

# **City Library Office**



### **Access to Books and other Reference Materials**

Provides assistance for easy retrieval of information resources such as books, newspapers, journals, magazines, thesis, dissertations and other reference materials for library-used only.

Office or Division:	San Carlos City Publ	San Carlos City Public Library		
Classification:	Simple			
Type of Transaction:	G2C (public)	G2C (public)		
Who may Avail:	All	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Library Identification Ca	ard	Circulation Area/Section		
2.Vaccination Card		LGU		
3. Valid I.D. (for Non-San	Carlos Residence.)			

3. Valid I.D. (IOI NOIT-Sail Carlos Neside	.1166.7			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CEIENT STEFS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Register at the entrance desk.	1. Monitors the			
Write your name at the logbook -full-	registration			
name, address, mark check (√)	process.	None	1 minute	Job Order
necessary information, and purpose				
of visit.				
2. Bags/big envelops (except	1. Receive the	Loss		
valuable belongings such as cell	belongings and	claim tag		
phones, wallets, jewelries) must be	give the	– Php	1 minute	Job Order
deposited at the entrance desk	duplicate claim	10.00		
/baggage counter and ask for claim	tag.			
tag.				
3. Proceed directly to the Online	1. Assists client			
Public Access Catalogue (OPAC) or	is his/her			
ask assistance to the staff on duty to	research using	None	3 minutes	Admin Aide IV
help locate the needed information	OPAC			
materials,				
4. Take note of the books found in	1. Assist the			
the OPAC that fits your research	client in			
needs by filling up paper slip	locating the	None	5 minutes	Admin Aide IV
provided, just copy the entire call	information			
<u>number information</u> , give the slip to	materials.			Job Order
the circulation in-charge or you may				
proceed to the location of the book				
by asking assistance to the staff on				Carrier III
duty.				



5. Pull-out books from the shelves then proceed to the table and comfortably sit and start reading or	1. Assist the client in retrieving the	None	5 minutes	Admin Aide II  Admin Aide I	
researching.	books.				
Total none Equivalent to loss claim tags 15 minutes					



### **EGovernment Services**

Any individual who wants to request documents via online can avail the City Library online registration 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 REQUIREM	IENTS	WHERE TO SECURE		
Vaccinatio	n Card	LGU		
Library ID Card		Circulation Area/Section		
Valid I.D.		Issuing agency		
Copy of Live Birth (PSA)		Local Civil Registrar		
Authorization letter (if requester is not the		Owner of the document		
owner of the document being requested)				
Application form		Front Desk/Entrance		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook -full-name, address, mark check (V) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance	Receive the belongings and give the duplicate claim tag.	Loss claim tag –	1 minute	Job Order
desk /baggage counter and ask for claim tag.		Php 10.00		
Secure application form and fill out needed information	Issues application form and assist the client in filling out the form.	None	1 minute	Job Order
4. Proceed to eGovernment Section (Window 1 or Window 2) and submit the dully filled up application	Receives the     application form and     start encoding the     data to the online		5 minutes	Utility Worker I
form and present required documents.	form (always pay attention for spelling of name and date.) Let			Job Order



		_		2 weeks waiting time
	Total	Equivalent tags section	to loss claim n	7 minutes – library trans. 1-
	have arrived.			
	his/her documents			
	text/call message if			
	instruct to wait for a			
collecting bank or agencies.	documents and	None	1-2 weeks	Job Order
proceed to accredited	payment of the			
batch request number and	where to settle the			
5. Receive the copy of your	printing fee.  3. Instruct the client			
	Receipt (O.R) for			
	then issue Official			
	3. Collection officer			
	number.			
	the batch request			
	2. Proceed for printing			/ dillill / did iv
	form.	F11P10.00		Admin Aide IV
	check the data being encoded in the online	Php10.00		
	the client counter			



## Library Identification Card Application (New, Renewal, Lost)

Any individual who wishes to avail the City Library services such as but not limited to borrowing of books, research and studying are required to secure Library Identification Card. Validity of Library Card is good for 1 year only.

### **Application of New Library Card**

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Office or Division:	San Carlos City Public	San Carlos City Public Library		
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents	only		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
Barangay Clearance		Barangay Hall of residence		
2. 2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
3. Application Form		Circulation Area		
4. Vaccination Card		LGU		

4. Vaccination Card	LGU			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.5		DE PAID	IIIVIE	RESPONSIBLE
1. Register at the entrance	1. Monitors the			
desk. Write your name at	registration process.			
the logbook –full-name,		None	1 minute	Job Order
address, mark check (√)				
necessary information, and				
purpose of visit.				
2. Bags/big envelops	1. Receive the belongings			
(except valuable belongings	and give the duplicate	Loss		
such as cell phones, wallets,	claim tag.	claim tag	1 minute	Job Order
jewelries) must be		_		
deposited at the entrance		Php		
desk /baggage counter and		10.00		
ask for claim tag.				
3. Proceed to Circulation	1. Give application form			
Area and secure application	and instruct and assist in			Job Order
form.	filling out the form.		3 minutes	
4. Fill out the application	1. Receives the			
form, after accomplishing	application form and	Php40.00	5 minutes	
submits the form together	requirements then			Admin Aide IV
with the requirements.	process the documents.			0



5. Wait for the releasing of	1. Release the Library			
Library Identification Card	Identification Card and	None	3 minutes	
and proceed to the City	briefly orient the			
Librarian's office for final	application as to the	Admin Aide		Admin Aide IV
signing.	privilege he/she may to			
	avail using the Library			
	Card.			Librarian III
	2. City Library will affix			
	signature to the Library	orary		
	Card and application			
	form for final approval.			
	Total	Php40.00 E	quivalent to lo	ss claim tags 12
minutes				
End of transaction				



# **Application for Renewal**

Office or Division:	San Carlos City Public Library		
Classification:	Simple		
Type of Transaction:	G2C (public)		
Who may Avail:	San Carlos residents only		
CHECKLIST OF REQUIREM	MENTS	WHERE TO SECURE	
Barangay Clearance		Barangay Hall of residence	
2 pcs. 1x1 I.D picture		Photo studio or Photo Shop	
Application Form		Circulation Area	
Vaccination Card		LGU	

Vaccination Card	LGU			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CEIEITI STEI S	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1.Register at the entrance	1. Monitors the			
desk. Write your name at	registration process.			
the logbook –full-name,		None	1 minute	Job Order
address, mark check (V)				
necessary information,				
and purpose of visit.				
2. Bags/big envelops	1. Receive the belongings	Loss claim		
(except valuable	and give the duplicate claim	tag –Php		
belongings such as cell	tag.	10.00	1 minute	Job Order
phones, wallets,				
jewelries) must be				
deposited at the entrance				
desk /baggage counter				
and ask for claim tag.				
3. Proceed to Circulation	1. Receives old Library Card			
Area and present old	and Brgy. Clearance			Job Order
Library Card & Brgy.	retrieved the old	Php40.00	3 minutes	
Clearance.	application form check for			
	any changes in the address			
	if there are no changes then			
	proceed to processing.			
	2. Paste renewal sticker.			
4. Wait for the releasing	1. Release the Library Card			
of Library Identification	and briefly orient the	None	3 minutes	Admin Aide IV
Card and proceed to the	application as to the			
City Librarian's office for	privilege he/she may to			Librarian III
final signing.	avail using the Library Card.			
	Total	Php40.00	12 minutes	
	End of transact	ion		



# **Application for Loss**

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents	only		
CHECKLIST OF REQUIREM	1ENTS	WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Barangay Clearance		Barangay Hall of residence		
3. 2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
4. Application Form		Circulation Area		
5. Affidavit of Loss		Notary Public		

5. Affidavit of Loss Notary P		Notary Pu	blic			
CLIENT STEPS	AGENCY AG	CTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, and purpose of visit.	1. Monitors th registration po		None	1 minute	Job Order	
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the and give the du claim tag.		Loss claim tag – Php 10.00	1 minute	Job Order	
3. Proceed to Circulation Area and present old Library Card & Brgy. Clearance.	1. Receives old Card and Brgy Clearance retr old application check for any the address if no changes th proceed to pro 2. Paste renew	rieved the n form changes in there are en occessing.	Php40. 00	3 minutes	Job Order	
4. Wait for the releasing of Library Identification Card and proceed to the City Librarian's office for final signing.	1. Release the Card and briefl the application privilege he/sh avail using the Card.	y orient as to the e may to Library	None	3 minutes	Admin Aide IV  Librarian III	
		Total	Php40.00	12 minutes		
End of transaction						



# Check-out, Check-in & Loss of library resources, which includes books, CD's, magazines, and journals.

Any individual who wishes to borrow books for home reading can avail the service as long as she/he can present valid Library Card. Clients are allowed to borrow books maximum of 3 volumes for fiction and 2 books for non-fiction. Filipiniana and General Reference cannot be borrowed for home reading.

#### 4.1 Check-out

4.1 Check-out						
Office or Division:	San Ca	San Carlos City Public Library				
Classification:	Simple	Simple				
Type of Transaction:	G2C (public)					
Who may Avail:	San Ca	San Carlos residents only with valid Library Card				
CHECKLIST OF REQUIREN	/IENTS	ENTS WHERE TO SECURE				
1. Vaccinati	on Card LGU					
2. Library Card			Circulati	on Area		
CLIENT STEPS		AGENCY A	CTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS		AGENCY A	CHONS	BE PAID	TIME	RESPONSIBLE
1. Register at the entrand	e desk.	1. Monitors the				
Write your name at the lo	ogbook	registration	orocess.			
full manage addings a magnific	باممطميا			Nama	1	Inh Ondon

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed directly to the Online Public Access Catalogue (OPAC) or ask assistance to the staff on duty to help locate the books you need to borrow. Once found copy the call number and title of the book using the slip provided.	<ol> <li>Assist client is his/her research using OPAC.</li> <li>Help locate the book.</li> </ol>	None	3 minutes	Admin Aide IV
4. Bring the desired books to Circulation Area and present Library Card for check-out processing.	<ol> <li>Ask for Library Card and receives the books;</li> <li>Pull-out the book cards, check the</li> </ol>	None	5 minutes	Job Order



End of transaction						
	Total	None	10 minutes			
	surname of borrower.					
	alphabetically by					
	file at the sunken tray					
	to the library card and					
	6. Attach book cards					
	the books.					
	she/he must returned					
	briefly inform the date					
	to the client and					
	5. Release the books					
	well.					
	the date due slip as					
	the book cards and to					
	and stamp date due to					
	4. Get back the cards					
	cards.					
	clients sign the book					
	to the client let the					
	3. Give the book cards					
	books.					
	accession number if it is the same with the					



## Check-in

Office or Division:	San Carlos City Public Library			
Classification:	Simple	Simple		
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only with valid Library Card			
CHECKLIST OF REQUIREM	IENTS	WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		

2. Library Card Circulation Area					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON	
CLILINI SILFS	AGLINET ACTIONS	PAID	TIME	RESPONSIBLE	
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order	
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order	
3. Proceed to Circulation Area and hand-in the books to be returned.	1. Receives the books, pull-out library card and insert back the book card to the book pocket. 2. Check if there is no overdue fines, if there is any then compute the accumulated days x 10.00 per day per book.	Overdue fines Php3.00 per day.	5 minutes	Administrati ve Aide IV	
4. Settle library fines if there is any, if none wait for the release of Library Card.	1. Issue Official Receipt if there are any library fines, if none release the Library Card.		3 minutes	Administrati ve Aide IV	
	Total	Php 30.00 Lib	rary overdue fii	ne 10 minutes	
End of transaction					



## **Lost Books & Other Library Resources**

Office or Division:	San Carlos City Public	San Carlos City Public Library			
Classification:	Simple	Simple			
Type of Transaction:	G2C (public)	G2C (public)			
Who may Avail:	San Carlos residents	San Carlos residents only with valid Library Card			
CHECKLIST OF REQUIREMENTS V		WHERE TO SECURE			
1. Vaccination Card		LGU			
2. Library Card		Circulation Area			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed directly to the Circulation Area and report the loss books.	1. Pull-out the Library Card and check the records. 2. Lost books should be replaced by same books or replace with any books with latest copyright or pay corresponding market value of	Loss book penalty is Php50.00 plus corresponding price of the lost book	5 minutes	Admin Aide IV Job Order
	the book.			
	Total End of tra		nutes	



### Free Internet/Wi-Fi Service

Any individual who wishes to use computer with free Internet for research, encoding reports or assignments, projects or any information and academic purposes. Such service can be availed by clients after presenting required documents.

Office or Division:	San Carlos City Public Library					
Classification:	Simple					
Type of Transaction:	G2C (public)					
Who may Avail:	All					
CHECKLIST OF REQUIREM	IENTS	WHER	E TO SECURE			
1. Vaccination Card		LGU				
2. Library Card		Circulation Area				
3. Valid I.D.		Issuin	g Agency			
CLIENT STEPS	AGENCY ACTIO	ONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, are purpose of visit.	registration prod	cess.	None	1 minute	Job Order	
2. Bags/big envelops (except valuable belongin such as cell phones, walle jewelries) must be deposited at the entrance desk /baggage counter ar ask for claim tag.	ts, the duplicate clai		Loss claim tag – Php 10.00	1 minute	Job Order	
3. Log-in your name to the log sheet.  4. Start researching	e 1. Assign the client particular compuunits; check if the internet connection 1. Monitor the client	ter ere is ion.	None None	1 minute 1 hour	Admin Aide I	

Total Php10.00

**End of transaction** 

1 hour and 3 minutes



#### **Community Outreach Program**

Community outreach includes Book Donation project for school, high school, brgy. Reading centers, and even state university library. A recipient of such project is a first come first serve basis, based on the letter request address to the City Librarian. Letter should include the objectives, number of students to be served. Aside from book donation, we also conduct storytelling, educational games, crafts and reading activities base on time allotted

Office or Division:	San Carlos City Public Library				
Classification:	Simple				
Type of Transaction:	G2C (public)				
Who may Avail:	All				
CHECKLIST OF REQUIREM	MENTS WHERE TO SECURE				
1. Vaccination Card	LGU				
2. Library Card	Circulation Area				
3. Valid I.D.		Issuir	ng Agency		
4. Letter of request		Princ	ipal		
CLIENT CTEDC	A CENCY A CTIC	NIC	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS		BE PAID	TIME	RESPONSIBLE
1. Register at the entrance	1. Monitors the				
desk. Write your name at	registration prod	cess.			
the logbook -full-name			None	1 minute	Joh Order

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (V) necessary information, and	Monitors the registration process.	None	1 minute	Job Order
purpose of visit.				
Bags/big envelops     (except valuable belongings	1. Receive the belongings and give	Loca	1	Joh Oudon
such as cell phones, wallets, jewelries) must be	the duplicate claim tag.	Loss claim tag	1 minute	Job Order
deposited at the entrance	tag.	–		
desk /baggage counter and		Php		
ask for claim tag.		10.00		
3. Proceed to City	1. City Librarian			
Librarian's office and hand-	receives the letter and		1 minute	Librarian III
in the letter.	read the request, tells			
	the messenger as to			
	the availability, time,			
	date and number of			
	people who will be			
	joining the outreach.			



	Give contact number for follow up purposes.				
	Total	Php10.00	3 minutes		
End of transaction					



## **Signing of San Carlos City Government Clearance**

The San Carlos City Government Clearance can be signed by the City Librarian provided that there are no pending borrowed library resources like books and other library materials.

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 REQUIREM	EMENTS WHERE T		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. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.  2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for	Monitors the registration process.  1. Receive the belongings and give the duplicate claim tag.		None  Loss claim tag – Php 10.00	1 minute 1 minute	Job Order Job Order	
claim tag.  3. Present clearance	Reviews/Check against the					
form at the Circulation Area.	file (no pending borrowed books and other library materials), record at the clearance Log Book, instruct client to proceed to the Office of the City Librarian.		None	2 minutes	Job Order	
3. Proceed to City Librarian's Office	Check the initial signal Circulation Area/Cou Charge, affix signatur	nter In- e and	None	30 seconds	Librarian III	
	release the clearance.			conds		
TOTAL Php10.00 3 minute 30 seconds						
End of transaction						