

I, **VICENTE A. GILOS**, Head of the University Library commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period January-June 2021.

Approved: **EDGARDO E. TULIN**
President

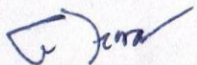


| MFO NO. | MFOs/PA Ps | Success Indicators | Persons Responsible | 2021 Target (January-December 2021) | Actual Accomplishment | Rating | | | | Remarks |
|---|------------|---|---------------------|-------------------------------------|-----------------------|----------------|----------------|----------------|----------------|---------|
| | | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| UMFO 4 EXTENSION SERVICES | | | | | | | | | | |
| OCL MFO 2 | | PI 1 Number of expert services provided/rendered i.e. acting as internal AACUP accreditior. | Chief Librarian | Once every rating period | 2 services | 5 | 5 | 5 | 5 | |
| UMFO 5 Support to Operations | | | | | | | | | | |
| VSAS STO 1: ISO 9001:2015 ALIGNED DOCUMENTS | | | | | | | | | | |

| | | | | | | | | | | |
|--|--|---|-----------------------------|--|---------------|----|----|----|------|-------------------------|
| | OCL STO 1 : ISO 9001:2015 aligned documents and compliant processes | PI 1. Percentage of clients served rated the services received at least very satisfactory or higher | All Librarians | 0% complaint from client served | No complaint | 5 | 5 | 5 | 5 | |
| | | P1 2 No. of quality procedures prepared, reviewed and/ or revised | All Librarians | 2 | | NA | NA | NA | NA | Month of July to August |
| | | PI 3 Percentage of 5S implementation at the workplace | All Library staff | 95% | 98% | 4 | 5 | 5 | 4.67 | |
| VSAS STO3: ARTA ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS | | | | | | | | | | |
| | OCL STO 3 ARTA aligned compliance and Reporting requirements | PI. 1 Efficient & customer friendly frontline service | All Staff | | | | | | | |
| | | P1 2 Citizen's Charter Compliance: a. Citizen/client satisfaction survey report | All Librarians | 95% satisfied | 98% satisfied | 5 | 5 | 5 | 5 | |
| VSAS STO4: INNOVATIONS & BEST PRACTICES | | | | | | | | | | |
| | | PI. 10. Number of new systems/innovations/proposals introduced and implemented | OCL and all unit librarians | 1 | 1 | 4 | 4 | 3 | 3.67 | |
| OC L MF O 3 | Technical Services | PI 1 No. of materials acquired and processed. | All Library Staff | 125 volumes library materials acquired and processed | 215 volumes | 5 | 5 | 5 | 5 | |

| | | | | | | | | | | |
|------------------|----------------------|--|---------------------------|-----------------------------|--------------|---|---|---|------|--|
| | | PI2. Number of title of theses, dissertations, manuscripts, etc., received | | 200 titles | 357 titles | 5 | 5 | 4 | 4.67 | |
| | | PI 3 No. of resources encoded to the database, barcoded and./or RFID provided | All Librarians | 250 volumes | 711 | 5 | 5 | 5 | 5 | |
| | | PI 4. No. of documents prepared for AACUP, CHED, ISA ,ISO, etc. accreditations/requirements | All Library Staff | 3 documents | 42 documents | 5 | 5 | 5 | 5 | |
| | | PI 5 No. of e-copies of theses/dissertations, field practice reports, etc. manuscripts assessed and printed. | All Library Staff | 200 e-copies | 322 | 4 | 5 | 5 | 4.67 | |
| | | PI 6 No. of books, journals repaired and/or bound | Binders and Support staff | 150 volumes | 233 | 5 | 5 | 4 | 4.67 | |
| OC LMF O 4 | Reader's Services | PI 1 No. of students, faculty, staff & researchers availed the Library facilities, services & resources | All Library Staff | | | | | | | |
| | | a. Printed materials users | | 100 users per rating period | 236 | 5 | 5 | 5 | 5 | |
| | | b. On-line resources users | | 150 users per rating period | 166 | 4 | 4 | 4 | 4 | |
| | | PI 2 No. of students, faculty, staff and researchers online reference queries responded | All Librarians | 100 users per rating period | 352 | 5 | 5 | 5 | 5 | |

Received by:



DILBERTO O. FERRAREN
VP-Planning

Date: OCT 11 2021

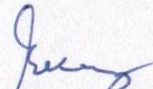
Calibrated by:



REMBERTO A. PATINDOL
Chairman, PMT

Date: 10/7/2021

Recommending Approval:



ALELI A. VILLOCINO
VP- Students Affairs & Services

Date: 9/28/2021

Approved by:



EDGARDO E. TULIN
President

Date: 10/7/21

- 1 - Quality
- 2 - Efficiency
- 3 - Timeliness
- 4 - Average