

## CITIZEN'S CHARTER

### Promotion and Information Section – Provincial Library Services

#### 1. USE OF REFERENCE MATERIALS

Schedule of Availability of Service:

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter	Prepare library logbook for clients	1 minute	Clerk II
2	Check catalog for references needed or ask	Assist client in retrieving the books needed	5 minutes	Clerk II
3	Bring reference material to the reading area			
4	Return reference material and log out	Shelf reference materials	Within the day	Utility Worker I

#### 2. ACCESS TO E-LIBRARY

Schedule of Availability of Service:

##### 2.1 Application for E-Library Card

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter and fill out E-	Provide E-Library attendance form	1 minute	Clerk II
2	Present Requirements	Check validity of client's ID Card and ID	2 minutes	Clerk II/ Librarian II
3	Fill out application form	Process and approve application form	7 minutes	Clerk II/ Librarian II
4	Claim E-Library Card and log-out	Release E- Library Card	1 minute	Clerk II

##### 2.2 E-Library Online Access

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter and fill E-Library	Provide E-Library attendance form	1 minute	Clerk II
2	Present E-Library Card or Identification	Check and get E-Library Card or	1 minute	Clerk II
3	Find available unit in the Computer Area	Assist/Brief client on how to use the E-	7 minutes	Clerk II/ Librarian II
4	Access E-Library		1 hour	
5	Claim E-Library Card or Identification Card	Release E- Library Card or Identification Card	1 minute	Clerk II