



OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

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 July-December 2020.

VICENTE A. GILOS
Ratee

ALELI A. VILLOCINO
Director/Dean/Vice President

Approved: **EDGARDO E. TULIN**
President

MFO NO.	MFOs/PAs	Success Indicators	Persons Responsible	2020 Target (January-December 2020)	Actual Accomplishment	Rating				Remarks
						Q ¹	E ²	T ³	A ⁴	
UMFO 4 EXTENSION SERVICES										
LIBM FO 2	Expert Services	PI 1 Number of free e-book/e-journal found, verified and downloaded and provided to library stakeholders during COVID-19 period	librarians	100 titles of e-books	112 titles of e-books	5	4	5	4.67	
		PI 3 Number of expert services provided/rendered i.e. acting as internal AACUP accreditor.	Chief Librarian	Once every rating period	N/A	N/A	N/A	N/A	N/A	No Accreditation due to Pandemic

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	0% complaint from client served	5	5	5	5	
		P1 2 No. of quality procedures prepared, reviewed and/ or revised	All Librarians	1	10 quality procedures	5	5	5	5	
		PI 3 Percentage of 5S implementation at the workplace	All Library staff	95%	97.5 %	5	4	5	4.67	

VSAS STO3: ARTA ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS

	OCL STO 3 ARTA aligned compliance and Reporting requirements	PI. 9 Efficient & customer friendly frontline service	All Staff	(see UMFO 6, LIBMFO 7)						
		P1 1 Citizen's Charter Compliance: a. Citizen/client satisfaction survey report	All Librarians	95% satisfied		N/A	N/A	N/A	N/A	No survey conducted due to COVID-19 Pandemic

VSAS STO4: INNOVATIONS & BEST PRACTICES

		PI. 10. Number of new systems/innovations/proposals introduced and implemented	OCL and all unit librarians		4 New systems /innovations/proposals introduced and implemented	5	5	5	5	Fb page Printing of theses Online
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										reference services Free lockers for students' use
LIB MF O 3	Technical Services	PI 1 No. of materials acquired and processed.	All Library Staff	100 volumes library materials acquired and processed	273 volumes	5	5	5	5	
		PI2. Number of theses, dissertations, manuscripts, etc., received		400 titles	585 titles	5	5	4	4.67	
		PI 2 No. of documents prepared for AACUP, CHED, ISA ,ISO, etc. accreditations/requirements	All Library Staff	5 documents	29 documents	5	5	5	5	
		PI 3 No. of resources encoded to the database, barcoded and./or RFID provided	All Librarians	300 volumes	333 volumes	5	4	4	4.33	
		PI 4 No. of e-theses/e- dissertations, field practice reports, etc. manuscripts assessed and printed.	All Library Staff	400 manuscripts	585 manuscripts	5	5	5	5	
		PI 5 No. of books, journals repaired and/or bound	Binders and Support staff	150 volumes	223 volumes	5	5	5	5	

LIB MF O 4	Reader's Services	PI 1 No. of students, faculty, staff & researchers availed the Library facilities, services & resources	All Library Staff	100 users per rating period	154 users	5	4	4	4.33	
		a. Printed materials users		400 users per rating period	1054 users	5	5	5	5	
		b. On-line resources users								
		PI 2 No. of students, faculty, staff and researchers online reference queries responded		300 users per rating period	378 users	5	4	5	4.67	
LIB MF O 5	Repository Services	PI 1 No. of E-copies of theses/dissertation converted to e-books	All Library Staff	150 titles e- copies of theses/ dissertation converted to e- book	181 titles	5	4	4	4.33	
		PI2. Number of theses, dissertations, manuscripts, etc., received		Relocated to LIBMFO 3						
		PI 3 Number of materials for special collection received	All Librarians	6 titles of materials for special collection	11 titles	5	4	5	4.67	
UMFO 6- GENERAL ADMINISTRATION and SUPPORT SERVICES										
LIB MF O 6	Administrati ve and Support Services Managemen t	PI 1 Number of Official documents prepared, issued, acknowledged, authenticated and inspected	All Library staff	200 Official documents	1097 Official Documents	5	5	5	5	
		PI. 2 No. of linkages with external agencies maintained		Refer to Jan-June target						

LIB MF O 7	Efficient and Customer-friendly Assistance	PI 1 Percentage of efficiency and customer-friendly frontline services	All Library Staff	0% complaint from client served	0% complaint from client served	5	5	5	5	
LIB MF O 8	Income Generating Services	PI 1 Number of theses bound	All Bindery Staff	800 volumes theses bound	725 volumes	5	4	3	4	Due to undelivered Bindery supplies
		P1 2 Income generated	All Library Staff	₱97,500.00	₱298,945.00	5	4	4	4.33	
	Total Over-all Rating									
Average Rating (Total Over-all rating divided by 20)					Comments & Recommendations for Development Purpose:					
Additional Points:										
Punctuality										
Approved Additional points										
FINAL RATING				94.67						
ADJECTIVE RATING				4.73						
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Received by:


DILBERTO O. FERRAREN
 VP-Planning

Date: _____

Calibrated by:


REMBERTO A. PATINDOL
 Chairman, PMT

Date: _____

Recommending Approval:


ALELI A. VILLOCINO
 VP- Students Affairs & Services

Date: _____

Approved by:


EDGARDO E. TULIN
 President

Date: _____

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