NATIONAL LIBRARY OF THE PHILIPPINES
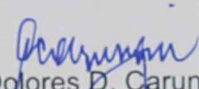
PROCEDURAL MANUAL
Reference Division

REFERENCE DIVISION
PROCEDURAL MANUAL

Check the Master Document Register. Verify that this is the current version before use. | Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 3 of 60

III. DESCRIPTION

The division is responsible for providing access to foreign print and non-print library materials, children and young adults, locally and internationally published books and serials, braille, large print, audiobooks, and offsite access to e-resources. Services are for the general public, including children, young adults, and persons with print disabilities.

A. Functions

1. Provides readers' advisory and research services;

2. Conducts reading promotions for children and young adults;

3. Transcribes print publications into braille or audiobooks as requested by persons with print disabilities or authorized entities/institutes for research/reference purposes;

4. Collaborates/participates/develops related programs in relation to the promotion of Asia and Oceania and United Nations collections aligned with bilateral agreements and/or exchange programs.

5. Participates in the selection and/or recommends information resources for acquisition.

B. Sections

There are five (5) sections responsible in delivering the functions stated above. These are the following:

B.1 Asia and Oceania Section (AOS)

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 as well as initiates programs relative to the promotion of these resources.

B.2 Children's Section (CS)

Responsible for offering services and activities aimed at nurturing children's interest in books and reading. These services encompass storytelling, read-aloud sessions, puppet shows, arts and crafts, educational tours, and outreach programs.

B.3 General Book Section (GBS)

This section maintains and organizes book collections from generalities to history, and provides research and readers' advisory services.

B.4 Foreign Serials and United Nations Publication Section (FS-UNPS)

This section is the custodian of United Nations (UN) publications, as NLP is one of the UN publications repositories in the Philippines. It also maintains and organizes printed foreign serials and is the administrator of NLP's subscribed and procured e-resources.

B.5 Library for the Blind Section (LBS)

Provides access to braille, large print, and audiobooks and transcribes print publications into alternative formats for persons with print disabilities and/or related organizations/institutions for research/reference purposes.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 7 of 60

IV. ORGANIZATIONAL CHART

```
                            LIBRARIAN V
    ┌───────────────┬───────────────┬───────────────┬───────────────┐
 GENERAL BOOKS   ASIA AND OCEANIA   LIBRARY FOR THE   FOREIGN SERIALS   CHILDREN'S
 AND REFERENCES     SECTION         BLIND SECTION      AND UN           SECTION
   SECTION                                            PUBLICATIONS
                                                        SECTION
      │               │                 │                 │               │
 LIBRARIAN III    LIBRARIAN III     LIBRARIAN III     LIBRARIAN III    LIBRARIAN III
      │               │                 │                 │               │
 LIBRARIAN II     LIBRARIAN II      LIBRARIAN II      LIBRARIAN II     LIBRARIAN II
      │               │                 │                 │               │
 ADMINISTRATIVE   LIBRARIAN I       LIBRARIAN I       ADMINISTRATIVE   LIBRARIAN I
   AIDE III                                             AIDE III
                                                                           │
                                                                      ADMINISTRATIVE
                                                                        AIDE III
```

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;

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 8 of 60

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.

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;

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 9 of 60

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.

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 produced voice recordings of the text of a book intended for persons with print disabilities. It can be in exact word-for-word versions of books or abridged versions. Through Digital Accessible Information System (DAISY) software, print materials are produced into an

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 10 of 60

audiobook which can be played via electronic devices that support streaming audio such as handling phones, tablets, and computers.

A.2 Braille

Braille materials are transcribed text publications for persons with print disabilities.

A.3 Promotional videos

Videos produced for promotion of available information resources, programs and services.

A.4 Puppetry Recording

Recorded audio stories intended for puppet shows.

A.5 Storytelling Recording

This is a digitally recorded video clip of storytelling uploaded to NLP's social media pages within the target days/date.

B. Services

B.1 Circulation Services

This is the main service in the reading area.

B.2. Provision of Access to e-Resources

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 11 of 60

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

B.3 Children's Services

These services comprise storytelling, read-aloud sessions, puppet shows, and arts and crafts.

B.3.1 Face to Face Activities

B.3.1a Storytelling

Storytelling is an activity that involves the oral presentation of stories, typically aimed at children and young adults. It can be performed individually, in pairs, or within a group setting.

B.3.1b Read Aloud

Reading texts aloud to children conducted occasionally and as requested.

B.3.1c Puppet Show

A puppet show is another storytelling medium that employs puppetry to engage with children and young adults.

B.3.2 Online Activities

B.3.2a Live Storytelling

Live streaming via Facebook, Stream Yard and YouTube Channels of storytelling activities.

B.3.2b Recorded Storytelling

This is a digitally recorded video clip of storytelling uploaded to NLP's social media pages within the target days/date.

B.3.2c Live Read Aloud

Read aloud is conducted one-on-one or by group. This activity improves the readers' information processings, vocabulary, and comprehension.

B.3.2d Recorded Read Aloud

This is a video recording of read aloud sessions conducted one-on-one or by group.

B.3.2e Live Puppet Show

A performance staged with puppets with the dialogue or music provided by a puppeteer.

B.3.2f Recorded Puppet Show

This is a recording of produced puppet shows.

B.3.2g Live Arts and Crafts activities

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

B.3.2h Recorded Arts and Crafts

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

B.4 Circulation of Alternative Materials

This service refers to the loaning out of braille and large print collections, exclusively to persons with print disabilities.

B.5 Reproduction of Alternative Materials

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

B.6 Online Reference Service

A digitally initiated reference service that provides the virtual clients real-time responses on essential information and answering commonly asked questions from a chatbot named Online Library Assistant (OLA) and receives immediate assistance from a human librarian (LIVErarian).

B.7. Access to Online Databases

The NLP eResources Portal (ePortal) serves as a virtual shelf of various online databases of NLP. Its availability on the NLP website provides remote access to onsite and offsite clients.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 14 of 60

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 government declaration.

    1.1a. Library use can be by appointment, clients with online appointment confirmation will be allowed to use the reading rooms.

    1.1b. Walk-in clients 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.

    1.2. On a regular basis, the library is open to walk-in clients during library hours.

    1.3. Clients are required to bring at least one (1) valid ID to be presented to the Guard in the Main Entrance and to the registration located in the InfoBar.

    1.4. Transaction Stub or NLP client ID 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. Transaction Stub or NLP client ID is required in availing the automated circulation being implemented in the Reading area.

    1.6. Personal belongings can be brought inside the reading areas.

    1.7. Food and drinks are not allowed inside the reading rooms.

    1.9. All collections are for "room use" only except for the LBS collections.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 15 of 60

1.10. Anyone caught damaging and or stealing library materials and facilities shall be penalized according to the provisions of the Republic Act (RA) 2293.

1.11. Check-out of library materials. Reserved library materials are to be checked-out before giving to the requesting client.

1.12. Check-in of borrowed library materials. The client must scan the library materials' barcode for return. After checking in, the client will place the material in the designated area of used or returned books for segregation and disinfection.

2. Borrowing Services

2.1. Reservation or on-holding of library materials is done in the OPAC.

2.2. Present the transaction stub or NLP client ID to the librarian-in- charge to verify if the reservation of the library materials is successful and to be replaced by a pager.

2.3. Wait for the reserved library materials to be retrieved. Clients will be notified of the materials' availability when their pagers vibrate or when their names flash on the monitor.

2.4. Service is on a first-come, first-serve basis.

2.5. Clients can borrow a maximum of three (3) books simultaneously or at the same time.

2.6. Clients must return the borrowed materials before leaving the Reading Room.

3. Children's Services

3.1. Due to space limitations, only children are permitted to enter the reading area.

3.2. The hosting of storytelling, puppet show sessions, and mascot appearances can be arranged within the NLP premises, subject to the size of the audience.

3.3. To conduct storytelling, puppet show sessions, or mascot appearances outside the NLP premises, a request must be submitted and approved by the Head of the agency and/or 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 three (3) 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 and sent to the LBS official email address:nlplbs@nlp.gov.ph cc reference@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 informs 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 Audio Books formats via courier is also allowed with the delivery cost borne by the client.

5.2 Audiobook

1. Request letter/s shall be sent to the LBS official email address: nlplbs@nlp.gov.ph or through snail mail to be sent at:

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 18 of 60

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?

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

3. If the preferred date for completion is not possible, the librarian instead informs the client when accomplished. it can be finished.

4. The client may email the material that he/she wants to be reproduced.

5. 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.

6. Online Library Assistant (OLA)

6.1. OLA is an online reference service available in real-time from Monday to Friday, 8:00 a.m. - 5:00 p.m., except holidays, special non-working days, and work suspensions.

6.2. Inquiries received on or before 8:00 a.m. will be attended by 8:00 a.m. Meanwhile, inquiries received after 5:00 p.m. and during weekends, holidays, special non-working days, and work suspensions will be dealt with by 8:00 a.m. on the following working day.

6.3. Rule-based and straightforward basic information on the different products and services of NLP is being attended by the customer service chatbot.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 19 of 60

6.4. Beyond and other information not included in the frequently asked questions are being attended to by the real librarian or a LIVErarian.

6.5. Virtual clients shall provide their demographic information before accessing the OLA service. The virtual client's information includes name, contact information, sector, age, sex, affiliation, and region. Data privacy approval (privacy statement or disclaimer) covers all virtual client information.

6.6. Online chat agents will assist clients on a first-come, first-served basis to the extent possible without infringing on the service needs of other clients.

6.7. The chatbot or LIVErarian will send an online feedback form to the virtual client at the end of the transaction.

7. NLP eResources Portal (ePortal)

7.1. ePortal is a virtual shelf of the online databases procured and subscribed by NLP for onsite and remote information seekers.

7.2. Access to ePortal is 24/7 through the NLP website (https://web.nlp.gov.ph/) under the Resources navigation bar.

7.3. Information seekers who wish to avail of this service shall create an account to become an NLP-authorized user.

7.4. NLP-authorized users can download, email, and read online the full text of ebooks, ejournals, and other available resources in every online database as long as they are in the NLP's account, following the terms of agreements with the publishers and providers.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 20 of 60

7.5. Only individual accounts are allowed to be an NLP-authorized user. Institutional and foreign users are not permitted to access the online databases in the ePortal.

VII. PROCESSES AND PROCEDURES

A. Step by Step Instructions

A.1. Circulation Services

1. During special conditions, library users should secure an online appointment before going to NLP.

2. Assigned staff will send confirmation information to the registered email of the requesting individual.

3. Clients will present the confirmation email or QR Code with a valid ID to the Guard on duty at the main entrance.

4. Clients who still need to present their confirmed online appointment will be asked to book an appointment on the day of their visit if still unreserved seats are available. However, if the seats are fully occupied, clients without confirmed booking appointments will be considered on the waiting list and be accommodated upon the availability of seats.

5. Meanwhile, on a regular set-up in the library, clients will present valid ID to the Guard at the main entrance.

6. Clients will proceed to the registration in the Info bar and get an NLP Transaction stub for free or have the option to apply for an NLP client ID with a fee.

7. Upon entering the Reading Room, clients shall log/scan their NLP IDs/stubs at the entrance of the Reading Room. Those clients without NLP IDs/stubs will be asked to proceed to the ITD to secure NLP Client IDs/stubs.

8. When searching and reserving library materials, library users must consult the OPAC by logging in their registered username (barcode in the NLP Client ID/Stub) and password.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 21 of 60

A.2. Provision of Access on eResources

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

1. Clients can proceed to the terminals located at the Internet Kiosks in the Reading area that are available for use by the walk-in clients for free.

2. Clients who prefer to use their gadgets must secure an NLP Wi-Fi voucher provided upon registration in the Infobar and Reading area. The QR Code of the NLP eResources Portal is also visible anywhere in the Reading Room.

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

1. The various online databases of NLP are available at the NLP eResources Portal (ePortal).

2. To access the ePortal, go to the NLP website (https://web.nlp.gov.ph/), and in the Resources navigation bar, select the NLP eResources Portal.

3. Any first-time user must create an account by providing name and contact details, age, sex, sector, affiliation, username, and active email.

4. There will be two (2) emails to receive. The first email confirms the receipt of the request for the created account, and the second email confirms the approval of the request with the link to create a password.

5. If the remote user has an ePortal account already, log in to the ePortal by providing the user name and the password created.

6. In accessing online databases in the ePortal, click the selected online database and enter the registered email address and the password created for logging in to the ePortal.

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.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 22 of 60

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.

6. Set up a webcam.

7. Get it live!

8. Publish and share.

A.3.6. 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.3.7. 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. Reproduction of Alternative Materials

A.5.1. Production of Braille

1. Scan the print material using ABBY FineReader scanning software.
2. Translate the scanned files to an editable format.
3. Save the file to MS Word.

4. Proofread, check the spelling, and save the file.

5. 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.5.2. Production of Audiobook

1. Scan the pages of the material or encode the texts.

2. Convert scanned materials to editable files (if not encoded) by using any of the software: ABBY Fine Reader Software

3. Open book or any application software with Optical Character Recognition (OCR).

4. Paste the editable file to Microsoft Office.

5. Open the accessibility tab and click import DAISY Styles.

6. The DAISY Styles will now be imported to the style in the MS Word lists. Apply Styles (Ctrl + Shift +S).

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:

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 25 of 60

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

14. 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.5.2.1 To save formatted text format to DAISY

1. Click Accessibility
2. Save as DAISY (from Single Docx)
3. Save Full DAISY (from Single Docx)
4. Save DaisyPipelineTTSNarrator

A.5.2.2 For output directory

1. Browse
2. Save each DAISY book /DAISY file set in a new folder.
   (Note: Creating a DAISY folder and save all the DAISY books
   it is recommended.)
3. Enter title of the book
4. Enter the creator and the intellectual contents
5. Enter publisher and the organization which will publish the
   DAISY version
6. Click UID you can leave as a default
7. Select translate

A.6. Conduct of Promotional, Educational, and Cultural Activities

1. Prepare a detailed 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 activity concept to the Division Chief for comments and approval. *(Only then will the head of the agency approve, if necessary.)*
3. Once approved, the Section Head/focal person of the activity will coordinate the coverage of the activity concept to the partner institution/s and or partner NLP Division/s. *(It includes the online*

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 27 of 60

activity timeline, roles/responsibilities, program, target resource speakers, and other related matters.)

4. Prepare 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.

   4.1 In cases of promotion and announcement, the focal person should provide the Research and Publications Division (RPD) with posters and promotional materials to be posted on the NLP social media pages.

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 promotional materials to social media and other platforms.

7. Activity implementation.

   7.1 For online implementation of eResources, upload the instructional materials; for children's online activity upload pre-recorded video/ conduct online storytelling, puppet show, and arts and crafts activity via online video conferencing platform/ NLP social media platform. ; via online video conferencing platform/ NLP social media platform.

   7.2 For onsite implementation of eResources and the orientation shall be conducted at the reading area, internet kiosk.

   7.2.1 Provide certificate of appearance if requested.

   7.2.2 Gather and process the results of the evaluation.

8. Preparation of terminal and or summary of the evaluation reports, if needed.

9. Conduct a post activity meeting or assessment.

A.7. Online Reference Service (OLA)

1. The remote client starts the conversation via a chat icon in the NLP website/FB Messenger/Instagram.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 28 of 60

2. If the remote client is on the NLP website, the remote client enters contact information.

3. Remote clients select the type of information or services needed from the options provided in the chat interface.

4. The OLA chatbot provides auto-reply if the required information or assistance is within the NLP Services FAQs.

4.a. If the remote client is satisfied with the information in the auto-reply, the remote client clicks *"Yes"* and is provided the customer feedback link, then the transaction ENDS.

4.b If the query is not solved, the remote client clicks *"Go Back,"* select other FAQs, or *"Request to talk with a LIVErarian"* to be assisted by an OLA chat agent.

5. Once redirected, the OLA chat agent clarifies the query of the remote client.

6. If the question is answered, the OLA chat agent will send a customer feedback link to the remote client.

7. If the transaction with the remote client is completely done, the OLA chat agent will mark the conversation as solved.

A.8 Inventory Process

A.8.1 Inventory procedure

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 (http://10.10.10.89:8080/index.html).

6. Click the "Tools" tab, then select the "Inventory" from the Catalog server.

7. Generate Shelf list of the library collection or scan the item.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 29 of 60

8. From the Generated Shelf list, search from barcode and click the title of the material to be inventoried.

9. For the item scanned, is the item available in the system?

   Yes: review and edit bibliographic details.

   No: provide catalog entries

10. Review and edit bibliographic details.

11. Save the bibliographic record and then go to the "Items" tab.

12. Check "existing item" information.

13. 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.

14. Once done the editing, tick the box at the left side of the item information and click the Save button.

A.8.2 Inventory Report of Library Materials Submission Process

1. Generate inventory listing from http://10.10.10.89:8080/.

2. For Utilization and Relegated library materials, transfer the list in the Report on the Physical Count of Property, Plant and Equipment (PPE) form.

3. For Disposal library materials, transfer the list in the Inventory and Inspection Report of Unserviceable Property form.

4. Reproduce three (3) copies of each report and request for binding.

5. Once the reports are bound, circulate the bound reports to the concerned officials to secure their signatures.

6. Transmit and submit the three (3) copies to the Property Section of Finance and Administrative Division.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 30 of 60

VIII. FLOW CHART / PROCESS FLOW

1. Circulation Services Flowchart

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 31 of 60

Circulation Services Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
General public	Requests from general public	1. Appointment through this **link** 2. Approval from librarian 3. Client received confirmation through email 4. Present "QR code and reservation seat number" upon entering NLP 5. For walk in clients, present one (1) valid ID in the main entry 5. For clients with NLP Client ID/ Transaction stub 5.1. If yes, proceed to the Reading Area (2nd Floor) 5.1.1. Scan the NLP client	Clients served	General public	Statistical Report Feedback

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 32 of 60

		ID/transaction stub in the reader's registry terminal 5.1.2. Check the online public access catalog (OPAC) to search for materials to be requested then place reservation 5.1.3. Proceed to the circulation desk for verification of the request and surrender the NLP client ID/ Transaction stub to be replaced by a pager. 5.1.4. The retriever is notified of the reserved materials in the retrieval			

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 33 of 60

		system terminal and will bring the materials to the Circulation Librarian. 5.1.5. Circulation Librarian will Check-out the retrieved material in the KOHA system 5.1.6. The Circulation Librarian notifies the client by entering the designated number of the pager in its terminal. 5.1.7. Client will claim the material and the NLP client ID/ Transaction Stub 6. To return material, the client will			

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 34 of 60

		self-check-in the material in the circulation desk 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"			

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 35 of 60

2. Children's Services Flowchart

2.1 Storytelling/Read aloud

```
            START

              │
              ▼
    ┌──────────────────────┐
    │  Identify your       │
    │  audience            │
    └──────────────────────┘
              │
              ▼
    ┌──────────────────────┐
    │    Select a story    │
    └──────────────────────┘
              │
              ▼
    ┌──────────────────────┐
    │ Identify the type of │
    │    storytelling      │
    │                      │
    │ Solo/Tandem/Chamber  │
    └──────────────────────┘
              │
              ▼
    ┌──────────────────────┐
    │     Rehearsal        │
    └──────────────────────┘
              │
              ▼
    ┌──────────────────────┐
    │ Conduct Storytelling │
    └──────────────────────┘
              │
              ▼
             END
```

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 36 of 60

2.2. Puppetry

2.2.1. Puppetry (Recording)

```
         START
           │
           ▼
  Choose a story to record
           │
           ▼
  Record the chosen story in
      animated voice
           │
           ▼
  Edit the recorded story in
      a script format
           │
           ▼
   Save into CD Format
           │
           ▼
          END
```

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 37 of 60

2.2.2. Puppetry (Performance)

```
            ┌─────────────┐
            │    START    │
            └──────┬──────┘
                   │
                   ▼
     ┌─────────────────────────────┐
     │ Set up a stage for a puppet │
     │     show performance        │
     └──────────────┬──────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
     │     Prepare the puppets      │
     └──────────────┬──────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
     │    Set up the sound system   │
     └──────────────┬──────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
     │   Perform the puppet show    │
     └──────────────┬──────────────┘
                    │
                    ▼
            ┌─────────────┐
            │     END     │
            └─────────────┘
```

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 38 of 60

2.3 Mascot appearances

```
        ┌─────────────┐
        │    START     │
        └──────┬──────┘
               │
               ▼
   ┌───────────────────────┐
   │   Identify Mascoteers   │
   └───────────┬───────────┘
               │
               ▼
   ┌───────────────────────┐
   │ Rehearse for the performance │
   └───────────┬───────────┘
               │
               ▼
   ┌───────────────────────┐
   │        Perform          │
   └───────────┬───────────┘
               │
               ▼
        ┌─────────────┐
        │     END      │
        └─────────────┘
```

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 39 of 60

2.4 Online Activities

2.4.1 Live Storytelling

```
          ┌─────────────┐
          │    START     │
          └──────┬──────┘
                 ↓
       ┌──────────────────┐
       │  Select a story   │
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │Create a storyboard│
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │Make a spiel for adlib│
       │and gist of the story │
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │Identify the platform│
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │  Setup a webcam   │
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │   Get it live     │
       └────────┬─────────┘
                ↓
       ┌──────────────────┐
       │ Publish and share │
       └────────┬─────────┘
                ↓
          ┌─────────────┐
          │     END      │
          └─────────────┘
```

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 40 of 60

2.4.2 Recorded Storytelling

```
         ┌─────────────┐
         │    START    │
         └─────────────┘
                │
         ┌─────────────┐
         │Select a story│
         └─────────────┘
                │
         ┌─────────────┐
         │  Create a   │
         │ storyboard  │
         └─────────────┘
                │
         ┌─────────────┐
         │Record video/voice│
         │using application │
         │     tools    │
         └─────────────┘
                │
         ┌─────────────┐
         │Add animated │
         │sounds, images,│
         │and transitions of│
         │  the video  │
         └─────────────┘
                │
         ┌─────────────┐
         │Edit and save the│
         │video/voice using│
         │application tools│
         └─────────────┘
                │
         ┌─────────────┐
         │ Review the  │
         │video/voice record│
         └─────────────┘
                │
         ┌─────────────┐
         │Publish and Share│
         └─────────────┘
                │
         ┌─────────────┐
         │     END     │
         └─────────────┘
```

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 41 of 60

2.4.3 Recorded Arts and Craft

```
           ( START )
              │
              ▼
    ┌──────────────────┐
    │ Prepare materials │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │ Create a storyboard │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │ Record video/voice │
    │ using application  │
    │      tools         │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │   Add animated     │
    │ sounds, images,    │
    │ and transitions of │
    │    the video       │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │ Edit and save the  │
    │ video/voice using  │
    │ application tools  │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │   Review the       │
    │ video/voice record │
    └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │ Publish and Share  │
    └──────────────────┘
              │
              ▼
            ( END )
```

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 42 of 60

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

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 43 of 60

Circulation of Alternative Materials Process Flow

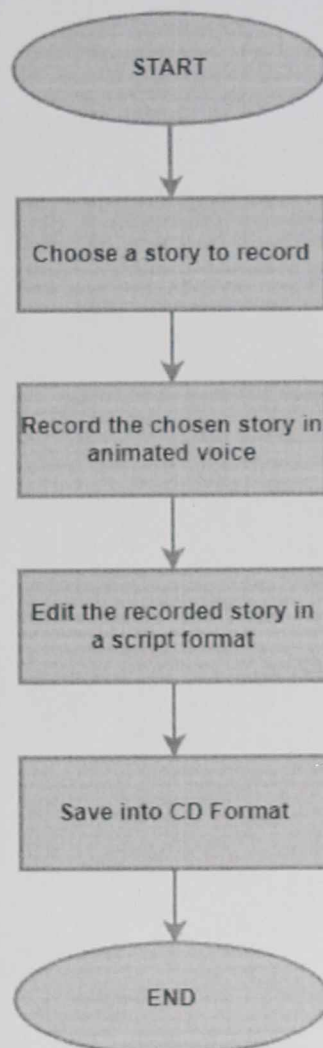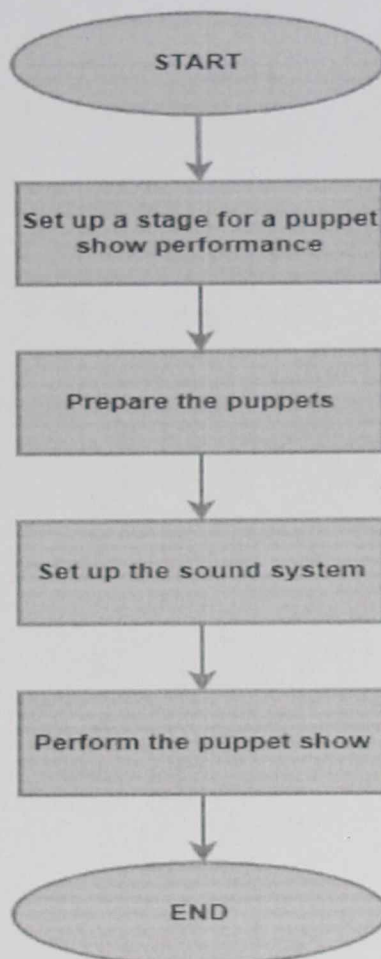| SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Persons with print disabilities Persons with low vision	Client's request	Fill out a membership form if not yet a member Request the material Request for conversion if material requested is not in an accessible format Borrow for in-house use or loan	Client served	General public Persons with print disabilities	Log book Monthly report

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 44 of 60

4. Reproduction of Alternative Materials Flowchart

```
                    ┌──────────┐
                   (   START    )
                    └────┬─────┘
                         │
                         ▼
              ┌──────────────────┐        ┌──────────────────┐
              │  Select material │───────▶│  Transcribe and  │◀───┐
              └────────┬─────────┘        │     Format       │    │
                       │                  └────────┬─────────┘    │
                       ▼                           │              │
              ┌──────────────────┐        ┌────────▼─────────┐    │
              │ Scan the material│        │ Convert to MP3,  │    │
              └────────┬─────────┘        │  other formats   │    │
                       │                  └────────┬─────────┘    │
                       ▼                           │              │
              ┌──────────────────┐                 ▼              │
              │ Convert to       │              ◇ Successful in ◇  │  NO
              │ editable file    │              ◇ converting /  ◇──┘
              └────────┬─────────┘              ◇ embossing     ◇
                       │                        ◇ the format?   ◇
                       ▼                           │ YES
              ┌──────────────────┐                 ▼
              │ Cut/Copy and     │            (   END    )
              │ Paste to Windows │
              └──────────────────┘
```

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 (printed) for conversion	Client's request	Select material Scan/encode Convert to editable file Copy and paste to Microsoft office Transcribe and format Convert/ emboss to audiobook/ braille book	Braille book	Persons with low vision	

5. Reproduction of Alternative Materials [by request] Flowchart

```
        START
          │
          ▼
   Letter of Request
          │
          ▼
   ◇ Material is          YES
     available in  ──────────────► Log the request
     the collection ◄──────────┐         │
          │                    │         ▼
          │ NO                 │   Evaluate the material
          ▼                    │         │
   Client will provide the     │         ▼
   material or will look ───────┘   Conversion Process
   for other source                (Refer to the conversion
                                    procedure and workflow)
                                          │
                                          ▼
                                        END
```

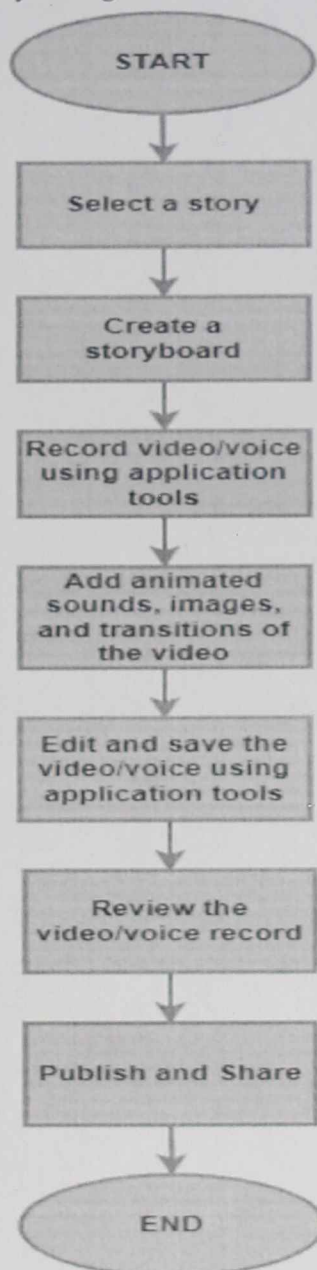| Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 47 of 60

Reproduction of Alternative Materials [by request] Process Flow

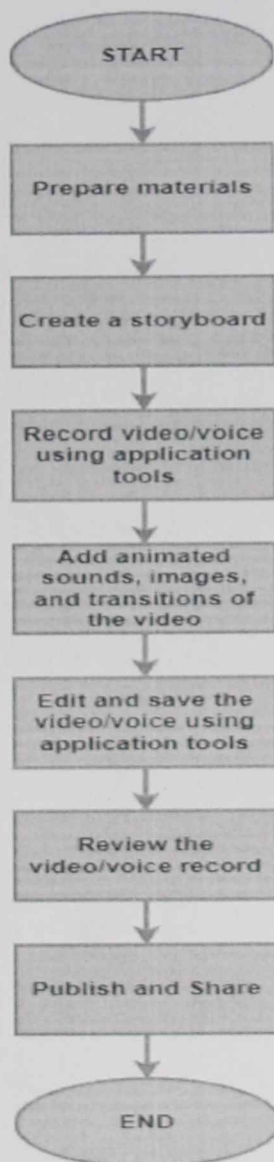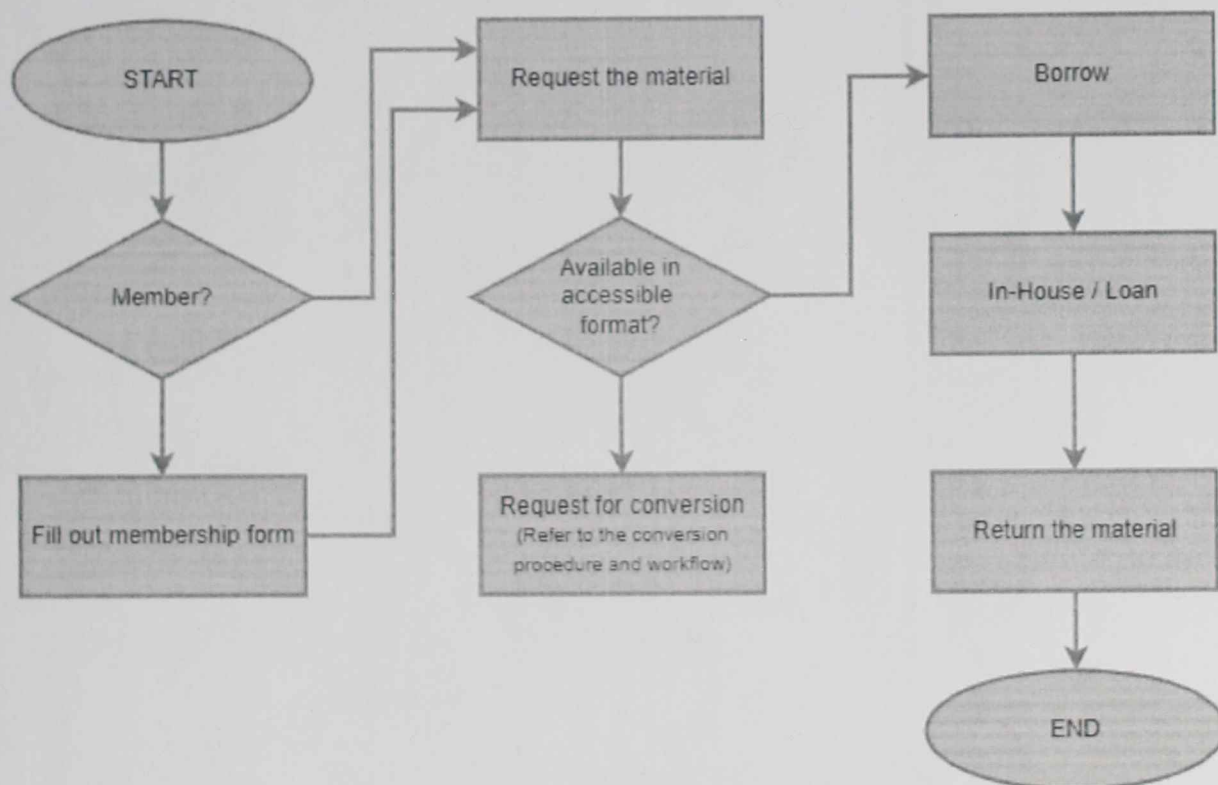| SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Persons with print disabilities Persons with low vision	Client's request	Letter of request Utilize the material from the collection, or the client will provide the material Log the request Evaluate the material to know how long it would take to finish the conversion Conversion process	Client served Audiobook and/or braille material	Persons with print disabilities Persons with low vision	Log book Monthly report

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 48 of 60

6. Conduct of Promotional, Educational, and Cultural Activities Flowchart

```
                              START
                                │
                                ▼
        ┌──────────────────┐        ┌──────────────────┐            ┌────────────────────────────────┐
        │ Preparation of   │        │ Prepare / Send   │            │            Online              │
        │ activity concept │        │ Invitation       │            │                                │
        └──────────────────┘        │ Letters          │            └────────────────────────────────┘
                │                    └──────────────────┘                 │          │          │
                ▼                             │                           ▼          ▼          ▼
        ┌──────────────────┐                  ▼                     ┌─────────┐ ┌──────────┐ ┌──────────┐
        │ Submit to the    │        ┌──────────────────┐            │E-Resources│ │Children's│ │Alternative│
        │ Division Chief   │        │ Prepare / Post   │            └─────────┘ └──────────┘ │ Materials │
        │ for comments and │        │ promotional      │                                    └──────────┘
        │ approval         │        │ materials        │
        └──────────────────┘        └──────────────────┘
```

Preparation of activity concept

Submit to the Division Chief for comments and approval

Approved?
NO → (back to Preparation of activity concept)
YES ↓

Coordinate the activity to partner institutions / NLP Divisions

Prepare checklists of deliverables

Promotions/ Announcements on Social Media
NO → (to Provide Certificate of Appearance)
YES ↓

Provide RPD with promotional materials for posting on NLP Social Media

---

Prepare / Send Invitation Letters

Prepare / Post promotional materials

Activity implementation

Onsite / Online?
ONLINE → (to Online)
ON SITE ↓

Orientation shall be conducted at the NLP

Provide Certificate of Appearance (if requested)

Gather and process the results of evaluation

Online

E-Resources → Upload instructional materials via NLP social media platform

Children's → Upload pre-recorded video/conduct online storytelling, and arts and crafts acivity via online video conferencing platform / NLP social media platform

Alternative Materials → Conduct of online orientation via online video conferencing platform / NLP social media platform

Preparation of terminal and/or summary of evaluation reports (if needed)

Conduct post activity assessment

END

Check the Master Document Register. Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"
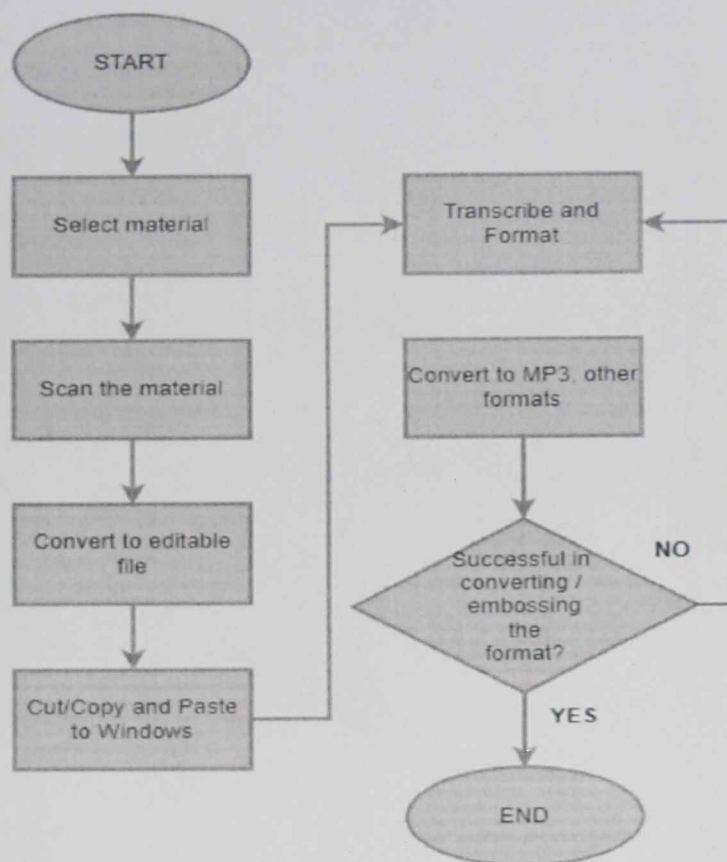
Page 49 of 60

Conduct of Promotional, Educational, and Cultural Activities Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Clients/ General Public	Reference services	-Library Orientation -Posting of promotional materials -Instructional materials -Storytelling; Puppet show; arts and crafts.	-Information awareness on reference services -Library promotion -Clients served	-General public	-Feedback -Assessment

Check the Master Document Register. Verify that this is the current version before use. | Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 50 of 60

7. Online Reference Service Flow Chart

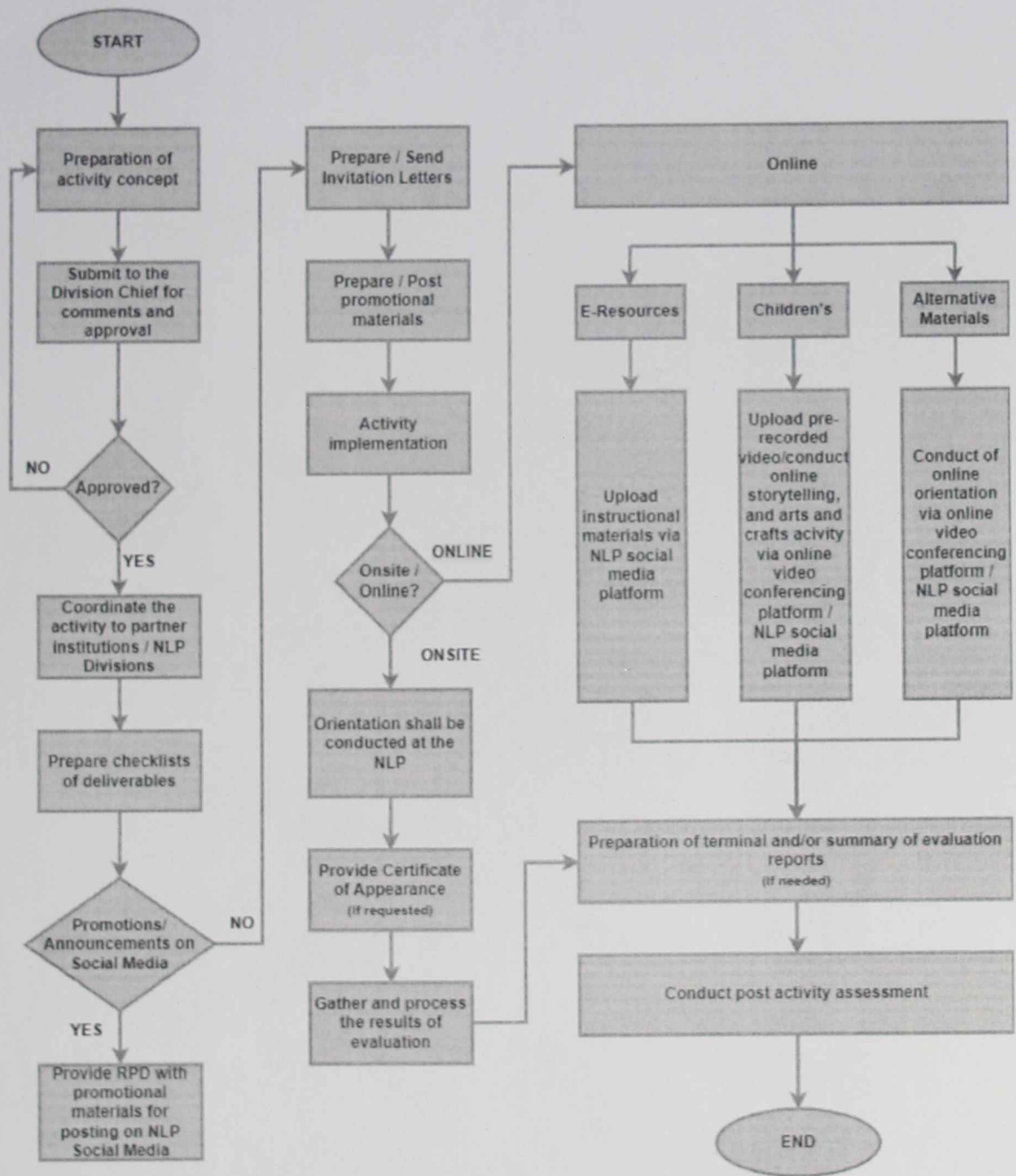| Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 51 of 60

Online Reference Service Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Clients/ General Public	Research Queries from clients/ general public	1. Visit the NLP website or NLP social media (FB Messenger/IG); 2. If the client uses the chatbot in the website, the client enters personal information (name, email address, contact number, sex, gender, sector, affiliation, and region) in the chat request form and clicks on the data privacy statement for approval. 3. Select the need service and information provided in the FAQs; 3.a. If the queries	Clients served	Librarian (Chat Agents/ LIVErarian)	-Statistical report -Feedback

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 52 of 60

| | | are in the FAQs, chatbot will auto-reply.

3.b. If the queries are not in the FAQs, clients will request to transact with the LIVErarian.

4. Clients will automatically be connected with a LIVErarian (an agent or assigned librarian on duty).

5. Client received answer to its queries, LIVErarian sent customer feedback link.

6. LIVErarian marks as solved the transaction. | | | |
|---|---|---|---|---|

8. eResources Portal Services Flow Chart

```
                          START
                            │
                            ▼
┌─────────────────────┐          ┌─────────────────────┐          ┌─────────────────────┐
│ Client proceeds to  │          │ Client will be      │          │ Client chooses the  │
│ the NLP website     │          │ redirected to the   │          │ Create New Account  │
│ (https://web.nlp.   │          │ E-Portal Website    │          │ Tab                 │
│ gov.ph)             │          │ (eportal.nlp.gov.ph)│          │                     │
└─────────────────────┘          └─────────────────────┘          └─────────────────────┘
          │                                 │                                 │
          ▼                                 ▼                                 ▼
┌─────────────────────┐          ┌─────────────────────┐          ┌─────────────────────┐
│ On the Navigation   │          │ Client clicks Login │          │ Client fills out the│
│ Bar, select         │          │                     │          │ required information│
│ Resources           │          │                     │          │ then clicks the     │
│                     │          │                     │          │ Create New Account  │
└─────────────────────┘          └─────────────────────┘          │ Button              │
          │                                 │                      └─────────────────────┘
          ▼                                 ▼                                 │
┌─────────────────────┐               ◇─────────◇                            ▼
│ Under the Resouces  │              ╱ Client has  ╲       NO        ┌─────────────────────┐
│ tab, select NLP     │─────────────◇   an E-Portal  ◇──────────────│ Two (2) emails will │
│ E-Resources Portal  │              ╲  Account?    ╱                │ be sent to the      │
│                     │               ◇─────────◇                    │ client. The first   │
└─────────────────────┘                    │                        │ email confirming the│
                                          YES                        │ creation of the     │
                                           │                         │ account, the second │
                                           ▼                         │ email contains the  │
                                ┌─────────────────────┐              │ link where they can │
                                │ Client enters their │              │ set their password  │
                                │ login credentials   │◄─────┐       └─────────────────────┘
                                │                     │      │                 │
                                └─────────────────────┘      │                 ▼
                                           │                 │       ┌─────────────────────┐
                                           ▼                 │       │ Client set their    │
                                ┌─────────────────────┐      │       │ password and submit │
                                │ Client access the   │      │       │                     │
                                │ preferred online    │      │       └─────────────────────┘
                                │ database            │      │                 │
                                └─────────────────────┘      │                 ▼
                                           │                 │       ┌─────────────────────┐
                                           ▼                 └───────│ Once the password is│
                                ┌─────────────────────┐              │ set, the client can │
                                │ Client enter the    │              │ login to the E-Portal│
          END ◄─────────────────│ registered email and│              └─────────────────────┘
                                │ the created account │
                                │ password in the     │
                                │ E-Portal            │
                                └─────────────────────┘
```

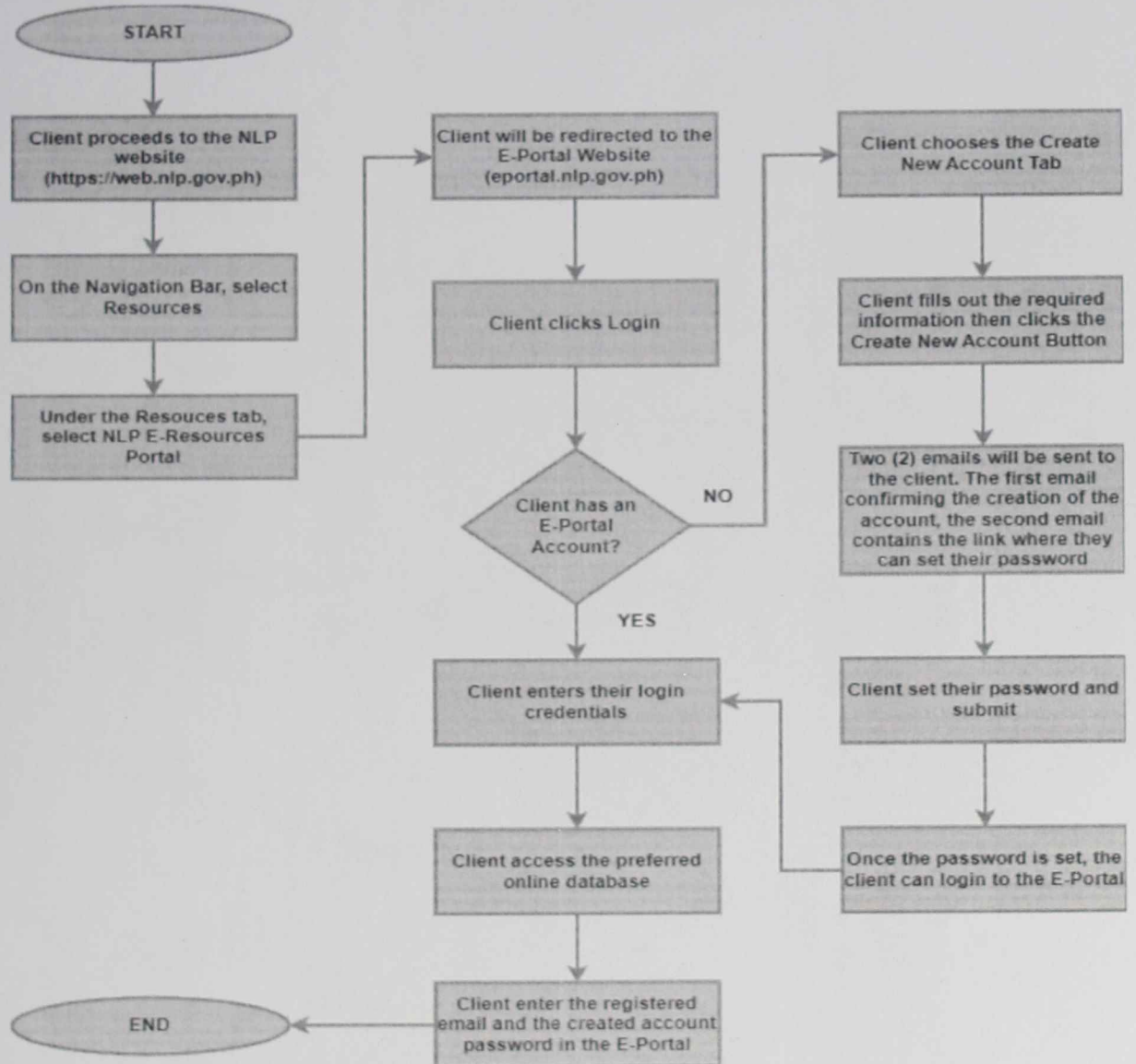| Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 54 of 60

NLP eResources Portal Services Process Flow

SOURCES OF INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Clients/ General Public	1. Visit the NLP website; 2. Proceed to the Resources navigation bar, then click NLP eResources Portal; 3. Click login located at the upper right corner of the screen; 4. If the client is the first-time user of the ePortal, select "Create New Account" 5. The client enters personal information (name, institution,	Online databases utilization	Librarian (in-charge in the official email of the Division) to approve the request.	- Accounts created -Users and utilization statistics

Check the Master Document Register. Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 55 of 60

sector, age, sex, NLP Transaction Number, email address, and preferred username) and submit; 6. Client receives two (2) emails; first email is a confirmation that the request is accepted; and the second email is the link for setting of password. 7. Clients click the link in the email and set password; 8. Once the password has been set, clients will click the login and enter the			

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 56 of 60

	username and password.			
	9. In accessing every online database in the ePortal, the client is needed to enter the registered email and the password created for the ePortal account.			

9. Inventory Flowchart

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 58 of 60

Inventory Process Flow

SOURCES OF INPUTS	INPUTS	ACTIVITIES	OUTPUTS	RECEIVERS OF OUTPUTS	CONTROLS
Library System Materials	Collection Management	1. Prepare the materials 2. Click the "Circulation" tab and open the "Inventory" in the dropdown list 3. Scan the item 4. Provide catalog entries or review and edit bibliographic details if catalog entries are already available. 5. Save and "Add an item" or check existing item details 6. Record checking in the Inventory Listing 7. Shelf read inventoried materials	Inventory Listing	Client Property Section	Monthly Report Generated Inventory Listing

IX. DIVISION CONTACT DETAILS

Email: 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

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the NLPs official document stamps are considered "Uncontrolled"

Page 60 of 60