

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

MANDATE:

Promoting 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 all
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 Learning Resource Center, are committed to:

1. Serve the public quickly, wholeheartedly and with full courtesy
2. Provide immediate assistance to all individuals requiring our services at the library

SERVICES:

Issuance of Library Card, Reader's Services, Internet Service, Discovery Centrum Viewing Services, Children's Interactive Learning Center, and Research Services

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. Children's interactive learning center provides worthwhile activities. Like film showing, puppetry, and arts, and more books to explore for reading - 1st Floor
2. Discovery Centrum enthralls everyone with the wonder of space and the universe. Centrum is both entertaining and educational - 2nd Floor and 3rd Floor
3. High School, College Library and Internet Service consist of general collections, computer, religion, philosophy, psychology, mathematics, science, English, accounting, management, medical, and history - 4th Floor
4. Graduate and Research Library, Clipping, Periodical Section, Filipiniana and Rizaliana Sections: magazines, periodicals, journals, Pasig profile, souvenir program, local and cultural history, and the GAD section. More or less, we have 592 subjects for our clippings- 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 and Research Services- presentation of Library ID for loaning-out of books
3. Discovery Centrum - approved schedule and payment of required fee
4. Internet Service Section - presentation of any valid ID
5. Clippings and Periodicals Section - presentation of any valid ID

FEEDBACK AND REDRESS MECHANISM

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

- Please call us at CP# 09263055054 o 09066164931
- Send us your feedback through this e-mail address: library@pasigcity.gov.ph
- 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 LEARNING RESOURCE CENTER
ENGLISH VERSION**

1. Access to Library Building

Provides assistance for easier access to the library facility.

Office or Division:	Pasig City Library Learning Resource Center			
Classification:	City Library			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	General public			
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, grade/year, school or office, time-in and data about the materials to be researched	1.1 Monitors the registration process	None	1 minute	Guard on duty
2. Have your bag screened upon entering the library for security purposes	2.1 Checks the client's bag and secures at the deposited counter	None	1 minute	Guard on duty
3. Deposit your bags at the baggage counter except cellphones, cash, credit cards, important documents, or any valuable items, 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. Indicate the laptop's description and its paraphernalia.	4.1 Issue the slip form and then collect the filled-out slip form from the client, checking if the description is correct	None	2 minutes	Guard on duty
5. Declare personal books to be brought	5.1 Issue a pass, check, and collect the book	None	2 minutes	Guard on duty

inside the library. Must fill out a book pass indicating the title and author of the book and the quantity	pass filled out by the client, ensuring the description of the book is correct			
6. Proceed to the Library Section you wish to visit				
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 Learning Resource Center - Technical Services			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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.	Yolanda Gutierrez
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 Learning Resource Center - Rizaliana and Filipiniana Section			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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 in your name on the attendance sheet	1.1 Check the attendance sheet	None	1 minute	Loida C. Cantil
2. Approach the staff for research guidance or assistance	2.1 Ask the clients what title of book is needed	None	1 minute	Loida C. Cantil
3. Check the availability of the book in different sections	3. 1 Orient the client on how to use a card catalogue and where the book is located	None	3 minutes	Loida C. Cantil
4. Proceed to the reader's table			Varies	Loida C. Cantil
5. After reading, place the books on the return tray/assigned area	5.1 Staff returns books to their proper shelves		Varies	Loida C. Cantil
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 Learning Resource Center - Fiction, General Collection & General References			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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 in your name on the attendance sheet	1.1 Check the attendance sheet	None	1 minute	Yolanda Gutierrez
2. Approach the staff for research guidance or assistance	2.1 Ask clients what title of book is needed	None	1 minute	Yolanda Gutierrez
3. Check the availability of the book in different sections	3.1 Orient the client on how to use card catalogue and where the book is located	None	3 minutes	Yolanda Gutierrez
4. Proceed to the reader’s table		None	varies	
5. After reading, place the books on the return tray/assigned area	5.1 Staff returns book to their proper shelves	None	varies	Yolanda Gutierrez
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 Learning Resource Center - Clippings and Periodical			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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 in your name on the attendance sheet	1.1 Check the attendance sheet	None	1 minute	Elena Molina & Samuel Ravanés
2. Approach the staff 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.	Elena Molina & Samuel Ravanés
	2.2 Record the articles selected by the client for borrowing	None		Elena Molina & Samuel Ravanés
3. Proceed to the reader's table		None	3 minute	Elena Molina & Samuel Ravanés
4. If a copy is needed, ask the staff in-charge for permission to have the clippings photocopied	4.1 Record the selected articles lent by the client for photocopying	None	Varies	Elena Molina & Samuel Ravanés
5. After reading, return the clippings to the staff in-charge of the clippings	5.1 Record the selected articles lent by the client as "returned."	None	1 minute	Elena Molina & Samuel Ravanés
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 Learning Resource Center - Reader Services			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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 Assist the client in borrowing books	None	5 minutes	Yolanda Gutierrez & Fernando San Andres
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	Yolanda Gutierrez & Fernando San Andres
	2. 2 Fill out the borrower card for borrowed book and the book card for the due date and date return	None	5 minutes	Yolanda Gutierrez & Fernando San Andres
4. Sign the book card	4. 1 File the library card and attach the book card, borrower's card, and date due slip		1 minute	Yolanda Gutierrez & Fernando San Andres
	2.4 Issues gate pass		1 minute	Yolanda Gutierrez & Fernando San Andres
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 library card, borrowers' cards, etc.	None	3 minutes	Yolanda Gutierrez & Fernando San Andres
	2.1 Return the book card to the book pocket and fill out the date return	None	1 minute	Yolanda Gutierrez & Fernando San Andres
2. Wait for the return of client's library card	3.1 Return the client's library card	None	1 minute	Yolanda Gutierrez & Fernando San Andres
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 Learning Resource Center - Internet Section			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
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 valid ID	None	1 minute	Basil Bartolome
2. Register to the Internet Section registration form	2.1 Assist the client in registration	None	2 minutes	Basil Bartolome
3. Proceed to the assigned computer table	3.1 Assigns a computer to the client	None	2 minutes	Basil Bartolome
4. Conduct research	4.1 Monitors and assists clients with browsing and other research needs	None	Varies	Basil Bartolome
5. Finish internet surfing and online research	5.1 Returns the client's ID	Total Amount	1 minutes	Basil Bartolome
Total			6 mins.	

NOTE:

Internet services have been unavailable since the start of the renovation.

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 Learning Resource Center - Discovery Centrum			
Classification:	City Library			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request a scheduled visit to the Centrum; for large groups, forward a letter addressed to the staff 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	1.1 Record the schedule in the logbook	None	5 minutes	Elena Molina
b. Walk-in clients may entertain as long as there is no scheduled tour on the day				
2. Admission: Arrive on the scheduled date and time for the Discovery Centrum visit	2.1 Usher clients to the waiting area	None	5 minutes	Cherry May Bagasin
	2.2 Acquire client details and prepare TOP	None	Varies	Ellen Molina, Cherry May Bagasin & Samuel Ravaness
3. Receive TOP and pay to the cashier	3.1 Receive receipt of payment for reference	P 80.00	2 minutes	Collecting officer duly authorized by the City Treasurer
4. Proceed to the tour proper	4.1 Facilitators explain different exhibits	None	Varies	Ellen Molina, Cherry May Bagasin & Samuel Ravaness
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 Ravaness

Total			Varies	
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NOTE:

The Discovery Centrum is currently closed to visitors due to ongoing renovations.

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)