

**CITIZEN CHARTER
PASIG CITY LIBRARY AND LEARNING RESOURCE CENTER**

PASIG CITY LIBRARY AND LEARNING RESOURCE CENTER

Pasig City Library and Learning Resource Center promotes of good reading habits and keeps abreast with trends in librarianship

Office or Division:	Pasig City Library and Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students, Professionals, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Library Card	Admin. Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Applying for Library card				
	1. Fill-out of application form	1.1 Receive and review application form	None	1 min.	Mae-Ann D. Wu
	2. Wait for processing of Library card	1.2 Process library card	None	5 mins.	Mae-Ann D. Wu
	3. Sign Library card	1.3 Present Library card to clientele	None	10 secs.	

2.	4. Receive Library card	1.4 Release of library card	None	2 mins.	Cresnora Gergy P. Peralta	
	TOTAL			18 MINS. & 10 SECS.	Mae-Ann D. Wu	
	Services for home loan books					
	1. Approach clerk in-charge of books for home loan	1.1 Interview client on book/s needed	None	2 mins.	Maria Myla J. Calo Rosyell S. Cruz	
	2. Select books	1.2 Guide the reader to shelves	None	3 mins.	Maria Myla J. Calo Rosyell S. Cruz	
	3. Wait for release of books	1.3 Provide the borrower's card	None	1 min.	Maria Myla J. Calo Rosyell S. Cruz	
	4. Client signs on the borrower's card and book card	1.4 Borrower's card reviewed and filed	None	2 mins.	Maria Myla J. Calo Rosyell S. Cruz	
	TOTAL			8 MINS.		
	Services for reading books and news clippings					

	<p>1. Present valid ID card to the deposit in-charge then log name in the logbook</p>	<p>1.1 Receive bag for deposit and give tag no. to clientele</p>	<p>None</p>	<p>4 mins.</p>	<p>Loida C. Cantil</p>
	<p>2. Approach clerk for research guidance/assistance</p>	<p>2.1 Ask clientele what title of book is needed</p>	<p>None</p>	<p>1 min.</p>	<p>Loida C. Cantil</p>
	<p>3. Check availability of the book in different sections</p>	<p>3.1 Orient client on how to use card catalog</p>	<p>None</p>	<p>3 mins.</p>	<p>Loida C. Cantil</p>
	<p>4. Search the book/periodical from shelf/cabinet</p>	<p>4.1 Check reader's sheet</p>	<p>None</p>	<p>5 mins.</p>	<p>MelanieCustodia D. Eviota</p>
	<p>5. Photocopy books/clippings</p>	<p>5.1 Ask permission from the clerk in-charge for the book/clippings</p>	<p>None</p>	<p>Varies</p>	<p>Avegail S. Leviste</p>
	<p>6. Return books/clippings</p>	<p>6.1 Check on returned book or clipping and mark "RETURNED" on reader's sheet</p>	<p>None</p>	<p>2 mins.</p>	<p>Avegail S. Leviste</p>
	<p>TOTAL</p>			<p>Varies</p>	
	<p>Internet Services</p>	<p>1.1 Facilitator provide registration form</p>	<p>Rental:</p>		

	<p>1. Proceed to the registration desk</p> <p>2. Surrender valid ID and sit on the assigned station</p> <p>3. Finish internet surfing and get Tax Order of Payment (TOP)</p> <p>4. Present TOP and surrender to the facilitator</p>	<p>and check registered name</p> <p>1.2 Check on available computer and get client's valid ID up to duration of use of computer</p> <p>3.1 Issue TOP (length time used and no. of prints made)</p> <p>4.1 Get OR and release of client's ID</p>	<p>P20 – Pasig resident</p> <p>P10 – Non-Pasig resident</p> <p>Printing: P10 – Colored</p> <p>P2 – Black ink</p> <p>Pasig Residents: Adult – P 30 Minor – P10</p> <p>Non-Pasig Res.: Adult – P100 Minor – P50</p>	<p>2 mins.</p> <p>Varies</p> <p>1 min.</p> <p>2 mins.</p> <p>Varies</p> <p>3 mins.</p>	<p>Katrina K. Reyes</p> <p>Liberty C. Lopez</p> <p>Armida Jimenez</p> <p>Liberty C. Lopez</p>
	<p>TOTAL</p>			<p>Varies</p>	
	<p>Discover Centrum</p>	<p>1.1 Interview client and prepare TOP</p>			

<p>1. Seek permission to enter Discovery Centrum</p> <p>2. Receive TOP and pay the cashier</p> <p>3. Proceed to view the exhibits</p>	<p>2.1 Receive receipt of payment for reference</p> <p>3.1 Facilitators explain different exhibits</p>		<p>2 mins.</p> <p>Varies</p> <p>Varies</p>	<p>Loida C. Cantil</p> <p>Loida C. Cantil</p> <p>Ellen Molina</p>
<p>TOTAL</p>		<p>Weekdays:</p>		
<p>AVR FUNCTION ROOM</p>				
<p>1. Inquire with the clerk in-charge of available schedule</p>	<p>a. Interview client, check available date and time, prepare TOP</p>	<p>w/Aircon</p> <p>P4,000 – whole day</p> <p>P2,000 – half day</p> <p>w/o Aircon</p>	<p>10 mins.</p>	<p>Loida C. Cantil</p>
<p>2. Receive TOP and pay the cashier</p>	<p>2.1 Receive OR</p> <p>3.1 Prepare for the physical set-up, sound system, etc.</p>	<p>P2,000 – whole day</p> <p>P1,000 – half day</p> <p>ditional P500 for every succeeding hour</p>	<p>2 mins.</p> <p>Varies</p>	<p>Loida C. Cantil</p>
<p>3. Go on scheduled date</p>				<p>Fernando C. San Andes</p>
		<p>Weekends/</p> <p>Holidays:</p>		
		<p>w/Aircon</p> <p>P5,000 – whole day</p> <p>P3,000 – half day</p>		

			w/o Aircon P3,000 – whole day P1,500 – half day Additional P300 for every succeeding hour		
	TOTAL			Varies	
TOTAL:				VARIES	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through our Facebook page Through Suggestion Box Direct to Admin. Office c/o Cresnora Gergy P. Peralta
How feedback is processed	Through letter or address Admin. Office directly (Cresnora Gergy P. Peralta)
How to file a complaint	Talk to the Librarian and state your complaint
How complaints are processed	Simple complaints are resolved immediately
Contact Information	Landline (02) 8-6409082