



QUEZON CITY PUBLIC LIBRARY (QCPL)

CITIZEN'S CHARTER 2024 Ed. 1

QUEZON CITY PUBLIC LIBRARY CITIZEN'S CHARTER

1. Access to Book and Other Reference Materials (for Room Use)

Provide assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

Office/Division	READERS' SERVICES DIVISION (RSD)/DISTRICT LIBRARIES DIVISION (DLD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. QCitizen ID 2. Any of the following ID <ol style="list-style-type: none"> 2.1 Student ID (presently enrolled) 2.2 Company ID 2.3 Government issue 		<ol style="list-style-type: none"> 1. Finance Bldg. Quezon City Hall 2. Any of the following institution/agency: <ol style="list-style-type: none"> 2.1 School/College/University 2.2 Client's company/organization 2.3 SSS, GSIS, LTO, Post Office, and other government issuing agency 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the entrance	Assists the client on how to fill-out the Registration Form	None	30 seconds	<i>Security Guard on duty</i>
2. Processing/ Issuance of Library Pass at the Registration area	Encodes client's details, validate QCitizen ID/valid ID (for non-QC residents) & prints, releases clients Library Pass.	None	1 minute	<i>Registration-in-charge</i>
3. Deposits personal belongings to the Baggage Counter Area; secure laptop/book pass form, if necessary; and issuance of baggage number	Assists the client to the Baggage Counter area to deposit personal belongings, except valuable items such as gadgets, wallets, etc., then provide clear envelope for client's valuables.	None	1 minute	<i>Baggage in-charge</i>

4. Taps Library Pass on the barcode reader	Assists client to tap Library Pass on the barcode reader located at the entrance of every section.	None	30 seconds	<i>Library Staff</i>
5. Client may proceed to the bookshelves area or search the OPAC for the material/s needed	Guides the client on how to use the OPAC / find the material they want to borrow/use.	None	5 minutes	<i>Library Staff</i>
6. Fill-out the book card and return/submit it to the designated library staff.	Receives the book card and processes the borrowed material.	None	30 seconds	<i>Library Staff</i>
7. After use, return the book/s in the Book Drop Box.	Disinfects the returned book/s	None	30 seconds	<i>Library Staff</i>
TOTAL:			9 minutes	

2. Borrowing of books (Onsite and Online Transactions)

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID		Finance Bldg. Quezon City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall present QCitizen ID and secure Borrowing Form at the Borrowing/Returning Transaction Desk	Assists the client on how to fill out the Borrowing Form	None	1 minute	<i>Library Staff</i>
2. The client shall submit duly accomplished Borrowing form to the designated section concerned	Checks the client's accomplished Borrowing Form and retrieves the requested book/s.	None	2 minutes	<i>Library Staff</i>

3. Client to receive requested book/s	Provides requested book/s to client	Overdue fine PHP1.00/ per day/ per book	30 seconds	<i>Library Staff</i>
4. Proceed to Info Desk for the processing of Book Pass	Encodes client's details	None	1 minute	<i>Library Staff</i>
5. Client will present Book Pass to the guard-on-duty upon exiting the library premises	Releases client's Book Pass	None	30 seconds	<i>Library Staff</i>
TOTAL:			5 minutes	

Online transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall accomplish the Borrowing Form through this link: https://bit.ly/QCPLBorrowingForm	Evaluates client's online application & checks the availability of the requested book/s	None	2 minutes	<i>Registration Staff</i>
2. Client will receive request notification via email	2.1 Sends request confirmation to client's email address	None	1 minute	<i>Registration Staff</i>
	2.2 Forwards request to concerned library branch	None	1 minute	<i>Registration Staff</i>
3. Client will proceed to the main/branch library to present the email confirmation and pick-up the requested book/s	3.1 Concerned library to issue the requested book/s to client	Overdue fine- PHP 1.00/day per book	2 minutes	<i>Library Staff</i>
4. Processing of Book Pass	4.1 Encodes client's details	None	1 minute	<i>Library Staff</i>
5. Client will submit Book Pass upon exiting the library premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Library Staff</i>
TOTAL:			7.5 minutes	

3. Returning of Books

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID		Finance Bldg. Quezon City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall return the materials borrowed at the Borrowing & Returning Transaction Desk	1.1 Checks the physical condition of the returned book/s and other materials	None	1 minute	<i>Library Staff</i>
	1.2 If lost, damaged and mutilated	Pay the amount of the based on SP-2991, S-2014-Section 10; For donated books, a fixed cost of fifty pesos (Php50.00) will be charged;	1 minute	
	1.3 If overdue	Pay one (1) peso per book per day	1 minute	
	1.4 Check-in/Scans the book/s returned	None	30 seconds	
2. The library client receives his/her QCitizen's ID	Returns QCitizen's ID of the Client		30 seconds	<i>Library Staff</i>
	TOTAL:		4 minutes	

4. Reservation of books (Online Transaction)

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID		Finance Bldg. Quezon City Hall		
Reservation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall visit the QCPL website and log-in using their QCitizen ID number	None	None	2 minutes	<i>Library Staff</i>
2. Browse OPAC for the preferred book/s or material/s	None	None	3 minutes	<i>Library Staff</i>
3. Click "Reserved" for the desired book/s or material/s up to <u>three (3) days</u> upon reservation	Evaluates client's online reservation & checks the availability of the request	None	30 seconds	<i>Library Staff</i>
4. The client will receive confirmation notice thru e-mail regarding the status of the reserved book/s	Approves the reservation request	None	1 minute	<i>Library Staff</i>
5. The client will claim the reserved book/s or material/s at the respective branch	Prepares the reserved book/s or material/s	None	2 minutes	<i>Library Staff</i>
	TOTAL:		8.5 minutes	

5. Charging Station (Electric use as per Ordinance SP- 2291, S- 2014 Section 8)

Usage of electric charging outlets for cell phones, laptops and other gadgets. Clients must bring their own charger.

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charging Form		Borrowing/Returning Transaction Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Borrowing /Returning Transaction Desk for the charging request.	Assists client to fill out the electric use/Charging Fee Form and logs information in the Record Book.	None	1 minute	<i>Library Staff</i>
2. Fill out the form and pay computed amount. (Client to proceed to the City Treasury and process the Order of Payment and secure official receipt or RSD staff will remit to the City Treasury the collected amount on a weekly basis)	Computes the amount to be paid and issues Order of Payment	Charging fee PHP20.00 per hour/ gadget	2 minutes	<i>City Treasury/ Library Staff</i>
3. Return to the library and show proof of payment at the Borrowing/Returning Transaction Desk.	Receives, validate, and records copy of official receipt	None	1 minute	<i>Library Staff</i>
4. Proceed to the available charging station in any section in the Readers Services; Gadget/s shall be monitored by the client.	Monitors charging time.	None	30 seconds	<i>Library Staff</i>
5. Unplug the charger when the stated duration is reached.	Notifies the client of the charging time.	None	15 seconds	<i>Library Staff</i>
	TOTAL:		4 minutes and 15 seconds	

6. Educational Tour

Accommodate requests to conduct educational tour in the Main Library. Request must be done at least two (2) weeks prior to the date of the activity to ensure availability of schedules and approval.

Office/Division	READERS' SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Schools, other libraries, institutions of cities and municipalities			
A. Educational Tour				
Conduct library tours and orientation in the main library for requesting schools, individuals or groups of people from different organizations.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following: 1.1 Objective(s) 1.2 Date and time of visit 1.3 Type of participants and estimated number of attendees 1.4 Contact person/number		School/College/University, Institutions, other cities and municipalities of requesting party		
2. Requesting party shall present any of the following valid ID (photocopy) 2.1 QCitizen ID 2.2 Student ID 2.3 Company ID 2.4 Government issued ID		-Finance Bldg. Quezon City Hall - School/College/University -Client's company/organization -SSS, GSIS, LTO, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to QCPL Receiving Desk or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives and records the copy of request letter	None	2 minutes	<i>Library Staff</i>
	1.2 Facilitates the approved request letter.		1 minute	
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates approved request letter to the requesting party	None	1 minute	<i>Library Staff</i>
	2.2 Orients the client about the policies, guidelines, services and programs of the library during the tour.	None	2 minutes	<i>Library Staff</i>
TOTAL:			6 minutes	

7. Interview/Survey/Photo/Video Shoot

Accommodate request to conduct interview and survey in the Main Library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedule and approval.

Office/Division	READERS' SERVICES DIVISION	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Schools, other libraries, institutions of cities and municipalities, and Media	
Interview/Survey/Photo/Video Shoot Conducting a research study and/or media coverage that may include data gathering, interview, photo and video documentation.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter addressed to the City Librarian which includes the following: 1.1 Objective(s) 1.2 Date and Time of visit 1.3 Name of school 1.4 Name of researcher/s 1.5 Contact person/number 1.6 Copy of questionnaires (for data gathering, interview, photo and video shoot)	Requesting party/researcher	
2. Any of the following ID 2.1 QCitizen ID 2.2 Student ID 2.3 Company ID 2.4 Government issued ID	-Finance Building Quezon City Hall - School/College/University -Client's company/organization -SSS, GSIS, LTO, Post Office, and other government issuing agency	
3. Personal gadgets (to be used during interviews and documentations)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request at the QCPL Receiving Section or may send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives and records the copy of request letter; 1.2 Facilitates the approved request letter.	None	1 minute	<i>RSD Staff</i>
2. Follow-up request through phone call or email for the status of the request.	2.1 Notifies the requesting party on the approved/declined request	None	1 minute	<i>RSD Staff</i>

	2.2 Orients the client about the policies, guidelines, services and programs of the library.	None	2 minutes	<i>RSD Staff</i>
TOTAL:			4 minutes	

8. Conduct of Branch Libraries Activities

Conduct of library activities like film showing, storytelling, reading tutorial, gift giving such as big book and smart books distributions to different communities within Quezon City.

Office/Division	DISTRICT/BRANCH LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Communities with existing libraries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, and types and numbers of participants for the library activities.		Authorized person of the Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop-off the letter Receiving Area of the Main Library to be forwarded to DLD.	1.1 Receives/ records the letter;	None	1 minute	<i>Receiving staff</i>
	1.2 Forwards the letter to DLD;	None	1 minute	<i>Library-in-charge</i>
	1.3 The City Librarian acts on the request letter;	None	5 minutes	<i>OIC City Library</i>
	1.4 Forwards the approved request letter to the District Libraries Division;	None	1 minute	<i>OIC City Library</i>
2. Follow-up the request and discuss further information needed.	2.1 DLD informs/ coordinates the concerned librarian/ library staff regarding the status of request to the concerned branch library;	None	5 minutes	<i>District Library Division Head</i>
	2.2 Sets final arrangement and calendar for the conduct of activity	None	2 minutes	<i>Library-in-charge</i>
	TOTAL:	None	15 minutes	

9. Accept Book/Reading Material Donation

Accept donation of books, library materials, etc. from various donors like civic spirited individuals, foundations, organizations, and friends of the library that help augment and increase library collections.

Office/Division	TECHNICAL SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contact Number – Telephone Number/Cellphone Number			Donor	
2. Book/Reading Material Donation Policy Form			Technical Services Division/Receiving	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire how to donate books/reading materials thru phone/FB messenger/Ask-a Librarian	1.1 Forward information to Technical Services Division	None	1 minute	<i>Assigned Staff</i>
	1.2 Approval/Recommendation to the OIC-QCPL	None	1 minute	<i>Head, TSD</i>
2. Drop donated books to main library/branches - Pickup books from donor's place to QCPL	2.1 Donated books will undergo a 3-day quarantine period before the assessment of the librarian.	None	72 hours	<i>Assigned staff</i>
3. Sign the Book/Reading Material Donation Policy Form. Pick-up books from Donor's place to QCPL	3.1 Receive and forward copy of Book/Material Donation Policy Form to Technical Services Division	None	1 minute	<i>Assigned staff</i>
4. Photo opportunity for documentation	4.1 Take pictures with the donor for documentation		2 minutes	<i>Assigned staff</i>
TOTAL:			72 hours and 5 minutes	

10. eGovernment Services

Providing assistance to client for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

Office/Division	LIBRARY EXTENSION DIVISION/DISTRICT LIBRARIES DIVISION (E-Government Section)			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen ID/Library Pass		1. Finance Bldg. Quezon City Hall/ Registration Area located at the Entrance of the Quezon City Public Library		
2. One valid government issued ID		2. Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)		
3. Email account		3. Yahoo or Gmail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Proceeds to eGovernment Section	8.1 Issues the application form	None	1 minute	<i>Library Staff</i>
9. Fills-out application form.	9.1 Assists the client in filling out the form	None	5 minutes	<i>Library Staff</i>
10. Submits duly accomplished application form	10.1 Receives and checks submitted application form	None	1 minute	<i>Library Staff</i>
11. Waits for the processing of your eGovernment registration and Reference Number	11.1 Registers client's information to the requested eGovernment service	None	9 minutes	<i>Library Staff</i>
12. Receives Reference Number	12.1 Provides client's Reference Number	None	1 minute	<i>Library Staff</i>
	12.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shop and/or to the QCPL-MPC printing station	None	1 minute	<i>Library Staff</i>
	12.3 Advises the client of how and where to settle the payment for his/her eGovernment registration.	None	1 minute	<i>Library Staff</i>
13. Signs logbook	13.1 Checks if client signed logbook.	None	1 minute	<i>Library Staff</i>
TOTAL:		Php10.00	20 minutes	

11. Use of Computers and Internet Services

Providing assistance to client who wants to use the computers for printing, research and encoding purposes such as MS Applications, Google, Yahoo, etc.

Office/Division	LIBRARY EXTENSION DIVISION/DISTRICT LIBRARIES DIVISION (E-Government Section)			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QCitizen ID/ Library Pass			Finance Bldg.; Quezon City Hall/Registration Area located at the Entrance of the Quezon City Public Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents QCitizen ID/Library Pass	1. Checks QCitizen ID/Library Pass	None	1 minute	<i>Library Staff</i>
2. Taps QCitizen ID/Library Pass on the bar code scanner	2. Guides/instructs client towards the bar code scanner	None	1 minute	<i>Library Staff</i>
3. Waits to be accommodated	3. Checks availability of computers	None	1 minute	<i>Library Staff</i>
4. Browses/opens/encodes applications/sites to be used	4. Assists client if requested or when the need arises	None	45 minutes	<i>Library Staff</i>
5. Requests to print document/files	5.1 Advises client to save document/files in a USB or through his/her email.	None	6 minutes	<i>Library Staff</i>
	5.2 Instructs client to print document at the nearest computer shop and/or to the QCPL-MPC printing station	None	1 minute	<i>Library Staff</i>
6. Close all tabs/applications used.	6. Checks and disinfects computer used by the client	None	4 minutes	<i>Library Staff</i>
7. Tap Library Pass on the bar code scanner	7. Guides/instructs client to tap Library Pass on the bar code scanner	None	1 minute	<i>Library Staff</i>
TOTAL:		None	60 minutes	

12. Request for Online Bookmobile, Puppet Shows, and Library Tours

Promote reading and the importance of going to the library.

Office/Division	LIBRARY EXTENSIN DIVISION (RECREATIONAL EDUCATIONAL SOCIAL SECTION)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of request address to the City Librarian via email, a month before the requested schedule. No invitation will be accepted for events occurring the same week or with a one-week window.	1.1 Receive and record a letter of request. 1.2 Forward letter to OIC-Asst. City Librarian for comments.	None	1 minute	<i>Receiving Personnel</i> <i>OIC-Asst. City Librarian</i>
	1.3 Forward letter to the City librarian for approval.	None	5 minutes	<i>City Librarian Secretary</i>
	1.4 Forward letter to LED-Head for coordination and dissemination.			
	1.5 Forward approved letter to Recreational, Educational, and Social Section Head	None	1 minute	<i>Section Head</i>
2. Follow up the request thru phone or email. Replies will be received in 1 to 3 working days via phone or email.	2.1 Coordinate with the requesting party for the date, time & place of activities.	None	5 minutes	<i>Assigned library staff</i>
	2.2 Confirm/finalize details of the activity.	None	1 minute	<i>Assigned library staff</i>
TOTAL:			13 minutes	