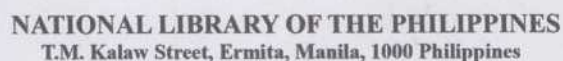




**NATIONAL LIBRARY OF THE  
PHILIPPINES**

**PROCEDURAL  
MANUAL**

**Reference Division**

Rev. 1




**NATIONAL LIBRARY OF  
THE PHILIPPINES**  
T.M. Kalaw Street, Ermita, Manila, 1000 Philippines

**Reference Division  
PROCEDURAL MANUAL**

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**REFERENCE DIVISION  
PROCEDURAL MANUAL**


CONTROLLED

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### III. DESCRIPTION

The Reference Division maintains foreign print and non-print materials, provides onsite and offsite access to online databases and delivers resources and services for clients/readers from the general public, including children, young adults, and persons with print disabilities.

#### A. Functions

1. Maintains foreign library materials;
2. Provides reading room services to library users
3. Provides access to online resources.

#### B. Sections

##### B.1 Asia and Oceania

This section provides and maintains scholarly resources about countries in Asia and Oceania except the Philippines in print and non-print formats written in English and in other languages.

##### B.2 Children's Library

This section is responsible for providing services and activities that develop children's interests in books and reading. These services include storytelling, read-aloud, puppet shows, arts and crafts, educational tours, and outreach programs.

##### B.3 Foreign General Book Section


This section maintains and organizes the collection, and performs advisory services and recommends library materials to readers.

##### B.4 Foreign Serials and UN Publications Section

This section maintains and organizes foreign serials and United Nations publications.

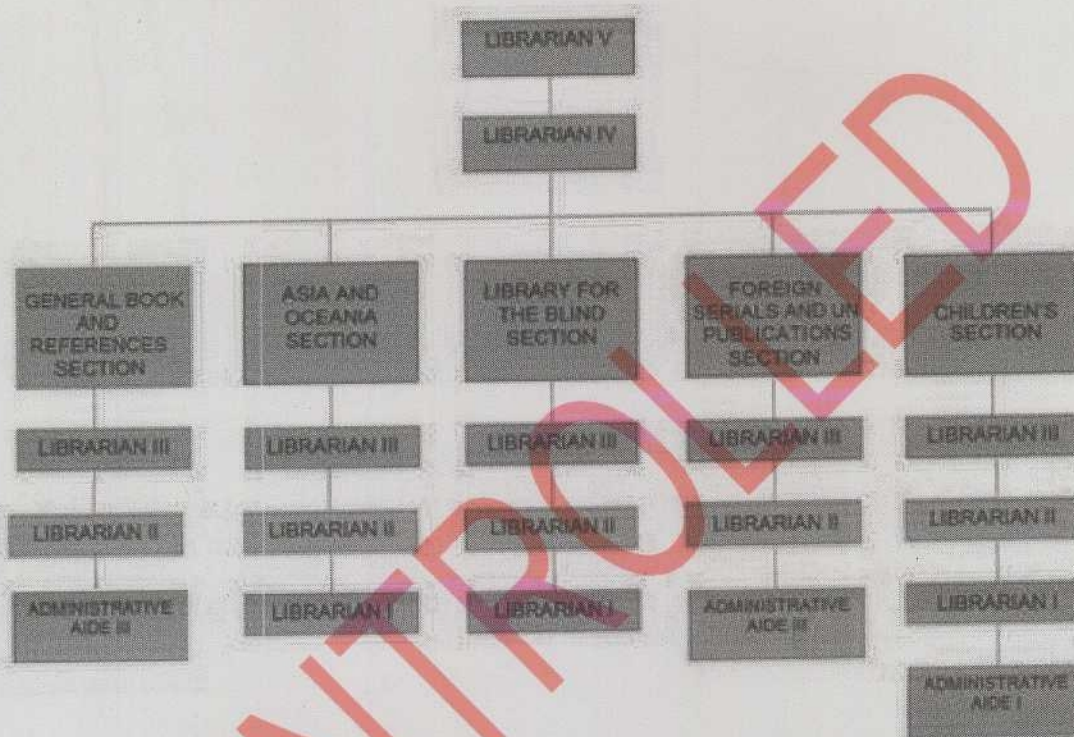
##### B.5 Library for the Blind Section (LBS)

This section provides resources in alternative formats for persons with print disabilities, such as Braille, large print, and audiobooks. It also offers

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services such as transcription of print materials to Braille and audiobook formats.

#### IV. ORGANIZATIONAL CHART



#### A. Job Description, Duties and Responsibilities

##### LIBRARIAN V

Serves as management committee

- Formulates library policies, rules and regulations;
- Administers implementation of rules and regulations;
- Develops and implements plans and programs for the division;
- Coordinates, manages, and evaluates activities of the division;
- Approves communications and reports;
- Issues certifications;
- Maintains rapport with official and library patrons regarding library and cultural activities;
- Monitors, assesses, and evaluates performances of staff;
- Performs other duties assigned from time to time.





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**LIBRARIAN IV**

Serves as acting chief in the absence of the division's chief;  
Assists the division chief in implementing policies, rules, and regulations;  
Assists the division chief in formulating plans and programs for the division;  
Coordinates, manages, and evaluates the activities in the division;  
Prepares communications and reports;  
Validates inventory reports;  
Selects and evaluates library materials for acquisition;  
Performs other duties assigned from time to time.

**LIBRARIAN III**


Serves as the section head and assumes the duties of the librarian IV (assistant chief designate) in the latter's absence;  
Participates in/assists the chief and assistant chief in formulating policies, programs, and other library activities;  
Monitors workflow and outputs of the section;  
Develops and implements library marketing programs;  
Acts as collection custodian of the section;  
Does related works assigned by the immediate supervisor;  
Performs other duties assigned from time to time;  
Prepares reports, including the inventory list of the section.

**LIBRARIAN II**

Assists readers on library utilization;  
Develops and enhance reference services;  
Performs editing of indexes, book indexes, catalog, and classification of library materials;  
Prepares and compiles statistical information;  
Develops and enhances bibliographies, vertical files, reference guide and finding aids;  
Conducts inventory of collections;  
Takes charge of inter-library loan request/s;  
Does related works assigned by the immediate supervisor.

**LIBRARIAN I**

Performs circulation tasks;  
Conducts inventory of collections;  
Provides assistance and guidance in the use of library resources and facilities;  
Performs orientation to readers on library resources utilization;  
Does related works assigned by the immediate supervisor.

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## ADMINISTRATIVE AIDE

Performs mechanical processing of library materials;  
Performs clerical works;  
Does related works assigned by the immediate supervisor.

## V. PRODUCTS AND SERVICES

### A. Products

#### A.1 Audiobooks

Audiobooks are voice recordings of the text of a book that can listen to rather than read. It can be in exact word-for-word versions of books or abridged versions. Reference material digitally produced from selected books using Digital Accessible Information System (DAISY) that can be played on a wide variety of consumer electronic devices, handling phones, tablets, and computers or any device that supports streaming audio.

#### A.2 Braille Materials

Braille materials are reading materials for the blind; partially blind and persons with print disabilities produced from printed copies of books, journals, pamphlets, etc.

#### A.3 Inventory Listing

List of library collections produced from the library integrated system (KOHA) of NLP.

#### A.4 Puppetry Recording

Audio stories are (recorded) texts of stories read from a printed format used for individual or group listening or for puppet shows.

### B. Services


#### B.1 Borrowing Services

This is the main service in the reading area.

#### B.2. Provision of Access to e-Resources

This service provides access to NLP's online databases of e-journals, e-books, e-serials, and other electronic resources available to the authorized



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on-site and offsite users of NLP, including access provided to the affiliated public libraries.

### B.3 Children's Services

These services include storytelling, Read-Aloud, Puppet Show..

#### B.3.1 Face to Face Activities

##### B.3.1a Storytelling

Storytelling is one of the special services of NLP, occasionally offered during tours and outreach activities. It may be usually performed in the form of solo, tandem and/or chamber.

##### B.3.1b Read Aloud

Another children's services conducted (as requested) during occasional / special activities.

##### B.3.1c Puppet Show

A Puppet show is another medium of storytelling that uses the produced puppetry.

#### B.3.2 Online Activities

##### B.3.2a Live Storytelling

This is a Live streaming via Facebook, Stream Yard and YouTube Channels.

##### B.2.2b Recorded Storytelling

This is a digitally recorded video clip, most often told in a first person narrative, illustrated (mostly) with still images and with an optional music track to add emotional tone.


##### B.2.2c Live Arts and Crafts

These are specific art activities for children involving making things with one's own hand executed with easy instructions while doing online.

##### B.2.2d Recorded Arts and Crafts

These are recorded video clips of children's arts and crafts activities.

### B.4 Circulation of Alternative Materials

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This service refers to the loaning out of library materials in the LBS, which is offered exclusively to persons with print disabilities.

### **B.5 Reproduction of Alternative Materials**

Reproduction into Braille and Audiobooks (accessible formats) is offered in the LBS to meet the needs of information resources of persons with print disabilities.

## **VI. POLICIES**


### **1. General Rules:**

- 1.1. Services are from Monday to Friday, excluding local and national holidays, from 8:00AM to 5:00PM. During a state of national emergency, face-to-face services depend on the IATF declaration.
- 1.2. When on national state of emergency, only library users with online appointment confirmation will be allowed to use the reading rooms.
- 1.3. Walk-in library users or those with no appointment will be accommodated if there are unreserved seats available otherwise, otherwise, they will be in the waiting list and can be accommodated upon the availability of seats.
- 1.4. NLP Client Transaction Stub or NLP library card is required. It is provided for free. Clients are given an option to avail the PVC library card by paying the fee of Php100.00.
- 1.5. Personal belongings can be brought inside the reading areas.
- 1.6. Food and drinks are not allowed inside the reading rooms.
- 1.7. All collections are for "room use" only except for the LBS collections.
- 1.8. Anyone caught damaging and or stealing library materials and facilities shall be penalized according to the provisions of the Republic Act (RA) 2293.
- 1.9. Check-out of library materials. Reserved library materials are to be checked-out before giving to the requesting library user.
- 1.10. Check-in of borrowed library materials. The library user is required to scan the barcode of the library materials for return. After scanning, the library user will place the material in the designated area for utilized books for segregation and disinfection purposes.

### **2. Borrowing Services**

- 2.1. Present NLP transaction stub or NLP library card to the librarian in-charge.
- 2.2. Service is on a first-come, first-serve basis.
- 2.3. Maximum of three (3) books can be borrowed at the same time .
- 2.4. Borrowed collections must be returned before leaving the Reading Room.



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### 3. Children's Services

- 3.1. With the limited space, only children are allowed inside the reading room.
- 3.2. The conduct of storytelling, puppet show sessions, and or mascot appearances can be conducted within the NLP premises depending on the number of audience.
- 3.3. Conduct of storytelling, puppet show sessions, and mascot appearances outside the NLP premises shall be upon the approval of the division chief.

### 4. Circulation of Alternative Materials

- 4.1. Provide an NLP client identification card to the librarian in charge.
- 4.2. Service is on a first-come, first-serve basis.
- 4.3. Only the duplicate copies are for circulation.
- 4.4. Maximum of Four (4) titles can be borrowed/circulated.
- 4.5. Materials circulated are good for two (2) weeks, subject to renewal as requested by the user.
- 4.6. Representatives can only pick up the requested materials upon presentation of an authorization letter.

### 5. Reproduction of Alternative Materials (By Request)

#### 5.1 Braille

A Request letter/s of request shall be submitted at sent to the LBS official email address: [lbs@nlp.gov.ph](mailto:lbs@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, Manila 1000


The request should include 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?

The librarian will log the request and evaluate the kind of material to be embossed.

If the preferred date for completion is not possible, the librarian instead inform the client when it will be accomplished.

The client may email the material that is wanted for reproduction.

Reproduced materials can be picked up by the client or his/her representative. Delivery of the requested library materials for reproduction into Braille or Audiobooks formats via courier is also allowed with the delivery cost borne by the client.

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## 5.2 Audiobook

1. Request letter/s shall be sent to the LBS official email address: [lbs@nlp.gov.ph](mailto:lbs@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, Manila 1000

- The request should include the following: a.) Name and contact details of the client, title of the material to be reproduced, author and number of pages of the book to be transcribed; and b.) When is the material needed?
- The librarian will log the request and evaluate the kind of material to be recorded.
  - If the preferred date for completion is not possible, the librarian instead informs the client when accomplished. it can be finished.
  - The client may email the material that he/she wants to be reproduced.
  - Reproduced materials may be picked up. The client or his/her representative shall get the material in the library or ask to be delivered via courier with the delivery cost borne by the client.


## VII. PROCESSES AND PROCEDURES

### A. Step by Step Instructions

#### A.1 Borrowing Services

- Readers should secure an online appointment before going to NLP.
- Assigned staff will send confirmation information in the registered email of the reader.
- Reader will present the confirmation email to the Guard on duty at the main entrance.
- Readers who failed to present their confirmed online appointment will be asked to book an appointment on the day of their visit if there are still unreserved seats available. However, if the seats are fully occupied, Readers without confirmed booking appointments will be considered in the waiting list, and be accommodated upon the availability of seats.
- Upon entering the Reference Reading Room, Readers should log/scan their NLP transaction stub / library card at the entrance of the Reading room. Those Readers without NLP IDs/stubs, they will be asked to proceed to the ITD to secure NLP IDs/stubs.



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NLP transaction stub / library card is required to consult the OPAC before taking seats in the reading rooms.

6. Readers will search and reserve library materials in the OPAC.

7. Assigned staff in the stockroom will locate the reserved library material. Once found, assigned staff will bring the reserved materials to the Circulation area.

8. Assigned staff in the Circulation area will check out the reserved material, and flash the name of the borrower on the screen to signal that reserved materials at the counter are ready for use.

9. Reader will check in the borrowed materials for return.

10. Reader will place the returned materials on the shelves provided for segregation and disinfection after use.

## **A.2. Provision of Access on eResources**

### **A.2a Walk-in Clients / On-site Users**

1. Clients can proceed to the terminals that are available to used by the walk-in clients in the Reading Rooms for free.

2. For users who preferred to use their personal gadget, they have to secure NLP Wifi Voucher provided in the Reading Rooms. QR Code of eResources is also visible anywhere in the Reading Room.

### **A.2b Remote Users / Off-site Users**

There are two (2) ways to avail the remote access of the NLP eResources:

1. via NLP eResources Portal accessible at the NLP website and/or
2. via email request to [reference@nlp.gov.ph](mailto:reference@nlp.gov.ph).

#### **NLP eResources Portal (<http://web.nlp.gov.ph>)**

1. Create account in the NLP eResources Portal.
2. Click the preferred online database.
3. Fill out the short survey.

#### **Email request to NLP.**

1. Email request at [reference@nlp.gov.ph](mailto:reference@nlp.gov.ph).
2. Assigned staff acknowledges receipt of email/request through the Automated-Reply scheme.
3. Assigned staff checks/reads/reviews the email request/s. Accommodation depend on their research topics.



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4. Assigned staff will send the instructions to avail the remote access of the online electronic resources.
5. Provide the database/s URL, Username and Password to clients with request/s on foreign literature/studies.
6. Clients who have requested on local literature/studies, it will be endorsed to the Filipiniana Division for proper accommodation.
7. Feedback form is sent per client served.

### A.3 Children's services

#### A.3.1 Storytelling/Read Aloud

1. Identify your audience.
2. Select/choose a story according to the age level of the student/ participants.
3. Identify the type of storytelling (i.e. Solo, Tandem, and Chamber).
4. Rehearsal.
5. Conduct the storytelling/read aloud.

#### A.3.2 Puppetry (Recording)

1. Choose a story to record.
2. Record the chosen story in an animated voice depending on its character/s.
3. Edit the recorded story into a script format, then add or insert sound effects according to the character/s.
4. Save into CD format.

#### A.3.3 Puppetry (Performance)

1. Set up a stage for the puppet show performance.
2. Prepare the puppets.
3. Set up the sound system.
4. Perform the puppet show.


#### A.3.4 Mascot appearances

1. Identify Mascoteers.
2. Rehearse for the performance.
3. Perform.

#### A.3.5 Live Storytelling

1. Librarian/storyteller selects a book and reads the context of the story.
2. Create a storyboard to be flashed on the screen.
3. Make a spiel for adlib and a gist of the story.
4. Identify the platform (i.e zoom and streamyard).
5. Rehearse.



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6. Set up a webcam.
7. Get it live!
8. Publish and share.

#### **A.2.6 Recorded Storytelling**

1. Librarian/storyteller selects a book and reads the context of the story.
2. Create a storyboard to be flashed on the screen.
3. Record video/voice using application tools (i.e. Kinemaster).
4. Add animated sounds, images, and transitions to the video.
5. Edit and save the video/voice using application tools.
6. Review the video/voice record.
7. Publish and share.

#### **A.2.7 Recorded Arts and Crafts**


Librarian prepares materials to be used.  
Create a storyboard to be flashed on the screen.  
Record video/voice using application tools (i.e. Kinemaster).  
Add animated sounds, images, and transitions to the video.  
Edit and save the video/voice using application tools.  
Review the video/voice record.  
Publish and share.

#### **A.4 Circulation of Alternative Materials**

1. Client should have a library card.
2. Client should fill out the application form.
3. Client requests for the material(s).
4. The Librarian in charge will record the material(s) to be loaned out.

#### **A.5 Inventory Listing**

1. Make an inventory schedule and quantifiable targets with a timeline for completion.
2. Prepare collections to be inventoried.
3. Condition checking of the item on hand.
4. Does the item lack salient important details?
  - a. Yes: add missing details and do minor revisions if necessary.
  - b. No: log in to KOHA ILS
5. Log in to KOHA ILS.
6. Click the "Circulation" tab, then open the "Inventory" module in the dropdown list.
7. Scan the item.
8. Is the item available in the system?

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Yes: review and edit bibliographic details.

No: provide catalog entries

9. Review and edit bibliographic details.
10. Save the bibliographic record and then go to the "Items" tab.
11. Check "existing item" information.
12. Is the "existing item" information incomplete?
  - a. Yes: edit the existing item or add an item.
  - b. No: close the window and start a new item.
13. Record checking in the inventory listing.
14. Shelf reads and shelves inventoried items.

## A.6 Reproduction of Alternative Materials

### A.6.1 Production of Braille

Scan the print material using ABBY FineReader scanning software.  
Translate the scanned files to an editable format.  
Save the file to MS Word.  
Proofread, check the spelling, and save the file.  
Open DBT software and open the file that you just saved in MS Word.

6. Apply the formatting (avoid line spacing). Then save the file using standard or textbook format.
7. Translate the document to either grade 1 or grade 2 braille.
8. Emboss the document using the braille embosser.
9. Remove edges or the braille computer paper, separate each of the braille paper, then collate, arranging them to their proper pages.
10. Bind each volume of the book.
11. Provide label
12. If there is more than one volume, bundle each by set.

### A.6.2 Production of Audiobook

Scan the pages of the material or encode the texts.  
Convert scanned materials to editable files (if not encoded) by using any of the software: ABBY Fine Reader Software  
Open book or any application software with Optical Character Recognition (OCR).  
Paste the editable file to Microsoft Office.  
Open the accessibility tab and click import DAISY Styles.  
Import T the DAISY Styles will now be imported to the style in the MS Word lists. Apply Styles (Ctrl + Shift +S).





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7. View the Line Numbers by clicking:

Page Layout tab  
Line Numbers  
Continuous

8. Follow the formats by viewing the Document Map and by clicking the Document Map

View tab  
Document Map (or Navigation Pane depends on the version of the Microsoft Word)

9. Format the whole text files to "Normal" or "Clear All" does the following:

Select All (Ctrl + A)  
Apply Styles (Ctrl + Shift +S)  
Set as "Normal" or "Clear All"

10. Format Text Files to DAISY format ready. In formatting a book title, the librarian does the following:

Move the cursor to the book title  
Apply Styles (Ctrl + Shift +S)  
Set as —Cover title (DAISY)

11. In formatting a Chapter Title, the librarian does the following:

Move the cursor to the Chapter Title  
Apply Styles (Ctrl + Shift +S)  
Set as "Heading 1" (Chapter Title) "Heading 2" (Subtopic) "Heading 3"

12. In formatting a page number, do the following:

Select page number  
Apply Styles (Ctrl + Shift +S)  
Set as "page number (DAISY)"

13. In formatting a footnote, do the following:

Move the cursor to the footnote number  
References tab  
Insert footnote

Copy and paste the footnote to the equivalent footnote number below

Delete double spaces, tab characters and paragraph marks.

15. To mark and manage acronyms and abbreviations, do the following:


Select word to set as abbreviation or acronym  
Click accessibility  
Select and set from the mark or manage abbreviations/acronym

16. To validate the word document for saving, do the following:

Click accessibility  
Click validate

**A.6.2.1 To save formatted text format to DAISY**

Click Accessibility

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Save as DAISY (from Single Docx)  
Save Full DAISY (from Single Docx)  
Save DaisyPipelineTTSNarrator

#### A.6.2.2 For output directory

Browse

Save each DAISY book /DAISY file set in a new folder.

(Note: Creating a DAISY folder and save all the DAISY books in it is recommended.)

Enter title of the book

Enter the creator and the intellectual contents

Enter publisher and the organization which will publish the DAISY version

Click Uid you can leave as a default

Select translate

#### A.7 Conduct of Online Activities

1. Prepare a detailed online activity concept. It includes the background information, learning objectives, expected learning output/outcome, target participants, a timeline of activities, tentative program, roles/responsibilities of working committees, platform to be used, and other related matters.
2. Submit the online activity concept to the Division Chief for comments and approval. Division chief will then endorse the final online activity concept to the Director's Office for final approval.
3. Upon approval from the director, the Section Head/focal person of the online activity will coordinate the coverage of the online activity concept to the partner institution/s and or partner NLP Division/s. It includes the online activity timeline, roles/responsibilities, program, target resource speakers, and other related matters.
4. Prepare a checklist of activities with tasking to ensure a smooth flow in the preparatory period. The activity checklist must consists of: preparation and posting of the promotional materials, links of online registration, attendance, and evaluation forms, certificates, invitations to participants, presenter's background, script, storyboard if recorded, and other expected deliverables needed.
5. Prepare and send invitation letters to invited guests.
6. Upon receipt of the signed/conformed invitation letters from the invited guests, prepare and post guests' posters and online activity promotional materials to social media and other platforms. Create a





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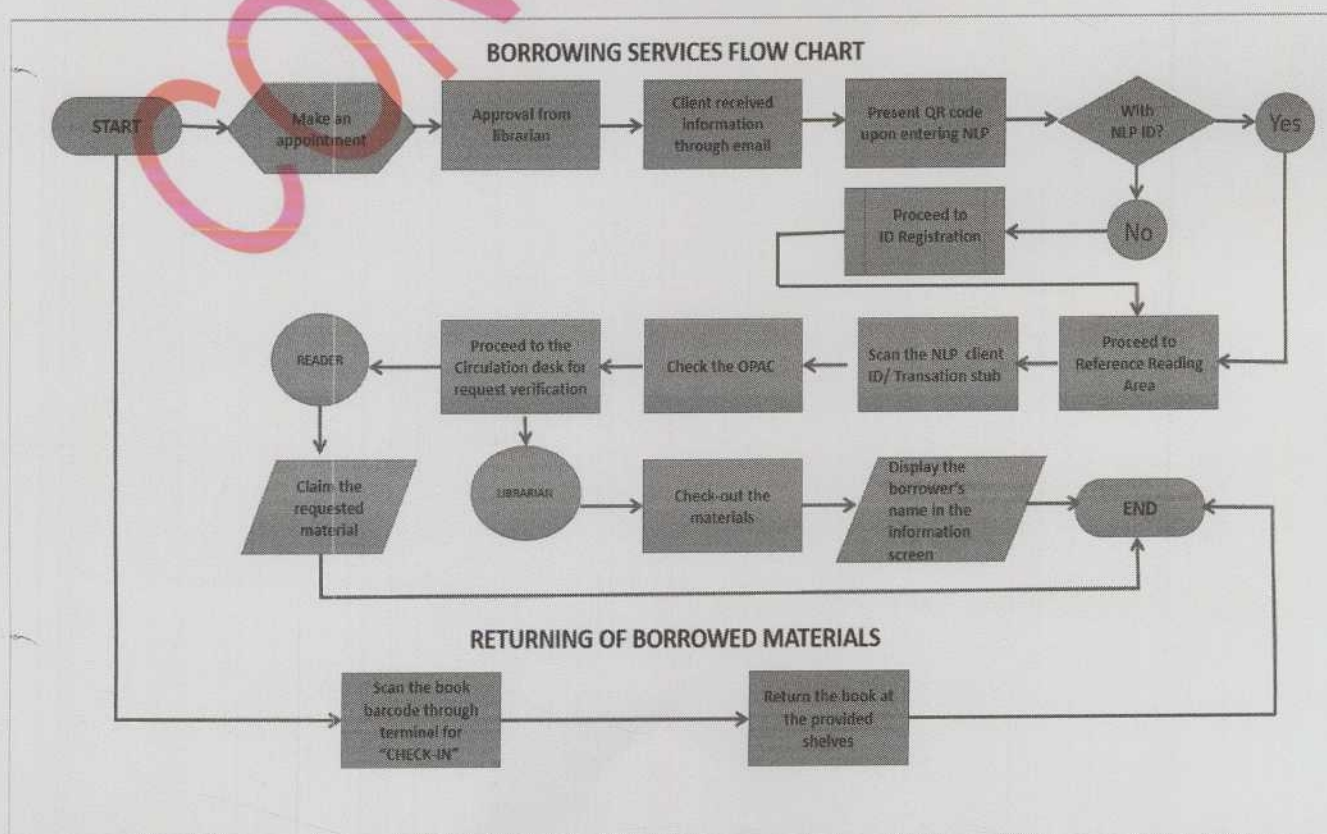
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chat group with the involved people/group for the regular coordination until the online activity ends.

7. If the online activity has to apply for CPD Credit units, request for the submission of guests' presentation materials, bio-notes, copy of PRC license, a program of activities, and accomplished CPD Forms, and other related documents for uploading and submission online to Continuing Professional Development Accreditation System (CPDAS) portal.
8. Conduct orientation and run-through of the program to the platform with the speakers/moderators and invited guests.
9. Online activity implementation.
10. Gather and process the results of the online evaluation.
11. Sending of the digital certificates to participants, including the members of the working committees and partners.
12. Prepare and send thank you letters to the guests with their digital Certificate of Appreciation.
- Finalization of the Souvenir Program, if needed.
14. Preparation of terminal and or summary of the evaluation reports, if needed.
15. Conduct a post online activity meeting or assessment with the organizing committee members.

### VII.B. FLOW CHART/PROCESS FLOW

#### 1. Borrowing Services Flowchart





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### Borrowing Services Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
General public	Requests from general public	<ol style="list-style-type: none"> <li>Appointment through this link</li> <li>Approval from librarian</li> <li>Client received confirmation through email</li> <li>Present "QR code and reservation seat number" upon entering NLP</li> <li>For clients with NLP ID               <ol style="list-style-type: none"> <li>If Yes, proceed to the Reading Area (3rd Floor)                   <ol style="list-style-type: none"> <li>Scan the NLP client ID/transaction stub in the reader's registry</li> <li>Check the online public access catalog to search for materials to be requested then place reservation</li> <li>Proceed to the circulation desk for verification of the request and wait for the requested material to be retrieved</li> <li>Librarian will Check-out material in the KOHA system the retrieved requested material</li> <li>Displays the name of the client in the information screen (LCD)</li> <li>Client will claim the material</li> </ol> </li> <li>If No, proceed to ID registration (Ground Floor)</li> </ol> </li> </ol>	Clients served	General public	Statistical report  Feedback





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**5.2.1** Get a stub from IT  
Division Front Desk

**5.2.2** Fill up the online  
registration form

**5.2.3** Proceed to picture  
taking booth


**5.2.3a** Get a small  
white board that is provided  
and affix your signature

**5.2.3b** Fall in line for  
picture taking

6. To return material, the client  
will self check-in the  
material in the circulation  
area using KOHA system

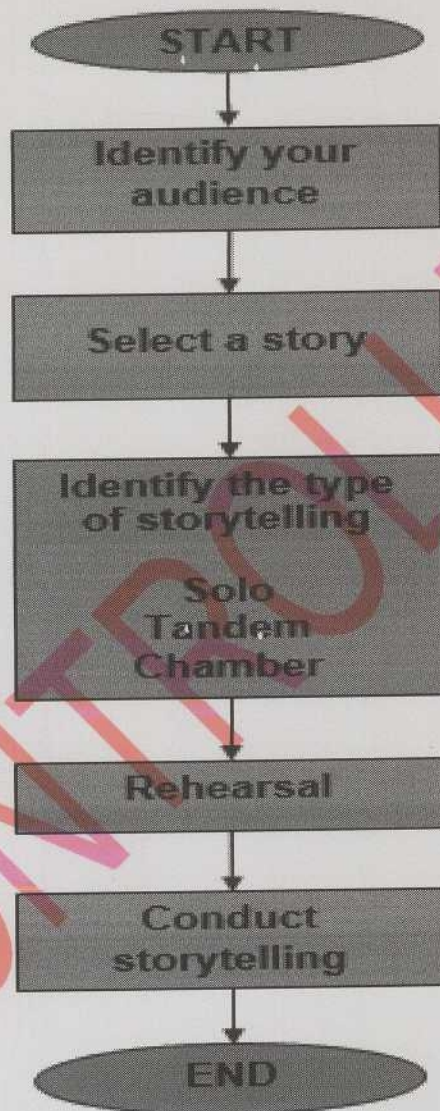
**6.1** Scan the book barcode  
through the provided  
terminal for "check-in"

**6.2** Return the book at the  
provided shelves for "used  
collections"

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## 2. Children's Services Flowchart

### 2.1 Storytelling/Read aloud



## 2.2. Puppetry

### 2.2.1 Puppetry (Recording)

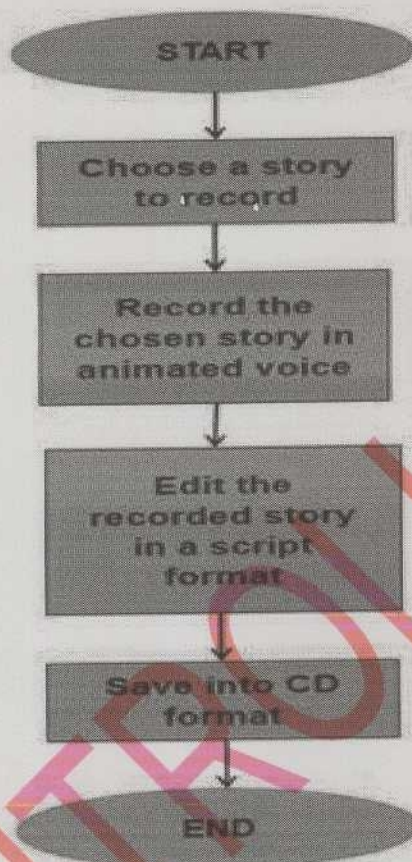




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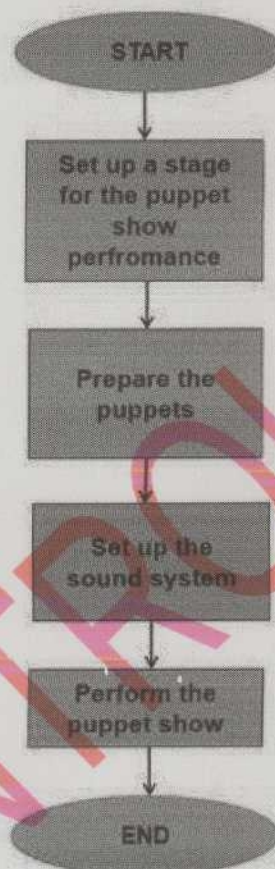
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**2.2.2 Performance**





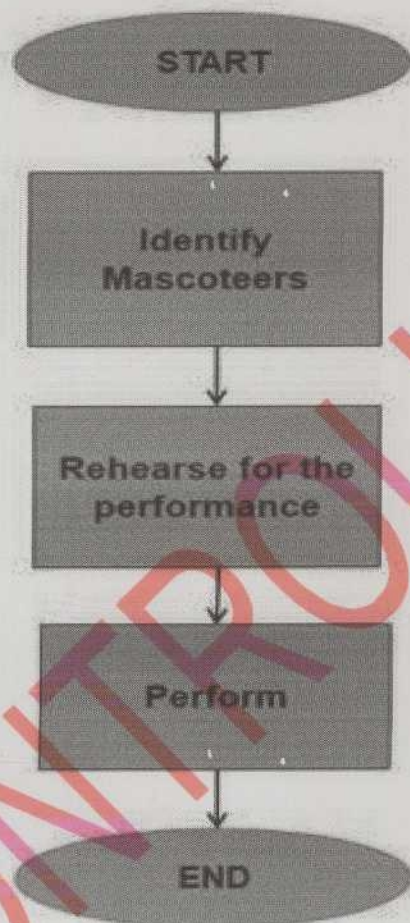



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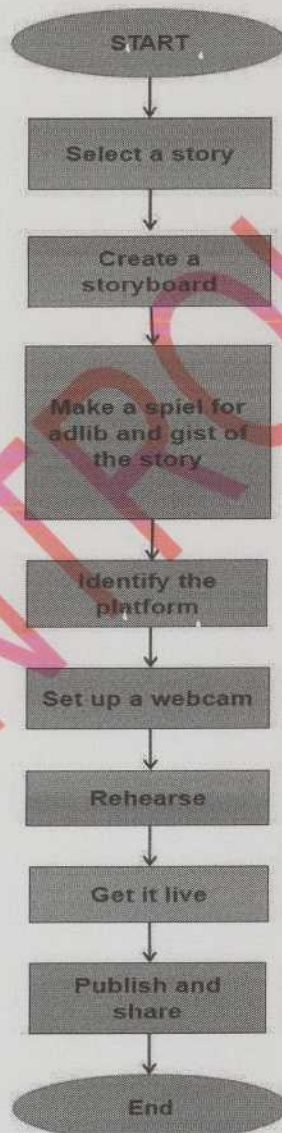
**2.3 Mascot appearances**



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## 2.4 Online Activities

### 2.4.1 Live Storytelling



### 2.4.2 Recorded Storytelling





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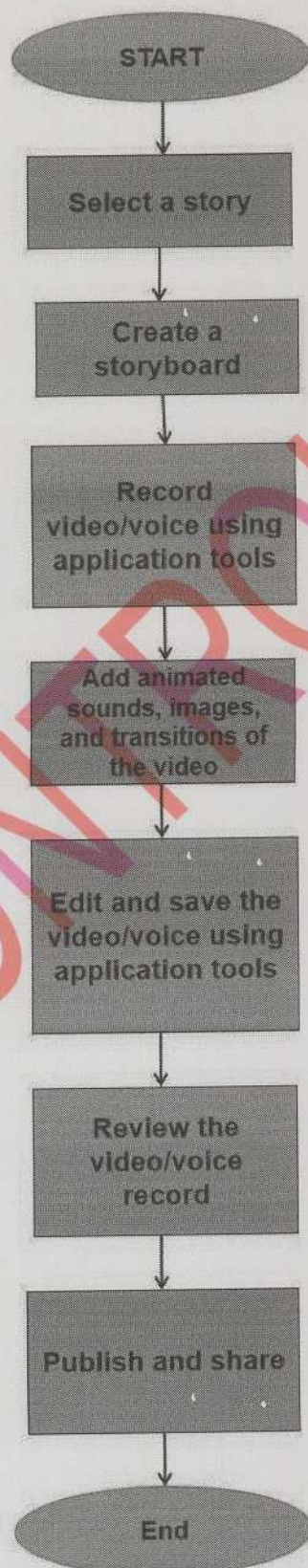
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### 2.4.2 Recorded Arts and Crafts



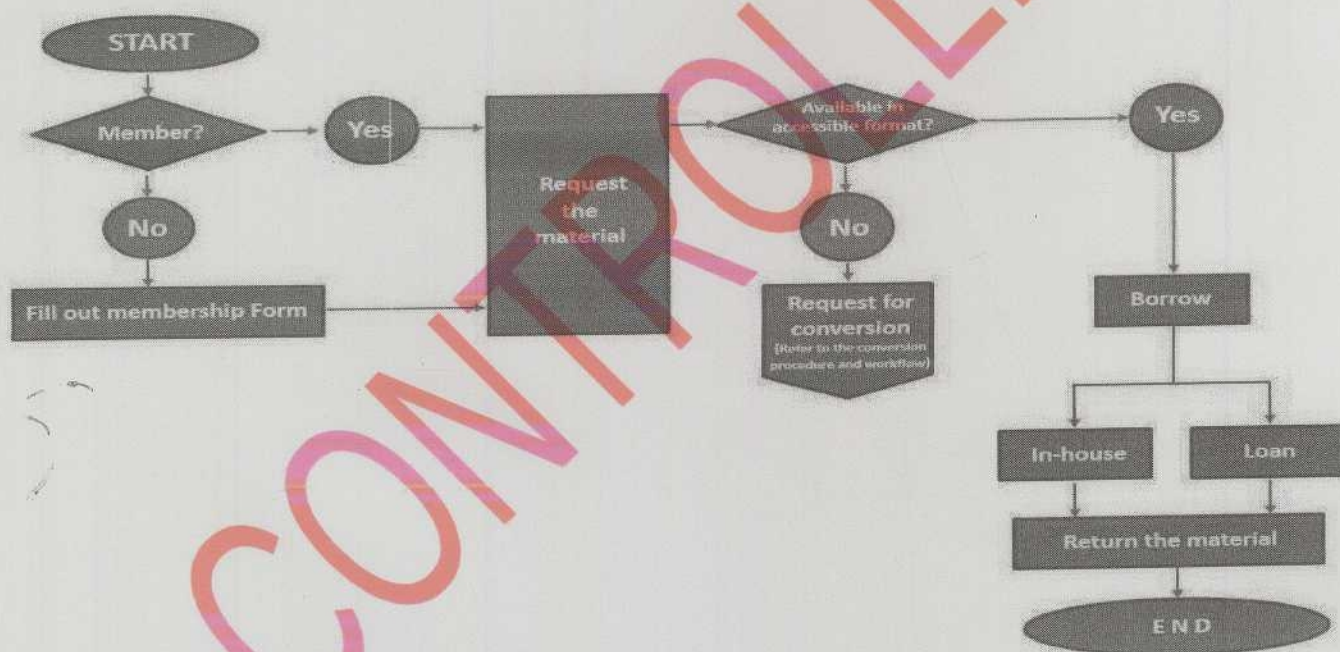


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### Children's Services Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROL
Children Storytellers Puppeteers Mascoteers	Stories Request/s	Storytelling Puppet show Mascot appearances	Client served	General public	Feedback form Assessment

### 3. Circulation of Alternative Materials Flowchart



### Circulation of Alternative Materials Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Persons with print disabilities	Client's request	Fill out a membership form if not yet a	Client served	General public	Log book Monthly report

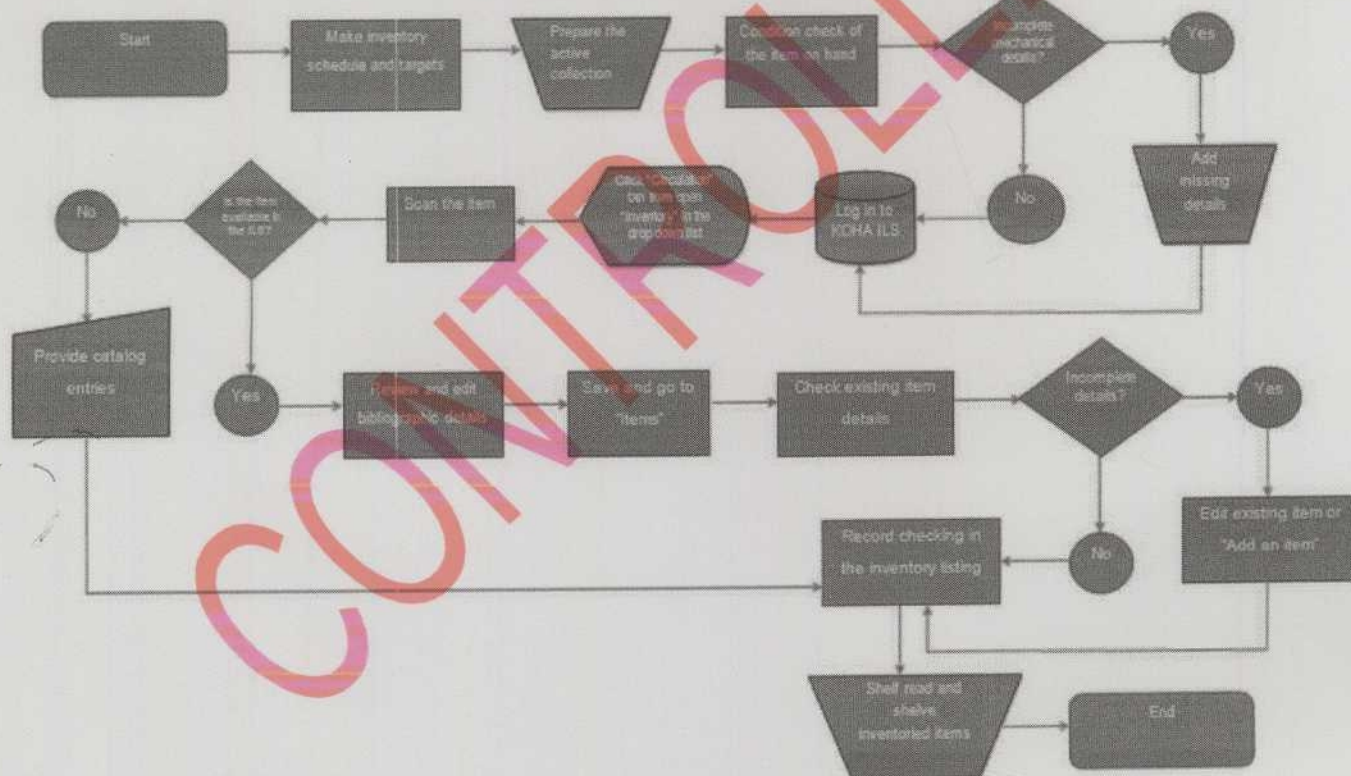


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Persons with low vision	member Request the material Request for conversion if material requested is not in an accessible format Borrow for in-house use or loan	Persons with print disabilities
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**4. Inventory Flowchart**  
**Inventory Process Flow**

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS





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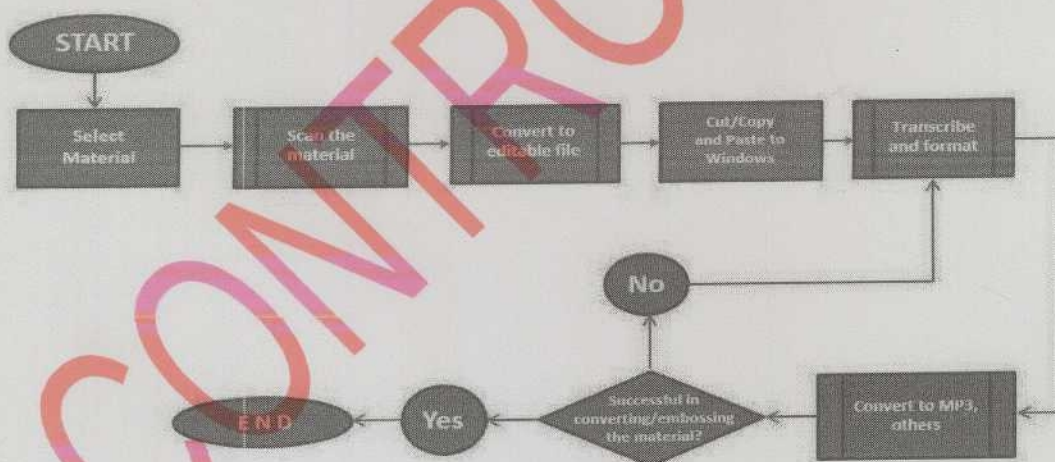
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Library System Materials	Collection Management	<ol style="list-style-type: none"> <li>1. Prepare the materials</li> <li>2. Click the "Circulation" tab and open the "Inventory" in the dropdown list</li> <li>3. Scan the item</li> <li>4. Provide catalog entries or review and edit bibliographic details if catalog entries are already available.</li> <li>5. Save and "Add an item" or check existing item details</li> <li>6. Record checking in the Inventory Listing</li> <li>7. Shelf read inventoried materials</li> </ol>	Inventory Listing	Client Property Section	Monthly Report  Generated Inventory Listing
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### 5. Reproduction of Alternative Materials Flowchart



### Reproduction of Alternative Materials Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Hardware and software	Collection development program	Install necessary software for conversion	Audiobook (DAISY and MP3)	Persons with print disabilities	Monthly report
Library Material	Client's	Select material Scan/encode	Braille book	Persons with	



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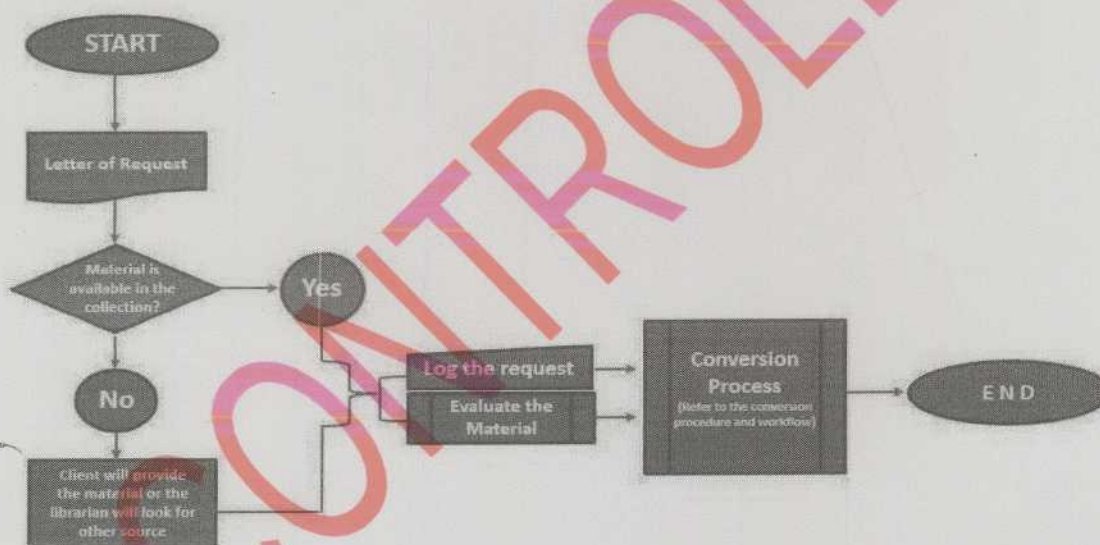
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(printed) for conversion	request	Convert to editable file Copy and paste to Microsoft office Transcribe and format Convert/ emboss to audiobook/ braille book		low vision	
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**6. Reproduction of Alternative Materials [by request] Flowchart**



**Reproduction of Alternative Materials [by request] Process Flow**

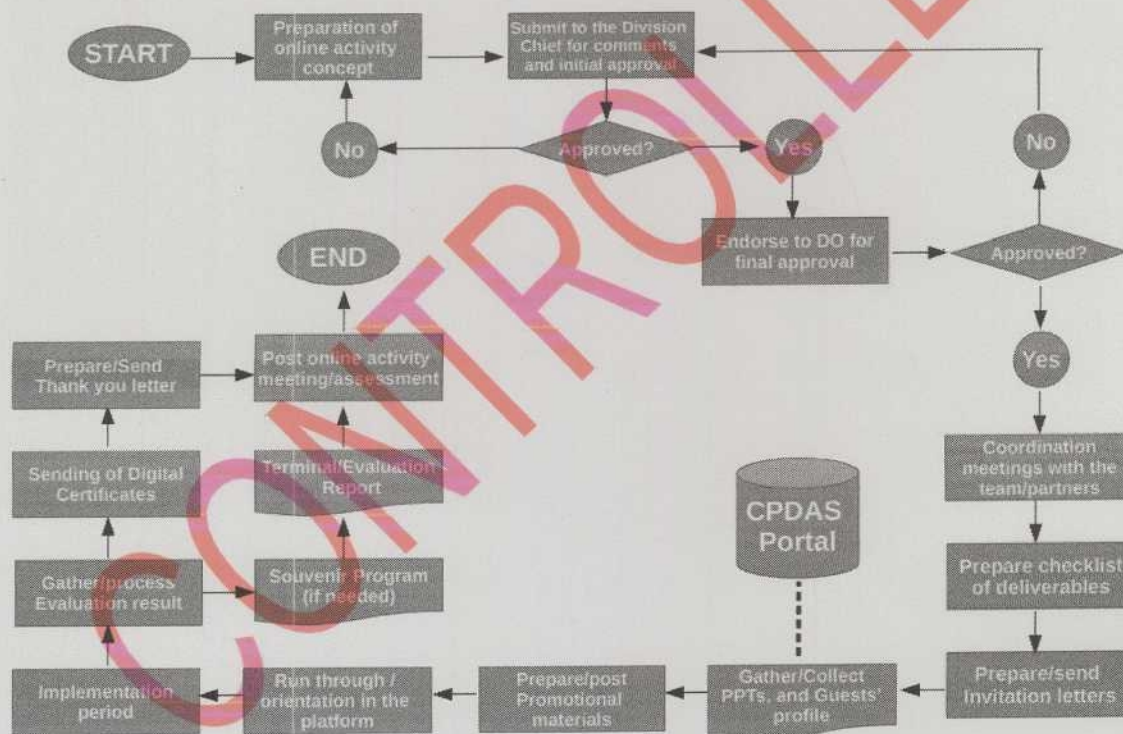
SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Persons with print disabilities	Client's request	Letter of request Utilize the material from the collection, or the client will provide	Client served  Audiobook and/or	Persons with print disabilities  Persons with	Log book  Monthly report



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low vision		the material Log the request Evaluate the material to know how long it would take to finish the conversion Conversion process	braille material	low vision	
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### 7. Conduct of Online Activities Flowchart



### Conduct of Online Activities Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Online activity	Reference services,	Library orientation	Information awareness	General public	Feedback form

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concept Program of activities	collections, and programs	Webinar	on reference services  Library promotion		Assessment
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## VIII. DIVISION CONTACT DETAILS

Email: [reference@nlp.gov.ph](mailto:reference@nlp.gov.ph)

Contact Nos: (Direct Line) 310-50-35

Loc. 207 – Division Chief

208 – Foreign Serials Section

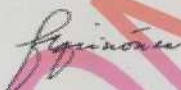
209 – Children's Section

210 – Asia and Oceania/General Book Sections

215 – Library for the Blind Section

## IX. APPROVAL PAGE

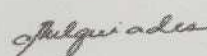
Prepared by:



**FLORDELIZA T. QUIÑONES**

Librarian IV

Assistant Chief, Reference Division



**CHERRY V. MELQUIADES**

Librarian II

Foreign General Book Section



**MARITES T. ARSENIO**

Librarian III

Foreign Serials and UN Publication Section



**MELANIE A. RAMIREZ**

Librarian III

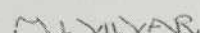
Children's Section



**CHONA S. GALO**

Librarian III

Asia and Oceania Section



**MARIA LEA I. VILVAR**

Librarian III

Library for The Blind Section



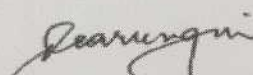



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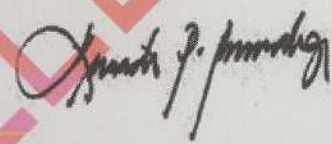
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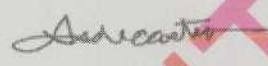
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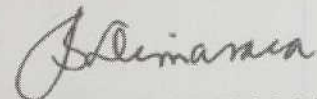
Reviewed by:


  
**DOLORES D. CARUNGUI**  
Librarian V  
Chief, Reference Division

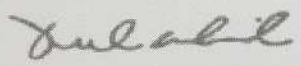
  
**FE B. BASAGRE**  
Chief, Administrative Officer  
Chief, Finance and Administrative Division

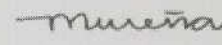
  
**LEONARDO P. BERNABE, JR**  
Information Technology Officer II  
OIC, Information and Technology Division

  
**ARLENE S. DE CASTRO**  
Librarian V  
Chief, Catalog Division

  
**JENNIFER B. DIMASACA**  
Librarian IV  
OIC, Bibliographic Services Division

  
**SUSAN S. FETALCO**  
Librarian V  
Chief, Filipiniana Division

  
**MELODY M. MADRID**  
Librarian IV  
OIC, Collection Development Division

  
**MARICEL M. UREÑA**  
Librarian IV  
OIC, Research and Publications Division



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Approved by:

**EDGARDO B. QUIROS**  
Director III

**CESAR GILBERT Q. ADRIANO**  
Director IV

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