QCPL CITIZENS CHARTER

Quezon City Public Library

1.0   Legal Mandate:

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

2.0   VISION:

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

3.0   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		5 – 10 minutes	Reference Personnel		NONE
2	Sign the book card and give it to the person in charge	Receive the book card	5 minutes	Filipiniana and Local History Personnel	NONE	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		Law Research Personnel		
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 over due	
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

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				Logbook
2	Gets number corresponding to the number of computer to use.	Issues number of computer to use	30 minutes – 1 hour (use of computer)	MIS Staff	None	
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						

4.5 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		None
2	Get order of payment from the responsible person	Provide the order of payment		Librarian		
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	10-15 minutes	Librarian		
6	Wait for processing of ID	Process the ID card	20-30 minutes	MIS Staff		Logbook
	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						

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

Schedule of availability of Service :

 Days : Monday – Friday

 Hours : 8:00 a.m. – 5 p.m.

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Get number from the responsible	Give number to the clients		MIS staff	none	

	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
	person and wait for your number to be called		10-15 minutes	MIS Staff		Log book
2	If number is called go the MIS for online registration and wait for your turn	Assist the clients				
3	Sign at the log book	Provide the logbook				
4	Wait for available computer to be used after other users are finished. Go to the available computer and register online. Fill up the online application form. MIS staff will assist you.	Assist the clients in their online registration	2 - 5 minutes	MIS Staff MIS staff		
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						

Who May Avail of the Service   : E-Government registrants

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.