

QUEZON CITY PUBLIC LIBRARY

CITIZENS CHARTER

Legal Mandate:

RA 411, RA 7743 and QC Ordinance No. 2291 amending Ordinance No. 3559

VISION:

THE QCPL ENVISIONS ITSELF TO BE A PREMIER AND WORLD- CLASS PUBLIC LIBRARY, RESPONSIVE TO THE INFORMATION AND RESEARCH NEEDS OF THE COMMUNITY

MISSION:

Imbued with its Vision, the QCPL commit to:

1. Provide quality resources and services to meet the changing needs of the community through the introduction of innovative techniques for the advancement of learning and literacy.
2. Train and develop the staff to be equipped with the needed skills and competencies and strive to be an innovator in public library services.
3. Foster strong linkage and partnership among government and non-government agencies both local and international

FRONTLINE SERVICES

RESEARCH

Schedule of Availability of Service :

Days : Monday – Friday

Hours: 8:00 a.m. – 5:00 p.m.

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Go directly to the bookshelves after leaving your ID and belongings at the baggage counter and choose the books you need After leaving your belongings at the baggage		5 – 10 minutes	Reference Personnel Filipiniana and Local History Personnel	NONE	NONE

	counter, go directly to bookshelves, choose book/s then leave an I.D.			Law Research Personnel	
2	Sign the book card and give it to the person in charge	Receive the book card	5 minutes		Book Card
3	After the research return the book/s to the person/s responsible or place the book/s at the book cart	Receive returned book/s			
4	All books are for room reading only, except for pocket books				
END of TRANSACTION					

Who May Avail of the Service : Library Users/clients
Documentary Requirements : Library ID
Processing Period : 15 minutes
How to Avail of the Service :

ONLINE PUBLIC ACCESS CATALOG (OPAC)

Schedule of Availability of Service :
Days : Monday – Friday /Saturdays
Hours: 8:00 a.m. – 5:00 p.m./8:00 a.m.-4:00 p.m.

Who May Avail of the Service : Library User
Documentary Requirements : Library ID
Processing Period : 10 minutes
How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Go to the OPAC's homepage	Assist/ answer any queries on how to use the page.	5 – 10 minutes	Library Personnel	NONE	
2	Type the word/phrase/keyword in the search bar and click submit					
3	Select the blue underlined word or title					
4	End or continue search					
END of TRANSACTION						

HOMEREADING OF POCKETBOOKS

Schedule of Availability of Service	:	
	Days	Monday – Friday /Saturday
	Hours	8:00 a.m. – 5:00 p.m./8:00a.m.-5:00 p.m.
Who May Avail of the Service	:	Library User
Documentary Requirements	:	Library ID
Processing Period	:	10 minutes
How to Avail of the Service	:	

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Choose the pocketbook you wish to borrow		10 minutes	Librarian	₱ 1.00 per day fine for overdue	
2	Sign the book card					Book Card
3	Submit the book card to the responsible person	Receive and record the book card				
4	Get book pass from the responsible person	Release the book by issuing a book pass				Book Pass
END of TRANSACTION						

INTERNET AND MULTIMEDIA

Schedule of Availability of Service	:	
	Days	Monday – Friday /Saturday
	Hours	8:00 a.m. – 5:00 p.m./8:00a.m.-4:00 p.m.
Who May Avail of the Service	:	Library Users
Documentary Requirements	:	Library ID
Processing Period	:	1 hour
How to Avail of the Service	:	

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Sign at the logbook	Gives the logbook to be signed by the library user	30 minutes – 1 hour (use of computer)	MIS Staff	None	Logbook
2	Gets number corresponding to the number of computer to use.	Issues number of computer to use				
3	If all computers are in use, wait for your turn					
4	Stop using computers after desired time limit expires	Monitors time limit per computer				

5	Printing is allowed for a maximum of two pages.	Release printed material				
END of TRANSACTION						

LIBRARY ID CARD APPLICATION

Schedule of Availability of Service :

Days : Monday – Friday

Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Library users

Documentary Requirements : 2pcs 1x1 picture and proof of QC residency

Processing Period : 10 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Show proof of residency, present any two government IDs or barangay clearance.	Authenticate the proof of residency.	5 – 10 minutes	Librarian	P60.00	None
2	Get order of payment from the responsible person	Provide the order of payment		Librarian		
3	Pay at the treasurer’s office			Librarian		
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5-10 minutes	Librarian		Library Card application form
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	10-15 minutes	Librarian		
6	Wait for processing of ID	Process the ID card	20-30 minutes	MIS Staff		
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook		MIS staff		
END of TRANSACTION						

LIBRARY ID CARD RENEWAL

Schedule of Availability of Service	:	
Days	:	Monday – Friday
Hours	:	8:00 am – 5:00 pm
Who May Avail of the Service	:	Library users with existing library card
Documentary Requirements	:	recent 2pcs 1x1 picture and proof of QC residency
Processing Period	:	30 minutes
How to Avail of the Service	:	

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present old library card	Authenticate the library card	5 – 10 minutes	Librarian	P60.00	None
2	Get order of payment from the responsible person	Provide the order of payment				
3	Pay at the treasurer's office					
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5-10 minutes	Librarian	P60.00	Library Card application form
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval				
6	Wait for processing of ID	Process the ID card	20-30 minutes	MIS Staff		Log book
	Get the new ID and sign at the log book	Release ID and have the Library User sign on the logbook				
END of TRANSACTION						

**REPLACEMENT FOR LOSS OF LIBRARY CARD BY PUBLIC SCHOOL STUDENTS
SCHEDULE OF AVAILABILITY OF SERVICE :**

Days : Monday – Friday
Hours : 8:00 am – 5:00 pm
Who May Avail of the Service : Public School Students with lost library card
Documentary Requirements : Recent 2pcs 1x1 picture and proof of QC residency
Processing Period : 1 hour 20 minutes
How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application form for lost Library ID	Authenticate membership of the student	5-10 minutes			
2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian		None
3	Pay at the treasurer's office		10-15 minutes	Librarian		
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian	P30.00	Library Card application form
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	Librarian MIS Staff		
6	Wait for processing of ID	Process the ID card		MIS staff		Log book
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
END of TRANSACTION						

REPLACEMENT FOR LOSS OF LIBRARY CARD BY OTHER LIBRARY USERS

Schedule of Availability of Service :
Days : Monday – Friday
Hours : 8:00 am – 5:00 pm
Who May Avail of the Service : Public School Students with lost library card
Documentary Requirements : Recent 2pcs 1x1 picture and proof of QC residency

Processing Period : 1 hour 20 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application form for lost Library ID	Authenticate membership of the student	5-10 minutes	Librarian	P50.00	Library Card application form Log book
2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian		
3	Pay at the treasurer's office		10-15 minutes	Librarian		
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian		
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	MIS Staff MIS staff		
6	Wait for processing of ID	Process the ID card				
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
END of TRANSACTION						

REPLACEMENT FOR SUBSEQUENT INSTANCE/S OF LOST CARD

Days : Monday – Friday

Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Library Users

Documentary Requirements : Recent 2pcs 1x1 picture and proof of QC residency

Processing Period : 1 hour 20 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application form for lost Library ID	Authenticate membership of the student	5-10 minutes	Librarian		None

2	Get order of payment from the responsible person	Provide the order of payment	5 minutes	Librarian		
3	Pay at the treasurer's office		10-15 minutes	Librarian	P100	Library Card application form
4	Present the OR to the person responsible and fill up the application form	Give application form to the applicant	5 minutes	Librarian		
5	Submit the application form to responsible person and go to the MIS for picture taking	Receive the submitted application form for approval	5-10 minutes	MIS Staff MIS staff		Log book
6	Wait for processing of ID	Process the ID card				
	Get the ID and sign at the log book	Release ID and have the Library User sign on the logbook	20-30 minutes			
END of TRANSACTION						

PROCESS FOR THE PAYMENT OF OVERDUE BOOKS

Days	:	Monday – Friday
Hours	:	8:00 am – 5:00 pm
Who May Avail of the Service	:	Library Users
Documentary Requirements	:	Recent 2pcs 1x1 picture and proof of QC residency
Processing Period	:	1 hour 20 minutes

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1.	Return the fiction book	Locate book card and Library ID	5-10 minutes	Info. Desk Personnel		Order of Payment
2.		Compute the days of overdue and number of fiction books borrowed	5-10 minutes	Info. Desk Personnel	P1.00 per day per book	
3.		Provide the order of payment	3-5 minutes	Info. Desk Personnel		

4.	Pay at the Officer in charge at the Info. Desk or at the Treasurer's Office		5 -10 minutes	Info.		
5.	Present the receipt to the officer-in-charge and the library card	Release the Library ID and Clear the process to the record book.	5 minutes	Desk Personnel		

END of TRANSACTION

CHARGING

Schedule of Availability of Services	:	
Days	:	Monday- Friday/Saturday
Hours	:	8:00a.m.-6:00 p.m./8:00am-4:00pm
Who May Avail of the Service	:	Library Users
Requirement	:	Charger
Processing Period	:	5 minutes
Amount to be paid	:	P20.00/hour
Minimum Hour	:	1 hour
How to Avail of the Service		

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Go to the Information Desk for the Charging request and payment. Register in the Record Book the personal information, to include the request hours, amount to be paid, and the like		1-2 minutes	Information Desk Officer	Php20.00 /hour	Record Book
2	Fill up the form	Receive the form to be shown to the Staff where you	1min	_____		Electric use/Charging Fee Form

		will charge your mobile, tablet, laptop				
3	Go to the available charging station in any section in the Readers Services	Start the time	1min	Staff of the Section wherein you will charge your gadget		
4	Pull out the charger when you are finished with the time requested and the amount you paid		1min			
END OF TRANSACTION						

E-GOVERNMENT REGISTRATION (NBI, DFA, PAG-IBIG, PHILHEALTH, ETC.)

Schedule of availability of Service :

Days : Monday – Friday

Hours : 8:00 a.m. – 5:00 p.m.

Processing Period :20 minutes

How to Avail of the Service : E-Government registrants

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Get number from the responsible person and wait for your number to be called	Give number to the clients	10-15 minutes	MIS staff	none	Log book
2	If number is called go the MIS for online registration and wait for your turn	Assist the clients		MIS Staff		
3	Sign at the log book	Provide the logbook	MIS Staff			
4	Wait for available computer to be used after other users are finished. Go to the available computer and register online.	Assist the clients in their online registration	2 - 5 minutes	MIS staff		

	Fill up the online application form. MIS staff will assist you.					
5	If application is successful, request for confirmation print out if needed.	Print needed information as requested by the client				
6	Pay at the Automated Payment Center within the library building.					
END of TRANSACTION						

REQUEST FOR BOOKMOBILE, PUPPET SHOWS AND LIBRARY TOURS

Schedule of availability of Service :

Days : Monday – Friday / Saturday

Hours : 8:00 a.m. – 5 p.m. /8:00 a.m.-4 p.m.

Who May Avail of the Service : Schools, barangays, agencies, libraries, etc.

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit Letter of request address to the City Librarian	Accept letter of request for approval	1-2 days	Receiving Personnel Librarian	None	Log book
2	Follow up the request after a day or two	Ensure that the request is acted upon.				
3	Confirm the date, time and place	Ensure that the dates are available and not in conflict with other activities. Confirm the approval.				
4	Finalize the activity requested 2 or 3 days before the event.	Be ready for the activity				
END of TRANSACTION						

PROCEDURE FOR COMPLAINTS:

1. Make a written complaint addressed to the City Librarian and drop it in the designated drop box located at the Information Desk of the Reference Area.
2. Approach the Reference Librarians for any issue/concerns about the library services.
3. Or call at telephone number 922-40-60/927-98-34 and ask/look for the City Librarian or any Officer of the Day and tell your complaints/issues/concerns with regards to the library services.

