

Average number of daily library users	350 min., 450 max average number of daily library users served with 91% customer satisfaction rating		Filipiniana Division (FD), Reference Division (RD), Information Technology Division (ITD), Bibliographic Services Division (BSD), Catalog Division (CD), Collection Development Division (CDD), Research and Publications Division (RPD)	903 min/959 max of average of 118,225 daily library users served with 98.57% customer satisfaction rating	5	5		5	
	100% of numbering system applications processed with 91% customer satisfaction rating within prescribed time		Bibliographic Services Division	100% of 5,139 received numbering system applications processed with 98.42% customer satisfaction rating within the prescribed time	5		5	5	
	100% of applications for copyright processed with 91% customer satisfaction rating within the prescribed time		Research and Publications Division	100% of 3,228 received applications for copyright processed with 99.15% customer satisfaction rating within the prescribed time	5		5	5	

	100% applications for Cataloguing-in-Publication (CIP) processed with 91% customer satisfaction rating within the prescribed time		Catalog Division	100% of 138 CIP applications processed with 98.41% customer satisfaction rating within the prescribed time	5		5	5	
	100% of Legal Deposit applications processed with 91% customer satisfaction rating within the prescribed time		Collection Development Division	100% of 101 received applications on legal deposit processed/acted upon with 99.43% customer satisfaction rating and 70% of tasks completed within the prescribed time	5		2	3.5	
	91% customer satisfaction rating on conducted promotional, educational and cultural activities		Research and Publications Division, Reference Division	99.18% customer satisfaction rating on conducted promotional, educational and cultural activities	5			5	

Number of New Library Materials Acquired	288,300 volumes of new library materials acquired within the prescribed time	6,902,000	Collection Development Division	400,425 volumes (7,777 titles) of new foreign library materials acquired within the prescribed time		5	5	5	
	8000 volumes of Filipinana library materials acquired within the prescribed time		Collection Development Division	322,306 (4,966) volumes of Filipinana library materials acquired within the prescribed time		5	5	5	
	100% of acquired/received library materials processed (technical and mechanical) with no corrections and minimal revisions within the prescribed time		Collection Development Division	100% of 397,090 library materials processed with minimal supervision and minor correction within the prescribed time	4		5	4.5	

			Catalog Division	100% of 3317 volumes of library materials received from Collection Development Division are classified and catalog (technical processed) with minimal supervision and minor correction within the prescribed time	4		5	4.5	
			Bibliographic Services Division	100% of 6,384 articles (694 received librari collections) indexed with with no corrections and minimal supervision within the prescribed time	5		5	5	

	100% of processed library materials delivered to respective divisions with 91% customer satisfaction within the prescribed time		Collection Development Division	100% of 384,808 library materials delivered to respective divisions with 100% customer satisfaction within 5 months	5		5	5	
			Catalog Division	100% of 5396 cataloged library materials labeled and delivered to reading areas, CDD, BSD and PLD with 100% customer satisfaction rating within the prescribed time	5		5	5	
			Bibliographic Services Division	100% of 1779 library materials processed delivered with 100% customer satisfaction within a month	5		5	5	

	100% entries for PNB publication edited and other special bibliographies with no corrections and minimal supervision		Bibliographic Services Division	100% of 638 entries for PNB publication edited and other special bibliographies with no corrections and minimal supervision	5			5	
	100% bibliographic entries registered to International Center (IC) with no corrections and minimal supervision		Bibliographic Services Division	100% 525 bibliographic entries registered to International Center (IC) with no corrections and minimal supervision	5			5	
Library Materials Managed	100% of targeted library materials managed within prescribed time		Filipiniana Division , Reference Division	164,159 volumes of library materials managed within prescribed time		5	5	5	
Number of Filipiniana materials preserved	131,476,657 pages of Filipiniana materials preserved with no corrections and minimal supervision		Filipiniana Division	128,629,849 pages of Filipiniana materials preserved with no corrections and minimal supervision	5			5	

	410,000 pages of Filipiniana Collections conserved and preserved within the year		Filipiniana Division	704,007 pages of Filipiniana materials preserved and conserved with no corrections and minimal supervision	5	5		5	
	300,000 pages of Filipiniana collections digitized with 91% customer satisfaction rating		Information Technology Division	329,002 pages of Filipiniana Collections digitized with 99.68% customer satisfaction rating	5	3		4	
Number of research / publications produced	2 Publication of library and information researches, sources, services, methods and practices produce with approval on first draft within the prescribed time		Research and Publications Division	7 publications of Library and information researches, sources, services, methods and practices produced, approved on the second draft within the prescribed time	4		5	4.5	

Percentage increase in users of extension / affiliated (public) libraries	2.5% or 1,768,286 increase on library users of extension/public libraries and reading centers for the 1st semester based on submitted reports within the prescribed time with 91% customer satisfaction rating	10,245,000	Public Libraries Division	158.75% or 2,807,094 increase on library users of extension/ public libraries and reading centers for the 1st semester based on submitted reports with 100% customer satisfaction rating	5	5		5	
Operation of Bohol Congressional District Library (Balilihan, Bohol)	8,000 of library users served and accommodated with atleast 91% customer satisfaction rating	2,199,000		Provided support for the accomplishment of 11,065 of library users served and accommodated with atleast 99.44% customer satisfaction rating					
Operation of Batanes Provincial Library (Basco, Batanes)	8,000 of library users served and accommodated with atleast 91% customer satisfaction rating	585,000		Provided support for the accomplishment of 6,201 of library users served and accommodated with atleast 97.36% customer satisfaction rating					

Operation of Sentro ng Karunungan Library (Tondo, Manila)	90,000 of library users served and accommodated with atleast 91% customer satisfaction rating	1,041,000		Provided support for the accomplishment of 227,859 of library users served and accommodated with atleast 100% customer satisfaction rating					
Number of extension libraries supported	100% of targeted training conducted with 91% customer satisfaction rating		Public Libraries Division	150.5% or 1,204 extension/affiliated public libraries and reading centers supported through training with 97.98% customer satisfaction rating	5	5		5	
			Information Technology Division	60 public libraries / 88 participants supported through training with 99.11% customer satisfaction rating	5	5		5	

	100% or 20 extension/affiliated public libraries and reading centers supported through monitoring with 91% customer satisfaction rating		Public Libraries Division	380% or 76 extension/affiliated public libraries and reading supported through monitoring with 100% customer satisfaction rating	5	5		5	
	100% or 50 extension/affiliated public libraries and reading centers supported through resource allocation with 91% customer satisfaction rating		Public Libraries Division	172% or 85 targeted extension/affiliated public libraries and reading centers supported through resource allocation with 100% customer satisfaction rating	5	5		5	
	Administration of 5 Locally Funded Programs with 91% customer satisfaction rating within the prescribed time		Public Libraries Division	5 Locally Funded Programs administered with 100% customer satisfaction rating within the prescribed time	5		5	5	

Number of extension libraries established	100% or 5 public libraries and reading centers established in coordination with LGUs within 6 months with 91% customer satisfaction rating		Public Libraries Division	340% or 17 public libraries and reading centers established in coordination with LGUs with 97.06% customer satisfaction rating within 6 months	5		5	5	
GENERAL ADMINISTRATIVE AND SUPPORT SERVICES		92,648,000							
Strategic Objective 5,7,8									
Improve resource management system	Required regulatory financial reports/documents submitted with approval within the prescribed time		Finance and Administrative Division : Budget, Accounting, Cash Sections	1,307 regulatory documents for financial management submitted with approval in 2nd draft within the prescribed time	4		5	4.5	

	Requested financial management transactions/requests processed/acted upon within the prescribed time with 91% customer satisfaction rating		FAD/Budget, Accounting, Cash Sections/ HRMS	9,711 of various requested financial management transactions processed with 99.43% customer satisfaction rating within the prescribed time	5		5	5	
	Required regulatory and legal administrative documents submitted with approval within the prescribed time		FAD / HRMS	990 of required regulatory and legal administrative documents submitted /completed 3 days before the deadline			4	4	

	Required administrative transactions/requests processed/acted upon within the prescribed time with 91% customer satisfaction rating		FAD	4,243 of various administrative document transactions acted upon with 99.43% customer satisfaction rating within the prescribed time	5		5	5	
	HRM Recruitment Selection and Placement, Learning and Development, Performance Management and Rewards and Recognition Activities undertaken with the prescribed time		FAD / HRMS	19 of Human Resource Management Activities undertaken within the prescribed time			5	5	
	Procurement activities undertaken within the prescribed time		FAD / Supply Section Procurement Unit	1,145 procurement activities conducted based on APP and other related documents processed with the prescribed time			5	5	

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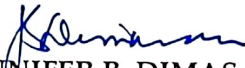
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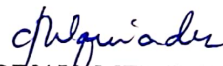
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Legend:

1-Quality

2-Efficiency

3-Timeliness

4-Average

Key Strategy: Protection of history and culture

Strategic Objective 1: Ensure collection, preservation and conservation of Filipiniana resources

Key Strategy: Mainstream library as a knowledge resource provider

Strategic Objective 2: Increase the number of established public libraries and reading centers in the country

Strategic Objective 3: Build capacity of library personnel in the public sector

Strategic Objective 4: Ensure acquisition of relevant library resources, optimize, access and utilization of NLP and public libraries' products and services

Key Strategy: Institutional development of capabilities and processes

Strategic Objective 5: Improve internal process (Strengthen monitoring and Evaluation Systems; Strengthen cooperation and collaborations with stakeholders)

Strategic Objective 6: Provide reliable and relevant information system

Strategic Objective 7: Improve key competencies of NLP personnel

Key Strategy: Automation

Strategic Objective 8: Improve resource management system (Procurement, Human Resource, Financial, Physical Resource, Documentation and ICT)