



## CITIZEN'S CHARTER

2021 (2<sup>nd</sup> Edition)



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## I. **Mandate and Legal Bases:**

RA 411 an act to provide for the establishment, operation and maintenance of municipal libraries throughout the Philippines, appropriating fund therefor.

RA 7743 an act providing for the establishment of congressional, city and municipal libraries and barangay reading centers throughout the Philippines, appropriating the necessary funds therefor and for other purposes.

QC Ordinance No. 2597, S-2017, an ordinance amending Ordinance No. 3559, S-1957, as amended by Ordinance No. SP-2291, S-2014, thereby expanding the role of the Quezon City Library and Information center to include print and digital publishing services.

## II. **Vision:**

The QCPL envisions itself to be a premier and world class public library, responsive to the information and research needs of the community.

## III. **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.

## IV. **Service Pledge**



1. Provide efficient and accurate information to its clientele through available relevant resources in different format.
2. Develop human resources to become fully aware of their duties as professionals accountable in everything they do and respectful in dealing with their clients, co-employees and duly constituted authorities.
3. Continue to be an influence to other public libraries in the country being the leader in public library service through its innovative strategies and initiatives.
4. All applicants/clienteles or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.”



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## MAIN LIBRARY

# External Services



## 1. Access to Books and Other Reference Materials

Provides assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

<b>Office or Division:</b>	Readers Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any of the following valid I.D <ul style="list-style-type: none"> <li>a. Library card</li> <li>b. Student ID</li> <li>c. Company ID</li> <li>d. Government issued ID</li> <li>e. QCitizen ID</li> </ul>		<ul style="list-style-type: none"> <li>a. Quezon City Public Library</li> <li>b. Schools</li> <li>c. Client's company/organization</li> <li>d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency</li> <li>e. Quezon City Hall</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write at the logbook your full name, address, school/office, time-in and data about the materials to be research.	1.1 Monitors the registration.	None	1 minute	Guard on duty

<p>2. Have your bag screened upon entering the library for security purposes. All deadly weapons and dangerous materials must be deposited.</p>	<p>2.1 Checks the clients bag and secures deposited weapons and dangerous materials, if there is any.</p>	<p>None</p>	<p>1 minute</p>	<p>Guard on duty</p>
<p>3. Deposit your things to the baggage counter except cellphone, cash, credit cards, important documents, or any valuables including jewelries inside the bag. The library will not be liable for any such losses</p>	<p>3.1 Issues baggage number to the client.</p>	<p>Loss baggage number-PHP100.00</p>	<p>1 minute</p>	<p>Baggage counter staff</p>
<p>4. Declare if personal laptop will be used inside the library. Must fill out the laptop pass/slip. Indicate laptop/ description and its paraphernalia.</p>	<p>4.1 Issues, checks and collects laptop pass filled out by the client</p>	<p>None</p>	<p>2 minutes</p>	<p>Guard on duty</p>
<p>5. Declare personal books to be brought inside the library. Must fill out a book pass indicating the Title and author of the book and the quantity.</p>	<p>5.1 Issues, checks and collects book pass filled out by the client.</p>	<p>None</p>	<p>2 minutes</p>	<p>Guard on duty</p>
<p>6. Proceed directly to the Online Public Access Catalogue (OPAC) computer or ask assistance to the reference librarian on duty to check the location of the information sources needed.</p>	<p>6.1 Assists client to OPAC research</p>	<p>None</p>	<p>3 minutes</p>	<p>Reference librarian</p>
<p>7. Fill out the paper slip found at the side of OPAC computers the suggested information source upon searched in the OPAC and present it to the reference librarian.</p>	<p>7.1 Assists the client in information sources retrieval; 7.2 Requires the client to present a valid ID; 7.3 Requires the client to sign the book card; 7.4 Clips the client's ID at the book card and file it.</p>	<p>None</p>	<p>10 minutes</p>	<p>Reference Librarian</p>

	7.5 Hands the requested information sources to the client.			
<b>TOTAL:</b>		Loss baggage number	20 minutes	

## 2. Charging Station (Electric Use)

Usage of electric charging outlets for cellphones, laptops and other gadgets. Clients must bring their own charger.

<b>Office or Division:</b>	Readers Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID		a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
2. Cellphone, laptop or other gadget		Client's personal belonging		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Information Desk for electric charging usage.	1.1 Records client's information to the logbook, indicating the full name, requested hours of charging and amount to be paid.	None	5 minutes	Information Desk Staff/ Librarian on duty
2. Get Order of Payment	2.1 Issues Order of Payment.	None	5 minutes	Information Desk Staff/ Librarian on duty
3. Proceed to the City Treasurer's Office and present the Order of Payment to settle the electric charge fee and secure official receipt.	3.1 Checks and collects order of payment; 3.2 Issues official receipt to client	Electric Charge Fee PHP20.00 * Hour	45 minutes	CTO's window/counter staff
4. Return to the library and submit a copy of the official receipt.	4.1 Receives and files copy of submitted official receipt.	None	45 minutes	Information Desk staff
5. Secure electric charging slip	5.1 Issues electric charging slip	None	5 minutes	Information Desk Staff/ Librarian on duty

6. Proceed to charging station	6.1 Assists the client to charging station or to any other available charging outlet	None	10 minutes	Information Desk Staff/ Librarian on duty
7. Pull out the charger when charging time is finished	7.1 Notify the client of the charging time.	None	10 minutes	MIS staff
<b>Total</b>		Electric Charge Fee	2 hour and 15 minutes	

### 3. Educational Tour and Academic Research Study

Accommodate request to conduct educational tour and research study in the main library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedules and approval.

<b>Office or Division:</b>	Readers Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (public), G2G
<b>Who may avail:</b>	Schools, other libraries and institutions of cities and municipalities.

#### A. Educational Tour

Conduct library tour and orientation in the main library for requesting schools, individual or group of people from different organizations.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following details: a. Objective(s) b. Date and time of visit c. Type of participants and estimated number of attendees d. Contact person		Head of School/Institution of requesting party.		
4. Any Valid ID (photocopy) a. Company ID (Library Tour)		Requesting party/Individual/Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Drop off the request letter to QCPL Receiving Section or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter;	None	15 minutes	Receiving clerk
	1.2 Records the Request letter;	None	15 minutes	Receiving clerk
	1.3 Attaches routing slip;	None	5 minutes	Receiving clerk
	1.4 Assesses and recommends for approval;	None	4 hours	Asst. City Librarian

	1.5 Approves and refers the letter to the Library Extension Division-Recreation Section to facilitate the request.	None	4 hours	City Librarian/ Extension Division Head
2. Follow up request through phone call or email for the status of request.	2.1 Coordinates the status of request;  2.2 Orients the client about the do's and don'ts/policy of the activity; and  2.2 Notes the final arrangement in preparations for the activity.	None	4 hours	Library Extension Division-Recreation Section Librarian/Staff
<b>Total</b>		None	2 days	

### B. Academic Research Study

Conducting a research study that may include data gathering, interview, and video documentation for thesis, dissertation and other academic requirements.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following details: a. Objective(s) b. Date and time of visit c. Name of School d. Names of researcher(s) e. Contact person f. Copy questionnaires (for data gathering and interview)		Requesting party/researcher		
2. Valid student ID (photocopy)				
3. Personal gadgets (to be used during interviews and documentations)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off letter of request at the QCPL Receiving Section or may send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter;	None	15 minutes	Receiving clerk
	1.2 Records the Request letter;	None	15 minutes	Receiving clerk

	1.3 Attaches routing slip;	None	5 minutes	Receiving clerk
	1.4 Assesses and recommends for approval;	None	4 hours	Asst. City Librarian
	1.5 Approves and refers the letter to the Readers Services Division to facilitate the request.	None	4 hours	City Librarian
2. Follow up request through phone call or email for the status of request.	2.1 Coordinates the status of request; 2.2 Orients the client about the do's and don'ts/policy of the activity; and 2.3 Notes the final arrangement in preparations for the activity.	None	4 hours	Readers Services Division Librarian/Staff
<b>Total</b>		<b>None</b>	<b>2 days</b>	

#### 4. eGovernment Services

Providing assistance to client for online registration to various government online services such as NBI, DFA, PAG-IBG, Philhealth, etc.

<b>Office or Division:</b>	Library Extension Division-eGovernment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One valid government issued ID		Government issuing agencies(SSS, GSIS, PAG-IBIG, LTO)		
2. Email account		Yahoo or Gmail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to eGovernment Section and fill out application form	1.1 Issues the application form	None	1 minute	eGovernment staff
	1.2 Assist the client in filling out form	None	10 minutes	eGovernment staff
2. Submit duly accomplished application form	2.1 Receives and check submitted application form	None	2 minutes	eGovernment staff

3. Wait for the processing of your eGovernment registration	3.1 Registers client's information to the requested eGovernment service	None	10 minutes	eGovernment staff
4. Receive copy of your eGov registration	4.1 Provides the client a copy of his/her eGovernment Registration	None	5 minutes	eGovernment staff
	4.2 Advises the client of how and where to settle the payment for his/her eGovernment Registration	None	2 minutes	eGovernment staff
<b>Total</b>		None	30 minutes	

## 5. Home reading of Fiction Books (Borrowing, Returning and Declared Lost)

Allowing the client to borrow fiction books for room use or home reading (max. of seven (7) days, including weekends and holidays).

<b>Office or Division:</b>	Readers Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (public)
<b>Who may avail:</b>	Quezon City residents

### Borrowing of Fiction Books

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID		a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
1. Gate pass(form)		QCLP-Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose a fiction book you wish to borrow located at the fiction corner.	1.1 Assists the client in borrowing fiction books;	None	5 minutes	Information Desk staff/Reference librarian
2. Present to the librarian/staff the fiction book chosen to borrow	2.1 Requires the client to present and leave a valid ID	None	1 minute	Information Desk staff/Reference librarian
	2.2 Requires the client to sign at the registration form for fiction books borrower and at the book card.	None	10 minutes	Information Desk staff/Reference librarian

	2.3 File the ID and attach the book card; and	None	1 minute	
	2.4 Issues book pass.	None	3 minutes	Information Desk staff/Reference librarian
<b>TOTAL:</b>		None	20 minutes	

### Returning of Fiction Book

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fiction books to be returned.		Client /borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the fiction book to the librarian/Information Desk Staff on or before the due date to avoid overdue fines	1.1 Checks the fiction books borrowers' record;	None	3 minutes	Information Desk staff/Reference librarian
2. Get Order of Payment to settle overdue fines, if there is any.	2.1 Computes accumulated overdue fines; and 2.2 Issues Order of Payment.	Overdue fine- PHP1.00x accumulated day(s)	10 minutes	Information Desk staff/Reference librarian
3. Pay the overdue fine to the City Treasurer's Office	3.1 Checks and collects order of payment; 3.2 Issues official receipt to client.	Total overdue fine	45 minutes	CTO's window/counter staff.
4. Return to the library and submit the photocopy of the official receipt	4.1 Receives, verifies and files the submitted photocopy of OR; and	None	5 minutes	Information Desk Staff/ Librarian on duty
5. Wait for the release of your ID.	4.2 Release the client's ID	None	5 minutes	Information Desk Staff/ Librarian on duty
<b>TOTAL</b>		Overdue fine	1 hour and 18 minutes	

### Declared lost Fiction Book

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D a. Student ID b. Company ID c. Government issued ID		a. Schools b. Client's company/organization c. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
2. Order of Payment		QCPL Information Desk		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Information Desk , present one valid I.D and declare the loss of Fiction Book to the staff/librarian on duty	1.1 Checks the client's valid ID; and 1.2 Checks the Fiction Books Borrower record book for verification	None	5 minutes	Information Desk Staff/ Librarian on duty
2. Get Order of Payment	2.1 Issues order of payment;	None	5 minutes	Information Desk Staff/ Librarian on duty
3. Proceed to the City Treasurer's Office and present the Order of Payment to settle the loss book fee and secure official receipt.	3.1 Checks and collects order of payment; and 3.2 Issues Official receipt to the client	Loss book fee PHP50.00	45 minutes	CTO's window/counter staff.
4. Return to the library and submit a photocopy of the official receipt and wait	4.1 Receives and files the copy of official receipt.	None	5 minutes	Information Desk Staff/ Librarian on duty
5. Wait for the record to be cleared and returned the ID	5.1 Clears client's record to the record book and remark as settled; and 5.2 Released client's ID	None	5 minutes	
<b>TOTAL</b>		Loss donation book fee	1 hour and 15 minutes	

## 6. Multimedia and Internet Services

Provide usage of computer and internet to client for academic and information research.

<b>Office or Division:</b>	Library Extension Division-eGovernment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid I.D (Library card, school/company ID, government issued ID)		QCPL, schools and government issuing agencies(SSS, GSIS, PAG-IBIG, LTO)		
		Yahoo or Gmail		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Multimedia and Internet Section and present your valid ID	1.1 Assist the client and check his/her ID.	None	1 minute	MIS staff
2. Register to MIS registration form	2.2 Assist client in registration.	None	2 minutes	MIS staff



3. Proceed to assigned computer table	2.1 Assigns computer for the client.	None	2 minutes	MIS staff
4. Conduct research	4.1 Monitors and assists clients browsing and other research needs.	None	1 hour	MIS staff
5. Request copy of your research	5.1 Provides the client a copy of his/her research	None	5 minutes	
	5.2 Returns client's ID	None	2 minutes	MIS staff
<b>Total</b>		None	1 hour and 12 minutes	

### 7. Library Card Application (New, Renewal and Lost)

Only bonafide Quezon City residents may apply for a library card.

(As per Ordinance 2597, S-2017, amending Ordinance No. 2291, S-2014)

<b>Office or Division:</b>	Readers Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (public)
<b>Who may avail:</b>	QC residents

#### New Application of Library Card

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
1. Any of the following valid I.D (provide photocopy) <ul style="list-style-type: none"> <li>a. Student ID</li> <li>b. Company ID</li> <li>c. Government issued ID</li> <li>d. QCitizen ID</li> <li>e. Barangay ID/clearance</li> <li>f. Parent/Guardian ID (for minor)</li> <li>g. Old library Card (for renewal)</li> </ul>	<ul style="list-style-type: none"> <li>a. Schools</li> <li>b. Client's company/organization</li> <li>c. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency</li> <li>d. Quezon City Hall</li> <li>e. Barangay Hall</li> <li>f. Minor applicant's parent/guardian</li> </ul>										
2. Library Card Application Form	QCPL-Information Desk										
3. Application Fee <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">New Library Card</td> <td style="text-align: right;">Php60.00</td> </tr> <tr> <td style="padding-left: 20px;">Renewal</td> <td style="text-align: right;">Php60.00</td> </tr> <tr> <td style="padding-left: 20px;">Replacement for loss library card (for public school students)</td> <td style="text-align: right;">Php30.00</td> </tr> <tr> <td style="padding-left: 20px;">Replacement for loss library card (for other library users)</td> <td style="text-align: right;">Php50.00</td> </tr> <tr> <td style="padding-left: 20px;">Replacement for subsequent loss</td> <td style="text-align: right;">Php100.00</td> </tr> </table>	New Library Card	Php60.00	Renewal	Php60.00	Replacement for loss library card (for public school students)	Php30.00	Replacement for loss library card (for other library users)	Php50.00	Replacement for subsequent loss	Php100.00	City Treasurer's Office
New Library Card	Php60.00										
Renewal	Php60.00										
Replacement for loss library card (for public school students)	Php30.00										
Replacement for loss library card (for other library users)	Php50.00										
Replacement for subsequent loss	Php100.00										

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to QCPL-Information Desk and present the required ID.	1.1 Checks the validity of the ID presented by the client.	None	5 minutes	Information Desk Staff/ Librarian on duty

2. Fill-out Library Card Application Form	2.1 Issues the Application form.	None	10 minutes	Information Desk Staff/ Librarian on duty
3. Get Order of Payment	3.1 Issues Order of Payment;	None	5 minutes	Information Desk Staff/ Librarian on duty
4. Pay your Library Card Application fee to the Miscellaneous Cashier at City Treasurer's Office. Secure your official receipt.	4.1 Checks and collects order of payment; and 4.2 Issues Official receipt to the client	Library Card Application fee	45 minutes	CTO's window/counter staff.
5. Submit the duly filled application form, attached the photocopies of your verified I. Ds and official receipt.	5.1 Receives and approved the application form.	None	5 minutes	Information Desk Staff/ Librarian on duty
6. Proceed to Multi-Media and Internet Services Section for the Biometric procedures.	6.1 Administers the biometric procedures;	None	10 minutes	MIS staff
7. Wait for the releasing of the Library card	7.1 Process the printing and releases the Library Card	None	10 minutes	MIS staff
8. Orientation for the new library card holder	8.1 Orients the client for privileges and validity of the library card	None	10 minutes	Information Desk Staff/ Librarian on duty
<b>Total</b>		Library Card Application fee	1 hour and 40 minutes	

## 8. Outreach Program Services

Conduct outreach program such as library Organization, Share-a-book, Adopt-a-library, and recreational activity like bookmobile, film showing, storytelling and puppet show to different communities within or outside Quezon City.

<b>Office or Division:</b>	District Library Branch			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Communities with existing libraries.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, and types and numbers of participants for recreational activity.		Authorized person of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Drop off the letter of request to the QCPL-Receiving Section or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives and checks the letter; and 1.2 Records and attaches routing slip	None	10 minutes	Receiving clerk
	1.3 Assess the request and recommends the letter to the City Librarian	None	2 hours	Asst. City Librarian
	1.4 Approves and refers the request to the Library Extension Services to Facilitate the Request	None	4 hours	City Librarian
2. Follow up the request and discuss further information needed.	2.1 Coordinates the status of Request; and 2.2 Set final arrangement for the fulfillment of the request; and 2.3 Notes and calendar the activity.	None	4 hours	
<b>Total</b>		<b>None</b>	<b>2 days</b>	



## 9. Purchase of published books

Accommodate request for purchase of QCPL published books.

<b>Office or Division:</b>	Library Extension Division-Publication Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid I.D (Library card, school/company ID, government issued ID)		QCPL, schools and government issuing agencies(SSS, GSIS, PAG-IBIG, LTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to Visitor's Logbook	1.1 Assists the client and monitor visitor's logbook registration.	None	5 minutes	Receiving clerk
2. Proceed to Publication Section for purchase of book	2.1 Orients the client about the process/manner of purchase.	None	10 minutes	Publication Section staff
3. Get Order of Payment	3.1 Issues Order of Payment.	None	5 minutes	Publication Section staff

4. Proceed to the City Treasurer's Office and present the Order of Payment	4.1 Checks and collects order of payment; and 4.2 Issues Official receipt to the client.	Book Sale SRP x copy/s	45 minutes	CTO's window/counter staff
5. Return to the library and submit a copy of the official receipt.	4.1 Receives and files photocopy of submitted official receipt.	None	5 minutes	Publication Section staff
6. Receive purchase books.	6.1 Releases and records purchased books	None	10 minutes	Publication Section staff
<b>Total</b>		Book sale	1 hour and 20 minutes	

## 10. Share-a-book Program Request

Accommodating request of book donations to serve other communities and institution seeking help to augment their books collection and other learning materials.

<b>Office or Division:</b>	District Branch Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	Individuals, schools and other institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the City Librarian, indicating the objective, brief background of the institution or individuals that will benefit to the book program.		Authorized/ Representative of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request addressed to the City Librarian that may send personally at the QCPL or through email at qcplibrary@quezoncity.gov.ph	1.1 Receives and checks the details of the letter before forwarding the request to the Asst. City Librarian for assessment.	None	2 hours	Receiving Clerk
	1.2 Assesses and recommends request to the City Librarian for approval.	None	2 hours	Assistant City Librarian
	1.3 Approves or disapproves the request based on the available resources or schedule.	None	1 day	City Librarian
	1.4 Once approved, letter will be forwarded to Technical Division for the preparation of books	None	2 hours	Technical Division staff
	1.5 Coordinate the status of request to the requesting party	None	2 hours	Technical Division staff

2. Follow ups and pick up book donation	2.1 Arranges time and schedule of pick up	None	1 day	Technical Division staff
<b>Total</b>		Book sale	3 days	



## DISTRICT BRANCH LIBRARIES

### Frontline Services



## 1. Access to Books and Other Reference Materials

Provides assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

<b>Office or Division:</b>	District Branch Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any of the following valid I.D f. Library card g. Student ID h. Company ID i. Government issued ID		a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write at the logbook your full name, address, school/office, time-in and data about the materials to be research.	1.1 Monitors the registration.	None	1 minute	Library staff
2. Have your bag screen upon enter the library for security purposes. All deadly weapon and dangerous materials must be deposited.	2.1 Checks the clients bag and secures deposited weapons and dangerous materials, if there is any.	None	1 minute	Library staff

3. Deposit your things to the baggage counter except cellphone, cash, credit cards, important documents, or any valuables including jewelries inside the bag. The library will not be liable for any such losses	3.1 Issues baggage number to the client.	None	1 minute	Library staff
4. Declare if personal laptop will be used inside the library. Must fill out the laptop pass/slip. Indicate laptop/ description and its paraphernalia.	4.1 Issues, checks and collects laptop pass filled out by the client	None	2 minutes	
5. Declare personal books to be brought inside the library. Must fill out a book pass indicating the Title and author of the book and the quantity.	5.1 Issues, checks and collects book pass filled out by the client.	None	2 minutes	Library staff
6. Proceed directly to the Online Public Access Catalogue (OPAC) computer or ask assistance to the reference librarian on duty to check the location of the information sources needed.	6.1 Assists client to OPAC research	None	3 minutes	Library staff
7. Fill out the paper slip found at the side of OPAC computer about the information source suggested upon searched in the OPAC and present it to the reference librarian.	7.1 Assists the client in information sources retrieval; 7.2 Requires the client to present a valid ID; 7.3 Requires the client to sign the book card; 7.4 Clips the client's ID at the book card and file it. 7.5 Hands the requested information sources to the client.	None	10 minutes	Library Staff
<b>TOTAL:</b>			20 minutes	

## 2. Home reading of Fiction Books

Allowing the client to borrow fiction books for room use or home reading (max. of seven (7) days, including weekends and holidays).

<b>Office or Division:</b>	District Branch Libraries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may avail:</b>	Quezon City residents			
<b>Borrowing of Fiction Books</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID			a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency	
2. Gate pass(form)			QCLP-Information Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Choose a fiction book you wish to borrow located at the fiction corner.	1.1 Assists the client in borrowing fiction books;	None	5 minutes	Library staff
2. Present the librarian/staff the fiction book chosen to borrow	2.1 Requires the client to present and leave a valid ID	None	1 minute	Library staff
	2.2 Requires the client to sign at the registration form for fiction books borrower and at the book card.	None	10 minutes	Library staff
	2.3 File the ID attaches the book card; and	None	1 minute	
	2.4 Issues gate pass.	None	3 minutes	Library staff
<b>TOTAL:</b>		None	20 minutes	
<b>Returning of Fiction Book</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Fiction books to be returned.			Client /borrower	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Return the fiction book to the librarian/Information Desk Staff on or before the due date to avoid overdue fines	1.1 Checks the fiction books borrowers' record; and 1.2 Receive the fiction book	None	3 minutes	Library staff

2. Wait for the release of your ID.	2.1 Release the client's ID; and 2.2 Return the fiction book to the shelf	None	5 minutes	Library staff
<b>TOTAL</b>		None	8 minutes	
<b>Total</b>			50 minutes	

### 3. E-Government Services

Provides assistance to patrons particularly those who have no access to internet or those who are not computer literate in registering or accessing government portals such as NBI, PSA, Philhealth, GSIS, and etc.

<b>Office or Division:</b>	District Branch Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any of the following valid I.D a. Company ID b. Government issued ID		a. Client's company/organization b. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
2. Email account		Yahoo or Gmail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Multimedia and Internet Section and fill out application form	1.1 Issues the application form	None	1 minute	eGovernment staff
	1.2 Assist the client in filling out form	None	10 minutes	eGovernment staff
2. Submit duly accomplished application form	2.1 Receives and check submitted application form	None	2 minutes	eGovernment staff
3. Wait for the processing of your eGovernment registration	3.1 Registers client's information to the requested eGovernment service	None	10 minutes	eGovernment staff
4. Receive copy of your eGov registration	4.1 Provides the client a copy of his/her eGovernment Registration	None	5 minutes	eGovernment staff
	4.2 Advises the client of how and where to settle the payment for his/her eGovernment Registration	None	2 minutes	eGovernment staff
<b>Total</b>		None	30 minutes	

#### 4. Multimedia and Internet Services

Provide usage of computer and internet to client for academic and information research.

<b>Office or Division:</b>	District Branch Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public), G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any of the following valid I.D (provide photocopy) <ul style="list-style-type: none"> <li>a. Library Card</li> <li>b. Student ID</li> <li>c. Company ID</li> <li>d. Government issued ID</li> <li>e. Parent/Guardian ID</li> </ul>		<ul style="list-style-type: none"> <li>a. QCPL</li> <li>b. Schools</li> <li>c. Client's company/organization</li> <li>d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency</li> <li>e. Minor applicant's parent/guardian</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Multimedia and Internet Section and present your valid ID	1.1 Assist the client and check his/her ID.	None	1 minute	MIS staff
2. Register to MIS registration form	2.2 Assist client in registration.	None	2 minutes	MIS staff
3. Proceed to assigned computer table	3.1 Assigns computer for the client.	None	2 minutes	MIS staff
4. Conduct research	4.1 Monitors and assists clients browsing and other research needs.	None	1 hour	MIS staff
5. Request copy of your research	5.1 Provides the client a copy of his/her research	None	5 minutes	MIS staff
	5.2 Returns client's ID	None	2 minutes	
<b>Total</b>		None	1 hour and 12 minutes	



#### 4. Outreach Program Services

Conduct outreach program such as library Organization, Share-a-book, Adopt-a-library, establishing “Little-free-library(LFL)”, and recreational activities like bookmobile, film showing, storytelling and puppet show to different communities within or outside Quezon City.

<b>Office or Division:</b>	District Branch Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C

<b>Who may avail:</b>	Communities with existing libraries.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, and types and numbers of participants for recreational activity.		Authorized person of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off the letter of request to the Reference Section.	1.1 Receives and checks the letter; and	None	10 minutes	Library staff
	1.2 Forwarded the letter to the Main Library-District Libraries Division.	None	1 day	District Libraries Division staff
	1.3 From Main Library, receives the letter;	None	15 minutes	Main-Receiving clerk
	1.4 Records and attaches routing slip;	None	15 minutes	Main-Receiving clerk
	1.3 Assess the request and recommends the letter to the City Librarian;and	None	2 hours	Asst. City Librarian
	1.4 Approves the request based on the available resources and forward it to the Library Extension Services to Facilitate the Request	None	4 hours	City Librarian
2. Follow up the request and discuss further information needed.	2.1 Coordinates the status of Request; and 2.2 Set final arrangement for the fulfillment of the reques; and 2.3 Notes and calendar the activity.	None	4 hours	Library Extension Division staff
<b>Total</b>		<b>None</b>	<b>3 days</b>	



## 5. Share-A-Book Program Request

Accommodating request of book donations to serve other communities and institution that seeking help to augment their books collection and other learning materials.

<b>Office or Division:</b>	District Branch Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (public), G2G
<b>Who may avail:</b>	Individuals, schools and other institutions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

1. Letter request addressed to the City Librarian, indicating the objective, brief background of the institution or individuals that will benefit to the book program.		Authorized/ Representative of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off the request letter at the Branch Library-Reference Section	1.1 Receives and checks the letter;	None	10 minutes	Library staff
	1.2 Forwarded the letter to the Main Library-District Libraries Division.	None	1 day	District Libraries Division staff
	1.3 Receives the letter from Main Library	None	15 minutes	Main-Receiving clerk
	1.4 Records and attaches routing slip;	None	15 minutes	Main-Receiving clerk
	1.5 Assess the request and recommends the letter to the City Librarian; and	None	2 hours	Asst. City Librarian
	1.6 Approves the request based on the available resources and forwarded the letter to the Technical Division to facilitate the request.	None	4 hours	City Librarian
2. Follow up and pick up book donation	2.1 Arranges time and schedules the pick-up of book donations	None	1 day	Technical Division staff
<b>Total</b>		<b>Book sale</b>	<b>3 days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Client must fill out a feedback form and deposit it to the drop box located at the Information Desk; or</p> <p>Client may drop off his/her written feedback to the library's Receiving Section or send it through email at <a href="mailto:qcplibrary@quezoncity.gov.ph">qcplibrary@quezoncity.gov.ph</a></p> <p>Feedback letter must be addressed to the City Librarian.</p> <p>Provide contact information for verification.</p>

<p>How feedbacks are processed</p>	<p>Feedback(s) sent through email or drop box will be reviewed on a daily basis for assessment and evaluation reports purposes;</p> <p>Library personnel will try to reach out the client from his/her provided contact information or email for acknowledgement receipt.</p> <p>Client may follow up through phone call at (02) 922-4060 or email at qcplibrary@quezoncity.gov.ph</p>
<p>How to file a complaint</p>	<p>Client may drop off his/her written complaint to the library's Receiving Section or send it through email at qcplibrary@quezoncity.gov.ph</p> <p>Complaint letter must be addressed to the City Librarian</p> <p>Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification.</p>
<p>How complaints are processed</p>	<p>Receiving clerk will reach the client through email or phone call to properly address the complaint;</p> <p>Complaint(s) will be reviewed by the Library management for appropriate action.</p> <p>Proper coordination and constant communication with the complainant is highly needed until final closure and appropriate action was rendered.</p> <p>Process of complaint will take 1-3 days or more, depends on the gravity of the complaint.</p>



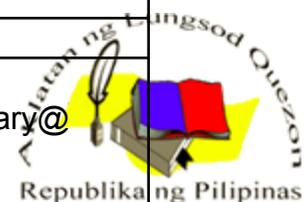
	Client may follow up through phone call at (02) 922-4060 or email at qcplibrary@quezoncity.gov.ph
<b>Contact Information:</b>	
<b>Anti-Red Tape Authority</b>	<p>Legal and Public Assistance Office</p> <p>Office address: Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Phone numbers: 8478-5091 • 8478-5093 • 8478-5099</p> <p>Email: complaints@arta.gov.ph</p>
<b>Office of the President</b>	<p>Presidential Complaint Center</p> <p>Phone numbers: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Telefax: +63(2)-87368621</p> <p>Office address: Bahay Ugnayan, J.P. Laurel Street Malacanang, Manila</p> <p>Email Address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p>
<b>Civil Service Commission</b>	<p>Contact Center ng Bayan</p> <p>Office address: Civil Service Commission, Constitution Hills, Batasang Pambansa Complex Diliman 1126 Quezon City, Philippines</p> <p>Hotline:</p>

	<p>1-6565 accessible via PLDT and Smart landlines nationwide</p> <p>SMS/Text Access: 0908-8816565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>Facebook page: <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></p>
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## List of Offices

<b>Libraries</b>	<b>Address</b>	<b>Contact Information</b>
<b>Main Library</b>	Quezon City Hall compound, Diliman, Quezon City	922-4060 qcplibrary@quezoncity.gov.ph
<b>District Branch Libraries</b>		
<b>District I</b>		
Bagong Pag-asa Branch Library	Road 9 cor. Road 11, Barangay Bagong Pag-asa, Quezon City	pagasalibrarybranch@gmail.com
Balingasa Branch Library	2F Crisologo Building, Barangay Balingasa Hall Quezon City	balingasabranchlibrary@gmail.com
Masambong Branch Library	#4 Capoas Street, Barangay Masambong Multi –purpose Hall, Quezon City	masambonglibrary@gmail.com
Project 7 Branch Library	Bansalangin St., Corner Palomaria Street, Barangay	project7.library@gmail.com
Project 8 Branch Library	Road 15 cor. Road 19, Brgy. Bahay Toro, Quezon City	project8.library@gmail.com
<b>District II</b>		
Payatas Branch Library	Lupang Pangako, Barangay Payatas, Quezon City	payatasbranchlibrary@gmail.com
<b>District III</b>		
Escopa II Branch Library	Escopa 2 Proper, In Front of Basketball Court Barangay Escopa 2, Quezon City	Escopa2branch@gmail.com



Escopa III Branch Library	Escopa 2 Proper, In Front of Basketball Court Barangay Escopa 2, Quezon City	Escopa3branch@gmail.com
Greater Project 4 Branch Library	2F Multi-Purpose Hall, SB Building, Plaza Magat, P. Tuazon Avenue, Project 4, Quezon City	project4branch@gmail.com
<b>District IV</b>		
Cubao Branch Library	Ground Floor Lion's International Building Bernardo Park, Cubao, Quezon City	cubaobranch@gmail.com
Galas Branch Library	2F Barangay Hall, Barangay San Isidro Galas, Quezon City	galasbranch@gmail.com
Krus Na Ligas Branch Library	2F Daza Hall, Barangay Krus Na Ligas, Quezon City	krusnaligasbranch@gmail.com
Roxas Branch Library	#8 Jasmin Street., Barangay Roxas, Quezon City	roxaslibrary@gmail.com
<b>District V</b>		
Lagro Branch Library	Barangay Greater Lagro, Plaza, Quezon City	lagrolibrary@gmail.com
<b>District VI</b>		
Pasong Tamo Branch Library	Barangay Pasong Tamo, Quezon City	pasongtamo.library@gmail.com

Talipapa Branch Library	Barangay Hall, Barangay Talipapa, Quezon City	talipapa.library@gmail.com
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