

11. Use of Computers and Internet Services

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

Office/Division	LIBRARY EXTENSION DIVISION/DISTRICT LIBRARIES DIVISION (E-Government Section)			
Classification:	Simple			
Type of Transaction:	G2C (public)			
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. Presents QCitizen ID/Library Pass	1. Checks QCitizen ID/Library Pass	None	1 minute	<i>Library Staff</i>
2. Taps QCitizen ID/Library Pass on the bar code scanner	2. Guides/instructs client towards the bar code scanner	None	1 minute	<i>Library Staff</i>
3. Waits to be accommodated	3. Checks availability of computers	None	1 minute	<i>Library Staff</i>
4. Browses/opens/encodes applications/sites to be used	4. Assists client if requested or when the need arises	None	45 minutes	<i>Library Staff</i>
5. Requests to print document/files	5.1 Advises client to save document/files in a USB or through his/her email.	None	6 minutes	<i>Library Staff</i>
	5.2 Instructs client to print document at the nearest computer shop and/or to the QCPL-MPC printing station	None	1 minute	<i>Library Staff</i>
6. Close all tabs/applications used.	6. Checks and disinfects computer used by the client	None	4 minutes	<i>Library Staff</i>
7. Tap Library Pass on the bar code scanner	7. Guides/instructs client to tap Library Pass on the bar code scanner	None	1 minute	<i>Library Staff</i>
TOTAL:		None	60 minutes	