



QUEZON CITY PUBLIC LIBRARY

**CITIZEN'S CHARTER
2023 EDITION**

1. Access to Books 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)			
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’s ID 2. Any of the following ID <ol style="list-style-type: none"> a. Student ID (presently enrolled) b. Company ID c. Government issued ID with signature and address 		<ol style="list-style-type: none"> 1. Quezon City Hall 2. Agency <ol style="list-style-type: none"> a. Schools b. Client’s company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Observe minimum health protocols (wearing of face mask and use of alcohol).	1.1 Instruct guard on duty to remind clients about minimum health protocols	None	30 seconds	<i>Security Officer</i>
2. Register at the lobby/registration area	2.1 Assists the client on how to fill-out the Registration Form	None	1 minute	<i>Assigned library staff</i>
3. Present QCitizen’s ID	3.1 Validate QCitizen’s ID/ valid ID (<i>For non-QC residents</i>)	None	30 seconds	<i>Assigned library staff</i>
4. Processing / Issuance of Library Pass at the Registration Area.	4.1 Encodes client’s details 4.2 Prints and releases client’s Library Pass	None	2 minutes	<i>Assigned library staff</i>
5. Deposit personal belongings to the Baggage Counter Area and secure laptop/book pass form, if necessary	5.1 Assists the client to the Baggage Counter Area to deposit personal belongings, except valuable items such as gadgets, wallets, etc. 5.2 Provide clear envelopes for	None	1 minute	<i>Assigned library staff</i>

	client's valuables.			
6. Issuance of baggage number.	6.1 Issues baggage number to the client	None	30 seconds	<i>Assigned library staff</i>
7. Tap Library Pass / QCitizen's ID on the barcode reader.	7.1 Assists client to tap QCitizen's ID / Library Pass on the barcode reader located at the entrance of each reading section.	None	10 seconds	<i>Assigned library staff</i>
8. Client may proceed to the bookshelves area or search the OPAC for the material/s needed.	8.1 Guides the client on how to use the OPAC / find the material they need to borrow/use.	None	5 minutes	<i>Assigned library staff</i>
9. Fill-out the book card and return/submit it to the designated library staff with QCitizen's ID.	9.1 Receives the book card and processes the borrowed material.	None	30 seconds	<i>Assigned library staff</i>
10. After use of the book, return the book/s in the Book Drop Box.	10.1 Check-in/ Scans the book/s returned.	None	30 seconds	<i>Assigned library staff</i>
TOTAL:			11 minutes and 40 seconds	

0. 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 (RSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QCitizen's ID 2. Minors (below 15 years old) should be assisted by parents/guardians			a. Quezon City Hall	
ONSITE TRANSACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall present QCitizen's ID and secure Borrowing Form at the Info Desk.	1. Assists the client on how to fill out the Borrowing Form	None	1 minute	<i>Assigned library staff</i>
2. The client shall submit duly accomplished Borrowing Form to the designated section concerned	2. Checks the client's accomplished Borrowing Form and retrieves the requested book/s.	None	1 minute	<i>Assigned library staff</i>
3. Client to receive requested book/s	3.1 Issues requested book/s to client	None	30 seconds	<i>Assigned library staff</i>
4. Proceed to Info Desk for the processing of Book Pass	4.1 Encodes client's details	None	1 minute	<i>Assigned library staff</i>
5. Issuance of Book Pass. Client will present Book Pass to the guard-on-duty upon exiting the library premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Assigned library staff</i>
TOTAL:			4 minutes	

ONLINE TRANSACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall accomplish a Borrowing Form through this link: https://bit.ly/QCPLBorrowingForm	1.1 Evaluate client's online application	None	5 minutes	<i>Assigned library staff</i>
	1.2 Checks the availability of the requested book/s	None	10 minutes	<i>Assigned RSD library staff and Branch-in-charge</i>
2. Client will receive request notification via email	2.1 Sends request confirmation to client's email address	None	1 minute	<i>Assigned library staff</i>
	2.2 Forward requested book/s to concerned library branch	None	1 minute	<i>Assigned library staff</i>
3. Client will proceed to the main library or assigned branch library to present the email confirmation and pick-up requested book/s	3.1 Concerned library branch to release the requested book/s to client	None	2 minutes	<i>Assigned library staff</i>
4. Fill-out the book card and submit it to the designated library staff with QCitizen's ID.	4.1 Receives the book card and processes the borrowed material.	None	30 seconds	<i>Assigned library staff</i>
5. Receive Book Pass from designated library staff upon exiting the library's premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Assigned library staff</i>
TOTAL:			20 minutes	

0. Returning of books (Onsite and Online Transactions) Ordinance SP-2291, S-2014-Section 10

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

Office/Division	READERS SERVICES DIVISION (RSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen’s ID 2. Minors (below 15 years old) should be assisted by parents/guardians		A. Quezon City Hall		
ONSITE AND ONLINE TRANSACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The library client shall return the materials borrowed at the Borrowing & Returning Transactions Desk	1.1 Checks the physical condition of the returned book/s and other materials	None	1 minute	<i>Assigned library staff</i>
	1.2 If lost, damaged and mutilated	Pay the amount of the book based on SP-2291, S-2014-Section 10; For donated books, a fixed cost of Fifty pesos (P50.00) 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	2.1 Returns QCitizen’s ID of the client.	None	30 seconds	<i>Assigned library staff</i>

TOTAL:			4 minutes	

4. 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 (RSD)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen’s ID 2. Any of the following ID <ul style="list-style-type: none"> a. Student ID (presently enrolled) a. Company ID b. Government issued ID with signature and address 		1. Quezon City Hall 2. Agency <ul style="list-style-type: none"> a. School/College/University a. Client’s company/organization b. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Info Desk for the Charging request and payment.	1.1 Assists client to fill out the electric use/Charging Fee Form. 1.2 Logs information in the Record Book.	None	1 minute	<i>Assigned library staff</i>
2. Fill out the form and pay computed amount. ** Client to proceed to the City Treasurer’s Office and present/pay the Order of Payment and secure official receipt	2.1 Computes the amount to be paid 2.2 Issues Order of Payment	Electric charge fee PHP 20.00 per hour per gadget	2 minutes	<i>Assigned library staff</i>
3. Return to the library and show proof of payment at the Information Desk.	3.1 Receives and checks copy of submitted official receipt 3.2 Records the official receipt number	None	1 minute	<i>Assigned library staff</i>

4. Proceed to the available charging station in any section in the Readers Services; Gadget/s should be monitored by the client.	4.1 Monitors charging time	None	30 seconds	<i>Assigned library staff</i>
5. Unplug the charger based on the paid time.	Notifies the client of the charging time	None	30 seconds	<i>Assigned library staff</i>
TOTAL:			5 minutes	

5. Educational Tour

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

Office/Division	READERS SERVICES DIVISION (RSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	School/College/University, other libraries, institutions, other 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: a. Objective(s) a. Date and time of visit b. Type of participants and number of attendees c. Contact person/number		School/college/university, institutions, other cities and municipalities of requesting party.		
0. Requesting party shall present any of the following valid IDs (photocopy) a. QCitizen's ID b. Student ID c. Company ID d. Government issued ID		a. Quezon City Hall b. School/College/University c. Client's company/organization d. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off the request letter to QCPL Receiving Desk or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter and record it in the logbook;	None	2 minutes	<i>Assigned library staff</i>
	1.2 Receives and facilitates the approved request letter		1 minute	<i>Division head</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates approved request letter to the requesting party; 2.2 Orients the client about the policies and guidelines of	None	5 minutes	<i>Assigned library staff</i>

	<p>the library during the tour;</p> <p>2.3 Notes the final arrangement in preparations for the activity</p>			
TOTAL:			8 minutes	

6. Interview / Survey

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

Office/Division	Readers Services Division (RSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	School/College/University, other libraries, institutions, other cities and municipalities.			
A. Interview/Survey				
Conducting a research study that may include data gathering, interview, and video documentation for thesis, dissertation, and other academic requirements.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following: a. Objective(s) b. Name and time of visit c. Name of school / college / university d. Name of researcher(s) e. Contact person f. Copy questionnaires (for data gathering and interview)		Requesting party/researcher		
2. Any of the following valid IDs (photocopy) a. Student ID a. Company ID a. Government issued ID a. QCitizen's ID		a. School/College/University a. Client's company/organization a. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency a. Quezon City Hall		
0. Personal gadgets (to be used during interviews and documentations)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off letter of request at the QCPL Receiving Section or may send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives copy request of the request letter;	None	1 minute	<i>Assigned library staff</i>
	1.2 Forward the letter to the division head for evaluation and approval		1 minute	<i>Division Head</i>
	1.3 Facilitates the request.		5 minutes	<i>Assigned library staff</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates the status of request to the			

	requesting party; 2.2 Orients the client about the policies and guidelines of activity; 3.3 Notes the final arrangement in preparations for the activity	None	1 minute	<i>Assigned library staff</i>
TOTAL:			8 minutes	

7. Conduct of Branch Libraries Activities

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

Office/Division	DISTRICT LIBRARIES DIVISION			
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, types and number 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 at Receiving Area of the Main Library to be forwarded to DLD.	1.1 Receives / records the letter;	None	15 minutes	<i>Library staff</i>
	1.2 Forward the letter to OIC-Assistant City Librarian for comments;	None	10 minutes	<i>OIC-Assst. City Librarian</i>
	1.3 The City Librarian acts on the request letter;	None	30 minutes	<i>City Librarian</i>
	1.4 Forward the approved request letter to the District Libraries Division;	None	10 minutes	<i>Secretary/Clerk</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	30 minutes	<i>Librarian/Library-in-charge</i>
	2.2 Set final arrangement and calendar	None	15 minutes	

	for the conduct of activity			<i>Librarian/Library-in-charge</i>
	TOTAL:		1 Hour and 50 minutes	

8. 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>
2. Drop donated books to main library / branches	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	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	None	2 minutes	<i>Assigned staff</i>

	TOTAL:		72 hours and 4 minutes	
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9. 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 (EGOVERNMENT SECTION)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One valid government issued ID		Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)		
2. Email account		Yahoo or Gmail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to eGovernment Section	1.1 Issues the application form	None	1 minute	<i>eGovernment Section Head</i>
2. Fill-out application form.	2.1 Assists the client in filling out the form	None	5 minutes	<i>eGovernment Section Head</i>
3. Submits duly accomplished application form	3.1 Receives and checks submitted application form	None	1 minute	<i>eGovernment Section Head</i>
4. Wait for the processing of your eGovernment registration of Reference Number	4.1 Registers client's information to the requested eGovernment service	None	9 minutes	<i>eGovernment Section Head</i>
5. Receives the Reference Number	5.1 Provides client's Reference Number	None	1 minute	<i>eGovernment Section Head</i>
	5.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shops and/or to the QCPL MPC	None	1 minute	<i>eGovernment Section Head</i>

	printing station			
	5.3 Advises the client of how and where to settle the payment for his / her eGovernment registration.	None	1 minute	<i>eGovernment Section Head</i>
6. Signs on logbook	6.1 Check if the client signed the logbook.	None	1 minute	<i>eGovernment Section Head</i>
TOTAL:		Php10.00	20 minutes	

10. Use of Computers and Internet Services

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

Office/Division	LIBRARY EXTENSION DIVISION (eGovernment Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Pass		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. Present Library Pass	1.1 Checks Library Pass	None	1 minute	<i>eGovernment Section Head</i>
2. Tap Library Pass on the bar code scanner	2.1 Guides client towards the bar code scanner	None	1 minute	<i>eGovernment Section Head</i>
3. Wait to be accommodated	3.1 Checks availability of computers	None	1 minute	<i>eGovernment Section Head</i>
4. Browse / open / encode applications / sites to be used	4.1 Assists client if requested or when the need arises	None	45 minutes	<i>eGovernment Section Head</i>
5. Receives printed documents / files	5.1 Advises client to save document/files in a USB or through his/her email	None	1 minute	<i>eGovernment Section Head</i>
	5.2 Instructs clients to print documents at the nearest computer shop and/or to the QCPL-MPC printing station.			
6. Close all tabs / applications used.	6.1 Checks and disinfects computer used by the client	None	4 minutes	<i>eGovernment Section Head</i>
7. Tap Library Pass on the bar code scanner	7.1 Guides/instructs client to tap Library Pass on the bar code scanner	None	1 minute	<i>eGovernment Section Head</i>
TOTAL:			54 minutes	

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

Promote reading and the importance of going to the library.

Office/Division	RECREATIONAL EDUCATIONAL SOCIAL SECTION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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.	None	1 minute	<i>Receiving Personnel</i>
	1.2 Forward letter to the OIC- Asst. City Librarian for comments			<i>OIC-Asst. City Librarian</i>
	1.3 Forward letter to the City librarian for approval. 1.4 Forward letter to LED-Head for coordination and dissemination	None	5 minutes	<i>City Librarian Secretary</i>
	1.3 Forward approved letter to Recreational, Educational, and Social Section.	None	1 minute	<i>Assigned library staff</i>
2. Follow up the request thru phone or email. Replies will be received in 1 to 2 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	