div>3. Author/creator or publisher</div> <div>4. Cashier Section</div> <div>5. Records Section; BIR</div> <div>6. Citizen or Client</div> <div>7. SEC; DTI</div> <div>8. Citizen or Client</div> | | | |
|---|--|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit complete documentary requirements to the Copyright Receiving Area *Make sure to secure the Order of Payment that will be issued | 1. Receive the required documents and evaluate if it is approved or not 1.1. Issue the Order of Payment if approved 1.2. Instruct the applicant to complete all | None | 10 minutes | Copyright Examiner and Staff Copyright Division |



| | | | | |
|---|---|---|---|--|
| | information first before re-filing if disapproved | | | |
| 2. Pay the required fees at the Cashier by showing the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment | 2. Issue the Official Receipt | Application fee – PHP 200.00/ application | 3 minutes per Official Receipt | <i>Cash Section Staff</i> Cash Section, Finance and Administrative Division |
| 3. Return to the Copyright Receiving Area and present the Official Receipt *Make sure to secure the claim stub that will be issued | 3. Check the Official Receipt 3.1 Issue the claim stub indicating the expected release date of the Certificate | None | 3 minutes | <i>Copyright Staff</i> Copyright Division |
| 4. Wait for the release date of the Certificate indicated in the claim stub | 4. Process the application | None | 7 working days (for 1 to 10 applications) | <i>Copyright Examiner and Staff</i> Copyright Division |
| 5. Return to the Copyright Receiving Area on the release date and present the claim stub | 5. Release/Issue the Certificate of Copyright Registration and Deposit | None | 3 minutes | <i>Copyright Staff</i> Copyright Division |
| TOTAL: | | PHP 200.00 | 7 days, 19 minutes | |



FINANCE AND ADMINISTRATION

External Service

1. Cash Management Process – Collection

This service is used to acknowledge receipt of collections of revenues from clients and deposits to the servicing bank.

| Division: | Finance and Administrative Division - Cashier Section | |
|---|--|--|
| Classification: | Simple | |
| Type of Transaction: | G2G-Government to Government G2B-Government to Business G2C-Government to Client | |
| Who may avail: | National Government Agencies Private Institutions General Public | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Documents to Pay: | | |
| a. Approved Copyright Application (2 Original Copies) | | a. Research and Publication Division |
| b. Certification on Legal Deposit (1 original copy) | | b. Collection Development Division |
| c. Annex "A" of the Notice of Award (1 original copy) | | c. Bids and Awards Committee |
| d. Payment Slip for Bid Documents (1 original copy) | | d. Bids and Awards Committee |
| e. Order of Payment (1 original copy) | | e. Filipiniana Division/ Information Technology Division |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|---|--------------------------------|--------------------|
| 1. Provide the requirement and exact payment to the Cashier | 1. Receives payment and issuance of Official Receipts to clientele | Copyright application: 200 Pesos Dryseal for Certification on Legal Deposit: 100 pesos Scanning: 7 pesos/ page Printing: 5 pesos/ page | 3 minutes per Official Receipt | Cash Section Staff |
| | Receives collections from Collecting Officers | None | 5 minutes | Cash Section Staff |
| | Preparation of deposit slips | None | 15 minutes | Cashier III |
| | Depositing collections to the Bureau of the Treasury thru Land Bank of the Philippines | None | 45 minutes | Cashier III |
| | Preparation, certification and submission of Reports to the Accounting Division | | 3 hours | Cashier III |
| TOTAL: Copyright application: 200 Pesos Dryseal: 100 pesos | | | 4 hours and 8 minutes | |



| | | |
|--|--|--|
| Scanning: 7 pesos/ page Printing: 5 pesos/ page | | |
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2. Receiving and Dissemination of Incoming Records

This service covers receiving and routing of incoming records / mails from external/internal clients to the concerned divisions/sections/employees.

| | | | | |
|--|---|-------------------------|------------------------|---------------------------|
| Division: | Finance and Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen G2G- Government to Government | | | |
| Who may avail: | NLP Personnel / Employees and General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Uncontrolled Incoming Record | | 1. Origin of the Record | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit uncontrolled incoming record | 1. Check and receive documents | None | 5 minutes | Records Section Staff |
| | 2. Stamp "Received" on the record | None | 2 minutes | Records Section Staff |
| | 3. Encoding of date in the database | None | 5 minutes | Records Section Staff |
| 2. Receiving of Record | 4. Disseminate Record to client | None | 10 minutes | Records Section Staff |
| TOTAL: | | None | 22 minutes | |



3. Procurement of Goods and Services (For-APP-CSE)

Procurement of goods and services through Procurement Service (PS) – Department of Budget and Management (DBM) and those below PhP50,000.00 not available at PS-DBM.

| | | | | |
|--|---|------------------------|------------------------|---------------------------------------|
| Division: | Procurement Section-Finance and Administrative Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G- Government to Government G2C- Government to Citizen | | | |
| Who may avail: | NLP Personnel / Employees,External Clients, supplier | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Annual Procurement Plan for Common-use Supplies and Equipment (APP-CSE) (3 original copies) | | 1. Supply Section | | |
| 2. Project Procurement Management Plan (PPMP) (3 original copies) | | 2. Procurement Section | | |
| 3. Purchase Request (3 original copies) | | 3. Supply Section | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. End-user submit APP-CSE to Supply Section | 1. Review, consolidate and sign APP-CSE | none | 30 minutes | Admin. Officer V, Supply Section, FAD |
| | 2. Submit excel format of APP-CSE for budget Clearance | none | 3 minutes | Admin. Officer V, Supply Section, FAD |
| | 3. Provide Budget Clearance and Submit to Office of the Director for Approval of the Director | none | 3 minutes | Admin. Officer V,Budget Section, FAD |
| | 4. Approve for online posting Excel format of APP-CSE | none | 3 hours | Director IV, Office of the Director |



| | | | | |
|--|--|------|------------|--|
| | 5. Upload and submit for approval APP-CSE at Mphilgeps website. | none | 10 minutes | Admin. Officer V,, Supply Section, FAD |
| | 6. Approve the APP-CSE at Mphilgeps https://www.philgeps.gov.ph/Indexes/login | none | 3 hours | Director IV, Office of the Director |
| | 7. Print and submit copy of Approved APP-CSE to COA, Budget, Accounting, PS and ITD for posting at the NLP website. | none | 2 hours | Admin. Officer V,, Supply Section, FAD |
| | 8. Post at Agency website approved APP-CSE | None | 20 minutes | ITD Staff |
| | 9. Sign and submit Purchase Request (PR) to the Procurement Section (PS) | none | 5 minutes | Chief Admin. Officer, FAD |
| | 10. Receive and record Purchase Request (PR) | none | 5 minutes | Admin. Aide, Procurement Section, FAD |
| | 11. Conduct review if PR is within the APP-CSE if within APP-CSE record PR in the online Procurement Monitoring Report (PMR.) Otherwise, return for supplemental APP-CSE/correction. | none | 10 minutes | Admin. Officer V, Procurement Section, FAD |



| | | | | |
|---------------|---|------|-------------------------|---|
| | 12. Issue & Record PR number and Submit PR for approval of Head of Procuring Entity (HOPE) | none | 10 minutes | Admin. Aide, Procurement Section, FAD |
| | 13. Receive, record approved PR. and prepare voucher, OBR and submit for approval of payment/funding of NLP e-wallet at PS. | none | 10 minutes | Admin. Aide, Procurement Section, FAD |
| | 14. Receive and record copy of LDDAP-ADA payment/funding of e-wallet. | none | 2 minutes | Admin. Assistant III, Procurement Section, FAD |
| | 15. Facilitate Online Order at Virtual Store. For PR within the APP provide PR No. and record PR No. provided | none | 2 hours | Admin. Assistant III, Procurement Section, FAD |
| | 16. Print Virtual Store Order Confirmation | none | 5 minutes | Admin. Assistant III, Procurement Section, FAD |
| | 17. Scan Order Confirmation and LDDAP-ADA as proof of payment and Secure Online Appointment for pick-up Orders | none | 15 minutes | Admin. Assistant III, Procurement Section, FAD |
| | 18. Pick-up the items and submit the delivery receipt to the Property Section | none | 3 hours | Admin. Assistant III, Procurement Section/ Driver |
| TOTAL: | | None | 14 hours and 53 minutes | |



4. Procurement of Goods and Services (For Purchase Request)

Procurement of goods and services below Php50,000.00 not available at PS-DBM.

| | | | | |
|---|---|------------------------|------------------------|--|
| Division: | Procurement Section-Finance and Administrative Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G- Government to Government G2C- Government to Citizen | | | |
| Who may avail: | NLP Personnel / Employees, External Clients, supplier | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Purchase Request (3 original copies) | | 1. Supply Section | | |
| 2. Request for Quotation and Canvass Form (3 original copies) | | 2. Procurement Section | | |
| 3. LDDAP-ADA (Proof of Payment) (3 photocopies) | | 3. Cash Section | | |
| 4. Order Confirmation Slip (3 photocopies) | | 4. Cash Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. End-user submit PR | 1. Receive and record PR | none | 5 Minutes | Admin. Aide, Procurement Section, FAD |
| | 2. Conduct review if PR is within the APP if PR is within the APP record PR in the online Procurement Monitoring Report (PMR.) Otherwise, return for supplemental APP for correction. | none | 10 minutes | Admin. Officer V, Procurement Section, FAD |



| | | | | |
|--|---|------|------------|--|
| | | | | |
| | 3. For PR within the APP provide PR No. and record PR No. at PR Monitoring | none | 10 minutes | Admin. Aide/Admin. Assistant III, Procurement Section, FAD |
| | 4. Submit numbered PR for approval of Head of Procuring Entity (HOPE) | none | 10 minutes | Admin. Aide, Procurement Section, FAD |
| | 5. Receive and record approved PR for processing. | none | 10 minutes | Admin. Aide, Procurement Section, FAD |
| | 6. Prepare Request for Quotation/Canvass Form. | none | 1 hr | Admin. Aide/Designated Canvasser |
| | 7. Approve RFQ/Canvass Form. | none | 10 minutes | Admin. Officer V, Procurement Section, FAD |
| | 8. Issue RFQ/Canvass Form to possible suppliers | none | 3 days | Administrative Aide/Designated Canvasser |
| | 9. Review documents submitted per RFQ/Canvass Form requirements. | none | 2 hrs | Admin. Aide, Procurement Section, FAD |
| | 10. Prepare Abstract of Canvass & Award (ACA) for successful canvass conducted. | none | 1 hr | Admin. Aide, Procurement Section, FAD |
| | 11. Return PR for unsuccessful canvass conducted for end-user's review of ABC, | none | 5 minutes | Admin. Aide, Procurement Section, FAD |



| | | | | |
|--|---|------|------------|--|
| | Technical Specifications (TS), Scope of Works (SOW) & Schedule of Requirements (SR) | | | |
| | 12. Review/ sign submitted ACA | none | 10 minutes | Admin. Officer V, Procurement Section, FAD |
| | 13. Submit ACA to FAD Chief for recommending approval | none | 5 minutes | Admin. Officer V, Procurement Section, FAD |
| | 14. Sign and Submit ACA to Head of Procuring Entity for approval | none | 10 minutes | Chief Admin. Officer, FAD |
| | 15. Receive and record approved ACA | none | 10 minutes | Admin.Aide, Procurement Section, FAD |
| | 16. Prepare Purchase Order and OBR for goods/services under the FAD and submit to FAD Chief for approval. | none | 15 minutes | Admin.Assistant III, Procurement Section, FAD |
| | 17. Submit PO for goods and services not within FAD for OBR of end-user. | none | 5 minutes | Admin.Assistant III, Procurement Section, FAD |
| | 18. Receive and record signed PO & OBR for Issuance to supplier. | none | 5 minutes | Admin. Assistant III, Procurement Section, FAD |



| | | | | |
|--------|---|------|---|--|
| | 19. Scan and email signed for PO for supplier's conforme. | none | 10 minutes | Admin. Assistant III, Procurement Section, FAD |
| | 20. Submit PO signed by supplier for delivery. | none | 5 days | Admin. Assistant III, Procurement Section, FAD |
| TOTAL: | | None | 5 working days, 2 hours, and 10 minutes | |

NUMBERING SYSTEM

External Services

1. ISSN Registration to International Center (IC)

The Bibliographic Services Division encodes or catalog and sends data of all ISSN issuance to the database provided by the International Center. Such publications with applied ISSN will most definitely be recognized globally

| | | | | |
|--|--|---|-----------------|--------------------|
| Division: | Bibliographic Services Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B- Government to Business G2C- Government to Citizen G2G- Government to Government | | | |
| Who may avail: | Publishers; Author | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For First time applicant/s: 1. For print publication: Whole document 2. For Online : Published URL | | 1. ISSN International Center 2. Clients (Publishers/Authors) | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|--|------|-------------------|---------------------------------------|
| 1. Log-in to ISSN+ (https://plus.issn.org/) | 1. Constant communication to the ISSN International Center for database update/s | None | 1 day | Bibliographic Services Division Staff |
| 2. Search page : Search for bibliographic record | | None | 5 minutes | |
| 3. Record editing (field 1: Structural fields) | | None | 10 minutes | |
| 4. Record editing (field 2: Data fields) | | None | 15 minutes | |
| 5. Click validate | | None | 10 minutes | |
| TOTAL: | | None | 1 day and 40 mins | |

2. Request for International Standard Book Number (ISBN)

International Standard Book Number (ISBN) 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

| | |
|-----------------------------|--|
| Division: | Bibliographic Services Division |
| Classification: | Simple |
| Type of Transaction: | G2B-Government to Business G2C-Government to Citizens G2G-Government to Government |



| Who may avail: | | Publishers; Author | | |
|---|---|---|-----------------|---------------------------------------|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For First time applicant/s: | | | | |
| 1. National Book Development Board Certificate of Registration/ Accreditation as PUBLISHER(For first time applicant of ISBN) | | 1. National Book Development Board (NBDB) | | |
| 2. Title page and Copyright page/ Editorial page | | 2. Clients (Publishers/Authors) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Creation of an Account | | None | | Bibliographic Services Division Staff |
| 1. Go to http://ins-poas.nlp.gov.ph/user/register | 1. Verify the account created | None | 5 minutes | |
| Fill-out all the necessary information, accept the terms and click the "Create New Account" button (Name of the Publisher should be the same with the Name in the NBDB CoR) | 2. Approve / delete the account | None | 10 minutes | |
| 3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox | 3. Email the client for approval / deletion | None | 15 minutes | |



| | | | | |
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| B. ISBN Application (After setting up your password and you're already in the system or your account) | | None | 10 minutes | |
| 1. Click the tab "ISBN Application" | 1. Verify the necessary information | None | 1 day | |
| 2. Fill-out the necessary information | 2. Edit and encode the necessary details | None | 10 minutes per application | |
| 3. Attach the documentary requirements in pdf file (title page and copyright page; it should be 1 file only and the copyright page must have a statement "Published by: Registered Name in the NBDB CoR) | 3. Save and lock the application | None | | |
| 4. Click the "Preview" button and "Submit" button. Wait for an email notification for the status of your application. You may also click the "Submissions" tab to see the status of your application. | | None | 10 minutes | |
| TOTAL: | | None | 2 working days | |



3. Request for International Standard Serial Number (ISSN)

International Standard Serial Number (ISSN) 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.). It is not mandatory, and does not convey any form of legal or provide copyright protection on a work.

| | | | | |
|---|--|---------------------------------|------------------------|---------------------------------------|
| Division: | Bibliographic Services Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B-Government to Business G2C-Government to Citizens G2G-Government to Government | | | |
| Who may avail: | Publishers; Author | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Mock-up of the publication | | 1. Clients (Publishers/Authors) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Creation of an Account | | None | | Bibliographic Services Division Staff |
| 1. Go to http://ins-poas.nlp.gov.ph/user/register | 1. Verify the account created | None | 10 minutes | |
| 2. Fill out the form, no need to attached NBDB Registration | 2. Approve / delete the account | None | 10 minutes | |
| 3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox | 3. Email the client for approval / deletion | None | 15 minutes | |



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| B. ISSN Application (After setting up your password and you're already in the system or your account) | | None | 10 minutes | |
| 1. Click the tab "ISSN Application" | 1. Verify the necessary information | None | 1 day | |
| 2. Fill-out the necessary information | 2. Edit and encode the necessary details | None | 10 minutes per application | |
| 3. Attach mock-up copy of the publication for print application and accessible URL/website for online application; | 3. Save and lock the application | None | | |
| 4. Click the "Preview" button and "Submit" button. Wait for an email notification for the status of your application. You may also click the "Submissions" tab to see the status of your application.; | | None | 10 minutes | |
| TOTAL: | | None | 2 days | |

4. Request for International Standard Music Number (ISMN)

International Standard Music Number (ISMN) is used to identify publications of notated music, whether available for sale, hire, gratis or for copyright purposes only. The assignment of an ISMN to a publication of notated music shall not imply any meaning or value as legal evidence with regard to the ownership of rights to that publication.



| | | | | |
|--|--|---------------------------------|------------------------|---------------------------------------|
| Division: | Bibliographic Services Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B-Government to Business G2C-Government to Citizens G2G-Government to Government | | | |
| Who may avail: | Publishers; Author | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 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. | | 1. Clients (Publishers/Authors) | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Creation of an Account | | None | | Bibliographic Services Division Staff |
| 1. Create an account at https://ins-poas.nlp.gov.ph/user/register | 1. Verify the account created | None | 5 minutes | |
| 2. Fill out the form, no need to attached NBDB Registration | 2. Approve / delete the account | None | 10 minutes | |
| 3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox | 3. Email the client for approval / deletion | None | 5 minutes | |

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| B. ISMN Application (After setting up your password and you're already in the system or your account) | | None | 10 minutes | |
| 4. Go to the "ISMN Application" menu and fill out the required information at the ISMN Information Sheet; | | | 10 minutes | |
| 5. Attach a Product form or the physical or digital properties of a publication that differentiate it as a product. E.g. the same edition of a publication may appear in different product forms: hardcover; Braille; .pdf; .html; etc. Product form or the physical or digital properties of a publication that differentiate it as a product. E.g. the same edition of a publication may appear in different product forms: hardcover; Braille; .pdf; .html; etc. | 4. Verify the necessary information | None | 1 day | |
| 6. Click the submit button | 5. Edit and encode the necessary details | None | 10 minutes per application | |



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| 7. Wait for an email notification to know the status of your application. | 6. Save and lock the application | None | | |
| TOTAL: | | None | 2 days | |

PRODUCTION

External Services

1. Indexing

The Bibliographic Services Division receives serial publications for indexing from the Collection Development Division (CDD). The purpose of Indexing is to describe and to identify documents in terms of their subject contents. Here, the ideas are extracted from documents by the process of analysis. The indexers transcribed into the elements of the indexing systems, such as thesauri, classification schemes, etc. The data elements are organized into easily accessible forms for easy retrieval.

| | | | | |
|--|---|---|------------------------|---------------------------------------|
| Division: | Bibliographic Services Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B-Government to Business G2C-Government to Citizen G2G-Government to Government | | | |
| Who may avail: | Researchers, Publishers, Authors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Newspapers, Journals, Magazines acquired by NLP | | 1. Clients (Readers at the Reading Areas) | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search the Online Public Access Catalog | Provision of desktops/laptops and indexing | None | 5 minutes | Bibliographic Services Division Staff |



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| (OPAC) by title or author's name. | materials such as magazines, newspapers, journals, the like. | | | |
| 2. Encode the bibliographic data. | Check the encoded entries | None | 10 minutes | Bibliographic Services Division Staff |
| 3. Prepare transmittal slip for the Reading Areas. | | None | 10 minutes | Bibliographic Services Division Staff |
| TOTAL: | | None | 25 minutes | |

2. Processing of Cataloging-in-Publication (CIP)

This service is offered free of charge and non-mandatory to Philippine publishers. CIP is printed on the copyright page or on the back of the title page of the book and also appears in the Philippine National Bibliography (PNB).

| Division: | Catalog Division |
|---|--|
| Classification: | Simple |
| Type of Transaction: | G2G-Government-to-Government G2B-Government-to-Business |
| Who may avail: | Publishers/Authors |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Online Application Form (1 electronic PDF copy per title) | 1. Catalog Division |
| 2. Title page and copyright page (1 scanned PDF copy per title) | 2. Client (Publishers /Authors) |
| 3. Table of Contents(1 scanned PDF copy per title) | 3. Client (Publishers /Authors) |



| 4. Introduction and /or preface (1 scanned PDF copy per title) 5. Sample content (1 scanned PDF copy per title) | | 4. Client (Publishers /Authors) 5. Client (Publishers /Authors) | | |
|---|---|--|-----------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out CIP Application form at https://tinyurl.com/nlp-cip-application | 1. Check and evaluate the CIP application form | none | 30 mins | Librarian II, Librarian III |
| 2. Email and submit complete documentary requirements at catalog@nlp.gov.ph | 2. Acknowledge the submitted requirements | None | 5 minutes | Librarian II, Librarian III |
| | 3. Evaluate the submitted requirements and inform the client the status of the application. *For a disapproved application, the client will be informed via email. | none | 3 hours | Librarian II, Librarian III |
| | 4. Process the CIP data and review the record | none | 8 hours | Librarian II, Librarian III, Division Chief |
| | 5. Email the processed CIP data to the client | None | 10 minutes | Librarian II, Librarian III |
| | 6. Record in logbook | None | 5 minutes | Librarian II, Librarian III |



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| | 7. Await for the client's response on the emailed CIP data. *Taking action in response to the clients concerns on the CIP data. | None | 8 hours | Librarian II, Librarian III |
| 3. Sign the conforme copy and email back the CIP data | | | | Publishers / Authors |
| | 8. Acknowledge receipt of the conforme copy of the CIP data and request the client for online feedback. | | 10min | Librarian II-III |
| 4. Fill-out online feedback form | 9. Encode CIP data to KOHA system | None | 5 minutes | Librarian II-III |
| TOTAL: | | None | 2 days, 4 hours and 5 mins. | |

TECHNICAL ASSISTANCE TO AFFILIATED PUBLIC LIBRARIES

External Services



1. Distribution of Library Resource Allocation

In its mission to support the expansion of library services of all affiliated public libraries and barangay reading centers (BRCs) nationwide, the National Library of the Philippines- Public Libraries Division offers additional Library Resource Allocation to affiliated public libraries and BRCs apart from their initial library allocation received upon affiliation. These library resources vary from print, non-print, and electronic materials which were donated by different government agencies, non-government organizations, and even private individuals

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|--|--|------------------------|------------------------|---------------------------|
| Division: | Public Libraries Division- Field Libraries, Library Establishment and Affiliation and Monitoring and Evaluation (FLLEAME) Section; Finance and Administration Division (FAD)- Property Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Affiliated Public Libraries and BRCs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send communication of the request to any staff of the Public Libraries Division (PLD) | 1. PLD- FLLEAME Section notes if the requesting public library / BRC is newly affiliated or not *notes the date of pick-up by the requesting PL/ BRC | None | 5 minutes | PLD-FLLEAME Section |
| 2. PLD processes the library resources for allocation | 2.1. PLD-FLLEAME Section packs library resources for allocation | None | 20 minutes | PLD-FLLEAME Section |
| | 2.2. PLD-FLLEAME Section prepares the Property Transfer Receipt (PTR) for book | None | 20 minutes | PLD-FLLEAME Section |



| | | | | |
|--|---|------|------------|------------------------------|
| | donations (6 copies- <i>Receiving copy/PLD, CDD, Accounting, Property, Catalog Division & COA</i>) and Gate Pass | | | |
| | 2.3. Any PLD Officials/Librarians may sign on behalf of Director Adriano's signature for issuance of PTRs to requesting public library/ BRC | None | 5 minutes | PLD Official/Librarian |
| 3. PLD endorses the library resources for allocation to FAD-Property Section for signature | 3.1. Property Section signs the PTRs | None | 15 minutes | FAD - Property Section Staff |
| 4. Client signs the Property transfer receipts and gate pass | 4.1 Issuance of the library resource allocation | | | |
| | 4.2. PLD-FLLEAME Section releases the library resources for allocation by asking the public library/ BRC to sign the PTRs and Gate Pass | None | 30 minutes | PLD-FLLEAME Section |
| 4.1. Requesting public library/ BRC signs the PTR and Gate Pass issued by PLD | 4.3. Photo documentation for the release of the library resources for allocation | None | | Any NLP Staff |



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| | shall take place with any NLP staff and the requesting public library/ BRC at the NLP welcome logo | | | |
| | 4.3. PLD issues a Certificate of Appearance for the staff of Public Library/ BRC who will pick up the library resources for allocation | None | | PLD-FLLEAME Section and Division Chief |
| 5. Present Gate Pass to lobby guard for logging and release of library resources for allocation | 5. Present Gate Pass to lobby guard on duty for logging the release of the library resources for allocation; assist the client in hauling the materials to the vehicle (if necessary) | None | 5 minutes | Lobby Guard on Duty <i>NLP</i> |
| TOTAL: | | None | 1 hour, and 35 minutes | |

2. Online Monitoring via Online Monthly Monitoring Form

This service is given to all affiliated public libraries and barangay reading centers (BRCs) to submit updates about their monthly manpower, operation, services, and PPAs (programs, projects, and activities). Data gathered from these reports shall be reflected in the agency information on PREXC (Program Expenditure Classification) for Library Extension Programs.

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|------------------------|--|
| Division: | Public Libraries Division (PLD) - Field Libraries, Library Establishment and Affiliation and Monitoring and Evaluation (FLLEAME) Section |
| Classification: | Simple |



| Type of Transaction: | G2G – Government to Government | | | |
|---|--|---|-----------------|---------------------------|
| Who may avail: | Affiliated Public Libraries and Reading Centers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Online monthly monitoring form | | 1. Accessible online via web.nlp.gov.ph > related links> monthly reports or http://web.nlp.gov.ph/nlp/?q=node/10413 | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Affiliated public libraries and barangay reading centers answer the online monthly monitoring form | 1. PLD-FLLEAME Section harvests data sent by affiliated public libraries and BRCs to be reflected in PLD's monthly report | None | 30 minutes | PLD-FLLEAME Section Staff |
| 2. Affiliated public libraries and BRCs receive an email confirming the submission of their report | 2. PLD-FLLEAME Section sends an automated email confirmation to public libraries and BRCs which submitted their monthly report | None | 1 minute | PLD-FLLEAME Section Staff |
| TOTAL: | | | 31 minutes | |

3. Onsite Monitoring of Active Libraries

Affiliated public libraries may request to be monitored onsite by the NLP-Public Libraries Division. This request usually occurs when PLs are benchmarking with one another and is in need of technical assistance from the agency. This service may also be availed by individuals who wish to have their PLs be evaluated for congruency with the Standards for Philippine Public Libraries and up-to-dateness with best practices among public libraries.



| Division: | Public Libraries Division(PLD) - Field Libraries, Library Establishment and Affiliation and Monitoring and Evaluation (FLLEAME) Section | | | |
|--|---|--|-----------------|-------------------------|
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government; G2C – Government to Citizen | | | |
| Who may avail: | Local Government Units (LGU); affiliated public libraries and reading centers; and the general public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>Public libraries to be visited must prepare the following documents:</p> <ol style="list-style-type: none"> 1. Letter of request for onsite monitoring 2. Library policy manual (if existing) 3. Annual investment plan indicating the budget allocation of the library for the current fiscal year 4. Library organization chart 5. Library floor plan 6. Accession book <p>During post monitoring:</p> <ol style="list-style-type: none"> 1. PLD monitoring questionnaire 2. LGU visit form 3. Certificate of appearance 4. Letter of recommendation and commendation | | <p>For item no. 1: For online clients, submit a letter of request to: do@nlp.gov.ph; cc: publiclibraries@nlp.gov.ph or bpvelasco@nlp.gov.ph For walk-in clients, submit a letter of request to the Director's Office</p> <p>For items nos. 2-6: Local public library LGU planning office LGU budget office</p> <p>For post-monitoring documents: NLP-Public Libraries Division - FLLEAME Section</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p><u>Pre-monitoring activities</u></p> <p>1. The client sends a request letter for onsite monitoring addressed to: Dir. Cesar Gilbert Q. Adriano Director IV National Library of the Philippines</p> <p>Thru: Blesila P. Velasco</p> | <p>1. Agency receives the request and forwards it to PLD for onsite visit planning</p> | None | 1 day | Director's Office Staff |



| | | | | |
|--|---|------|-------------------|-----------------------------|
| Division Chief Public Libraries Division, National Library of the Philippines 1000 T.M. Kalaw Ave., Ermita, Manila, Philippines | | | | |
| 2. PLD plans for the onsite monitoring | <p>2.1. PLD-FLLEAME Section plans for onsite monitoring by plotting the visit in the Division calendar to check for availability of staff, inspection requirements, and other considerations</p> <p>*PLD-FLLEAME Section sends the onsite monitoring questionnaire in advance for visit preparation</p> <p>*For onsite monitoring considerations to be shouldered by the requesting client, such should be made clear to the agency</p> <p>*For onsite monitoring considerations to be shouldered by the agency, PLD will request such to the Director's Office for approval and budget clearance</p> | None | 1 day | PLD-FLLEAME Section Head |
| 3. Issuance of Office Order | 3. Director's Office issues an Office Order indicating the date, time, and place to | None | 5 working days | PLD-FLLEAME Section |

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|--|--|------|---------|---------------------|
| | conduct the onsite monitoring. The names of all involved NLP employees are also indicated in the Office Order including their means of transportation, budget, and allowances (if applicable) | | | |
| <p><u>Conduct of the onsite monitoring</u></p> <p>4. The client attends the onsite monitoring</p> | <p>4.1. PLD Staff tours the outside going inside of the library.</p> <p>4.2. The sit-down interview shall be conducted for the following using the PLD monitoring questionnaire:</p> <ul style="list-style-type: none"> a. library administratives b. library personnel, duties, and responsibilities c. services offered (pre-pandemic and new normal) d. online services offered (pre-pandemic and new normal) e. library collection and inventory f. library staff <p>recommendations</p> | None | 2 hours | PLD Staff/Officials |

| | | | | |
|---|--|------|----------------|---------------------|
| | <p>4.3. PLD Staff signs the accession book and library policy manual</p> <p>4.4. Documentation pictures for the whole library and with the library staff shall be conducted to mark the end of the inspection</p> <p>4.5. If deemed necessary, a courtesy call to the Local Chief Executive shall be conducted after the onsite monitoring</p> | | | |
| <p><u>Post monitoring activities</u></p> <p>5. The client provides the post-monitoring documents for NLP</p> | <p>5. PLD Staff shall secure the following documents from the requesting client:</p> <ul style="list-style-type: none"> a. Signed Certificate of Appearance b. Signed LGU visit form | None | 30 Minutes | PLD Staff/Officials |
| <p>6. The client receives feedback from the onsite monitoring</p> | <p>6. PLD - FLLEAME Section prepares the Letter of recommendation and commendation for the requesting client duly signed by the PLD Division Chief to be</p> | None | 5 working days | |



| | | | | |
|--|----------------|------|----------------------------------|--|
| | sent via email | | | |
| | TOTAL: | None | 17 days, 2 hours, and 30 minutes | |

4. Onsite Monitoring of Inactive Libraries

Affiliated public libraries may also request for technical assistance to conduct onsite monitoring for public libraries that have been inactive or were closed (i.e.: a closed municipal library requested to be monitored by the provincial library). In this way, the requesting LGU could be assisted to gather information about the public libraries' inactivity or closure; which could eventually help them formulate actions to reactive the closed/ inactive public libraries in their locality.

| Division: | Public Libraries Division(PLD) - Field Libraries, Library Establishment and Affiliation and Monitoring and Evaluation (FLLEAME) Section | | |
|--|---|---|--|
| Classification: | Complex | | |
| Type of Transaction: | G2G – Government to Government; G2C – Government to Citizen | | |
| Who may avail: | Local Government Units (LGU); affiliated public libraries and reading centers; and the general public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Public libraries to be visited must prepare the following documents: <ol style="list-style-type: none"> 1. Letter of request for onsite monitoring 2. Moat updated LGU development plan 3. LGU organization chart previously indicating the public library 4. Annual investment plan indicating the budget allocation of the library for the current fiscal year During post monitoring: <ol style="list-style-type: none"> 1. PLD inactivity monitoring questionnaire 2. LGU visit form 3. Certificate of appearance 4. Letter of recommendation and commendation | | For item no. 1: For online clients, submit a letter of request to: do@nlp.gov.ph; cc: publiclibraries@nlp.gov.ph or bpvelasco@nlp.gov.ph For walk-in clients, submit a letter of request to the Director's Office For items nos. 2-6: Local public library LGU planning office LGU budget office For post-monitoring documents: NLP-Public Libraries Division - | |



| | | FLLEAME Section | | |
|---|---|-----------------|-----------------|--------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>Pre-monitoring activities</u> 1. The client sends a request letter for onsite monitoring addressed to: Dir. Cesar Gilbert Q. Adriano Director IV National Library of the Philippines Thru: Blesila P. Velasco Division Chief Public Libraries Division, National Library of the Philippines 1000 T.M. Kalaw Ave., Ermita, Manila, Philippines | 1. Agency receives the request and forwards it to PLD for onsite visit planning | None | 1 day | <i>Director's Office Staff</i> |
| 2. PLD plans for the virtual monitoring | 2.1. PLD-FLLEAME Section plans for onsite monitoring by plotting the visit in the division calendar to check for availability of staff, inspection requirements, and other considerations | None | 5 minutes | PLD-FLLEAME Section Head |
| | 2.2. PLD-FLLEAME Section coordinates with the requesting client for virtual monitoring preparations and sends the link of | None | 5 minutes | PLD-FLLEAME Section Head |

| | | | | |
|--|--|------|----------------|---------------------------|
| | video conferencing via email | | | |
| <u>Conduct of the virtual monitoring</u> 3. The client attends the virtual monitoring | 3.1. PLD-FLLEAME Section conducts a brief orientation on the procedures to be conducted during the virtual monitoring 3.2. The sit-down interview shall be conducted for the following using the PLD monitoring questionnaire: a. library administratives b. library personnel, duties and responsibilities c. services offered (pre-pandemic and new normal) d. online services offered (pre-pandemic and new normal) e. library collection and inventory f. library staff recommendations | None | 2 hours | PLD-FLLEAME Section |
| <u>Post monitoring activities</u> 4. The client receives feedback from the onsite monitoring | 4. PLD-FLLEAME Section prepares the Letter of recommendation and commendation for the requesting client duly signed by the PLD Division Chief to be sent via email | None | 3 working days | PLD-FLLEAME Section Staff |



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|---------------|------|------------------------|--|
| TOTAL: | None | 6 hours and 30 minutes | |
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5. Submission of Requirements for Affiliation of Public Library with NLP

Mandated by Republic Act No. 7743, all local government units are required to establish their own local public library/barangay reading center. As such, the following requirements and services are provided by the agency to assist with such requests. Once affiliated, the public library or barangay reading center will automatically receive its initial library resource allocation.

| Division: | Public Libraries Division- Field Libraries, Library Establishment and Affiliation and Monitoring and Evaluation (FLLEAME) Section; PLD-Training Section; Director's Office (DO); Finance and Administration Division (FAD)- Cashier Section; Finance and Administration Division (FAD)- Records Section | | |
|---|---|---|-----------------------|
| Classification: | Complex | | |
| Type of Transaction: | G2G – Government to Government; G2C – Government to Citizen | | |
| Who may avail: | Local Government Units (LGU) and the general public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Interested local government unit (provincial, city, municipal, barangay must prepare the following documents (all in hard copies): 1. Signed Memorandum of Agreement (MOA) (2 copies) 2. Resolution adopted by the Sangguniang Panlalawigan/ Panlungsod/ Pambayan/ Pambarangay expressing the intent to establish and affiliate a public library (original signed and a certified true copy) 3. Regular annual appropriation for local and foreign periodicals | | 1. Copy of draft MOA | PLD-FLLEAME Section |
| | | 2. Sample Resolution | Local Government Unit |
| | | 3. Regular annual appropriation for local and foreign periodicals | |
| | | 4. Resume of your designated librarian or permanent staff | |

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| <p>including national and local newspaper subscriptions certified by your Local Treasurer (original signed and certified true copy)</p> <p>4. Resume of the designated librarian or permanent staff (must be assigned full-time in the library)</p> <p>5. Photos of the established public library/barangay reading center:</p> <ol style="list-style-type: none"> Separate building/room of adequate size Sufficient number of chairs, reading tables, bookshelves, and other library equipment, fixtures and furniture necessary for effective library operation Signage/ Façade of the library Other exterior and interior views Official Library email address <p>6. Official Library website or social media account</p> | 5. Photos of the established public library | |
| | 6. Official library email address, website, or social media account | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--|
| <p><u>Evaluation Procedures</u></p> <p>1. The LGU submits required documents via a</p> | 1. FAD-Records Section receives the documents | None | 10 minutes | Officer of the day <i>NLP Receiving Counter</i> |



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| courier addressed to: Public Libraries Division c/o Ms. Vida Dorea Mendoza National Library of the Philippines 1000 T.M. Kalaw Ave., Ermita, Manila, Philippines | for logging; and forwards them to the Public Libraries Division | | | |
| 2. Required documents will be evaluated by the Public Libraries Division | 2.1. PLD-FLLEAME Section evaluates required documents *PLD-FLLEAME Section coordinates with the LGU for lacking, missing, or corrections in the requirements | None | 5 working days | PLD - FLLEAME Section Staff |
| | 2.2. PLD Division Chief signs the MOA and endorses it to the DO for signature | None | 1 day | PLD - Division Chief and FLLEAME Section |
| 3. The Affiliation request is granted and approved by the Director's Office | 3.1. The NLP Director signs the MOA of the established library for affiliation with the NLP | None | 5 working days | Director's Office |
| | 3.2. PLD - FLLEAME Section requests | None | 10 minutes | PLD - FLLEAME Section Staff |

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| | MOA for notarization | | | |
| | 3.3. Approval for petty cash request for MOA notarization is granted for processing | None | 1 day | FAD - Cashier Section Staff |
| <u>Post-Evaluation Procedures</u> 4. Signed MOA will be notarized | 4. PLD-FLLEAME Section processes the MOA for notarization *Date of MOA notarization is the official affiliation date of the public library | None | 1 day | PLD - FLLEAME Section Staff |
| 5. Endorsement of the documents of the library from the FLLEAME Section to the PLD Training Section | 5.1. Before endorsement, PLD-FLLEAME Section notes the newly affiliated public library for the line-up to receive initial library allocation | None | 10 minutes | PLD-FLLEAME Section Staff |
| | 5.2. Information about the newly affiliated public library is harvested by the PLD-FLLEAME Section to update the official Directory of NLP's Affiliated Public Libraries | None | | PLD-FLLEAME Section Staff |
| | 5.3. Details of the librarian/ library-officer-in | None | | PLD - Training Section Staff |

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| | -charge of the newly affiliated public library is harvested by the PLD Training Section for batch training | | | |
| 6. Notarized MOA is sent to LGU | 6.1. Request for petty cash for courier of notarized MOA is processed | None | 1 day | FAD- Cashier Section Staff |
| | 6.2. PLD-FLLEAME Section sends back the notarized MOA and Certificate of Affiliation to the LGU via courier | None | 5 working days | Courier Service |
| | 6.3. A copy of the original notarized MOA of the newly affiliated public library is sent to the FAD-Records Section for filing | None | 1 day | FAD-Records Section Staff |
| TOTAL: | | None | 20 days and 30 minutes | |

6. Training to Affiliated Public Libraries and Reading Centers

As part of the technical assistance provided by the agency for all affiliated public libraries and barangay reading centers (BRCs), the Public Libraries Division provides various training to librarians and library-officers-in-charge of public libraries and BRCs. The training may be conducted onsite or virtually, depending on the request, and may include not just those activities related to public libraries and BRCs, but even those skills that can be taught by the other divisions of NLP. For example, basic cataloging, conservation, and preservation, basic records



management, children's services, et.al.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Division: | Public Libraries Division (PLD)- Training Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government; G2C – Government to Citizen | | | |
| Who may avail: | Local Government Units (LGU); affiliated public libraries and reading centers; and the general public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>Affiliated public libraries or barangay reading centers to be given training must prepare the following documents:</p> <ol style="list-style-type: none"> 1. Letter of request for training addressed to: <p style="text-align: center;">Dir. Cesar Gilbert Q. Adriano Director IV National Library of the Philippines</p> <p>The letter should indicate the following details:</p> <ol style="list-style-type: none"> a. Date, time, and venue of the training b. Brief context of the training to be conducted c. Target participants d. No. of participants e. Training requirements and other arrangements <p>Post conduct of training:</p> <ol style="list-style-type: none"> 1. Record of training attendance (if needed) 2. Certificate of participation/ attendance/ completion 3. Recording of the training (for training conducted virtually) 4. Documentation photos (if needed) 5. Training outputs (if needed) 6. Training materials (presentations, videos, etc.) | | <p>For item no. 1:</p> <ol style="list-style-type: none"> 1. For online clients, submit a letter of request to: do@nlp.gov.ph; cc: nlpwebinar@nlp.gov.ph or bpvelasco@nlp.gov.ph 2. For walk-in clients, submit a letter of request to the Director's Office <p>For post-training documents: NLP-PLD-Training Section through nlpwebinar@nlp.gov.ph</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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| <u>Pre-training procedures</u> <u>1.A. For online clients:</u> Submit a letter of request | 1. Director's Office receives and acknowledges the letter request *For disapproval of request, the service ends in this office. DO will inform the requesting client of the disapproval of the request | None | 1 day | <i>Director's Office Staff</i> |
| <u>1.B. For walk-in clients:</u> 1.1. Log-in at the lobby guard on Duty; proceed to the Director's Office after logging-in | 1.1. Assist walk-in clients to log in at the main lobby | None | 3 minutes | Lobby Guard on Duty <i>NLP</i> |
| 1.2. Submit the letter of request for training | 1.2. Director's Office receives the letter of request *For disapproval of request, the service ends in this office. DO will inform the requesting client of the disapproval of the request | None | 5 minutes | Staff on Duty <i>Director's Office</i> |
| 2. Letter of request endorsed to Public Libraries Division | 2. DO endorses the letter of request for training to PLD Division Chief | None | 1 working day | <i>Director's Office</i> |
| 3. The division prepares the training plan and modules | 3.1. PLD-Training Section coordinates with the division for the schedule of training and other preparations for the conduct of the training | None | 5 working days | PLD- Training Section Staff |
| | 3.2. PLD-Training Section coordinates with the requesting client regarding | None | 3 working days | |



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| | <p>the details and conduct of training</p> <p>*For training considerations to be shouldered by the requesting client, such should be made clear to the agency</p> <p>* For training considerations to be shouldered by the agency, PLD will request such to the Director's Office for Approval and budget clearance</p> | | | |
| 4. The request is endorsed to Director's Office for final approval | 4. Endorsement from the PLD Division Chief of the conduct of training is endorsed to DO for final approval | None | 1 working day | PLD Division Chief and Training Section |
| 5. Issuance of Office Order | 5.1. Upon approval, DO issues an Office Order to indicate approval for the conduct of training and means and terms of attendance for the conduct of the training | None | 3 working days | Head of Director's Office |
| | 5.2. DO informs the requesting party of the approval of the training and other arrangements for the conduct of the training | None | 1 working day | |
| 6. Circulation of Office Order | 6. Upon approval, a copy of the Office Order shall be submitted to the FAD- Records Section for | None | 1 working day | FAD- Records Section Staff |



| | | | | |
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| | circulation to concerned NLP Staff | | | |
| <u>Post training procedures</u> 7. Client requests for post-training documents | 7. PLD- Training Section issues post-training certificates such as the following: <u>a. Certificate of Participation</u> - given to participants who attended the training from start to finish and submitted the necessary training output. <u>b. Certificate of Attendance</u> - proof that a participant attended the conducted training whether via virtual or onsite participation <u>c. Certificate of Completion</u> - is given to participants who successfully fulfilled all the training requirements and have attended all the training from start to finish. This is usually given for training with workshops, or with a definite output at the | None | 5 working days | PLD-Training Section Staff |

| | | | | |
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| | <p>end of the whole training course.</p> <p>*Signed, hard copies of these certificates should be communicated prior to the conduct of training</p> <p>*Electronic copies of these certificates could be distributed via email upon the conduct of training</p> <p>*Requests for other training materials should be communicated via email to PLD Training Section after the conduct of training. Examples of these documents are:</p> <ol style="list-style-type: none"> Recording of the training (for training conducted virtually), Documentation photos, Training outputs (if needed); and Training materials (speaker's presentation, videos, etc.) | | | |
| TOTAL: | | None | 21 working days and 8 minutes | |



INTERNAL SERVICES



Finance and Administrative Processes

Internal Services

1. Delivery Acceptance and Issuance of Supplies/PPE

Brief Description

| | | | | |
|--|---|--|------------------------|---|
| Division: | Finance and Administrative Division -Supply Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Purchase Order (PO) 2. Delivery Receipt 3. Billing Statement/Statement of Account/Invoice 4. RIS, ICS & PAR 5. Inspection and Acceptance Report (IAR) | | 1. Procurement Section 2. Supplier 3. Supplier 4. Supply Section 5. Supply Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. External provider to inform PS for their delivery | 1. Endorsement of Purchase Order & other attached documents to Supply Section | None | 10 minutes | Procurement Section |
| | 2. Verification of the delivered items in the Purchase Order. | None | 30 minutes | Administrative Assistant VI & Administrative Aide III, Supply |



| | | | | Section |
|---------------|---|------|------------------------|---|
| | 3. Inspector to verify and inspect the delivered items if free from any defects | None | 30 minutes | Inspection Committee |
| | 4. Acceptance of delivered items. | None | 5 minutes | Administrative Aide/Administrative Officer V, Supply Section |
| | 5. Distribution and issuance of PPE to end-user | None | 20 minutes | Administrative Assistant VI & Administrative Aide III, Supply Section |
| | 6. Prepare RIS for supplies while ICS or PAR for PPE for signature. | None | 20 minutes | Administrative Assistant VI & Administrative Aide III |
| | 7. End-user to accept and sign the RIS, ICS & PAR for accountability | None | 5 minutes | End-user |
| | 8. Preparation and Inspection and Acceptance Report (IAR) and submit it for approval. | None | 10 minutes | Administrative Aide/Administrative Officer V (Supply Officer III), Supply Section |
| TOTAL: | | | 2 hours and 10 minutes | |

2. Issuance of Certificate of Employment

This service is made upon request of NLP employees(former/current). This is issued as a proof of affinity to the agency.



| | | | | |
|---|---|--------------------------------------|------------------------|---|
| Division: | Finance and Administrative Division – Human Resource Management Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | Former/Current NLP Personnel/Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form (1 signed original) | | 1. Human Resource Management Section | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish the Request Form | 1. Checking of Request Form | None | 2 minutes | HR Staff |
| | 2. Preparation of Certificate of Employment | None | 5 minutes | HR Staff |
| | 3. Signature of HRMO | None | 2 minutes | Administrative Officer V-Human Resource Management Section |
| 2. Receiving of Certificate of Employment | 4. Release of Certificate of Employment | None | 5 minutes | HR Staff |
| TOTAL | | None | 14 minutes | |

3. Issuance of Certified True Copy of Records

Certified True Copy of a record is issued to ensure the authenticity of the document.

| | |
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| Division: | Finance and Administrative Division – Records Section |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |



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|---|--|--|-----------------|--|
| Who may avail: | | Former/Current NLP Personnel/Employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form (1 signed original) | | 1. Records Section | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish the Request Form | 1. Checking and receiving of request | None | 2 minutes | Records Section Staff, Records Section-FAD |
| | 2. Check the availability of requested records in the database | None | 7 minutes | Records Section Staff, Records Section-FAD |
| | 3. If available, retrieve and print/photocopy copy | None | 5 minutes | Records Section Staff, Records Section-FAD |
| | 4. Stamp “Certified True Copy” on the record | None | 2 minutes | Records Section Staff, Records Section-FAD |
| | 5. Sign the requested authenticated copy | None | 2 minutes | Administrative Officer V Records Section-FAD |
| 2. Receiving the requested certified copy of record | 6. Release the certified record to the requesting party. | None | 5 minutes | Records Section Staff, Records Section-FAD |
| TOTAL: | | None | 23 minutes | |



4. Issuance of Service Record

Service record is issued to a former/current NLP employee as a proof of the details of their services rendered to the agency.

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|--|--|---|------------------------|---|
| Division: | Finance and Administrative Division – Records Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | NLP Personnel / Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form (1 signed original) 2. Certificate of Leave Without Pay (1 signed original) | | 1. Records Section 2. Human Resource Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish the Request Form | 1. Checking and receiving of request | None | 2 minutes | Records Staff-Records Section |
| | 2. Request for Certificate of Leave Without Pay (LWOP) to HRMS | None | 3 minutes | Records Staff-Records Section |
| | 3. Issuance of Certificate of LWOP | None | 15 minutes | HRMS Staff-HRMS Section |
| | 4. Prepare the requested Service Record | None | 10 minutes | Records Staff-Records Section |
| | 5. Sign the requested authenticated copy | None | 2 minutes | Administrative Officer V Records Section-FAD |



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| 2. Receive the requested Service Record | 6. Release of Service Record | None | 5 minutes | Records Section |
| TOTAL: | | None | 37 minutes | |

5. Payment Processing

This service facilitates the processing of payments for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) for Regular Fund and Trust Fund.

| Division: | Finance and Administrative Division | | |
|--|---|--|--|
| Classification: | Simple | | |
| Type of Transaction: | G2C-Government to Citizen G2G-Government to Government | | |
| Who may avail: | Internal/External clients | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Cash Advances a. Special Disbursing Officer / Advances to Officers and Employees i. Approved Obligation Request and Status (ORS) (3 original copies) ii. Certified True Copy of Office Order (2 certified copies) iii. Certification from the Accounting Section that the previous CA has been fully liquidated (2 original copies) iv. Summary/Breakdown of Expenses (1 original and 1 photocopy) v. Fidelity Bond (for SDO) (2 copies) | | i. Budget Section ii. Records Section iii. Accounting Section iv. Designated SDO v. Cash Section | |
| 2. Consultancy Services | | | |



| | |
|---|---|
| <ul style="list-style-type: none"> a. Approved Obligation Request and Status (ORS) (3 original copies) b. Signed and notarized contracts with Certificate of Availability of Funds (1 original and 4 photocopies) c. Approved Expected Outputs/deliverables (1 original copy and 1 photocopy) d. Terms of Reference (1 original copy and 1 photocopy) e. Letter Request for payment (1 original copy and 1 photocopy) f. Copy of Curriculum Vitae of the Consultants (2 photocopies) g. Approved Consultancy Progress/Final Reports (1 original and 1 photocopy) h. Progress/Final Billing (1 original and 1 photocopy) <p>3. First Salary of permanent employee</p> <ul style="list-style-type: none"> a. Approved Obligation Request and Status (ORS) (3 original copies) b. Duly approved Appointment (1 original and 1 photocopy) c. Oath of Office (1 original and 1 photocopy) d. Certificate of Assumption (1 original and 1 photocopy) e. Statement of Assets, Liabilities, and Net Worth (SALN) (1 original and 1 photocopy) | <ul style="list-style-type: none"> a. Budget Section b. Records Section c. Consultant d. Consultant e. Consultant f. Consultant g. Consultant/concerned office h. Consultant <ul style="list-style-type: none"> a. Budget Section b. HRMS c. HRMS d. HRMS e. Concerned Employee |
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| <p>f. Approved Daily Time Record verified by HRMS (1 original and 1 photocopy)</p> <p>g. BIR certificate of registration (form 1902) (2 photocopies)</p> <p>3. Foreign Travel</p> <p>a. Approved Obligation Request and Status (ORS) (3 original copies)</p> <p>b. Certified True Copy of Office Order (2 certified copies)</p> <p>c. A certification from the Accounting Section that the previous CA has been fully liquidated (1 original and 1 photocopy)</p> <p>d. Approved Itinerary of Travel (1 original and 1 photocopy)</p> <p>e. Letter of Invitation of Host/Sponsoring country (1 original and 1 photocopy)</p> <p>f. Daily Subsistence Allowance (DSA) Rate (2 copies)</p> <p>4. General Services (JO)</p> <p>a. Approved Obligation Request and Status (ORS) (3 original copies)</p> <p>b. Contract duly signed, notarized with certificate of availability of funds (3 original copies and 4 photocopies)</p> | <p>f. Concerned Employee</p> <p>g. Concerned Employee</p> <p>a. Budget Section</p> <p>b. Records Section</p> <p>c. Accounting Section</p> <p>d. Claimant/requesting Party</p> <p>e. Host Country</p> <p>f. International Civil Service Commission (ICSC) of United Nations</p> <p>a. Budget Section</p> <p>b. Records Section</p> <p>c. Concerned Employee</p> |
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|---|---|
| <p>c. Accomplishment Report (3 original copies)</p> <p>d. Approved daily Time Record duly verified by HRMS (3 original copies)</p> <p>5. Local Travel</p> <p>a. Approved Obligation Request and Status (ORS) (3 original copies)</p> <p>b. Certified True Copy of Office Order (2 certified copies)</p> <p>c. Certification form the Accounting Section that the previous CA have been fully liquidated (1 original and 1 photocopy)</p> <p>d. Approved Itinerary of Travel (1 original and 1 photocopy)</p> <p>6. Replenishment of Petty Cash Advance</p> <p>a. Approved Obligation Request and Status (ORS) (3 original copies)</p> <p>b. Certified True Copy of Office Order(2 copies)</p> <p>c. Official receipts/Sales Invoices duly inspected by one of the Inspection Committee (1 original and 1 photocopy)</p> <p>d. Replenishment Report (1 original and 1 photocopy)</p> <p>e. Approved Purchase Request (1 original and 1 photocopy)</p> | <p>d. Concerned Employee</p> <p>a. Budget Section</p> <p>b. Records Section</p> <p>c. Accounting Section</p> <p>d. Claimant/Requesting Party</p> <p>a. Budget Section</p> <p>b. Records Section</p> <p>c. Supplier</p> <p>d. Petty cash Fund Custodian</p> <p>e. Requesting Party</p> <p>f. Director's Office</p> |
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| <ul style="list-style-type: none"> f. Certificate of Emergency purchase (1 original and 1 photocopy) g. Certificate of Inspection and Acceptance Report (1 original and 1 photocopy) h. Report of waste Materials, in case of repair (1 original and 1 photocopy) i. Three (3) Quotations from Suppliers (1 original and 1 photocopy) j. Abstract of Quotations (1 original and 1 photocopy) | <ul style="list-style-type: none"> g. Inspection Committee h. Inspection Committee i. Supplier j. Requesting Party |
| <p>7. Books/Repair and Maintenance of Motor Vehicle/Equipment</p> | |
| <ul style="list-style-type: none"> a. Approved Obligation Request and Status (ORS) (3 original copies) b. Inspection and Acceptance Report (1 original 1 photocopy) c. Sales Invoice/Delivery Receipt/Service Invoice (1 original 1 photocopy) d. Duly signed Purchase Order (PO) (4 original copies) e. Notice to Proceed (1 original 1 photocopy) f. Notice of Award (1 original 1 photocopy) g. BAC Resolution (1 original 1 photocopy) h. Quotation from three (3) suppliers (1 original 1 photocopy) | <ul style="list-style-type: none"> a. Budget Section b. Inspection Committee c. Supplier d. Procurement Section e. Bids and Awards Committee f. Bids and Awards Committee g. Bids and Awards Committee h. Supplier |



| | |
|--|--|
| <ul style="list-style-type: none"> i. Certificate of Exclusivity (1 original 1 photocopy) j. Photocopy of Official Receipt (Performance Security Bond) (2 copies) k. Certificate of Tax Exemption/Tax Clearance (2 copies) l. Certificate of PhilGeps Registration (2 copies) m. Certificate of Eligibility of Documents (2 copies) n. Pre-repair Evaluation/Inspection report (1 original 1 photocopy) o. Vehicle Repair Request (2 copies) p. Abstract of Quotation (1 original 1 photocopy) q. Waste Material Report | <ul style="list-style-type: none"> i. Supplier j. Supplier k. Supplier l. Supplier m. Supplier n. Inspection Committee o. Driver p. Procurement Section q. Supply Section |
|--|--|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|------------------------------------|
| 1. Submit documents for payment processing | 1. Receive disbursement vouchers with its supporting documents | none | 6 minutes | Budget Staff-Budget Section |
| | 2. Review and Signature of Budget Officer | none | 5 minutes | Budget Officer III- Budget Section |



| | | | | |
|-------------------------------------|--|------|------------|-------------------------------------|
| | 3. Review and verification of approved ObRS and disbursement vouchers with its supporting documents | none | 10 minutes | Accountant III-Accounting Section |
| | 4. Assignment of Serial Number and encoding in Journal of Entry Voucher | none | 5 minutes | Accounting staff-Accounting Section |
| | 5. Sign and approve disbursement vouchers | none | 3 minutes | Accountant III-Accounting Section |
| | 6. Forward the approved disbursement voucher and Obligation Requisition Slip with its supporting documents to the Director's Office for approval | none | 2 minutes | Accounting Staff-Accounting Section |
| | 7. Approval of disbursement vouchers | none | 3 hours | Director's Office |
| | 8. Forward the approved disbursement vouchers to Cash Section for payment | none | 2 minutes | Accounting Staff-Accounting Section |
| 2. Payment thru LDDAP-ADA and Check | 9. Receive and encode the approved | none | 5 minutes | Cashier III-Cash Section |



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|--------------------------------|--|------|-------------------------------|--|
| | disbursement vouchers | | | |
| | 10. Preparation of LDDAP-ADA and/or check, ACIC | none | 10 minutes | Cashier III-Cash Section |
| | 11. Review and Approval of ADA package (LDDAP-ADA and/or check, ACIC) | none | 10 minutes | Cashier III-Cash Section Cash Section |
| | 12. Review and Certification of LDDAP | none | 5 minutes | Accountant III-Accounting Section |
| | 13. Approval and/or signature of Head of the Agency or designated signatory of the ADA package | none | 3 hours | Director IV-Office of the Director |
| | 14. Delivery of ADA package to LandBank | none | 30 minutes | Cashier III-Cash Section |
| 3. Reports of ADA/Check Issued | 15. Preparation, certification, and submission of Reports to the Accounting Division | none | 3 hours | Cashier III-Cash Section |
| TOTAL: | | None | 2 Working days and 33 minutes | |



6. Petty Cash Fund Administration Process for Petty Miscellaneous Expenses

Brief Description

| Division: | Finance and Administrative Division- Procurement Section | |
|---|--|---------------------------|
| Classification: | Complex | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who may avail: | Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Office Order (3 certified true copies) | | 1. Records Section |
| 2. Fidelity Bond Form (3 original copies) | | 2. Procurement Section |
| 3. Cash Advance | | |
| 4. Purchase Request (3 original copies) | | 3. Cash Section |
| 5. Accomplished Petty Cash Voucher (PCV) (3 original copies) | | 4. Supply Section |
| 6. Abstract of Canvass (3 original copies) | | 5. Procurement Section |
| 7. Official Receipt/Sales Invoice (1 original, 2 photocopies) | | 6. Procurement Section |
| 8. RIS or ICS (1 Original, 2 copies) | | 7. Service/goods provider |
| 9. Report of Petty Cash Fund (3 original copies) | | 8. Supply Section |
| 10. Petty Cash Fund | | |
| 11. Voucher (3 original copies) | | 9. Procurement Section |
| 12. Obligational Request (3 original copies) | | 10. Cash Section |
| | | 11. End-user |
| | | 12. End-User |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| 1. Select Petty Cash Fund Custodian (PCFC) | 1. Prepare request for Petty Cash Fund Custodian (PCFC) | None | 20 minutes | Chief Administrative Officer, FAD |
| | 2. Submit a request to the Office of the Director for the approval and issuance of Officer Order. | None | 5 minutes | Chief Administrative Officer, Finance and Administrative Division |
| | 3. Approve request for the Petty Cash Fund Custodian, allowable amount for the Petty Cash Fund and cash advances and reimbursement for the PTCF | None | 3 hours | Director IV, Office of the Director |
| | 4. Issuance of Office Order | None | 3 hours | Director IV, Office of the Director |
| | 5. Forward Office Order to the Records Section | None | 10 minutes | Office of the Director Staff |
| | 6. Dissemination of Office Order | None | 30 Minutes | Records Section |
| | 7. Facilitate the Enrollment of PCFC to the BTR for the Fidelity Bond. | None | 30 minutes | Administrative Officer V (Cashier III) |
| | 8. Fill-up/accomplish information needed from the Online Fidelity Bonding System of BTR and submit 2 x 2 picture to the Cashier's Office for processing. | None | 15 minutes | PCF Custodian |
| | 9. Process and submit | None | 30 minutes | Administrative Officer V |



| | | | | |
|---|---|------|------------|---|
| | documents for Fidelity Bond request to BTR. | | | (Cashier III) |
| | 10. Communicate to PCFC of the Fidelity Bond Approval by the BTR. | None | 5 minutes | Administrative Officer V (Cashier III) |
| | 11. Prepare OBR, Voucher for the Payment of Petty Cash Fund. | None | 10 minutes | PCF Custodian |
| | 12. Submit to the FAD Chief for approval. | None | 5 minutes | Administrative Aide III |
| 2. End-user Prepare and submit of duly signed Purchase Request (PR) duly signed and Accomplished Petty Cash Voucher (PCV), Certificate of Emergency Purchase, Printout of Certificate of Non-availability of Stocks (CNAS) at https://ps-philgeps.gov.ph/home/index.php/wh-we-sell/common-use-items . | 13. Receive and check the submitted documents | | 4 hours | Procurement Section |
| | 14. Issue/Record PR No and Submit for Budget Clearance | None | 10 minutes | Administrative Aide |
| | 15. Provide Budget Clearance to PR and Approval of Director | | 30 minutes | Administrative Officer V (Budget Officer III) |
| | 16. Approve PR | | 4 hours | Director IV |



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|---|---|------|------------|---------------------|
| | 17. Receive/Record approved PR and other supporting documents. | None | 5 minutes | Administrative Aide |
| | 18. If documents are complete PCFC assigned the PCV No. & PR No. in the following format respectively: PCV-Year-Month-Number (e.g. PCV No. Year-Month-Number; PR No. Year-Month-Number) | None | 5 minutes | PCFC |
| | 19. PCFC grants the PCV by signing the portion of the Box "B" (Paid by:) of the PCV Form . | None | 5 minutes | PCFC |
| | 20. If a request is disapproved PCFC shall inform the requesting officer/unit of the nature of disapproval. | None | 5 minutes | PCFC |
| 3. End User Receives the requested Cash Advance from the PCFC by signing the portion of Box "B" (Cash Received by:) of the PCV Form. | 21. Purchase the requested supplies and materials for supplies and materials below one thousand. And if above One thousand submit at least three (3) price quotations. | None | 1 day | End-user |
| | 22. Submit Official Receipt duly | None | 10 minutes | End-user |



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| | inspected by the Agency designated inspector and submit it to the Supply and Property Section for Issuance of Inspection Inventory Custodian Slip (ICS) (if applicable) and or Requisition and Issue Slip (RIS). | | | |
| | 23. Prepare RIS and ICS (if applicable) and submit it for approval. | None | 10 minutes | Administrative Aide/Administrative Officer V (Supply Officer III) |
| 4. Property Section Submit the approved RIS and other Supporting Documents | 24. Receives RIS and other supporting documents | None | 5 minutes | Administrative Aide |
| | 25. Prepare Report for replenishment/liquidation of PCF | None | 2 hours | PCFC |
| TOTAL: | | None | 18 hours 5 mins | |

Processing of Library Materials Internal Services

1. Processing of Library Materials

Mechanical and technical processing of library materials are procedures that the library undertakes to make newly acquired library materials in all formats shelf-ready for circulation and use.



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| Division: | Collection Development Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government G2C-Government to Citizen | | | |
| Who may avail: | Catalog Division, Filipiniana Division, Information Technology Division BSD, Public Libraries Division | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accession Register 2. Transmittal Slip 3. InventoryCustodian Slip 4. Property Acknowledgment Receipt 5. Logbook | | 1. Collection Development Division 2. Collection Development Division 3. Collection Development Division 4. Collection Development Division 5. Collection Development Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESS ING TIME | PERSON RESPONSIBLE |
| 1.Receive books and other forms of library materials for processing or distribution to affiliated public libraries | 1. Mechanical processing of library materials (Collating, stamping, accessioning and affixing of barcodes and security strips) | None | 1 day (25 vols.) | CDD Mechanical Section Staff |



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| | 2. Technical processing of library materials (searching and encoding of bibliographic data in the NLP Koha) | None | 1 day (25 vols.) | CDD Mechanical Section Staff |
| | 3. Print/generate accession register, Transmittal Slip, Property Acknowledgment Receipt/Inventory Custodian Slip | none | 3 mins. | CDD Mechanical Section Staff |
| | 4. Review and sign Accession Register, Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt | | 5 mins. | CDD Mechanical Section Head/ CDD Division Chief |
| | 5. Assign ICS/PAR number | | 1 min. | CDD Mechanical Section Staff |
| | 6. Record accession numbers/ICS number in the logbook for delivery | | 1 min. | CDD Mechanical Section Staff |
| | 7. Deliver library materials to the recipient division/s for | | 10 mins. (maximum for bulk deliveries) | CDD Mechanical Section Staff/Catalog |



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| | processing/distribution | | | Division, Filipiniana Division, Information Technology Division BSD, Public Libraries Division |
| 2. Sign Accession Register, Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt | 8. Receive and file signed documents | | 5 mins. | CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Information Technology Division BSD, Public Libraries Division |
| 3. Accomplish Online feedback form | 9. Request the recipient divisions to accomplish the Online feedback form | | 1 min. | CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Information Technology Division BSD, Public Libraries Division |
| TOTAL: | | None | 2 days and 25 mins. | |

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| Division: | Catalog Division |
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| Classification: | Complex | | | |
| Type of Transaction: | G2G-Government to Government G2C-Government to Citizen | | | |
| Who may avail: | CDD ,Filipiniana Division, Reference Division , BSD, Public Libraries Division | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Inventory Custodian Slip 2. Delivery Receipt 3. Accession Register 4. Logbook | | 1. Catalog Division 2. Catalog Division 3. Catalog Division 4. Catalog Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Deliver library materials for processing/distribution | 1. Receive sets of library materials from CDD (counter checking of library materials against the accession registry and inventory custodian slip ; return the materials if found discrepancy) | none | 25 mins | Mechanical Section Staff |
| | 2. Sign the accession registry | none | 1 min. | Mechanical Section Staff |
| | 3.Record the received library materials in the logbook | none | 5 mins. | Mechanical Section Staff |
| | 4.Performs Cataloging and Classification of Library materials | none | 25 vols./set | Technical Section Staff |

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| | a.Searching of record in KOHA | | 1 hour | |
| | b.Edit and complete the bibliographic description and MARC Tags fields | | 4 hours | |
| | c.Search and assign LC Subject Headings for subject entries | | 12 hours | |
| | d.Assign call number (DDC, LC and GP No. Cutter No.) | | 9 hours | |
| | 5. Edit item registration | none | 1 hour | Catalog Division Technical Section Staff |
| | 6. Checking, editing, and final revision of the processed library materials | none | 4 hours | Librarians III & IV- Catalog Division |
| | 8. Printing of delivery receipt (DR) | none | 5 mins. | Catalog Division Technical Section Staff |
| | 9. Write the call number in the copyright page | none | 11 min. | Catalog Division Technical Section Staff |
| | 10. Forward the processed library materials to Mechanical section for labeling and sticking and | none | 10 mins. | Catalog Division Mechanical Section Staff |



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| | checking of books prior to delivery | | | |
| | 11. Deliver the processed library materials to respective divisions | none | 20 mins. | Catalog Division Mechanical Section Staff |
| Counter Check and Receive Library materials in the logbook ; return the Catalog copy of ICS & DR | | | | Filipiniana Division , Reference Division, BSD and PLD staff |
| | 11. File the signed ICS and DR | | 5 minutes | Librarian II |
| Fill-out online feedback form | 12. Request the recipient divisions to accomplish the Online feedback form | | | Filipiniana Division, Reference Division, BSD and PLD staff |
| TOTAL: | | | 3 days, 5 hours and 27 mins | |

Information and Technology Internal Services

1. Repair of hardware / software

Brief Description

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| Division: | Information Technology Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |



| Who may avail: | | NLP Employees | | |
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| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Report Documentation form (2 original copies) 2. Case Investigation Report form (1 copy) 3. Pull out form (if the equipment cannot be repaired on site) 4. User Acceptance Report form | | 1. I.T. Division 2. I.T. Division 3. I.T. Division 4. I.T. Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for technical support | 1. Initial troubleshooting | None | | |
| 2. Sign the Report Documentation form | 2. Fill out Report Documentation form | None | | |
| | 3. Fill up the Case Investigation Report form | None | | |
| | 4. Identification of solution | None | | |
| | 5. Implement the solution | None | | |
| 3. If successful, sign the Case Investigation Report. If failed, sign the Pull out form. | 6. If successful, sign the Case Investigation Report. Fill up the Pull-out form if the equipment cannot be fixed | None | | |



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| | on site. | | | |
| | 7. Fix the hardware/software | None | | |
| 4. Sign the User Acceptance form | 8. Success or fail, fill up the User Acceptance form | None | | |
| TOTAL: | | | | |