

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	