

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

MANDATE:

Promotion of good reading habits and keeping abreast with trends in librarianship

VISION:

To cater to the needs of the community by providing a well-equipped and state-of-the-art library that provides efficient and effective public service, in line with its educational, recreational, cultural, information and research functions.

MISSION:

1. To promote reading habits and love for books
2. To provide research needs
3. To promote science appreciation and learning to the youth
4. To keep abreast of modern trends in librarianship, resources, current problems and needs of an ever-growing community
5. Informational, educational and cultural agency that is directed towards the satisfaction and fulfillment of the needs of the users

PERFORMANCE PLEDGE:

We, the employees of Pasig City Library and Learning Resource Center, are committed to:

1. Serve the public quickly, wholeheartedly and with full courtesy;
2. Attend and deliver the immediate needs of library users;

SERVICES:

Issuance of Library card, Reader's Services, Internet Service, Discovery Centrum Viewing Services, Children's Interactive Learning Center, AVR Function Room

SCHEDULE OF SERVICES:

Monday – Friday 8:00 AM – 5:00 PM (No noon break)

WHO MAY AVAIL OF THE SERVICES:

General Public

The General Public can avail of the services of the following sections:

1. Reading Sections - 1st Floor (Children's Section), 3rd Floor (High School Library), 4th Floor (College & Graduate Library)
2. Discovery Centrum – 2nd Floor

3. Internet Service Unit – 4th Floor
4. AVR Function Room – 5th Floor

Requirements:

1. Application for Library card – properly filled-out application for Library ID form to be submitted to the Clerk in-charge of ID issuance.
2. Reading Sections – presentation of Library ID for loaning-out of books
3. Discovery Centrum – approved schedule and payment of required fee
4. Internet Service Unit – presentation of any valid ID and payment of required fee
5. AVR Function Room – request letter approved by the Honorable City Mayor, approved schedule and payment of required fee.

FEEDBACK AND REDRESS MECHANISM

Please inform us your approval of our service in any of the following:

- Please call us at 8-640-9082 (telefax)
- Send us your feedback through this e-mail address: pasigcitylibrary@yahoo.com
- Drop your complaint or suggestion in our suggestion box

Thank you for your comments. Please be assured of our prompt and dedicated service.

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

1. Access to Library Building

Provides assistance for easier access to the library facility.

Office or Division:	Pasig City Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client’s company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write in the logbook your full name, address, school or office, time-in and data about the materials to be researched.	1.1 Monitors the registration.	None	1 minute	Guard on duty
2. Have your bag screened upon entering the library for security purposes. All dangerous materials must be deposited.	2.1 Checks the client's bag and secures at the deposited dangerous materials, if there are any	None	1 minute	Guard on duty
3. Deposit your bags at the baggage counter except cellphones, cash, credit cards, important documents, or any valuables, including jewelry, inside the bag. The library will not be liable for any such losses	3.1 Issues a baggage number to the client.	None	1 minute	Baggage counter staff
4. Declare if a personal laptop will be used inside the library. Must fill out the laptop pass or slip.	4.1 Issues, checks, and collects the laptop pass filled out by the client	None	2 minutes	Guard on duty

Indicate the laptop's description and its paraphernalia.				
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	Guard on duty
6. Proceed to the Library Section				
TOTAL			7 MINS.	

2. Application for Library Card

Provides assistance for easier and more efficient issuance of library cards and IDs.

Office or Division:	Pasig City Library and Learning Resource Center - Technical Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
2. Barangay certification		Barangay Hall		
3. Application Form		Pasig City Library Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application form	1.1 Receive and review the application form	None	1 min.	Yolanda Gutierrez
2. Wait for the processing of the library card	2.1 Process library card	None	5 mins.	
3. Sign a library card	3.1 Present the library card to clients.	None	10 secs.	Cresnora Germy P. Peralta
4. Receive a library card	4.1 Release of library card	None	2 mins.	Yolanda Gutierrez
TOTAL			8 MINS. &10 secs.	

3. Services for reading Rizaliana and Filipiniana

Provides assistance for easier and more efficient retrieval of information sources such as books and other reference materials that clients can only access and use inside the Rizaliana and Filipiniana Section of the Library.

Office or Division:	Pasig City Library and Learning Resource Center - Rizaliana and Filipiniana			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log your name on the reader's sheet	1.1 Check the reader's sheet	None	1 minute	Loida C. Cantil/ Brian Jacob
2. Approach the clerk for research guidance or assistance	2.1 Ask clients what title of book is needed	None	1 minute	Loida C. Cantil/ Brian Jacob
3. Check the availability of the book in different sections	3. Orient the client on how to use an index card	None	3 minute	Loida C. Cantil/ Brian Jacob
4. Proceed to the reader's table			varies	
5. After reading, put the books on the return tray			varies	
TOTAL			5 MINS.	

4. Services for reading Fiction, General Collection and General References

Provides assistance for easier and more efficient retrieval of information sources such as books and other reference materials that clients can only access and use inside the Fiction, General Collection, and General References sections of the library.

Office or Division:	Pasig City Library - Fiction, General Collection & General References			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log your name on the reader's sheet	1.1 Check the reader's sheet	None	1 minute	Rebecca Villavicencio, Me-Ann Wu or Liberty Lopez
2. Approach the clerk for research guidance or assistance	2.1 Ask clients what title of book is needed	None	1 minute	Rebecca Villavicencio, Me-Ann Wu or Liberty Lopez
3. Check the availability of the book in different sections	3.1 Orient the client on how to use an index card	None	3 minute	Rebecca Villavicencio, Me-Ann Wu or Liberty Lopez
4. Proceed to the reader's table		None	varies	
5. After reading, put the books on the return tray	5.1 Staff returns books to their proper shelves	None	varies	Rebecca Villavicencio, Me-Ann Wu or Liberty Lopez
TOTAL			5 MINS.	

5. Services for reading news clippings and periodicals

Provides assistance for easier and more efficient retrieval of information sources such as books and other reference materials that clients can only access and use inside the Clippings and Periodical Section of the Library.

Office or Division:	Pasig City Library and Learning Resource Center - Clippings and Periodical			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log your name on the reader's sheet	1.1 Check the reader's sheet	None	1 minute	Melanie D. Eviota & Myrna Magsalos
2. Approach the clerk and ask for the title of the clippings from the person in-charge of the article needed.	2.1 Get the article needed from the filing cabinet and lend it to the client for research.	None	5 mins.	Melanie D. Eviota & Myrna Magsalos
	2.2 Record the selected articles lent to the client	None		
3. Proceed to the reader's table		None	3 minute	Melanie D. Eviota & Myrna Magsalos
4. If a copy is needed, ask the clerk in charge for permission to have the clippings photocopied.	4.1 Record the selected articles lent to the client for photocopying	None	varies	Melanie D. Eviota & Myrna Magsalos
5. After reading, return the clippings to the person in charge of the clippings	5.1 Record the selected articles lent to the client as "returned."	None	1 minute	Melanie D. Eviota & Myrna Magsalos
TOTAL			10 MINS.	

6. Home reading of Fiction Books (Borrowing & Returning)

Allowing the client to borrow fiction books for room use or home reading (a maximum of five (5) days, including weekends and holidays).

Office or Division:	Pasig City Library and Learning Resource Center -Reader Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
Borrowing of Fiction Books				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Library card			a. Pasig City Library	
Gate pass(form)			Reader Services - Pasig City Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose a book they wanted to borrow from the different sections	1.1 Assists the client in borrowing books	None	5 minutes	Mae-Ann D. Wu
2. Present to the staff the client's library card and books you have chosen to borrow	2.1 Requires the client to present and leave a library card	None	1 minute	Mae-Ann D. Wu
	2.2 Requires the client to sign the registration form for borrowed books and the book card	None	5 minutes	Mae-Ann D. Wu
	2.3 File the library card and attach the book card		1 minute	
	2.4 Issues book card		1 minute	
TOTAL			13 MINS.	
Returning of Fiction Book				

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book to Return		Client/ Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the book to the staff on or before the due date to avoid sanction	1.1 Checks the borrowers' cards	None	3 minutes	Mae-Ann D. Wu
	2.1 Return the book card to the book pocket	None	1 minute	Mae-Ann D. Wu
2. Wait for the return of client's library card	5.1 Return the client's library card	None	1 minute	Mae-Ann D. Wu
TOTAL			5 MINS.	

7. Internet Services

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

Office or Division:	Pasig City Library and Learning Resource Center - Internet Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Internet Section and present your valid ID	1.1 Assist the client and check his or her ID.	None	1 minute	Ronaldo Narciso Myla Calo
2. Register to the Internet Section registration form	2.2 Assist the client in registration.	None	2 minutes	Ronaldo Narciso Myla Calo
3. Proceed to the assigned computer table	3.1 Assigns a computer to the client	None	2 minutes	Ronaldo Narciso Myla Calo
4. Conduct research	4.1 Monitors and assists clients with browsing and other research needs.	Rental: P10/hr – Pasig resident P20/hr – Non-Pasig resident	1 Hour	Ronaldo Narciso Myla Calo
5. Request a copy of your research	5.1 Provides the client with a copy of his or her research	Printing: P10 – Colored P2 – Black ink	5 minutes	Ronaldo Narciso Myla Calo
6. Finish internet surfing and get the Tax Order of Payment (TOP)	6.1 Issue TOP (length of time used and number of prints made)	Total Amount	2 minutes	Ronaldo Narciso Myla Calo
7. Present TOP to the cashier	6.1 Collect payment and issue OR indicate (length of time used and number of prints made)	Total Amount	5 minutes	Collecting officer duly authorized by the City Treasurer

8. Present OR to the Internet Facilitator	8.1 Record payment details and the OR number	None	2 minutes	Ronaldo Narciso Myla Calo
	8.1 Returns the client's ID			
Total			1hr. 19 mins.	

NOTE:

No Internet services have been provided since the start of the renovation due to material temporarily stocked in the internet room, and computer units are obsolete and can't cope with the internet speed needed.

8. Educational Tour at the Discovery Centrum

Accommodate requests to conduct educational tours at the Discovery Centrum. Requests must be made at least two (2) weeks prior to the date of the activity to ensure availability of schedules and approval.

Office or Division:	Pasig City Library and Learning Resource Center - Discovery Centrum			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client’s company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
1. Request a scheduled visit to the Centrum; for large groups, forward a letter addressed to the Officer-In-Charge that includes the following details: a. Date and time of visit b. Type of participants and estimated number of attendees c. Contact person		Requesting party/Individual/Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. Request a scheduled visit to the Centrum for large groups b. Walk-in clients may entertain as long as there is no scheduled tour on the day	1.1 Record the schedule in the logbook	None	5 minutes	Elena Molina
2. Arrive on the scheduled date and time for the Discovery Centrum visit.	2.1 Usher clients to the waiting area 2.2 Acquire client details and prepare TOP	None	5 minutes	Loida Cantil
3. Receive TOP and pay the cashier	3.1 Receive receipt of payment for reference	Pasig Residents: Adult – P 30 Minor – P10 Non-Pasig Res.: Adult – P100 Minor – P50	2 minutes	Collecting officer duly authorized by the City Treasurer

4. Proceed to view the exhibits	4.1 Facilitators explain different exhibits	None	varies	Ellen Molina, Cherry May Bagasin & Samuel Ravanes
5. After the tour is over, the group or clients exit the Discovery Centrum	5.1 After the tour is over, usher the group or clients to the exit door	None	varies	Ellen Molina, Cherry May Bagasin & Samuel Ravanes
Total			varies	

NOTE:

Discovery Centrum has stopped accommodating visitors to the display due to renovations being done at the Pasig City Library. Some display units were disconnected from the power supply, and some displays were moved away from the wall being constructed. Power outlets were damaged by rainwater that sipped through the gaps on the ceiling and walls.

9. Audio Visual and Multi-Function Hall

Accommodate requests to use the audiovisual and multi-function halls. The request must be made at least one (1) month prior to the date of the activity to ensure the availability of schedules and approval.

Office or Division:	Pasig City Library - Audio Visual and Multi-Function Hall
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
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. Pasig City Library b. Schools c. Client’s company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
1. Request letter addressed to the honorable City Mayor which includes the following details: a. Date and time of visit b. Type of participants and estimated number of attendees c. Contact person		Requesting party/Individual/Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with the clerk in charge of the available schedule	1.2 Interview client, check available date and time, prepare TOP	None	5 minutes	Loida Cantil
2. Receive the TOP and pay at the cashier	2.1 Get the TOP and payment for use of the AVR-Function Hall	Weekdays: w/Aircon P4,000 – whole day P2,000 – half day	2 minutes	Collecting officer duly authorized by the City Treasurer
	2.1 Issue official receipt as proof of payment	day w/o Aircon P2,000 – whole day P1,000 – half day Additional P500 for every succeeding hour Weekends/ Holidays: w/Aircon P5,000 – whole day P3,000 – half day w/o Aircon P3,000 – whole day P1,500 – half day Additional		Collecting officer duly authorized by the City Treasurer

		P300 for every succeeding hour		
3. Go on the scheduled date to oversee the setup of the venue	3.1 Prepare for the physical set-up, sound system, etc.	None	varies	Fernando C. San Andes
4. Go on the scheduled date for the scheduled event	4.1 The responsible staff member will oversee the lighting and sound setup and ensure that all physical arrangements and other issues are correctly handled until the event is over.	None	varies	Fernando C. San Andes
Total			varies	

NOTE:

The AVR Multi-Purpose Hall has stopped accommodating visitors due to renovations being done at the Pasig City Library. The area intended for the AVR (Multi-Purpose Hall) was totally dismantled and is still awaiting the continuation of the renovation.

FEEDBACK AND COMPLAINTS MECHANISM	
CLIENT STEPS	AGENCY ACTIONS

How to send feedback	Through our Facebook page, www.facebook.com/pasigcitylibrary/ Through the suggestion box located in the Lobby or directly to Admin. Office c/o Cresnora Germy P. Peralta
How feedback is processed	Through a letter or addressing the Admin. Office directly (Cresnora Germy P. Peralta)
How to file a complaint	Talk to the librarian and state your complaint, or directly lodge your complaint with the office of the library administrator (Cresnora Germy P. Peralta)