



**QUEZON CITY PUBLIC LIBRARY**

**CITIZEN’S CHARTER  
2024 (1<sup>st</sup> EDITION)**

**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)/ADMINISTRATIVE SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen ID 2. Any of the following ID 2.1 Student ID (currently enrolled) 2.2 Company ID 2.3 Government issued ID		1. Finance Bldg. Quezon City Hall 2. Any of the following institution/agency: 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. Present identification card upon entry.	Assist the client in filling-out the registration form. (Check identification)	None	30 seconds	Security Guard on duty
2. Process the issuance of Library Pass or register QCitizen ID at the Registration Area.	Encodes client's details and validate QCitizen ID/valid ID (for non - QC residents) print and release client's library pass.	None	20 minutes	Clerk II
3. Deposit personal belongings to the Baggage Counter Area; secure /gadget pass/book slip form and baggage number.	Assist the client to the Baggage Counter to deposit personal belongings, except valuable items such as gadgets, wallets, etc., then provide a clear envelope/bag for the client's valuables.	None	10 minutes	Utility I
4. Scan the Library Pass or QCitizen's ID on the barcode reader located at the entrance of every section.	Assist client to scan library pass or QCitizen's ID.	None	2 minutes	Admin Asst.

5. Client may proceed to the bookshelves area or search the Online Public Access Catalog (OPAC) for the material/s needed.	Guide the client on how to use the OPAC to find the material he/she wants to read.	None	10 minutes	Librarian I
6. Fill-out the book card and submit it to the designated librarian.	Scan the book/s and library pass or QC ID for in-house check out.	None	10 minutes	Librarian I
7. After use, return the book/s in the book cart.	Scan the book/s and library pass or QC ID for in-house check in.	None	5 minutes	Librarian I
<b>TOTAL:</b>			57 minutes and 30 seconds	

2. Home Borrowing 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		
1. QCitizen's ID 2. Minors (ages 15 below) must be guided by their parents/guardian		Finance Bldg. Quezon City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the bookshelves area or search the OPAC for the material/s needed.	Guide the client on how to use the OPAC to find the reading and other educational material/s.	None	10 minutes	Librarian I
2. Present QCitizen ID, fill-out and submit the book card or form at the Circulation Desk.	Check the accomplished book card or form before handing over the books or other educational materials to the client.	None	10 minutes	Librarian 1
3. Present the book pass to the guard-on-duty upon leaving the library premises .	Verify and collect the book pass.	None	3 minutes	Guard on duty
TOTAL:			23 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. Return the materials borrowed at the Circulation Desk.	1.1 Check the physical condition of the returned book/s and other educational materials.	None	10 minutes	Librarian 1
	1.2 If lost, damaged and mutilated	Pay the amount based on SP-, (2291) S-2014-Section 10; For donated books, a fixed cost of fifty pesos (Php50.00) will be charged;	10 minutes	
	1.3 If overdue	Pay the amount of one (1) peso per book per day based on SP-2291- Section 8; for overdue payment.	10 minutes	
	1.4 Scan the book/s or other educational material used and return the QCitizen ID to the borrower.	None	5 minutes	
	TOTAL:		35 minutes	

4. Online Reservation 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		
1. QCitizen ID 2. Minors (ages 15 below) must be guided by their parents/guardian		Finance Bldg. Quezon City Hall		
Reservation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the QCPL website <a href="https://qcpl.quezoncity.gov.ph/">https://qcpl.quezoncity.gov.ph/</a> and log-in using QC E-Services account.	None	None	None	None
2. Browse OPAC for the preferred book/s.	None	None	None	None
3. Reserve for the preferred book/s or material/s.  3.1 The client will receive confirmation notice thru email regarding the status of the reserved book/s.	3. Evaluate client's online reservation & check the availability of the request.  3. 1 Approve the reservation request.	None	1 day	Librarian 1
4. Claim the reserved book/s.	Prepare the reserved book/s.	None	10 minutes	Librarian 1
	TOTAL:		1 day and 10 minutes	

5. Electricity Use (as per Ordinance SP- 2291, S- 2014 Section

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

Office/Division	READERS' SERVICES 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. Fill out the “Order of Payment” slip available in every section.	Assist client to fill-out the (order of payment slip).	None	5 minutes	Clerk
2. Proceed to the available charging station in any section of the Readers’ Services Area.	Monitor charging time.	None	5 minutes	Clerk
3. Pay to the Collecting Officer located at the Reference Section  3.1. Official Receipt or Acknowledgement Receipt will be issued.	Issue receipt to the client.	Charging fee PHP20.00 per hour/gadget	10 minutes	Collecting Officer
4. Present receipt at the section who issued the “Order of Payment” slip.	Stamp or Sign the receipt.	None	5 minutes	Librarian 1
	TOTAL:		25 minutes	

6. Library Tour and Orientation

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

Office/Division	ADMINISTRATIVE 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. Library Tour and Orientation				
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 <a href="mailto:qcplibrary@quezoncity.gov.ph">qcplibrary@quezoncity.gov.ph</a>	1.1 Receive and record the copy of the request letter.	None	10 minutes	Clerk
	1.2 Facilitate the approved request letter for scheduling.		1 day	
		1.3. Coordinate approved request letter to the requesting party.	None	1 day



2. Verify the status of request thru email or by phone.	Inform the client about the policies and guidelines of the library before the tour.	None	15 minutes	Clerk
3. Proceed to the library for the tour once request is approved.	Facilitate the library tour.	None	1 hour	Librarian
<b>TOTAL:</b>			2 days,1 hour and 45 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		
<b>Interview/Survey/Photo/Video Shoot</b> Conducting a research study and/or media coverage that may include data gathering, interview, photo and video documentation <sup>1</sup> .			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
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) <sup>2</sup>		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)			

<sup>1</sup>  
<sup>2</sup>

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 Receive and record the copy of the request letter. 1.2. Facilitate the approved request letter for scheduling.	None	1 day	Clerk
	1.3. Coordinate approved request letter to the requesting party.	None	1 day	Clerk
2. Verify the status of request thru email or by phone.	Inform the client about the policies and guidelines of the library before the interview/survey/ photo/video shoot .	None	1 day	Librarian
3. Proceed to the library for the interview/survey/ photo/video shoot once request is approved.	Facilitate the interview/survey/ photo/video shoot.	None	1 day	Librarian
TOTAL:			4 days	

8. Signing of Library Clearance Form

Provide assistance to QC employees in accomplishing their office clearance.

Office/Division	READERS' SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees under QC government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Human Resource Management Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present office clearance form to the Information Desk	1.1. Verify and check the employee's library record.	None	10 minutes	Clerk II
	1.2 Release the clearance form signed by the librarian.	None	10 minutes	Head Librarian
	TOTAL:	20 minutes		

9. Issuance of Gadget Pass

Provide assistance in obtaining a gadget pass by clients.

Office/Division	READERS' SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID or Library Pass		Finance Bldg. Quezon City Hall or Quezon City Public Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Baggage Counter	Issue the gadget pass form.	None	1 minute	Utility Worker
2. Fill out the gadget pass form and submit it to the Baggage Counter before proceeding to the reading area.	Verify the declared gadgets listed in the gadget pass form.	None	15 minutes	Utility Worker
3. Present the gadget pass together with their devices to the Baggage Desk before leaving the library.	Check the gadget pass and ensure that the devices declared are correct.	None	10 minutes	Security Guard
	TOTAL:	26 Minutes		

10. e-Government Services

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

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION (E-Government Unit)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen ID/Library Pass 2. One valid government issued ID		1. Finance Bldg. Quezon City Hall/ Registration Area located at the Entrance of the Quezon City Public Library 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
1. Proceed to eGovernment Section	Issue the application form.	None	1 minute	Clerk
2. Fill-out and submit duly accomplished application form.	Receive and check submitted application form.	None	10 minutes	Clerk
3. Wait for the processing of eGovernment registration and Reference Number	3.Register client's personal information (name, gender and age) using eGov portal.  3.1. Register client's information to the requested eGovernment website.	None	15 minutes	Clerk
4. Receive Reference Number for payment.	4.1 Provide client's Reference Number;  4. 2. Advise clients to copy, capture, or print reference number and information details.  4.3. Advise the client on how and where to settle the payment for the reference number.	None	5 minutes	Clerk
TOTAL:			21 minutes	

11. Use of Computers and Internet Services

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

Office/Division	READERS' SERVICES DIVISION/DISTRICT LIBRARIES DIVISION (E-Resources Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
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. Scan QCitizen ID/Library Pass on the scanner.	1. Assist the client to scan QCitizen ID/Library Pass.	None	2 minutes	Clerk
2. Proceed to the computers.	2. Orient client on the online resources.	None	5 minutes	Clerk
3. Browse/open/encode applications/sites to be used.	3. Assist clients.	None	5 minutes	Clerk
4. Requests to save the document or files.	4. Advise the client to save documents or files in a flash drive or through email.	None	5 minutes	Clerk
5. Close all tabs/applications used.	5. Check and disinfect computer used by the client.	None	5 minutes	Clerk
6. Scan Library Pass on the scanner before exit.	6. Assist the client to scan the QCitizen ID or Library Pass.	None	2 minutes	Clerk
TOTAL:		None	24 minutes	

12. Donation of Book/Reading Material

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 - Government to Citizen			
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. Visit the website and fill out the book donation form.  1.2. Fill out and submit the book donation form for walk-in donors.  1.3 Email or phone call the donation details	1.1 Check the system, accept the donation and contact the donor or decline depending on the description and condition of the books.  for pickup: schedule the pickup date  for dropoff: instruct the donor to drop anytime.  1.2 Receive the donation form the client and provide a copy of the policy.  1.3 Check email or accept phone calls for responses.	None	1 day	Clerk
2. Drop donated books to main or branch libraries for walk-in donors  2.1 Ask for a schedule for the pick-up of books to be donated.	1. Receive the donated library material/s or book/s.  2.1 Confirm schedule of pickup and coordinate to the assigned pickup staff.	None	1 day	Clerk

3. Upon pickup Sign the Book/Reading Material Donation Policy Form.	3.1 Receive the donated book and the Book/Material Donation Policy Form.  3.2. Photo opportunity for documentation.	None	1 day	Librarian
TOTAL:			3 days	



13. Request for Bookmobile, Puppet Shows, and Library Tours

The Bookmobile Services of the City Library travel to public and private schools in Quezon City, as well as to communities without access to nearby barangay reading centers or libraries. The bookmobile is equipped with shelves filled with books for readers of all ages. In addition to providing books, it offers activities such as storytelling, puppet shows, and other library-related programs. The primary goal of this service is to promote the use of the public library and increase awareness of the library's services.

Office/Division	LIBRARY EXTENSION DIVISION (RECREATIONAL EDUCATIONAL SOCIAL SECTION)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 href="mailto:qcplibrary@quezoncity.gov.ph">qcplibrary@quezoncity.gov.ph</a> a month before the requested schedule.  1.1 Verify the status of request thru email or by phone.	1.2. Receive and record the copy of the request letter. 1.2. Facilitate the approved request letter for scheduling.	None	1 day	Clerk
2. Verify the status of request thru email or by phone.	2.1 Coordinate with the requesting party for the date, time & place of activities.	None	1 day	Librarian
	2.2 Confirm/finalize details of the activity.	None		
TOTAL:			2 days	