

STRATEGIC OBJECTIVE	OUTPUTS	Allotted Budget	Success Indicator (Targets + Measures)	Division/ Individual Accountable	Actual Accomplishments January to June 2020	Actual Accomplishments July to December 2020	Average Rating January to June 2020	Rating July to December 2020	Average Rating January to December	Remarks
Optimize access and utilization of NLP and public libraries' products and services	Library users served		100% customer satisfaction on library users served.	Filipiniana Division	Served 14,751 library users with 89.91% customer satisfaction rate based on the 156 consolidated feedbacks	Served 267 library users with 88.89% customer satisfaction rate based on the 12 consolidated feedbacks	3	3	3	
				Reference Division	Served 1,281 library users with 92.82% customer satisfaction rate based on the 202 consolidated feedbacks	Served 333 library users with 98.51 % customer satisfaction rate based on the 179 consolidated feedbacks	4	4	4	
	Client Services		100% customer satisfaction on clients served.	Research and Publications Division	Served 1,466 clients with 97.14% customer satisfaction rate based on the 63 consolidated feedbacks	Served 2,364 clients with 97.45% customer satisfaction rate based on 209 consolidated feedbacks	4	4	4	
Optimize access and utilization of NLP and public libraries' products and services	Client Services			Bibliographic Services Division	Served 570 clients with 96.99% customer satisfaction rate based on the 134 consolidated feedbacks	Served 1,768 clients with 97.66% of customer satisfaction rate based 514 consolidated feedbacks	4	4	4	

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Client Services		100% customer satisfaction on clients served.	Catalog Division	Served 47 clients with 100% customer satisfaction rate based on the 7 consolidated feedbacks	Served 78 clients with 98.92% customer satisfaction rate based on the 123 consolidated feedbacks	5	4	4.5	
200 volumes with 3600 articles of library materials indexed		100% customer satisfaction of received volumes on library materials are indexed	Bibliographic Services Division	97% of customer satisfaction of received volumes on library materials indexed (187 volumes/ 4,403 articles)	100% customer satisfaction of received volumes on library materials indexed (441 volumes/5,697 articles)	3	5	4	
2105 new volumes of library materials catalogued		100% of new volumes of library materials catalogued upon receipt	Catalog Division	130% of new library materials were catalogued and classified upon receipt (3045 volumes)	126% (4804) new library materials were catalogued and classified upon receipt	5	5	5	

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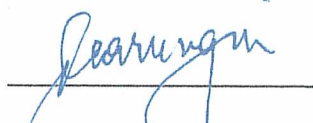
Ensure collection, preservation and conservation of Filipiniana resources	44,000 volumes of library materials acquired		100% of target volumes of library materials acquired within standard time	Collection Development Division	105% of target volumes of library materials acquired within the standard time (46,235 volumes)	129% of target volumes of library materials acquired within the standard time 1,355,816 volumes of books and other library materials (all formats/all mode of acquisition) • Print and other materials = 55,516 volumes • eSubs = 1,300,300 vols.	5	5	5	
Preservation and conservation of Filipiniana Collections			104,207,200 pages of Filipiniana Collections preserved within the year (physical copies)	Filipiniana Division	121,419,786 pages of Filipiniana Collections preserved within the semester	122,439,800 pages of Filipiniana Collections preserved within the semester	5	5	5	
			500,000 pages of Filipiniana Collections preserved within the year (digital copies) (approximately .005% of target collection preserved in GAA)	Information Technology Division	361,110 pages of Filipiniana Collections preserved within the semester		5	1	3	

Optimize access and utilization of NLP and public libraries' products and services	1 publication accomplished		100% satisfaction of budgeted publications are accomplished within the standard time	Research and Publications Division	100% satisfaction of publications published within the standard time (2 publications)	100% Publications published within the standard time (Impact stories 2)	4	4.5	4.25	
SUPPORT TO OPERATIONS										
Provide reliable and relevant information system	16 Information system maintained and improved		100% of 16 information systems maintained and improved within the standard time	Information Technology Division	98.72% of 16 informations system were satisfactory maintained and improved within the standard time Catalog; Circulation; OPAC = maintained and improved with 24,274 number of transaction undertaken (client); NLP website/transparency; Nlpdl (digital collection); Tekno aklatan / koha.nlp; PNB; Copyright ; IPS; Public library allocation; Learning portal for NEFLI; Time management; ITD Service request; Digitization; Multi-sites (different public website); Patron database 24,274 no. of transaction undertaken 3,366 no. of service request and services provided	100% of 16 Information systems were maintained and improved with no correction and supervision within the standard time Catalog – maintained and improved; Circulation – maintained and updated; OPAC – maintained and improved; NLP website/transparency – maintained and improved; Nlpdl (digital collection) - maintained and improved; Tekno aklatan / koha.nlp - maintained and improved;	4.5	5	4.75	

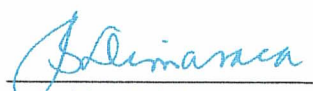
B. LIBRARY EXTENSION PROGRAM										
Optimize access and utilization of NLP and public libraries' products and services	Increase of library users in public libraries		7% increase on library users of extension/public libraries	Public Libraries Division	100% of library users of extension/public libraries are satisfied	52.62% or 1,678,174 increase on library users of extension/public libraries within the	5	5	5	
			100% application documents of public libraries targeted for affiliation processed with the standard time upon receipt	Public Libraries Division	100% or 31 application documents of public libraries targeted for affiliation processed with the standard time upon receipt	100% or 7 application documents of public libraries targeted for affiliation processed with the standard time upon receipt	5	5	5	
	Extension/affiliated public libraries supported through resource allocations		100% or 50 public libraries supported through resource allocations based on work plan	Public Libraries Division	130% task completed on 15 public libraries supported through resource allocations based on work plan	198% or 149 public libraries supported through resource allocations and 519 e-resources link within the prescribed time	5	5	5	
Optimize access and utilization of NLP and public libraries' products and services			100% or 15 extension/affiliated public libraries monitored and inspected according to work plan	Public Libraries Division	173% or 26 extension/affiliated public libraries monitored and inspected according to work plan	226% or 49 extension/affiliated public libraries monitored and inspected according to work plan	5	5	5	
GENERAL ADMINISTRATIVE AND SUPPORT SERVICES										

	Vehicle request accomodated		100% satisfaction of vehicle request accomodated	Finance and Administrative Division / Human Resource	87% satisfaction rate of customers accomodated on vehicle requests	99.17% satisfaction rate of customers accomodated on vehicle requests	3	4	3.5	
									97.75/22	
TOTAL									4.44	
Total Over-all Rating				97.75						
Average Rating				4.44						
Adjectival Rating				Very Satisfactory						


Assessed by:



Dolores D. Carungui
 Vice Chairperson



Jennifer B. Dimasaca
 Member



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January 20, 2021

 Date

Reviewed by:



Edgardo B. Quiros
 Director III

January 21, 2021

 Date