

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	