

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>