

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	LIBRARY AND INFORMATION CENTER



Vision : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
Mission: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

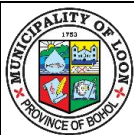
MUNICIPAL LIBRARY AND INFORMATION CENTER

Frontline Services 1: Assistance to Library Readers

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min			J. Juanico	MLIC
2	▪ Listen	▪ Inform reader/ researcher that all reading materials shall be read inside the library only	2 min			J. Juanico	MLIC
3	▪ Select materials from various classifications according to need	▪ Allow reader/ researcher to select unlimited reading materials to use	5 min			J. Juanico	MLIC
4	▪ Inquire when needed reading materials are not found	▪ Assist reader/ researcher or show other materials related to what he/she needs	2 min			J. Juanico	MLIC
5	▪ Look for a seat	▪ Lead reader/ researcher to a seat	1 min	Paper Ballpen		J. Juanico	MLIC
6	▪ Return reading materials used to the proper book shelves	▪ Instruct readers to return reading materials to the proper places after reading	2 min			J. Juanico	MLIC
7	▪ Sign on reader's logbook	▪ Instruct reader/ researcher to sign on the logbook	1-2 min	Logbook Ballpen		J. Juanico	MLIC
			14-16 min				

Frontline Service 2: Assistance to Library Borrowers

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request assistance verbally	▪ Accept verbal request	1 min			J. Juanico	MLIC
2	▪ Answer interview questions	▪ Get client's complete name, address, etc.	2 min			J. Juanico	MLIC



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3	▪ Listen	▪ Inform which books can be borrowed; duration and quantity	2 min			J. Juanico	MLIC
4	▪ Select books to borrow and give to librarian	▪ Assist client in locating the books, accept selected books	5 min			J. Juanico	MLIC
5	▪ Wait	▪ Prepare borrower's logbook	4 min			J. Juanico	MLIC
6	▪ Sign borrower's logbook	▪ Instruct borrower to record details of the books borrowed	2 min			J. Juanico	MLIC
			16 min				

Frontline Service 3: Library Encoding Assistance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min		None	J. Juanico	Library
2	▪ Wait	▪ Record client's details (complete name, address, etc.)	10-15 min depending on no. of pages	Material to be encoded	None	J. Juanico	Library
3	▪ Wait	▪ Encode and print	1 min			J. Juanico	Library
4	▪ Wait	▪ Accept payment	1 min		Black: P10/page Colored: P15/page Photos: P20/page	J. Juanico	Library
5	▪ Receive temporary receipt	▪ Issue temporary receipt	1 min	Temporary receipt	None	J. Juanico	Library
6	▪ Wait	▪ Record payment	1 min	Record book Pen		J. Juanico	Library
7	▪ Accept encoded documents	▪ Release encoded documents	1 min			J. Juanico	Library
			16-21 min				



Frontline Service 4: Photocopying Assistance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min	Written documents		J. Juanico	Library
2	▪ Wait	▪ Photocopy documents	Depending on no. of pages			J. Juanico	Library
3	▪ Wait	▪ Arrange documents according to page				J. Juanico	Library
4	▪ Pay cost of photocopying	▪ Accept payment	1 min		P2/page	J. Juanico	Library
5	▪ Accept photocopied documents and temporary receipt	▪ Release photocopied documents ▪ Issue temporary receipt	1 min			J. Juanico	Library
6	▪ Wait	▪ Record payment	1 min	Record book		J. Juanico	Library
7	▪ Sign on logbook	▪ Instruct client to sign on logbook	1 min	Logbook		J. Juanico	Library
			5-10 min			J. Juanico	