



BACOLOD CITY PUBLIC LIBRARY

MANDATE:

Bacolod City Public Library operates under the mandate of Republic Act 7743.

“An act providing for the establishment of congressional, city and municipal libraries and barangay reading centers throughout the Philippines, appropriating the necessary funds therefore and for others purposes.”

VISION:

Bacolod City Public Library is the model of public libraries committed to provide excellent service to its patron through its digital library system for easy access to information.

MISSION:

Bacolod City Public Library aims to provide the educational, social, and cultural needs of the community through conducive place to read study, research and make available wide array of reading materials and computers.

SERVICE PLEDGE:

Libraries are more than buildings and books. They are about the people who use them and work in them. Libraries are a vital part of our communities. In Bacolod City Public Library, we offer quality services at the heart of our lives.

1. Borrowing of Books and Materials

Books from different Section can be borrowed by clients with Library Card for one (1) week, renewable except books from Filipiniana, Reference and Periodical Section.

Office or Division:		Bacolod City Public Library		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Bacolod City Public Library Card		Bacolod City Public Library		
REQUIREMENTS TO AVAIL LIBRARY CARD				
1. Fill up Membership Form 2. One (1) 1x1 ID picture 3. Photocopy of valid school or office ID of applicant 4. Photocopy of valid school or office ID of guarantor 5. Address and Telephone Number of applicant 6. Proof of billing of applicant or guarantor (Electric, water or communication bill)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card	1. Received Library Card for preparation of clients chart.	None	1 minute	Remia Quebrar Librarian I
2. Choose book or Library material to be borrowed. (You may ask assistance from library staff)	None	None	5 – 10 minutes (depending on how long the client will choose the book)	In-Charge of the Section
3. Fill up book card at the back of book and present it to the Staff In-Charge	3.1 Record and stamp the book and due date card. 3.2 Release book to the borrower 3.3 Release of borrowed materials.	None	2 minutes	Greta Memoria Librarian III
4. Present borrowed materials to guard for checking.	None	None	1 minute	Guard on Duty
TOTAL		None	14 minutes	

2. Request for Photocopying Pass

Clients who wants to copy any part of the book requires to secure a pass from the In-Charge so they can bring the books outside the Library for photocopying.

Office or Division:		Bacolod City Public Library		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose book or materials to be photocopied	1. Assist client	None	5 minutes	
2. Present it to In-Charge for photocopy pass, leave an ID	2. Record and put book marker to the pages to be photocopied	None	15 minutes	Greta Memoria Librarian III
3. Present the pass to guard on duty	3. Check the presented photocopy pass	None		Guard on Duty
4. Return book to the staff and claim ID.	4. Inspect the book and release clients ID	None	5 minutes	Remia Quebrar Librarian I
TOTAL		None	25 minutes	

3. Request for Library Orientation or Storytelling

Schools, organizations, and other institution who benchmark at the Library or Barangay Day Care Center who wants to avail Library's outreach storytelling program.

Office or Division:		Bacolod City Public Library		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set the date of activity and send letter addressed to the Librarian	1. Accept the request	None	1 – 2 hours (Indoor)	

2. Confirm the date of activity	2. Confirm the activity if there is no conflict schedule	None		Greta Memoria Librarian III
3. Bring children and be at the venue on the day of Storytelling or Library Orientation	3. Conduct the Library Orientation and Storytelling	None	2 – 3 hours (Outdoor)	Remia Quebrar Librarian I
TOTAL		None	Indoor: 2 hours Outdoor: 3 hours	

4. For internet Users: DOST Nook and TECH4ED Center

Students and researchers who wants to avail the free use of computer.

Office or Division:	Bacolod City Public Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in using the computer assigned to you	1. Assist client on proper use of computer	None	5 minutes	Sandra Esquivel Clerk II
2. Do the research or use of e-gov services	2. Teach them what app is to be used for their respective assignment	None	15 minutes – 1 hour	Sandra Esquivel Clerk II
3. Request for printing	3. Printing of research output	Php 1.00 per page	15 minutes	Sandra Esquivel Clerk II
TOTAL		Depends on the number of pages	1 hour 20 minutes	

5. For Basic Computer Training

Persons who want to avail the free Basic Computer Training Program like Senior Citizens, Out of School Youth, Informal Sector Beauticians, Businessmen, etc.

Office or Division:		Bacolod City Public Library		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up registration form	1. Assist applicant	None	5 minutes	Remia Quebrar Librarian I
2. Wait for confirmation of schedule	2. Contact applicant if schedule is final	None	3 days	Greta Memoria Librarian III
3. Attend the class for 20 – 24 days	3. Conduct classes on Basic Computer Training	None	20 – 24 days (depend on the pace of student in learning)	
4. Students of Basic Computer Training become member of “Friends of Bacolod City Public Library”	4. Inform the students to be a member of “Friends of Bacolod City Public Library”	None		Remia Quebrar Librarian I
5. Attend Graduation Induction Ceremony	5. Conduct Graduation and Induction Ceremony	None		
TOTAL		None	27 days 5 minutes	

6. For Walk-in Clients

Clients who just come inside the Library to read magazines, circulation, fiction books or who bring gadgets and avail the free wifi.

Office or Division:		Bacolod City Public Library		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in	1. Assist client how to Log in	None	1 minute	
2. Proceed to Library Section of choice according to subject needed	2. Assist client to access information easily (Filipiniana, Reference, Children, Fiction, Circulation, KRC, PIDS, Foreign Language, and Periodical Section)	None		Rosemarie Bonafe Clerk I
3. Bring books or Library materials at the table	None	None	Depends on how long the client will stay at the Library	
4. Leave used books at the table after use	4. Return the books to respective Section	None		
TOTAL		None	Depends on how long the client will stay at the Library	