

**QUEZON CITY PUBLIC LIBRARY  
CITIZENS CHARTER**

**Legal Mandate:**

RA 411, RA 7743 and QC Ordinance No. 2291 amending Ordinance No. 3559

**VISION:**

THE QCPL ENVISIONS ITSELF TO BE A PREMIER AND WORLD- CLASS PUBLIC LIBRARY, RESPONSIVE TO THE INFORMATION AND RESEARCH NEEDS OF THE COMMUNITY

**MISSION:**

Imbued with its Vision, the QCPL commit to:

1. Provide quality resources and services to meet the changing needs of the community through the introduction of innovative techniques for the advancement of learning and literacy.
2. Train and develop the staff to be equipped with the needed skills and competencies and strive to be an innovator in public library services.
3. Foster strong linkage and partnership among government and non-government agencies both local and international

**FRONTLINE SERVICES**

**RESEARCH**

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**Schedule of Availability of Service :**

**Days :** Monday – Friday

**Hours:** 8:00 a.m. – 7:00 p.m. (except for the months of April, May and December)

**:** Saturdays, 8:00 am -4 pm (except for the months of April and May)

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Go directly to the bookshelves after leaving your ID and belongings at the baggage counter and choose the books you need		5 – 10 minutes	Reference Personnel Filipiniana and Local History Personnel	NONE	NONE

	After leaving your belongings at the baggage counter, research the go directly to bookshelves, choose book/s then leave an I.D or search the OPAC for materials needed.			Law Research Personnel		
2	Sign the book card and give it to the person in charge	Receive the book card	5 minutes			Book Card
3	After the research return the book/s to the person/s responsible or place the book/s at the book cart	Receive returned book/s				
4	All books are for room reading only, except for pocket books					
<b>END of TRANSACTION</b>						

**Who May Avail of the Service** : Library Users/clients

**Documentary Requirements** : Library ID

**Processing Period** : 5-10 minutes

**How to Avail of the Service** :

### **ONLINE PUBLIC ACCESS CATALOG (OPAC)**

**Schedule of Availability of Service** :

**Days** : Monday – Friday /Saturdays

**Hours:** 8:00 a.m. – 7:00 p.m. (Except for the months of April, May and December/8:00 a.m.-4:00 pm (except for the months of April and May)

**Who May Avail of the Service** : Library Users

**Documentary Requirements** : Library ID

**Processing Period** : 10 minutes

**How to Avail of the Service** :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Go to the OPAC's homepage		5 – 10 minutes			NONE

2	Type the word/phrase/keyword in the search bar and click submit	Assist/ answer any queries on how to use the page.	Library Personnel
3	Select the blue underlined word or title		
4	End or continue search		
<b>END of TRANSACTION</b>			

### HOMEREADING OF POCKETBOOKS

**Schedule of Availability of Service :**  
**Days :** Monday – Friday /Saturday  
**Hours:** 8:00 a.m. – 7:00 p.m. (except for the months of April, May and December) /8:00a.m.-4:00 pm (except for the months of April and May)

**Who May Avail of the Service :** Library User  
**Documentary Requirements :** Library ID  
**Processing Period :** 5-10 minutes  
**How to Avail of the Service :**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Choose the pocketbook you wish to borrow		10 minutes	Librarian	₱ 1.00 per day fine for over due	
2	Sign the book card					Book Card
3	Submit the book card to the responsible person	Receive and record the book card				
4	Get book pass from the responsible person	Release the book by issuing a book pass				Book Pass
<b>END of TRANSACTION</b>						

### LIBRARY ID CARD APPLICATION

**Schedule of Availability of Service :**  
**Days :** Monday – Friday; Saturdays  
**Hours :** 8:00 am – 5:00 pm/8:00-4:00 pm

**Who May Avail of the Service :** Library users  
**Documentary Requirements :** Photocopy of recent valid ID bearing the QC address; if minor, consent from parent or guardian and photocopy of the recent valid ID (bearing QC address) of the parent or guardian and a photocopy of student’s ID.  
**Processing Period :** 10-20 minutes  
**How to Avail of the Service :**



2	Get order of payment from the responsible person	Provide the order of payment		Librarian		
3	Pay at the treasurer's office		5-10 minutes	Librarian		Library Card application form
4	Present the OR to the person responsible and fill out the application form	Give application form to the applicant	10-15 minutes	Librarian		
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	20-30 minutes	MIS Staff MIS staff		Log book
6	Wait for processing of ID	Process the ID card				
	Get the new ID and sign at the log book	Release ID and have the Library User sign on the logbook				

END of TRANSACTION

**REPLACEMENT FOR LOSS OF LIBRARY CARD BY PUBLIC SCHOOL STUDENTS  
SCHEDULE OF AVAILABILITY OF SERVICE :**

Days : Monday – Friday  
Hours : 8:00 am – 5:00 pm  
Who May Avail of the Service : Public School Students with lost library card  
Documentary Requirements : Affidavit of Loss  
Processing Period : 30 minutes – 1 hour  
How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application form for lost Library ID	Authenticate membership of the student	5-10 minutes	Librarian		None
2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian	P30.00	
3	Pay at the treasurer's office		10-15 minutes	Librarian		Library Card

4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian		applicat ion form
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	MIS Staff		Log book
6	Wait for processing of ID	Process the ID card		MIS staff		
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
<b>END of TRANSACTION</b>						

### REPLACEMENT FOR LOSS OF LIBRARY CARD BY OTHER LIBRARY USERS

<b>Schedule of Availability of Service</b>	:	
Days	:	Monday – Friday
Hours	:	8:00 am – 5:00 pm
<b>Who May Avail of the Service</b>	:	<b>Public School Students with lost library card</b>
<b>Documentary Requirements</b>	:	<b>affidavit of loss</b>
<b>Processing Period</b>	:	<b>30 minutes to 1 hour</b>
<b>How to Avail of the Service</b>	:	

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application form for lost Library ID	Authenticate membership of the student	5-10 minutes	Librarian		None
2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian		
3	Pay at the treasurer's office		10-15 minutes	Librarian		Library Card applicat ion form
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian	P50.00	
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	MIS Staff		
6	Wait for processing of ID	Process the ID card		MIS staff		Log book

	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
<b>END of TRANSACTION</b>						

### REPLACEMENT FOR SUBSEQUENT INSTANCE/S OF LOST CARD

**Days** : Monday – Friday  
**Hours** : 8:00 am – 5:00 pm  
**Who May Avail of the Service** : Library Users  
**Documentary Requirements** : affidavit of loss  
**Processing Period** : 1 hour 20 minutes  
**How to Avail of the Service** :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill out application form for lost Library ID	Authenticate membership of the student	5-10 minutes	Librarian		None     Library Card application form  Log book
2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian		
3	Pay at the treasurer's office		10-15 minutes	Librarian		
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian		
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	MIS Staff MIS staff	P100	
6	Wait for processing of ID	Process the ID card				
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
<b>END of TRANSACTION</b>						

### PROCESS FOR THE PAYMENT OF OVERDUE BOOKS

**Days** : Monday – Friday  
**Hours** : 8:00 am – 5:00 pm  
**Who May Avail of the Service** : Library Users

Documentary Requirements : none  
 Processing Period : 30 minutes to 1 hour

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1.	Return the fiction book	Locate book card and Library ID	5-10 minutes	Info. Desk Personnel	P1.00 per day per book	Order of Payment
2.		Compute the days of overdue and number of fiction books borrowed	5-10 minutes	Info. Desk Personnel		
3.		Provide the order of payment	3-5 minutes	Info. Desk Personnel		
4.	Pay at the Officer in charge at the Info. Desk or at the Treasurer's Office		5 -10 minutes	Info. Desk Personnel		
5.	Present the receipt to the officer-in-charge and the library card	Release the Library ID and Clear the process to the record book.	5 minutes	Info. Desk Personnel		

**END of TRANSACTION**

### CHARGING

Schedule of Availability of Services :  
 Days : Monday- Friday/Saturday  
 Hours : 8:00a.m.-7:00p.m.(8:00 am-5:00 April, May, December/ 8:00am-4:00pm (April & May-no Saturday Duty)  
 Who May Avail of the Service : Library Users  
 Requirement : Charger  
 Processing Period : 5 minutes  
 Amount to be paid : P20.00/hour  
 Minimum Hour : 1 hour  
 How to Avail of the Service





## REQUEST FOR BOOKMOBILE AND PUPPET SHOWS

Schedule of availability of Service :

Days : Tuesday – Friday

Hours : 8:00 a.m. – 5 p.m.

Who May Avail of the Service : Schools, barangays, agencies, libraries, etc.

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit Letter of request address to the City Librarian at least one month in advance.	Accept letter of request for approval	1-4 days	Receiving Personnel  Librarian	None	Log book
2	Follow up the request after a day or two	Ensure that the request is acted upon.				
3	Confirm the date, time and place	Ensure that the dates are available and not in conflict with other activities. Confirm the approval.				
4	Coordination meeting 2 or 3 days before the event/activity.	Be ready for the activity				
<b>END of TRANSACTION</b>						

## INTERNET AND MULTIMEDIA

Schedule of Availability of Service :

Days : Monday – Friday /Saturday

Hours: 8:00 a.m. – 7:00 p.m.(except for the months of April, May and December)/8:00a.m.-4:00 p.m.(except for the months of April and May)

Who May Avail of the Service : Library Users/clientele

Documentary Requirements : Library ID

Processing Period : 1 hour

**How to Avail of the Service :**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present QCPL ID/library card or any valid ID.	Check ID presented by client/ library user	30 minutes – 1 hour (use of computer)	Reference Staff	None	Logbook
2	Fill-up registration form.	Assist client in filling up registration form.				
3	Wait to be accommodated.	Check availability of computers for the next user.				
4	Register or create a Tech4Ed account	Assist client in creating Tech4Ed account.				
5	Browse/encode/open applications to be used	Assist client when the need arises.				
6	Request to print needed documents/information.	Print documents/information if requested.				
7	Receive printed documents	Provide copy of the printed documents.				
8	Close all tabs/applications used.	Checks computer used.				
<b>END of TRANSACTION</b>						

**E-GOVERNMENT REGISTRATION (NBI, DFA, PAG-IBIG, PHILHEALTH, ETC.)**

Schedule of availability of Service :

Days : Monday – Friday

Hours : 8:00 a.m. – 5:00 p.m.

Processing Period :20 minutes

How to Avail of the Service : E-Government registrants

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Get application form from the MIS staff	Give application form to client/applicant	10-15 minutes	Reference staff	none	Log book

2	Fill-up application form	Assist the clients/applicant on how to fill-up forms.	2 - 5 minutes	Reference Staff		
3	Submit application form to MIS staff	Receive Application Forms		Reference Staff		
4	Wait for the processing of application	Encode/process online registration of applicants.		Reference staff		
5	Wait for print out of reference number	Print schedule/reference number and give printed schedule/reference number to the applicant				
6	Receive printed schedule/reference number	Provide logbook for the client to log out				
7.	Sign at the logbook	Ensures that clients have signed at the logbook		Reference Staff		
8.	Pay at any Automated Payment/Bayad Centers					
<b>END of TRANSACTION</b>						

**PROCEDURE FOR COMPLAINTS:**

1. Make a written complaint addressed to the City Librarian and drop it in the designated drop box located at the Information Desk of the Reference Area.
2. Approach the Reference Librarians for any issue/concerns about the library services.
3. Or call at telephone number 922-40-60/927-98-34 and ask/look for the City Librarian or any Officer of the Day and tell your complaints/issues/concerns with regards to the library services.