



# 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.

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Identification Card 2. Vaccination Card 3. Valid I.D. (for Non-San Carlos Residence.)		Circulation Area/Section LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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 needed information materials,	1. Assists client is his/her research using OPAC	None	3 minutes	Admin Aide IV
4. Take note of the books found in the OPAC that fits your research needs by filling up paper slip provided, just 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 assistance to the staff on duty.	1. Assist the client in locating the information materials.	None	5 minutes	Admin Aide IV Job Order



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



## 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

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Vaccination 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 being requested)			Owner of the document	
Application form			Front Desk/Entrance	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. 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 form and present required documents.	1. Receives the application form and start encoding the data to the online form (always pay attention for spelling of name and date.) Let		5 minutes	Utility Worker I  Job Order



	<p>the client counter check the data being encoded in the online form.</p> <p>2. Proceed for printing the batch request number.</p> <p>3. Collection officer then issue Official Receipt (O.R) for printing fee.</p>	Php10.00		Admin Aide IV
5. Receive the copy of your batch request number and proceed to accredited collecting bank or agencies.	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.	None	1-2 weeks	<i>Job Order</i>
	<b>Total</b>	<b>Equivalent to loss claim tags section</b>		<b>7 minutes – library trans. 1-2 weeks waiting time</b>
<b>End of transaction</b>				



## 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

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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 secure application form.	1. Give application form and instruct and assist in filling out the form.		3 minutes	Job Order
4. Fill out the application form, after accomplishing submits the form together with the requirements.	1. Receives the application form and requirements then process the documents.	Php40.00	5 minutes	Admin Aide IV



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



## Application for Renewal

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay Hall of residence		
2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
Application Form		Circulation Area		
Vaccination Card		LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (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 present old Library Card & Brgy. Clearance.	1. Receives old Library Card and Brgy. Clearance retrieved the old application form check for any changes in the address if there are no changes then proceed to processing. 2. Paste renewal sticker.	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 Library Card and briefly orient the application as to the privilege he/she may to avail using the Library Card.	None	3 minutes	Admin Aide IV Librarian III
	<b>Total</b>	<b>Php40.00</b>	<b>12 minutes</b>	
<b>End of transaction</b>				





## Application for Loss

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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 present old Library Card & Brgy. Clearance.	1. Receives old Library Card and Brgy. Clearance retrieved the old application form check for any changes in the address if there are no changes then proceed to processing. 2. Paste renewal sticker.	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 Library Card and briefly orient the application as to the privilege he/she may to avail using the Library Card.	None	3 minutes	Admin Aide IV  Librarian III
		<b>Total</b>	<b>Php40.00 12 minutes</b>	
<b>End of transaction</b>				



**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**

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only with valid Library Card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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.	1. Assist client is his/her research using OPAC. 2. Help locate the book.	None	3 minutes	Admin Aide IV
4. Bring the desired books to Circulation Area and present Library Card for check-out processing.	1. Ask for Library Card and receives the books; 2. Pull-out the book cards, check the	None	5 minutes	Job Order



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



## Check-in

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only with valid Library Card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (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	Administrative 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	Administrative Aide IV
		<b>Total</b>	<b>Php 30.00 Library overdue fine 10 minutes</b>	
<b>End of transaction</b>				



## Lost Books & Other Library Resources

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	San Carlos residents only with valid Library Card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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 the book.	Loss book penalty is Php50.00 plus corresponding price of the lost book	5 minutes	Admin Aide IV  Job Order
		<b>Total</b>	<b>Php50.00 7 minutes</b>	
<b>End of transaction</b>				



## 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.

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
3. Valid I.D.		Issuing Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (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. Log-in your name to the log sheet.	1. Assign the client to particular computer units; check if there is internet connection.	None	1 minute	Admin Aide I
4. Start researching	1. Monitor the clients.	None	1 hour	
<b>Total</b>		<b>Php10.00</b>	<b>1 hour and 3 minutes</b>	
<b>End of transaction</b>				



## 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

<b>Office or Division:</b>	San Carlos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Vaccination Card			LGU	
2. Library Card			Circulation Area	
3. Valid I.D.			Issuing Agency	
4. Letter of request			Principal	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (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 City Librarian’s office and hand-in the letter.	1. City Librarian receives the letter and read the request, tells the messenger as to the availability, time, date and number of people who will be joining the outreach.		1 minute	Librarian III



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





### 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.

<b>Office or Division:</b>	City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Government Employees both Local and National Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Treasurer’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 envelopes (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. 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, 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 signature of Circulation Area/Counter In-Charge, affix signature and release the clearance.	None	30 seconds	Librarian III
<b>TOTAL</b>		<b>Php10.00</b>	<b>3 minute 30 seconds</b>	
<b>End of transaction</b>				