



NATIONAL LIBRARY OF THE PHILIPPINES

**CITIZEN'S CHARTER
2025 (1st 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

Premier national repository and gateway of knowledge, culture, and innovation empowering Philippine 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, 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.



LIST OF EXTERNAL SERVICES

Bibliographic Services Division

Issuance of ISBN, ISSN, and ISMN	6 - 10
----------------------------------	--------

Catalog Division

Issuance of cataloging-in-publication	11 - 12
---------------------------------------	---------

Collection Development Division

Acceptance of donation	13 - 17
Submission of legal deposits	18 - 21

Copyright Division

Copyright applications	22 - 24
------------------------	---------

Public Libraries Division

Application for library affiliation	25 - 27
Offsite request for resource allocation (Public Libraries only)	28
Onsite request for resource allocation (Public Libraries only)	29 - 30
Request for training activity	31 - 33
Request for NLP resource persons for training activities organized by any NLP-affiliated public library	34 - 35
Request for post-capacity development documents	36
Request for conduct of onsite public library visit	37 - 39
Request for conduct of online public library visit	40 - 41

Reference Division

Access to library collections	42
1.1 Print collections	42 - 43
1.2 Rare collections	44 - 45
1.3 eResources (Onsite Access)	46
1.4 eResources (Off-Site Access)	47 - 49



Online Library Assistant (OLA)	50 - 51
Children's activity request	52 - 54
Alternative materials production request	
4.1 Audiobook production	55 -56
4.2 Braille production	57 - 59

Research and Publication Division

Educational tour	60 - 61
Venue and activity request	62 - 63



LIST OF INTERNAL SERVICES

Finance and Administrative Division

Procurement of goods and services	65 -76
Request for financial and administrative documents	77 - 78

Information and Technology Division

Request for Technical Support	79 - 80
-------------------------------	---------

Research and Publications Division

Request for Documentation and Social Media Posting	81
--	----

Feedback and Complaints Mechanism

List of Offices



EXTERNAL SERVICES



BIBLIOGRAPHIC SERVICES DIVISION

1. Issuance of ISBN, ISSN, ISMN

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.

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.

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 (BSD)
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
A. ISBN 1. National Book Development Board (NBDB) Certificate of Registration/Accreditation as a PUBLISHER (Company/Enterprise) or AUTHOR (individual) for first-time applicant(s) of ISBN 2. Title page and Copyright page (1 PDF file only) 3. Printed books or CDs/DVDs or soft copies/links of downloadable files of your ebook must be sent to NLP within 30 Days of publication.	1. National Book Development Board (NBDB)

<p>B. ISSN</p> <ol style="list-style-type: none"> 1. Scanned copy of Identification (ID) Card (Company ID for Enterprise; Government ID for Individual) 2. Mock-up of the publication (1 PDF file) for print application or valid/accessible URL for online application 3. Printed copies or the URL/website link for issuance of ISSN Certificate of Registration within 30 Days of publication <p>C. ISMN</p> <ol style="list-style-type: none"> 1. Printed and digital music publications, i.e., notated music such as scores, vocal scores, sheet music, anthologies of music, music parts, or separate parts for a particular instrumentation from a specific publisher or producer. (1 copy/PDF file) 		2. From Author/Publisher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Creation of an Account				
1. Go to http://ins-poas.nlp.gov.ph/user/register .	1. Verify the account created	None	10 Minutes	Staff, BSD
2. Choose the type of application you plan to proceed with. Fill out all the necessary information, accept the terms, and click the "Create New Account." button. (The name of the Publisher and the Business Name of the Publisher should be the same.)	2. Approve/delete the account	None	10 Minutes	Staff, BSD
3. Wait for an email notification with regards to password setup. You may also check your spam folder if it is not in	3. Email the client for approval/deletion	None	10 Minutes	Staff, BSD

your inbox.				
4. Follow the instructions for the password setup. After setting up your password and you're already in the system or your account, you can already send application(s).		None	10 Minutes	Client
B. Sending of Application				Staff, BSD
1. Click the tab of the application you want to apply	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	Staff, BSD
3. Attach the documentary requirements in 1 pdf file	3. Save and lock the application	None		Client
3.1. For ISBN title page and copyright page, the title page must consist of the title of the publication, author's name, series title, and edition statement if applicable, and the copyright page must have a statement "Published by: Registered Name in the NBDB, address, and contact detail."				
3.2. For ISSN: Attach				

<p>the mock-up or whole copy of the publication for print application and accessible URL/website for online application; The title must be consistent and given emphasis; frequency statement, editorial board, publishing information must be present in the publication</p>				
<p>3.3. For ISMN: attach the product form or the physical or digital properties of a publication that differentiate it as a product. For e.g. the same edition of a publication may appear in different product forms: hardcover; Braille; pdf; html; etc.; must have a statement "Published by: Name of the Publisher, address, and contact details."</p>				
<p>4. Click the "Preview" button and the "Submit" button. Wait for an email notification for the status of your</p>		None	10 Minutes	Client

application. You may also click the "Submissions" tab in your account to see the status of your application and download the ISBN Certificate.				
5. Accomplish Customer Satisfaction and Feedback Survey.	5. Request to answer the Customer Satisfaction and Feedback Survey.	None	10 Minutes	Client
TOTAL		None	2 Days and 10 Minutes	

CATALOG DIVISION

1. Issuance of Cataloging-in-publication (CIP)

CIP is a bibliographic record prepared in advance of publication. This is a service offered free of charge 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. Letter request address to Catalog Division via email on catalog@nlp.gov.ph 2. Title page and copyright page (1 scanned PDF copy per title) 3. Table of Contents (1 scanned PDF copy per title) 4. Introduction and/or preface (1 scanned PDF copy per title) 5. Sample content (1 scanned PDF copy per title)		1. Catalog Division 2. Client (Publishers/Authors) 3. Client (Publishers/Authors) 4. Client (Publishers/Authors) 5. Client (Publishers/Authors)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the CIP Application form at https://bit.ly/nlpCIP and submit the requirements.	1.1. Acknowledge and verify submitted documents	None	20 Minutes	Librarian III, CD
	1.2. Received the application form. Evaluate the submitted requirements.	None	45 Minutes	Librarian III, CD

	1.3. End of transaction *For disapproved application, the client will be informed via email of: the required part of the manuscript; suggestions or clarification of elements that appeared in the manuscript; and excluded materials	None	30 Minutes	Librarian III, CD
2. Re-application for corrected information/element of the manuscript.	2. Process the CIP data and review the record	None	1 Day and 5 Hours	Librarian III/IV, CD
	2.1. Email the CIP data to the client	None	45 Minutes	Librarian III, CD
	2.2. Record in logbook	None	15 Minutes	Librarian III, CD
	2.3. Await for the client's response on the emailed CIP data. *Taking action in response to the client's concerns on the CIP data.	None	2 Days	Librarian III, CD
3. Sign the conforme/ consent copy and email back the CIP data to catalog@nlp.gov.ph	3. Acknowledge receipt the conforme/ consent copy of the CIP data and send the client to accomplish the online feedback	None	25 Minutes	Librarian III, CD
4. Accomplish Customer Satisfaction and Feedback Survey.	4. Request to answer the Customer Satisfaction and Feedback Survey.	None	10 Minutes	Librarian III, CD
TOTAL		None	3 Days, 8 Hours, and 10 Minutes	

COLLECTION DEVELOPMENT DIVISION

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

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 (CDD)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government; G2B-Government to Business; and G2C-Government to Citizen			
Who May Avail?	National Government Agencies, Private Institutions, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to Catalog Division via email on catalog@nl.gov.ph 2. Title page and copyright page (1 scanned PDF copy per title) 3. Table of Contents (1 scanned PDF copy per title) 4. Introduction and/or preface (1 scanned PDF copy per title) 5. Sample content (1 scanned PDF copy per title)		1. Catalog Division 2. Client (Publishers/Authors) 3. Client (Publishers/Authors) 4. Client (Publishers/Authors) 5. Client (Publishers/Authors)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall accomplish the <u>Online Donation Form</u> prior to submission of their library materials for Donation whether via walk-in, courier, pick-up, or email	1.1. The system will notify the concerned CDD staff and will acknowledge the donor for the completion of the form.	None	10 Minutes	CDD staff
	1.2. CDD will evaluate title/s for donation	None	a. For 1 to 10 copies: 15 Minutes b. For more than 10	Librarian III, CDD

			copies: maximum 2 Days	
	<p>1.3. CDD will inform the potential donor/s regarding the acceptance or approval of donated library material/s through e-mail</p> <p>*For walk-in: proceed to Client Step No. 2</p> <p>*For Courier: proceed to Client Step No. 4</p> <p>*Through Pick-Up: proceed to Client Step No. 6</p> <p>*Through Email: proceed to Client Step No. 8</p>	None	10 Minutes	Librarian III, CDD
For Walk-in Clients				
2. Upon receipt of notification from CDD, proceed to the NLP Info desk and present library materials for donation	2.1. Upon receipt of notification from CDD, proceed to the NLP Info desk and present library material/s for donation	None	<p>a. For 1 to 10 copies: 15 Minutes</p> <p>b. For more than 10 copies: maximum 1 Day</p>	Acquisition Section Staff, CDD
	2.2. Prepare, review, and print the certificate of donation and acknowledgment receipt	None	10 Minutes	Acquisition Section Staff and Chief, CDD
3. Receives certificate of donation and acknowledgment of receipt	3. Issue a certificate of donation and acknowledgment receipt via print or email	None	10 Minutes	Acquisition Section Staff, CDD

TOTAL		None	A. 1 Hour and 10 Minutes B. 3 Days and 40 Minutes	
For Courier				
4. Upon receipt of notification from CDD, send library materials for donation, and the printed copy of the email notification from CDD via courier or postal mail service.	4. Receive and check the donated library materials.	None	a. For 1 to 10 copies: 15 Minutes b. For more than 10 copies: maximum 1 Day	Acquisition Section Staff, CDD
	4.1. Prepare, review, print, and sign the certificate of donation and acknowledgment receipt	None	10 Minutes	Acquisition Section Staff and Chief, CDD
5. Receives certificate of donation and acknowledgment receipt through email.	5. Issue certificate of donation and acknowledgment receipt via email	None	5 Minutes	Acquisition Section Staff, CDD
TOTAL		None	A. 1 Hour and 5 Minutes B. 3 Days and 35 Minutes	
Through Pick-up				
6. Upon receipt of notification from CDD, Finalize with the CDD Staff in charge of receiving donations the schedule for pick-up.	6.1. Submit a request for the schedule of the vehicle to HRMS	None	10 Minutes	Acquisition Section Staff, CDD
	6.2. HRMS will notify CDD of the	None	15 Minutes	HRMS


	availability of the vehicle			
	6.3. Pick up the donated library materials	None	1 Day	Acquisition Section Staff, CDD
	6.4. Receive and check the donated library materials	None	a. For 1 to 10 copies: 15 Minutes b. For more than 10 copies: Maximum of 1 Day	Staff, CDD
	6.5. Prepare, review, and print, the certificate of donation and acknowledgment receipt	None	10 Minutes	Acquisition Section Staff and Chief, CDD
7. Receives certificate of donation and acknowledgment of receipt.	7. Issue a certificate of donation and acknowledgment receipt via email or print (optional)	None	5 Minutes	Acquisition Section Staff, CDD
TOTAL		None	A. 2 Days and 40 Minutes B. 5 Days	
Through Email				
8. Upon receiving notification from CDD, please email digital/electronic publication(s) to cdd@nlp.gov.ph.	8. Receive, review/ check the donated digital/ electronic publications	None	a. For 1 to 10 copies: 15 Minutes b. For more than 10 copies: Maximum of 2 Days	Staff, CDD
	8.1 Prepare, review, print, and sign a certificate of donation, and acknowledgment receipt.	None	10 Minutes	Acquisition Section Staff and Chief, CDD


9. Receives certificate of donation and acknowledgment receipt via email.	9. Issue a certificate of donation and acknowledgment of receipt	None	10 Minutes	Acquisition Section Staff, CDD
TOTAL		None	A. 1 Hour and 10 Minutes B. 2 Days and 40 Minutes	

2. Submission of Legal Deposits

This service is for authors or publishers who wish to comply with the Presidential Decree No. 812 (Legal Deposit Decree)

Division:	Collection Development Division (CDD)
Classification:	Simple
Type of Transaction:	G2G-Government to Government; G2B-Government to Business; and G2C-Government to Client
Who May Avail?	National Government Agencies; Private Institutions; and General Public
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

<p>For walk-in clients or delivered through Service Courier or Postal Mail:</p> <ol style="list-style-type: none"> 1. Publications (2 best copies, bound) 2. Printed and signed Legal Deposit Information Sheets (2 original copies) <p>Refer to this address when sending the publication to: 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. Publications (1 best PDF electronic copy) 2. Scanned or digital copy of the signed Legal Deposit Information Sheet (2 original copies) 		<p>For walk-in clients or delivered through Service Courier or Postal Mail:</p> <ol style="list-style-type: none"> 1. Author/Publisher 2. Legal Deposit Information Sheet Online Google form QR Code  <p>For online clients:</p> <ol style="list-style-type: none"> 1. Author/Publisher 2. Author/Publisher 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Accomplish, print, and sign the Legal Deposit Information Sheet online form accessible through this link (https://bit.ly/45y4oN) or QR code.</p> 	<p>1. Send the PDF copy of the Information Sheet</p>	<p>None</p>	<p>3 Minutes</p>	<p>Client/ CDD acquisition Staff/computer-generated</p>
<p>2. Submit publication/s and signed Legal Deposit Information Sheets</p>	<p>Receive and evaluate the publication/s and signed Legal Deposit Information Sheets</p> <p>For Walk-in - Proceed to Agency's Action 2.1</p> <p>For Delivered through Service Courier or postal mail- proceed to Agency's Action 2.2</p> <p>For Sent/shared via email - proceed to 2.3</p>	<p>None</p>	<p>5 Minutes per publication</p>	<p>Acquisition Section Staff, CDD</p>

	<p>2.1 Walk-in</p> <ul style="list-style-type: none"> Check and receive the documents and deposits Receive and return the client's copy <p>2.2 Delivered through Service Courier or postal mail</p> <ul style="list-style-type: none"> Check and receive the documents and deposits delivered to the CDD <p>2.3 Sent/shared via email</p> <ul style="list-style-type: none"> Access email and check received documents and deposits 			Acquisition Section Staff, CDD
	<p>2.4 Check, record, and process received publications</p> <p>*Requests exceeding the daily limit and submitted after 4:00 PM will be processed on the following working Day</p>	None	2 Days	Acquisition Section Staff, CDD
	2.5 Prepare Acknowledgement Receipt/s	None	1 Day	Acquisition Section Staff, CDD
	2.6 Check Acknowledgment Receipt/s	None		Acquisition Section Head, CDD
	2.7 Approval of Acknowledgment Receipt/s	None		Chief, CDD
	2.8 Send acknowledgement receipt/s via email for complete deposits; otherwise, send notification for compliance and/or disapproval.	None		Acquisition Section Staff, CDD



3. Accomplish Customer Satisfaction and Feedback Survey.	3. Request to answer the Customer Satisfaction and Feedback Survey.	None	10 Minutes	Acquisition Section Staff, CDD
TOTAL		None	3 Days, 18 Minutes	

<p>c) Original ornamental design or models for articles of manufacture, industrial objects, and other works of applied art: Two (2) copies of a drawing of the design with a corresponding technical description</p> <p>d) Computer programs: two (2) electronic copies saved in separate USB flash drives or printed copies of the first 25 and last 25 pages of the source code (must be ring bound or softbound)</p> <p>3. PHP 230.00 registration fee</p> <p>4. One (1) original or CTC of NOTARIZED supporting documents (deed of assignment/transfer of copyright, waiver, affidavit of heirship, etc.</p> <p>5. One (1) photocopy of the Security and Exchange Commission (SEC) Certificate of Registration or Department of Trade and Industry (DTI) Certificate of Business Name Registration (for corporations or enterprises)</p> <p>6. One (1) original or CTC of Notarized Secretary's Certificate/Board Resolution (for corporate/enterprise)</p> <p>7. One (1) original copy of Special Power of Attorney (SPA) executed and signed by the author (for author's representative)</p> <p>Duplicate/ Certified True Copy (CTC)/ Certification</p> <p>1. A request letter addressed to Dir. Cesar Gilbert Q. Adriano providing the name of copyright owner/s and author/s, title of work, and date of registration.</p> <p>2. Php 230.00 fee (duplicate)/Php 100.00/page (CTC)/Php 130.00 fee (certification)</p> <p>Correction</p> <p>1. Original copy of the copyright certificate and the attached application form</p> <p>Recordal</p> <p>1. A request letter addressed to Dir. Cesar</p>	<p>SEC; DTI</p> <p>Citizen or client</p>
---	--

Gilbert Q. Adriano 2. Two (2) original/certified true copies of the contract to be recorded 3. Php 100.00/recordal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all applicable documentary requirements at Counter 7, Copyright Receiving Area.	1. Evaluate the submitted requirements. Return to the client if incomplete or incorrect.	None	10 Minutes	Copyright Staff CoD
2. Pay the required fees at the Cashier by showing the order of payment.	2. Issue an official receipt.	PHP 230.00/ PHP 130.00/ PHP 100.00	3 Minutes	Cash Section Staff, FAD
3. Present the official receipt at Counter 7.	3. Write the OR number and issue a claim slip.	None	3 Minutes	Copyright Staff, CoD
4. Wait for the release date as indicated in the claim slip.	4. Process the requested document(s)	None	a. For every 1 to 10 applications: 7 Days b. For every 100 applications: 22 Days	Copyright Staff, CoD
5. Claim the requested document(s) and sign the logbook.	5. Release the requested document(s).	None	7 Minutes	Copyright Staff, CoD
6. Accomplish Customer Satisfaction and Feedback Survey.	6. Request to answer the Customer Satisfaction and Feedback Survey.	None	10 Minutes	Copyright Staff, CoD
TOTAL		PHP 230.00/ PHP 130.00/ PHP 100.00	7 Days and 33 Minutes/ 22 Days and 33 Minutes	



PUBLIC LIBRARIES DIVISION

1. Application for Library Affiliation

Per Section 2 of Republic Act No. 7743, all local government units (LGUs) are mandated to establish their local public library and barangay reading center (BRC). To affiliate their library/BRC with NLP, LGU must comply with and submit requirements to NLP.

Division:	Public Libraries Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail?	LGUs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Interested LGUs (provincial, city, municipal, barangay) must prepare the following documents:</p> <ol style="list-style-type: none"> 1. Signed MOA; (2 Original Copies) 2. A Resolution adopted by the Sangguniang Panlalawigan/Panlungsod/Pangbayan/Pangbarangay expressing their intent to establish and affiliate a library with NLP (1 Original Copy) 3. Certification of the regular annual appropriation for the operation and maintenance of the library; (1 Original Copy) 4. Resume of the full-time Librarian or Officer-In-Charge (1 Original Copy) 5. Photos of the Library (1 Original Copy) <ol style="list-style-type: none"> a. Separate building/room of the library b. Sufficient number of chairs, reading tables, bookshelves, and other library equipment, fixtures, and furniture necessary for effective library operation c. Signage/Facade d. Other exterior and interior views; 6. Official Library email address following the recommended format: <u>officialnameoflibrary@gmail.com</u>, e.g., <u>nationallibrary@gmail.com</u> 7. Official Library website or social media account; (1 printed screenshot); and 8. Accomplished Community Profiling and Needs Assessment form. (1 Original Copy) 	<p>Citizen or Client/Requesting Party</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents or requirements via courier to: The Chief Public Libraries Division National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000	1. Record the documents received.	None	5 Minutes	Administrative Assistant VI FAD-Records Section (Front Desk Officer)
	1.1. Endorse the documents/ clients received by the designated staff for affiliation	None	1 Hour	Administrative Assistant VI FAD-Records Section (Front Desk Officer)
	1.2. Evaluate the requirements/ documents submitted by LGU;	None	1 Day	Librarian II, PLD
	If the submitted requirements/documents are complete, the designated PLD staff shall: 1.3. Endorse MOA and Certificate for the signature of concerned offices. 1.4. Forwards accomplished Community Profiling and Needs Assessment Form to CDD for assessment.	None	2 Days and 30 Minutes	Admin. Aide I and Librarian II, PLD Chief, PLD Director IV Director's Office

	1.5. Request for notarization and courier of the MOA	None	4 Hours	Administrative Aide III, PLD
	1.6. Issue Petty Cash Fund for notarization and courier	None	10 Minutes	Administrative Officer V FAD - Cash Section
	1.7. Notarize MOA	None	1 Hour	Administrative Aide III, PLD
2. Receive copies of documents from PLD	2. Prepare and forward copies of the following documents: <ul style="list-style-type: none"> • Notarized MOA • Certificate of Affiliation with Philippine Public Library ID No.; • Monthly Report Form; and • Public Library Information Form. 	None	30 Minutes	Administrative Aide III, PLD
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian II, PLD
TOTAL		None	3 Days, 7 Hours and 15 Minutes	

2. Offsite request for Resource Allocation (Public Libraries only)

NLP-PLD provides library resource allocation to aid the growth of library services in affiliated public libraries and BRCs nationwide. These resources include various materials—print, non-print, and electronic—donated by government agencies, and non-government organizations. This procedure is for requests sent via email or courier for resource allocation.

Division:	Public Libraries Division (PLD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy or 1 Electronic Copy)		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at do@nlp.gov.ph , cc: publiclibraries@nlp.gov.ph , or via courier to: The Director National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000	1. Acknowledge the receipt of the letter. 1.1. Forward the request to the designated staff for resource allocation. 1.2. Verify if the client is an affiliated public library.	None	20 Minutes	Administrative Assistant III Director's Office Librarian II, PLD
2. Receive email updates from the designated staff for resource allocation and accomplish CSFS	2. Inform the client of the status and details to draw their resource allocation	None	10 mins	Librarian II, PLD
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian II, PLD
TOTAL		None	Minutes	

3. Onsite Request for Resource Allocation (Public Libraries only)

NLP-PLD provides library resource allocation to aid the growth of library services in affiliated public libraries and BRCs nationwide. These resources include various materials—print, non-print, and electronic—donated by government agencies, and non-government organizations. This procedure is for requests coming from walk-in clients requesting resource allocation.

Division:	Public Libraries Division (PLD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; and G2C – Government to Citizen			
Who may avail:	LGUs and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy) 2. PLD Transaction Slip (1 Original Copy) 3. Property Transfer Report (5 Original Copies) 4. Certificate of Appearance (2 Original Copy) 5. Gate Pass (3 Original Copy)		1. Citizen or Client / Requesting Party 2. PLD - Affiliation and Monitoring Section. 3. PLD - Affiliation and Monitoring Section. 4. PLD - Affiliation and Monitoring Section. 5. PLD - Affiliation and Monitoring Section.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive in NLP to submit their request letter for resource allocation	1. Acknowledge the receipt of the letter. 1.1. Forward the request to the designated staff for resource allocation.	None	5 Minutes	Administrative Assistant VI FAD-Records Section (Front Desk Officer)
2. Answer the PLD Transaction Slip	2. Request to fill out the PLD Transaction Slip	None	1 minute	Librarian II, PLD
	2.1. Verify if the client is an affiliated public library. 2.2. Prepare the resource allocation.	None	45 Minutes	Librarian II, PLD Admin Aide III (2) and Admin Aide I, PLD
	2.3. Endorse to FAD-Property	None	10 Minutes	AO V

	Section for signature			FAD-Property Section
3. Receive an update and accomplish PLD Transaction Slip and Property Transfer Report (PTR).	3. Inform the client of the status and request the client to accomplish the PTR.	None	5 Minutes	Librarian II, PLD
	3.1. Review the accomplished Transaction Slip and PTRs	None	1 minute	Librarian II, PLD
	3.2. Haul resource allocation at the lobby for pick-up.	None	5 Minutes	Admin. Aide III and Admin Aide I, PLD
4. Receive a Certificate of Appearance, a copy of PTR, and a gate pass.	4. Prepare and issue a Certificate of Appearance, a copy of PTR, and a gate pass.	None	10 Minutes	Librarian II, PLD
5. Accomplish Customer Satisfaction and Feedback Survey.	5. Request to answer Customer Satisfaction and Feedback Survey.	None	10 Minutes	Librarian II, PLD
TOTAL		None	1 Hour 32 Minutes	

4. Request for Training Activity

The Training Section facilitates the provision of training activities to affiliated public libraries. It capacitates the public librarians and officers in charge of assisting in the management and operations of the public library. This procedure is for affiliated public libraries that request specialized training activities for their locality.

Division:	Public Libraries Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A letter requesting a specialized training activity/program indicating the following information to be sent via email or courier (1 Original Copy or 1 Electronic Copy) 1. Design of proposed training activity/ies 2. Schedule of Activities (Program) 3. Any other related documents		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at do@nlp.gov.ph or via courier to: The Director National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000	1. Acknowledge the receipt of the letter and endorse it to the Public Libraries Division.	None	20 Minutes	Administrative Assistant III, Director's Office
	1.1. Review if the sent request is part of the Training Plan within the year.	None	30 Minutes	Librarian II, PLD-TS
	1.2. Coordinate and negotiate with	None	1 Day	Librarian III, PLD-TS

	<p>the requesting party.</p> <p>*If the requesting party is amenable to joining the Training Plan proceed to Client Step 2.</p> <p>*If not amenable or not part of the scheduled training Plan, proceed to Agency Action 1.3.</p>			
	1.3. Communicate with concerned division/s to design and develop appropriate training activities.	None	3 Days	Librarian III, PLD-TS
	1.4. Prepare appropriate correspondence for review.	None	1 Day	Librarian II, PLD-TS
	1.5. Review and recommend approval of the prepared correspondence	None	30 Minutes	Chief, PLD
	<p>1.6. Forward to concerned offices for processing:</p> <p>FAD - Budget Section for Budget Clearance (for training activity with budget component).</p> <p>BAC Process (for training activity with procurement activity).</p>	None	1 Day	<p>Budget Officer FAD-BS</p> <p>BAC</p>

	DO - For approval and issuance of an office order (if needed).		2 Days and 15 Minutes	Director IV, Director's Office
2. Receive email updates relative to the request for training activity.	2. Inform the requesting party on the status of the request.	None	30 Minutes	Administrative Aide I, PLD
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey.	None	10 Minutes	Administrative Aide I, PLD
TOTAL		None	8 Days, 2 Hours, 15 Minutes	

5. Request for NLP Resource Persons for Training Activities organized by any NLP-affiliated public library

The Training Section facilitates the provision of resource persons to training activities conducted by affiliated public libraries. This procedure is for affiliated public libraries that request resource speakers from NLP for their specialized CD Activity.

Division:	Public Libraries Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; and G2C – Government to Citizen			
Who may avail:	LGUs and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A letter requesting for resource person(s) indicating the following information to be sent via email or courier (1 Original Copy or 1 Electronic Copy) 1. Design of proposed training activity/ies 2. Schedule of Activities (Program) 3. Any other related documents		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at do@nlp.gov.ph or via courier to: The Director National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000	1. Acknowledge the receipt of the letter and endorse it to the Public Libraries Division.	None	20 Minutes	Administrative Assistant III Director's Office
	1.1 Review the request letter endorsed by DO and coordinate with the requesting party and concerned NLP division/s,	None	2 Days	Librarian III, PLD-TS

	1.2 Endorse the identified resource persons to DO for approval and issuance of office order.	None	2 Days and 15 Minutes	Librarian III, PLD-TS
2. Receive email updates for the requested resource person	2. Inform the client of the status of the request.	None	30 Minutes	Administrative Aide I, PLD-TS
3. Accomplish Customer Satisfaction and Feedback Survey.	3. Request to answer Customer Satisfaction and Feedback Survey.	None	10 Minutes	Administrative Aide I, PLD-TS
TOTAL		None	4 Days, 1 Hour and 15 Minutes	

5. Requests for Post-Capacity Development Documents

The Training Section facilitates the provision of CD activities to affiliated public libraries. This procedure is for training activity attendees requesting post-training document(s) such as Certificate of Participation, Training material, etc.

Division:	Public Libraries Division (PLD) - Training Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A letter requesting applicable documents such as training certificates, etc. of previously attended training activity. (1 Original Copy or 1 Electronic Copy)		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at nlpwebinar@nlp.gov.ph .	1. Receive and acknowledge the receipt of the request/s	None	15 Minutes	Administrative Aide I, PLD-TS
	1.1. Review and verify request/s	None	10 Minutes	Administrative Aide I, PLD-TS
	1.2. Prepare and process the request.	None	15 Minutes	Administrative Aide I, PLD-TS
2. Receive updates concerning a request	2. Inform and/or issue the client on the requested document.	None	10 Minutes	Administrative Aide I, PLD-TS
3. Accomplish Customer Satisfaction and Feedback Survey.	3. Request to answer the Customer Satisfaction and Feedback Survey.	None	10 Minutes	Administrative Aide I, PLD-TS
TOTAL		None	1 Hour	

6. Request for Conduct of Onsite Public Library Visit

Public Library Visit (PLV) is one of the technical assistance services provided by the Public Libraries Division (PLD) to oversee, monitor, and ensure the sustainability and continuity of the operations and functionality of affiliated public libraries. There are planned PLVs and the process below will be for those requesting PLV in their library. The modality for requested PLVs will be online.

Division:		Public Libraries Division (PLD) - Field Libraries, Library Establishment and Affiliation, Monitoring and Evaluation (FLLEAME) Section		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government; G2C – Government to Citizen		
Who may avail:		LGUs and the general public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original or Electronic Copy)		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at do@nlp.gov.ph or via courier to: The Director of the National Library of the Philippines (T.M. Kalaw St., Ermita, Manila, Philippines 1000)	1. Acknowledge the receipt of the letter and endorse it to the Public Libraries Division.	None	20 Minutes	Administrative Assistant III Director's Office
2. Coordinate with NLP-PLD staff	2.1. Communicate with the requesting LGUs on the schedule.	None	15 Minutes	Librarian II, PLD-FLLEAMES
	2.2. Prepare and submit an invitation letter with the proposed itinerary to concerned offices for approval.	None	30 Minutes	Librarian II, PLD-FLLEAMES

3. Receive the letter relative to the schedule of visits at the target LGU	3.1. Send the approved letter to the targeted LGUs notifying them of the visit schedule, including the names of attending PLD staff.	None	1 Hour	Librarian II, PLD-FLLEAMES
	3.2. Prepare appropriate pre-travel documents and logistical requirements	None	1 Day	PLD Staff Assigned for the PLV
4. Accommodate the PLD staff.	4.1. Pay a courtesy call to the Local Chief Executive (LCE) and/or other local officials.	None	20 Minutes *Depends on the availability of the LCE and/or other local officials	PLD Staff Assigned for the PLV
	4.2. Conduct onsite PLV activities.	None	45 Minutes	PLD Staff Assigned for the PLV
	4.3. Secure photo documentation and a Certificate of Appearance from the LGU.	None	10 Minutes	PLD Staff Assigned for the PLV
	4.4. Prepare and submit the appropriate correspondence to concerned offices on the result of the onsite PLV for review and approval.	None	8 Days	PLD Staff Assigned for the PLV
5. Review and acknowledge the results of the PLV	5. Forward the result of the onsite PLV to the concerned public library	None	2 Days	Librarian II, PLD-FLLEAMES

6. Accomplish Customer Satisfaction and Feedback Survey.	6.1. Request to answer Customer Satisfaction and Feedback Survey.	None	5 Minutes	Librarian II, PLD-FLLEAMES
	6.2. Update the Directory of Affiliated Public Libraries and other related documents and systems.	None	10 Minutes	Librarian II, PLD-FLLEAMES
TOTAL		None	11 Days, 3 Hours, 35 Minutes	

7. Request for Conduct of Online Public Library Visit

Public Library Visit (PLV) is one of the technical assistance services provided by the Public Libraries Division (PLD) to oversee, monitor, and ensure the sustainability and continuity of the operations and functionality of affiliated public libraries. There are planned PLVs and the process below will be for those requesting PLV in their library. The modality for requested PLVs will be online.

Division:		Public Libraries Division		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government; G2C – Government to Citizen		
Who may avail:		LGUs and the general public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original or Electronic Copy)		Citizen or Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email at do@nlp.gov.ph or via courier to: The Director of the National Library of the Philippines (T.M. Kalaw St., Ermita, Manila, Philippines 1000)	Acknowledge the receipt of the letter and endorse it to the Public Libraries Division.	None	20 Minutes	Administrative Assistant III Director's Office
2. Coordinate with NLP-PLD staff	2.1. Communicate with the requesting LGUs on the schedule.	None	15 Minutes	Librarian II, PLD-FLLEAMES
	2.2. Prepare and submit an invitation letter with the final schedule to the concerned offices for approval.	None	30 Minutes	Librarian II, PLD-FLLEAMES

3. Receive the letter relative to the schedule of visits at the target LGU	3. Send the approved letter to the requesting LGUs notifying them of the online visit schedule, including the names of PLD staff.	None	1 Hour	Librarian II, PLD-FLLEAMES
4. Accommodate the PLD staff.	4.1. Conduct online PLV activities.	None	45 Minutes	PLD Staff Assigned for the PLV
	4.2. Secure a photo or video recording.	None	10 Minutes	PLD Staff Assigned for the PLV
	4.3. Prepare and submit the appropriate correspondence to concerned offices on the result of the online PLV for review and approval.	None	1 Day	PLD Staff Assigned for the PLV
5. Review and acknowledge the results of the PLV	5. Forward the result of the online PLV to the concerned public library	None	2 Days	Librarian II, PLD-FLLEAMES
6. Accomplish Customer Satisfaction and Feedback Survey	6.1. Request to answer Customer Satisfaction and Feedback Survey.	None	5 Minutes	Librarian II, PLD-FLLEAMES
	6.2. Update the Directory of Affiliated Public Libraries and other related documents and systems.	None	10 Minutes	Librarian II, PLD-FLLEAMES
TOTAL		None	3 Days, 3 Hours, 15 Minutes	

REFERENCE DIVISION

1. Access to Library Collections

1.1 Print Collections

Division:		Reference Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NLP transaction stub/ID		ID Registration Area, Ground Floor Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any valid ID to the guard.	1. The guard will check the presented ID.	None	1 minute	Guard
2. Proceed to the Registration Area (Cubicle 1) at the ground-floor lobby desk.	2. Verify the ID presented and issue a transaction stub.	None	1 minute	Administrative Support Staff RD-AOS
3. Fill out the online registration form.	3. Provide instruction and assistance.	None	8 Minutes	Administrative Support Staff,
4. Proceed to Cubicle 2 for picture taking.	4. Take a photo of the client.	None	1 minute	Administrative Support Staff
5. Proceed to the 2nd-floor reading area and tap the NLP transaction stub in the barcode scanner at the entrance.	5. Assist the client	None	1 minute	Guard
6. Browse, select, and reserve titles through the Online Public Access Catalog (OPAC)	6. Guide the client in using the OPAC	None	2 Minutes	Librarian

7. Proceed to the Circulation Counter and present the NLP transaction stub	7. Check reserved titles in the system, validate the ID stub, and check the client "Holds" then provide a pager	None	1 minute	Librarian II/III RD-AOS
8. Monitor the notice via the issued pager, which shall vibrate once requested material/s is/are available	8.1. Retrieve the library materials reserved or requested and press the "Found" button	None	7 Minutes	Administrative Support Staff, RD-GBS
	8.2. Monitor the status of the requested material/s; if found, wait for the material/s to be delivered by the Administrative Support Staff to the circulation counter, then buzz the pager number for readers to claim the requested material/s.		1 minute	Librarian II/III RD-AOS
10. Proceed to the counter to claim the requested material/s.	10. Scan the barcode of the materials for check-out	None	1 minute	Librarian II/III RD-AOS
11. Proceed to the counter to check in the materials borrowed and return to the designated shelves	11. Assist the client	None	1 minute	Librarian II/III RD-AOS
12. Accomplish Customer Satisfaction and Feedback Survey	12. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian II/III RD-AOS
TOTAL		None	35 Minutes	

1.2 Rare Collections

These include rare books, serials, and manuscripts published in 1945 below which are usually not searchable in the KOHA library system.

Division:	Reference Division			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to reference@nlp.gov.ph		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to reference@nlp.gov.ph	1. Acknowledge receipt of the email	None	1 Day	Librarian II/III, FS-UNP, RD
	2. Search for the availability of collections.	None	1 Day	Librarian III, GBS, RD
	2.1. Send the link of a digital copy of the requested collection.			Librarian III, GBS, RD
	2.2. If the requested material is available in microfilm format, notify the client.			Librarian III, FS-UNP, RD
	2.3. For requested materials that have no digital or microfilm copy, forward the request to Filipiniana Division (FD) via filipiniana@nlp.gov.ph and notify the client.			Librarian III, GBS, RD

	<p>3. Search for the original copy of the material.</p> <p>3.1. Prepare the material to be scanned and transmitted to ITD for scanning.</p> <p>3.2. Send to reference@nlp.gov.ph a digital/scanned copy of the material.</p>	None	5 Days	Librarian, FD
	3.3. Notify the client on the status/availability of request/s	None	1 Day	RD Librarian
2. Accomplish Customer Satisfaction and Feedback Survey	2. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	RD Librarian
TOTAL		None	5 Days and 10 Minutes	

1.3 eResources (Onsite Access)

Onsite access to various databases of ebooks, e-journals, and audiobooks can be through the provided terminals in the reading area or through the client's own device. Access is through this link: <https://eportal.nlp.gov.ph/>.

Division:	Reference Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NLP transaction stub/ID		ID Registration Area/Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan ID at the Internet Kiosks/ E-Resources Corner in the Reading area	None	None	None	Client
2. Clients who prefer to use their gadgets must secure an NLP Wi-Fi voucher from the Guard-on-duty in the Reading area entrance	2. Provide wifi voucher	None	1 minute	Guard, Reading Area
3. Client access the online databases using the terminals in the Internet Kiosk/ e-Resources Corner or scan the barcode when using their gadgets	None	None	None	Client
4. Accomplish Customer Satisfaction and Feedback Survey	4. Request to answer Customer Satisfaction and Feedback Survey	None	10 minutes	Reference Division
TOTAL		None	minutes	

1.4 eResources (Off-Site Access)

Offsite access to various databases of ebooks, e-journals, and audiobooks is possible only for Philippine residents with created individual accounts through this link: <https://eportal.nlp.gov.ph/>.

Division:	Reference Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid email address		Create via Google Mail or Yahoo Mail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Creation of NLP eResources account	None	None	N/A	Client
1. Check the NLP website (https://web.nlp.gov.ph/)	None	None	N/A	Client
2. Choose the Resources navigation bar, then click NLP eResources Portal.	None	None	N/A	Client
3. Click login located at the upper right corner of the screen.	None	None	N/A	Client
4. Select "Create New Account."	None	None	N/A	Client
5. Fill out all the necessary information, accept the terms, and click the "Create New Account" button.	1. Verify the account created	None	1 Day	Librarian II/III, FS-UNP, RD

6. The client receives two (2) emails in their inbox; the first is a confirmation email that the account was successfully created for approval, and the second is the link for setting the password. The client may also check the spam folder if it is not in the inbox.	2. Approve a valid account or delete the invalid account. <i>(Note: Institutional accounts and accounts created outside the Philippines are invalid accounts.)</i>	None	1 Day	Librarian II/III, FS-UNP, RD
7. The client clicks the link in the email and sets a password	None	None	N/A	N/A
8. Once the password is set, clients will click the login and enter the username and password.	None	None	N/A	N/A
B. Access to eResources (After the account creation and set password)	None	None	N/A	N/A
1. Go to https://eportal.nlp.gov.ph/ and log into your account.	None	None	N/A	N/A
2. Click the “E-Resources” tab and choose the online database that you want to access.	None	None	N/A	N/A

3. The client must enter the registered email and the password created for the ePortal account to proceed to the online database platform.	None	None	N/A	N/A
4. Accomplish Customer Satisfaction and Feedback Survey	4. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian II/III, FS-UNP, RD
TOTAL		None	2 Days and 10 minutes	

2. Online Library Assistant (OLA)

A 24/7 service in the form of chatbot accessible via NLP website (<http://web.nlp.gov.ph>) wherein clients can directly inquire via chat. From Monday-Friday, 8AM-5PM, except holidays and work suspensions, librarian (LIVErarian) is available for live chat to answer inquiries.

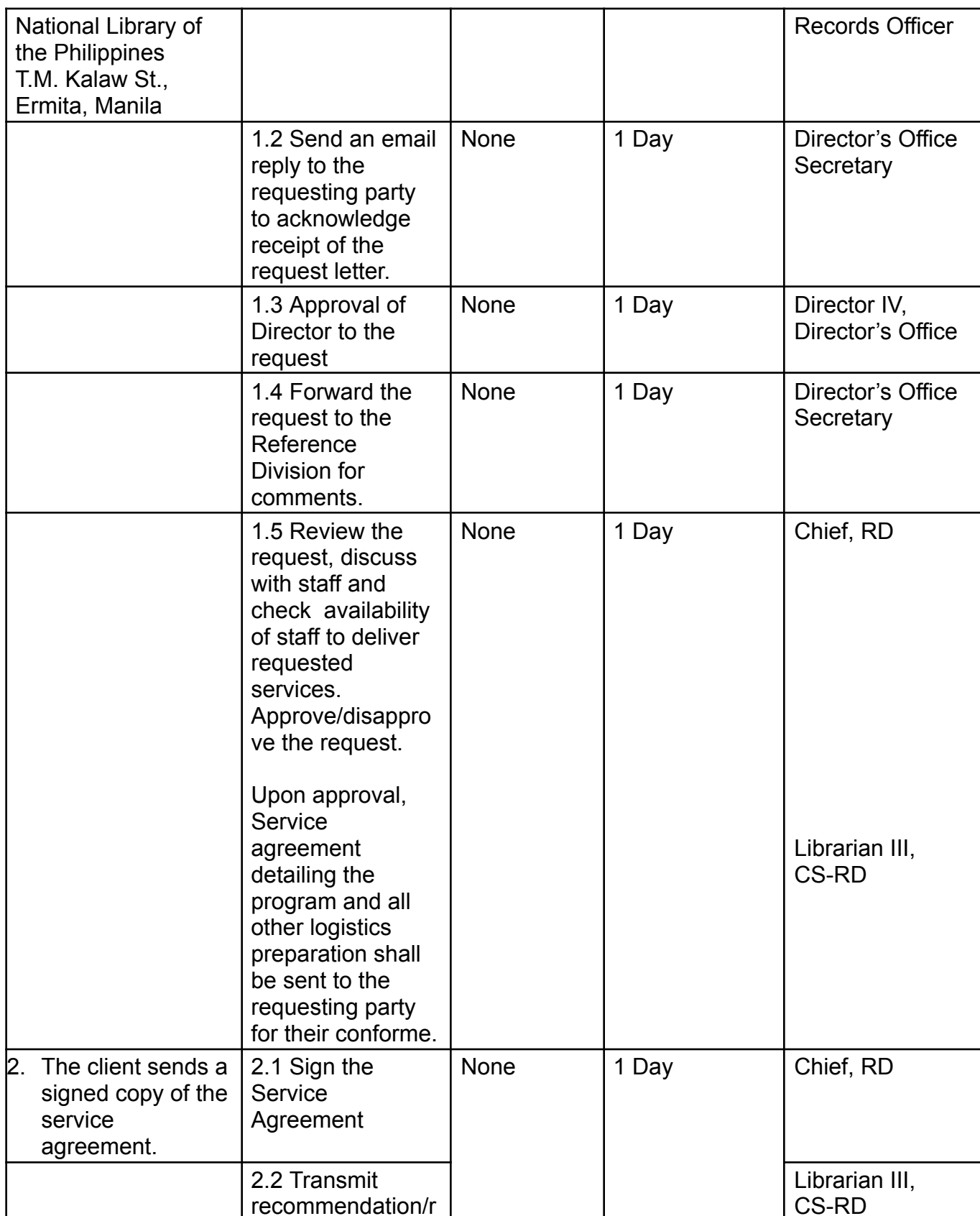
Division:	Reference Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Virtual clients profile		The client creates his/her profile via the NLP Website and social media (Facebook Messenger and Instagram Direct Messenger)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Chat through the NLP website (http://web.nlp.gov.ph/nlp/) or National Library of the Philippines FB messenger or Instagram, click the "Chat with us!" at the bottom right	None	None	N/A	Client
2. Fill out all the necessary information, accept the terms and conditions, and then click the send button	None	None	N/A	N/A
3. Select the needed service and information provided in the FAQs. The chatbot will auto-reply if the queries are in the FAQs.	None	None	N/A	N/A

4. The client requests to transact with a chat agent if not satisfied with the FAQs.	None	None	N/A	N/A
5. Clients will automatically be connected with the liverarian	1. The chat agent assists the client with the query.	None	10 Minutes	Librarian II/III, FS-UNP, RD
	2. Chat agent answers queries, coordinate/ confirm/ validate/ verify with the concerned division if the client's concerns need further information. Librarian II/III requests/send feedback from the client once the inquiry is addressed.	None	20 Minutes	Librarian II/III, FS-UNP, RD
6. Fill out the Online Feedback Assessment Form	3. Librarian II/III marks the transaction as solved.	None	None	Librarian II/III, FS-UNP, RD
	4. Librarian II/III marks the transaction as solved.	None	None	Librarian II/III, FS-UNP, RD
7. Accomplish Customer Satisfaction and Feedback Survey	5. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian II/III, FS-UNP, RD
TOTAL		None	40 Minutes	

3. Children's Activity Request/s

These services include storytelling, puppet shows, read-aloud, arts and crafts sessions, and/or the conduct of workshops on the same services.

Office:	Director's Office and Reference Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Service Agreement		1. Requesting party 2. Reference Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request 3 weeks before the target event/activity, with the following details: <ul style="list-style-type: none"> • Name of the activity • Purpose • Date & Time • Number of audience/participants Via email, send to do@nlp.gov.ph , addressed to: Cesar Gilbert Q. Adriano Director IV Thru: Dolores Carungui Chief, Reference Division For walk-ins/snail mail, addressed to:	1.1 Receive the request.	None	1 Day	Director's Office Secretary / Administrative Assistant VI, RS-FAD



	equest for Office Order issuance to conduct the requested services			
	*For disapproved request/s notify the requesting party/send an email reply copy furnish the Director's Office.	None	1 Day	Librarian III, CS-RD
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian III, CS-RD
TOTAL		None	6 Days and 10 minutes	

4. Alternative Materials Production Request

4.1 Audiobook Production

Division:	Reference Division (RD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter which shall indicate the following: a.) Bibliographic description of the book (title, author, year of publication) b.) Name and contact details of the client c.) Date when the material is needed. For request via email, send to: nlplbs@nlp.gov.ph cc: reference@nlp.gov.ph <u>h</u>	Acknowledge the request.	None	1 Day	Librarian
2. For request/s to be sent via email, scanned copy of the book to be produced shall be attached (if available) 3. Request/s can also be delivered via snail				Records Officer

mail/couriers/walk-in				
2. Wait for the feedback	2. For requested books provided by the client: 2.1 Evaluate the material to be embossed 2.2 Notify the client the expected date to finish the production.	None	1 Day	Librarian
	3. For requested books not provided by the client: 3.1 Check availability of book in the collection 3.2 Notify the client the expected date to finish production/non-availability of the book	None	1 Day	Librarian
	4. Produce the requested material. 4.1 Digital copy provided by the client 4.2 No digital copy provided by the client	None	1 Day (for 25 pages and below) 6 Days (for 25 pages and below)	Librarian/ Administrative Support Staff
	5. Send via email the produced audiobook.	None	10 Minutes	Librarian
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian
TOTAL		None	10 Days 20 Minutes	

4.2 Braille Production

Division:		Reference Division (RD)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send the request letter which shall indicate the following:</p> <p>a.) Bibliographic description of the book (title, author, year of publication)</p> <p>b.) Name and contact details of the client</p> <p>c.) Date when the material is needed.</p> <p>For request via email, send to: nlpbs@nlp.gov.ph cc: reference@nlp.gov.ph</p> <p>2. For request/s to be sent via email, scanned copy of the book to be produced shall be attached (if available)</p> <p>3. Request/s can also be delivered via snail mail/couriers/walk-in</p>	Acknowledge the letter request.	None	1 Day	<p>Librarian</p> <p>Records Officer</p>

2. Wait for the feedback	<p>2. For requested books provided by the client:</p> <p>2.1 Evaluate the material to be embossed</p> <p>2.2 Notify the client the expected date to finish the production.</p>	None	1 Day	Librarian
	<p>3. For requested books not provided by the client:</p> <p>3.1 Check availability of book in the collection</p> <p>3.2 Notify the client the expected date to finish production/non-availability of the book</p>	None	1 Day	Librarian
	<p>4. Produce the requested material.</p> <p>4.1 Digital copy provided by the client</p> <p>4.2 No digital copy provided by the client</p> <p>4.3 Image description</p> <p>4.4 Tactile image</p>	None	<p>1 Day (for 25 pages and below)</p> <p>3 Days (for 25 pages and below)</p> <p>3 Days (for 25 pages and below)</p> <p>1 Day (for 4 images)</p>	Librarian/ Administrative Support Staff
	5. Inform the requesting individual on the availability of the	None	5 Minutes	Librarian

	material for pick-up			
4. Claim the produced braille:	6. Facilitate gate pass for the materials to be claimed	None	1 Day	Librarian
4.1 In-person				
4.2 via courier	Facilitate delivery via courier.	Varies	1 Day	
5. Accomplish Customer Satisfaction and Feedback Survey	5. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Librarian
TOTAL		None	12 Days 15 Minutes	

RESEARCH AND PUBLICATIONS DIVISION

1. Educational Tour

The educational tour is offered to the general public both onsite and online, providing information about the collections, services, and facilities of the NLP. It serves as a way to showcase and promote awareness of the NLP's activities, which contribute to the intellectual, social, and cultural progress of Filipino society.

Division:	Research and Publications Division
Classification:	Simple
Type of Transaction:	G2B-Government to Business; G2C-Government to Citizen; and G2G-Government to Government
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Request letter (1 electronic copy) 2. List of participants (1 electronic copy) 3. Accomplished NLP Educational Tour Request Form (1 electronic submission) 4. Signed Conformance Letter (1 electronic copy)		1. Citizen or Client 2. Citizen or Client 3. Online (https://tinyurl.com/NLPtour) 4. Online (to be sent via email)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the NLP Educational Tour Request Form. Attach the list of participants and request letter addressed to: Cesar Gilbert Q. Adriano Director IV National Library of the Philippines	1. Acknowledge receipt and evaluate the details of the request. 1.1. Forward the Request Letter to the Director's Office for approval. 1.2. If Approved : Inform the client and send the Conformance Letter. 1.3. If Disapproved : Inform the client and advise to revise/reschedule.	None	1 Hour	Section Staff Public Relations Section, RPD
2. Sign the conformance letter and send a copy to researchandpublications@nl.gov.ph	2. Add the details to the Tour Booking List and, for the Virtual Tour, send the online meeting link.	None	5 Minutes	Section Staff Public Relations Section, RPD
3. On the confirmed schedule, come to NLP for the on-site tour or join the online meeting for	3. Conduct the Educational Tour.	None	1 Hour and 30 Minutes on average	Section Staff Public Relations Section, RPD

Virtual.				
4. Accomplish the Customer Feedback Form.	4. Distribute and collect the feedback forms.	None	5 Minutes per client	Section Staff Public Relations Section, RPD
5. Accomplish Customer Satisfaction and Feedback Survey	5. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Section Staff Public Relations Section, RPD
TOTAL		None	2 Hours, 50 Minutes	

2. Venue and Activity Requests

The National Library of the Philippines (NLP) provides services for venue requests to host various activities such as exhibits, book launches, film showings, seminars, and other events. These venues are designed to accommodate cultural, educational, and literary gatherings, promoting public engagement.

Division:	Research and Publications Division
Classification:	Simple
Type of Transaction:	G2B-Government to Business; G2C-Government to Citizen; and G2G-Government to Government
Who may avail:	NLP Partners and Stakeholders
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Request letter (1 electronic copy) 2. Signed conforme letter (1 electronic copy) 3. Concept paper (1 electronic copy)		1. Citizen or Client 2. Online (to be sent via email) 3. Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter and proposal to researchandpublications@nlp.gov.ph . The letter must be addressed to: Cesar Gilbert Q. Adriano Director IV National Library of the Philippines	1. Acknowledge receipt and evaluate the details of the request. 1.1. Forward the Request Letter to the Director's Office for approval. 1.2. If Approved : Inform the client and send the conforme letter. 1.3. If Disapproved : Inform the client and advise to revise/reschedule.	None	1 Hour	Section Staff Public Relations Section, RPD
2. Sign the conforme letter and send a copy, together with the concept paper to researchandpublications@nlp.gov.ph	2. Book the needed facilities in the calendar.	None	5 Minutes	Section Staff Public Relations Section, RPD
3. Participate in initial meetings and preparations	3. Address concerns and requests	None	1 Hour	Section Staff Public Relations Section, RPD
4. Accomplish the Customer Feedback Form and participate in	4. Distribute and collect the feedback forms, and submit reports to DO.	None	1 Hour	Section Staff Public Relations Section, RPD



post-activity meetings.				
TOTAL		None	3 Hours, 5 Minutes	



INTERNAL SERVICES

FINANCE AND ADMINISTRATIVE DIVISION

1. Procurement of Goods and Services

The processing of Purchase Request for the Procurement of Goods and Services under NP-SVP with an ABC of 500,000 and below is delegated to the Finance and Administrative Division (FAD)-Procurement Section (PS) through the Bids and Awards Committee (BAC) Resolution approved by Head of Procuring Entity (HOPE). The process includes PR numbering and approval, Preparation, Approval, Posting/Issuance of Request for Quotation (RFQ), Preparation and Approval of Abstract of Canvass (ACA), Notice of Award (NOA), Notice to Proceed, Issuance of NOA to Suppliers, Preparation and Approval of Purchase Order/Contract, Issuance Purchase Order/Contract and submission of copies of conformed PO and contract to COA and Supply Section for information and acceptance of delivery up to payment processing of Accounting and Cash Section, respectively.

Division:	Finance and Administrative Division-Procurement Section			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business; G2C- Government to Citizen; and G2G- Government to Government			
Who may avail:	Service Providers, End-users, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (PR) (3 Original) 2. Technical Specifications (TS) (1 Original) 3. Schedule of Requirements (SR) (1 Original) 4. Scope of Work (SOW) if applicable (1 Original) 5. Request for Quotation (1 Original) 6. Abstract of Canvass (4 Original) 7. Notice of Award 8. Notice to Proceed 9. Purchase Order (PO) (8 Original)/Contract (6 Original) 10. Obligation Request and Status (ORS) (3 original) 11. Invoice/Statement of Account (2 copies) 12. Delivery Receipt (2 copies)		1. End-user 2. End-User 3. End-User 4. End-User 5. Procurement Section 6. Procurement Section 7. Procurement Section 8. Procurement Section 9. Procurement Section 10. Procurement Section/End User 11. Supply Section 12. Supply Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. End-user submit PR, TS, SR, SOW if applicable.	1. Receiving personnel validates PR per checklist requirements on the processing of PR. If incomplete, return to the end-user.	None	5 Minutes	Administrative Aide I Procurement Section, FAD
	2. Record and encode PR with complete requirements in the logbook and Procurement Monitoring Report (PMR) and forward documents to Administrative Officer V for validation.	None	5 Minutes	Administrative Aide I, Procurement Section, Procurement Section, FAD
	3. Validates documents and encoded information at PMR when the complete route to assign staff for PR numbering.	None	5 Minutes	Administrative Officer V, Procurement Section, FAD
	4. Assign the number to PR in the following format: Year-Month-Serial Number (e.g., 2024-01-0001). Record the PR number in the PR Tracking and PMR.	None	10 Minutes	Administrative Assistant III, Procurement Section FAD
	5. Submit the numbered PR together with other supporting documents to Director IV for	None	5 minutes	Administrative Aide I, Procurement Section, FAD

	approval.			
	6. Approve the PR number and transmit it to the Procurement Section for processing.	None	2 working days	Director IV/ & Administrative Support Staff DO
	7. Receive and record approved PR for processing and route to Administrative Officer V for information and further instruction.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	8. Accomplish the PS instruction slip and route it to concerned PS personnel for RFQ preparation.	None	2 minutes	Administrative Officer V Procurement Section FAD
	9. Prepare a Request for Quotation (RFQ) and submit it to Administrative Officer V (Procurement Officer III) for approval.	None	1 hour	Administrative Assistant II/Designated Canvasser
	10. Approve RFQ and route it to PS personnel for RFQ issuance/posting.	None	5 minutes	Administrative Officer V, Procurement Section, FAD
	11. <u>For RFQ with ABC 50,000 and below:</u> Issue RFQ to suppliers with known qualifications via email for at least 3 calendar days. <u>For RFQ with ABC 50,001 to 500,000:</u> Post RFQ to the	None	3 days	Administrative Assistant II Designated Canvasser, Procurement Section, FAD

	Philippine Government Electronic Procurement System (PhilGEPS) website (https://notices.philgeps.gov.ph/GEPSN_ONPILOT/log-in.aspx), NLP website, social media accounts, and bulletin board for at least 3 calendar days.			
	12. Prepare ACA and submit it to TWG for review and evaluation.	None	1 day	Administrative Aide VI/Designated Canvasser/ Procurement Section
	13. Prepare TWG Evaluation Report and submit it to PS for preparation of the draft BAC Resolution, NOA, NTP, and Notification .	None	3 days	BAC-TWG
	14. Prepare Draft Resolution, NOA, NTP and Notification and submit to BAC for review and final recommendation.	None	1 day	Administrative Aide VI/ Procurement Section
	15. Review necessary documents and submit final recommendation to HOPE	None	3 days	BAC-Members
	16. Review and approve the BAC recommendation and transmit it to PS for communication	None	1 working day	Director IV

	to supplier and end-user.			
	<p>17. <u>For successful procurement</u></p> <p>Issue approved NOA and notification to supplier for conforme posting of warranty security if applicable.</p>	None	30 minutes	Administrative Aide VI/ Procurement Section
	<p><u>For failed procurement</u></p> <p>Provide copy of approved BAC Resolution to end-user unit for review of their technical specifications, scope work, and ABC, among others.</p>	None	10 minutes	Administrative Administrative Aide VI, Procurement Section, FAD
2. Supplier submitted conformed NOA and posted performance security and warranty security (if applicable)	<p>18. Receive/record confirmed NOA. Prepare PO for all NOA.</p> <p><u>For PO whose end-users are FAD</u></p> <p>Prepare ORS for the PO/Contract and submit to the FAD Chief for approval.</p> <p><u>For PO whose end-users are other Divisions</u></p> <p>Submit PO/contract to</p>	None	25 minutes (PO)	Administrative Assistant III/ Procurement Section

	the Division for preparation of ORS.			
	19. Prepare/approve ORS and submit PO and ORS to the Budget Section for processing.	None	1 day	Division Chiefs/ Administrative Staff
3. End-user units submit ORS and PO for processing.	20. Receives, reviews, and signs ORS Monitor the status of the request	None	15 minutes	Budget Section Budget Officer
	21. Forward ORS, PO, and supporting documents to the Accounting Section for processing	None	10 minutes	Budget Section
	22. Receiving staff reviews and receives Purchase Order with approved ORS. Otherwise, return to the Budget Section for the ORS attachment.	None	30 mins	Accounting Section: Receiving Staff
	23. Forward to Accountant for Pre-audit	None	40 mins	Accounting Section: Accountant
	21. The accountant signs a PO with valid and complete documents. Incomplete documents will be returned to the end user with notes to comply.	None	15 mins	Accounting Section: Accountant
	22. The receiving clerk records the	None	20 mins	Accounting Section: Receiving Staff

	release of P.O. and forwards to DO for signature			
	23. The Director's Office signs the PO.		2 working days	Director's Office
	24. Check the completeness of signed documents. If complete, receive and record the PO for issuance. Submit to AO V for information and further instructions.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	25. Accomplish PS instruction slip and route to Administrative Assistant III for Issuance.	None	2 minutes	Administrative Officer V, Procurement Section, FAD
	26. Scan and email/deliver approved PO for supplier's conforme.	None	10 minutes	Administrative Assistant III, Procurement Section, FAD
4. Supplier signed/ conformed PO and submitted to PS.	27. Record and submit to COA a copy of the conformed PO/contract. *Submit all documents to the Supply Section for acceptance of delivery.	None	5 minutes	Administrative Aide I
5. External provider/Supplier received the signed invoice/SOA	28. Delivery	None	30 minutes	External Provider/ Supplier

and Delivery Receipt				
	29. Receive and check delivery in accordance with approved quantity and specifications	None	30 minutes	Administrative Assistant IV/ Administrative Assistant III-Supply Section-FAD
	30. Inspect and check the completeness of items and specifications	None	30 minutes	Inspection Committee
	31. If the items conform, prepare RIS for supplies, ICS, and PAR for equipment. If not, return to the supplier for replacement	None	20 minutes	Administrative Assistant IV/ Administrative Assistant III-Supply Section-FAD
	32. Distribute supplies or equipment to the end user for the signature of RIS, ICS, or PAR.	None	30 minutes	Administrative Assistant IV/ Administrative Assistant III-Supply Section-FAD
	33. Head of the Procuring Entity to sign the Requisition and Issue Slip (RIS).	None	30 minutes	Director IV-Director's Office
	34. Return RIS to the Supply Section	None	10 minutes	Job Order Staff-Director's Office
	34. Prepare an Inspection and Acceptance Report (IAR).	None	10 minutes	Administrative Assistant IV/ Administrative Assistant III-Supply Section-FAD
	35. Route IAR to the	None	1 working	Administrative

	Inspection Committee for review and signature. The Inspection Committee returns the signed IAR to the Supply Section		day	Assistant IV/Administrative Assistant III-Supply Section-FAD Inspection Committee
	36. Route IAR to the end-user for signature.	None	15 minutes	Administrative Assistant IV/ Administrative Assistant III-Supply Section-FAD
	37. End-user returns signed IAR to Supply Section	None	20 minutes	End-user
	38. The Head of Supply Section to check and review the documents and sign the Acceptance in the IAR form	None	15 minutes	Administrative Officer V Supply Section-FAD
	39. Receives IAR, scan all the documents and prepare Disbursement Voucher, and submit to Accounting Section for processing	None	1 day	Procurement Section/Other End-Users
	40. Receive and review the completeness of the signature. DV with an incomplete signature will be returned to the end user.	None	20 mins	Accounting staff, Accounting Section

	41. Assignment of a corresponding Disbursement Voucher Number (DV No.) and encode in the logsheet the DV no., date, creditor/payee, particular, and amount.	None	30 mins	Administrative Officer, Accounting Section
	42. Review the completeness and validity of the supporting documents based on COA Circular 2012-001. If additional documents are needed, notes for compliance will be written in the routing slip and returned to the end user. If complete, sign / Certify the Box C of DV	None	40 mins	Accountant III, Accounting Section
	43. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.	None	10 mins	Accounting Staff, Accounting Section
	44. Receiving and approval of disbursement voucher	None	10 minutes	Director's Office
	45. Forward to the cashier section for payment	None	15 minutes	Director's Office

	46. Receives and reviews the completeness of the signature of the approved DV. Encode/record the DV to the Cash-DV for payment monitoring sheet and forward it to the Cashier III for payment processing.	None	30 mins	Cash Staff, Cashier Section
	47.. Prepares checks or LDDAP-ADA with ACIC and SLLIE (mMDS / eMDS) for payment to clientele.	None	30 mins	Cashier III, Cashier Section
	Record in the logbook as outgoing and forward it to the Director's Office for signature of Checks or LDDAP-ADA with ACIC, and SLLIE	None	10 mins	Cash Staff, Cashier Section
	48. Receives and signs the checks or LDDAP-ADA with ACIC and SLLIE.	None	10 mins	Director's Office
	49. Forward the Checks or LDDAP-ADA with ACIC, and SLLIE to the cashier section	None	15 mins	Director's Office
	50. Transmit the signed LDDAP-ADA with ACIC, and SLLIE to Landbank Intramuros	None	30 mins	Cash Staff, Cashier Section
6. Acknowledgment of Supplier of LDDAP-ADA or Check payment	51. The supplier will issue sales invoices or official receipts for the payment received.	None	10 mins	Cash Staff, Cashier Section



6. Accomplish Customer Satisfaction and Feedback Survey	5. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	
TOTAL		None	18 days, 13 hours, and 9 minutes	

2. Request for Financial and Administrative Documents

This service is for all NLP employees requesting official and personnel records and clients requesting official documents (subject to the Data Privacy Act).

Division:	Finance and Administrative Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business; G2C- Government to Citizen; and G2G- Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Issuance of BIR FORM (2307)</u> 1. Official Receipt (OR) (1 original)	1. Supplier
<u>201 Files of Officials/Employees/Requests for Certificate of Employment by Former Employees</u> 1. Request Letter addressed to the Human Resource Section (1 Original Copy) 2. Client's ID (1 photocopy/Scanned Copy)	1. Requesting Party 2. Requesting Party
<u>Personnel Records (NLP Employees)</u> 1. Request Form (via Google Form) 2. Official NLP Email for requests via Google Form	1. Requesting Party 2. ITD
<u>Certified True Copy of Issuances (Office Order, Memorandum, Memorandum of Agreement, resolutions)</u> 1. Request Form (via Google Form) 2. Official NLP Email for requests via Google Form for NLP employees and request letter approved by the Director's Office for other clients	1. Records Section 2. ITD/Director's Office
<u>Request for Service Record</u> 1. Request Form (via Google Form) 2. Official NLP Email for requests via Google Form 3. Certificate of Leave Without Pay (1 signed original)	1. Records Section 2. ITD 3. Human Resource Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request through Google Forms or a request letter	1.1 The receiving office reviews the request	None	30 Minutes	Client Records Section
	1.2 Forward the request to the concerned section	None	30 Minutes	Records Section
	1.3 The concerned section checks the availability of records, and if available, the section prepares the request; otherwise, inform the client of the unavailability of records.	None	5 Hours	FAD Section Staff BIR Form: Account Clerk, Accounting Section Personnel Records: Administrative Aide, HRMS Service Record and issuances: Administrative Assistant V, Records Section
	1.4 The concerned Section head signs/certify the document	None	3 Hours	FAD Section Head
	1.5 The concerned section forwards the requested record to the Records Section.	None	30 Minutes	FAD Section Staff
2. The client receives the document	2. Release of document	None	30 Minutes	Records Section
3. Accomplish Customer Satisfaction and Feedback Survey	3. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Records Section
TOTAL		None	Hours and 10 minutes	

INFORMATION TECHNOLOGY DIVISION

1. Request for Technical Support

The Information Technology Division (ITD) is the single point of contact for NLP's technical support. Technical assistance with software and hardware installation and configuration will be provided upon request, along with comprehensive system diagnostics, performance evaluations, recommendations, physical unit cleaning, and periodic system and security updates as preventive maintenance measures.

Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	G2G: Government to Government			
Who may avail:	NLP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Technical Support Form (NLP.ITD.F.002)		I.T. Division https://knowledgeportal.nlp.gov.ph/sites/default/files/2024-07/NLP.ITD.F.002%20-%20Technical%20Support%20Form.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Technical Support form	1. Receive the request for technical support.	None	1 minute	Support Desk Staff, ITD
	2. Evaluate the reported incident by the end-user and conduct initial troubleshooting.	None	1 minute.	Support Desk Staff, ITD
	3. Priority labeling and risk identification for proper incident handling	None	1 minute	Support Desk Staff, ITD
	4. Identify the cause of the incident, perform the type of service, and implement the solution developed.	None	Within 1 to 3 working days, depending on the severity of the reported incident and the service to be performed	Support Desk Staff, ITD

	5. End-user acceptance	None	1 minute completion of the service report	Support Desk Staff, ITD
2. Accomplish Customer Satisfaction and Feedback Survey	2. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	Support Desk Staff, ITD
TOTAL			3 days and 14 minutes	

RESEARCH AND PUBLICATIONS DIVISION

2. Request for Documentation and Social Media Posting

The Research and Publications Division (RPD) provides photo and video documentation of NLP events and activities, updates the NLP website with news and announcements, and manages NLP social media accounts to promote events and services, share educational and cultural content, and engage with the public.

Division:	Research and Publications Division			
Classification:	Simple			
Type of Transaction:	G2G: Government to Government			
Who may avail:	NLP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for RPD Service Form (1 electronic submission) 2. Image/video file for posting (1 electronic copy)		1. Online (https://tinyurl.com/RPDservice) 2. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for RPD Service Form.	1. Evaluate the details of the request and clarify details with the client if needed.	None	15 minutes	<i>Section Head and Staff</i> Public Relations Section, RPD
	2. Perform the requested service.	None	15 minutes (depending on the activity)	<i>Section Head and Staff</i> Public Relations Section, RPD
2. Accomplish Customer Satisfaction and Feedback Survey	2. Request to answer Customer Satisfaction and Feedback Survey	None	10 Minutes	<i>Section Head and Staff</i> Public Relations Section, RPD
TOTAL		None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>For Walk-Ins: Clients are encouraged to complete the NLP Customer Feedback Form available in the office lobby and submit it through the designated feedback and complaints drop box.</p> <p>For Online: Clients may access and complete the NLP Customer Feedback Form via the provided link or QR code below.</p> <div style="text-align: center;">  </div> <p style="text-align: center;">https://tinyurl.com/NLP-FEEDBACK</p>
<p>How is feedback processed?</p>	<p>FOR FEEDBACK FROM THE CUSTOMER SATISFACTION AND MEASUREMENT SURVEY FORM</p> <ol style="list-style-type: none"> 1. The Client Satisfaction Management Team (CSMT) shall notify the process owner/s whenever complaint/s are received. The notification must be in written form through email. 2. The CSMT and the process owner will evaluate the complaint and determine whether corrective action is necessary and will warrant the issuance of a Corrective Action Report considering the following criteria: <ul style="list-style-type: none"> • Nonconformity with customer expectations; and • Negative issues and comments are becoming more prevalent. 3. Follow the Nonconforming Outputs and Corrective Action procedure in initiating corrective action. 4. Complaints received through other channels other

	<p>than the feedback form, including emails, social media pages, and verbal comments via telephone calls will be promptly forwarded to the process owners.</p> <p>All complaints received from the following offices will be forwarded to the Human Resource Management Section for proper handling, documentation, and evaluation.</p> <ul style="list-style-type: none"> • ANTI RED TAPE AUTHORITY (ARTA) Trunkline: 8478–5091 or 8478–5093 Email: complaints@arta.gov.ph • PRESIDENTIAL ACTION CENTER (PACe) Trunkline: 8888 or 82498310 loc. 8175 or 8182 Tel Nos: 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 Email: pace@op.gov.ph • CONTACT CENTER NG BAYAN (CCB) Mobile Number: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph
--	--

LIST OF OFFICES

OFFICE/DIVISION	CONTACT INFORMATION
Director's Office Teodoro M. Kalaw St., Ermita, Manila	Trunkline: 5314-2100 local 406 Email: do@nlp.gov.ph
Bibliographic Services Division 2nd Floor, Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 406 Email: bsd@nlp.gov.ph
Catalog Division 3rd Floor Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 402 Email: catalog@nlp.gov.ph
Collection Development Division 3rd Floor Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 404 Email: cdd@nlp.gov.ph
Copyright Division 3rd Floor (Left Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 411 Email: copyright@nlp.gov.ph
Filipiniana Division 4th Floor (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 311 Email: filipiniana@nlp.gov.ph
Finance and Administrative Division Atty. Antonio M. Santos Hall NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 304 Email: financeandadministrative@nlp.gov.ph
Information Technology Division 2nd Floor (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 203 Email: itd@nlp.gov.ph
Public Libraries Division 3rd Floor Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 204 Email: publiclibraro@nlp.gov.ph
Reference Division 2nd Floor, Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 207 Email: reference@nlp.gov.ph
Research and Publications Division 2nd Floor, Mezzanine (Right Wing) NLP Building, Teodoro M. Kalaw St., Ermita	Trunkline: 5314-2100 local 412 Email: researchandpublications@nlp.gov.ph