



City Library Office



Lending Services

Lending a variety of books including fiction, non-fiction, reference materials, children's books, CDs, DVDs, and more.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card Student ID Any Valid I.D.		San Carlos City Library School/College/University Issuing Agency/Company		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Proceed to the Online Public Access Catalogue (OPAC) or ask assistance from the staff on duty to help locate the needed information source.	1. Assists client is his/her research using OPAC	None	1 minute	Administrative Aide IV
3. Copy the entire <u>call number information</u> , give the slip to the circulation in charge or you may proceed to the location of the book by asking for assistance from the staff on duty. Pull out books from the shelves then proceed to the table and comfortably sit and start reading or researching.	1. Assist the client in locating the information materials.	None	3 minutes	Administrative Aide III
Total		none	4 minutes and 30 seconds	
End of transaction				



eGovernment Services/Tech4Ed

Clients who want to request documents online can avail of the City Library's free online assistance service. eGovernment service includes PSA, NBI, DFA, PRC, Pag-Ibig, SSS, etc.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID Card		San Carlos City Library		
Valid I.D.		Issuing agency		
Copy of Live Birth (PSA)		Local Civil Registrar		
Authorization letter (if the requester is not the owner of the document being requested)		Owner of the document		
Application form		Front Desk/Entrance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Secure the application form and fill out the needed information	1. Issue the application form and assist the client in filling out the form.	None	1 minute	Job Order
3. Proceed to the eGovernment Section/Tech4Ed and submit the fully filled-up application form present the required documents wait for a copy of your batch request number and proceed to the accredited collecting bank or agencies.	1. Receive the application form and start encoding the data to the online form (always pay attention to spelling of name and date.) Let the client counter-check the data being encoded in the online form.		3 minutes	Job Order



	<p>2. Proceed for printing the batch request number.</p> <p>3. The collection officer then issues an Official Receipt (O.R) for the printing fee.</p> <p>3. Instruct the client where to settle the payment of the documents and instruct to wait for a text/call message if his/her documents have arrived.</p>	<p>Php10.00</p>		<p>Bookbinder II</p>
	<p>Total</p>	<p>Equivalent to printed batch number</p>	<p>4 minutes and 30 seconds</p>	
<p>End of transaction</p>				



Digital Services

Free access to computers and the Internet, Free Wi-Fi within the library premises.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card			San Carlos City Library	
Valid I.D.			Issuing Agency/Company	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
3. Sign at the log book.	1. Assign the client to particular computer units; check if there is an internet connection. 2. For Wi-Fi users, provide the password.	None	1 minute	Administrative Aide I Job Order
	Total	1 minute and 30 seconds		
End of transaction				



Library Identification Card application (new, renewal, loss)

Issuance of Library cards to clients is exclusive to qualified applicants.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Issuing Agency / Company		
2. 2 pcs. 1x1 I.D picture		Photo studio or PhotoShop		
3. Application Form		Circulation Area		
4. Affidavit of loss (for loss card)		Law Firm/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Give application forms and instruct and assist in filling out the form.	None	30 seconds	Job Order
2. Proceed to the Circulation Area and secure the application form.			30 seconds	<i>Administrative Aide III</i>
3. Fill out the application form, and after accomplishing submit the form together with the requirements. Wait for the release of the Library Identification Card and proceed to the City Librarian's office for final signing.	1. Receives the application form and requirements then process the documents. 2. Release the Library Identification Card and briefly orient the application as to the privilege he/she may avail using the Library Card.	Php40.00	3 minutes	<i>Bookbinder II</i> <i>Utility Worker I</i> <i>Librarian III</i>



	2. The City Library will affix signature to the Library Card and application form for final approval.			
	Total	Php40.00	4 minutes	
End of transaction				



Reference and Information Services

Assistance with research and information inquiries. Access to online databases and digital resources. Ask a librarian service available in-person, by phone, and online.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		San Carlos City Library		
Valid I.D.		Issuing Agency/Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1.Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Approach the staff on duty or the City Librarian for your research needs.	1. Provide the needed assistance.	None	1 minute	Librarian III Staff on duty
Total		Php40.00	12 minutes	
End of transaction				



Educational Programs, Training, and Workshops

Basic digital literacy training, photoshop, AutoCAD, and more

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		San Carlos City Library		
Valid I.D.		Issuing Agency/Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Proceed to the IT and approach the staff on duty, ask for an available slot for the class schedule.	1. Inform the client of the available class schedule.	None	1 minute	Administrative Aide I Staff on duty
Total		Php40.00	1 minute and 30 seconds	
End of transaction				



Outreach Services

Community outreach includes Book Donation projects for schools, high schools, reading centers, and even state university libraries. A recipient of such a project is on a first come first serve basis, based on the letter request addressed to the City Librarian. The letter should include the objectives and number of students to be served. Aside from book donations, we conduct storytelling, educational games, crafts, and reading activities based on the allotted time.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card		Circulation Area		
2. Valid I.D.		Issuing Agency		
3. Letter of request		Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1 Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Proceed to the City Librarian's office and hand in the letter.	1. The City Librarian receives the letter and reads the request, telling the messenger about the availability, time, date, and number of people who will be joining the outreach. Give contact number for follow-up purposes.	None	1 minute	Librarian III
Total		Php40.00	1 minute and 30 seconds	
End of transaction				



Signing of San Carlos City Government Clearance

The process by which the library verifies that a patron, often a permanent government employee (local & national) who will resign or retire from the has returned all borrowed materials and has no outstanding fines or fees, and then signs a clearance form to confirm this.

Office or Division:	City Public Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Government Employees both Local and National Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Form			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Use the computer, and fill out the Google form for your attendance. Bags/big envelopes (except for valuable items such as cell phones, wallets, and jewelry) must be deposited at the entrance desk /baggage counter, and ask for a claim tag.	1. Monitors the registration process. 2. Receive the belongings and give the duplicate claim tag.	None	30 seconds	Job Order
2. Present clearance form at the Circulation Area.	Reviews/Check against the file (no pending borrowed books and other library materials), record at the clearance Log Book, affix initial signature beside City Librarian's name instruct the client to proceed to the Office of the City Librarian.	None	30 seconds	Administrative Aide III Staff on duty
3. Proceed to City Librarian's Office	Check the initial signature of Circulation	None	30 seconds	Librarian III



	Area/Counter In-Charge, affix signature and release the clearance.			
		Total	Php40.00	1 minute 30 seconds
End of transaction				