



**BACOLOD CITY PUBLIC LIBRARY**

**CITIZEN’S CHARTER**

**BACOLOD CITY PUBLIC LIBRARY**

**1. Application for Library Membership**

Allows you to access the resources and services offered by the City Library.

<b>Office or Division:</b>	Bacolod City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Bacolod City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
a. 2 pcs.1x1 ID picture			Client	
b. For students – latest valid school ID (1 photocopy) For non-students – PRIME Water or CENECO Bill (1 photocopy)			School of student PRIME Water or CENECO	
c. Valid ID of guarantor (1 photocopy) <small>*person applying for membership, should have a guarantor who is a resident of Bacolod City with valid contact number</small>			SSS, UMID, PASSPORT, PHILHEALTH. ETC.	
d. Duly-filled out membership form			City Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Borrowers Form	1.1 Receive Borrowers’ Form for verification.	None	10 minutes	<i>Library Staff</i>
			1 day	<i>Library Staff</i>

	1.2 Verify information with guarantor. 1.3 Endorse for approval.		10 minutes	<i>City Librarian</i>
2. Receive membership card.	2. After approval, issue membership card.	None	10 minutes	<i>Library Staff</i>
TOTAL		None	1 day and 30 minutes	

## 2. Request for Photocopying of Books

Clients who want to photocopy 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.

<b>Office or Division:</b>	Bacolod City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid government-issued ID (1 photocopy)			SSS, UMID, PASSPORT, PHILHEALTH. ETC.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the books chosen to the library In-Charge and leave an ID	1. Issue a pass slip and check the pages to be photocopied	None	10 minutes	<i>Library Staff</i>
2. Present and leave the pass slip to guard on duty	2. Check the book and get the pass slip	None	5 minutes	<i>Guard on Duty</i>
3. Get pass slip on guard on duty and return the book to the staff and claim ID.	3. Inspect the book and release clients ID	None	5 minutes	<i>Library Staff</i>
TOTAL		None	25 minutes	

### 3. Request for Library Orientation/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.

<b>Office or Division:</b>	Bacolod City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter address to the City Public Library				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request.	1.1 Accept the request for review	None	5 minutes	<i>Library Staff</i>
	1.2 Approve available schedule	None	5 minutes	<i>City Librarian</i>
2. Receive approved schedule of Library Orientation/Storytelling.	2. Inform client of approved schedule.	None	20 minutes	<i>Library Staff</i>
<b>TOTAL</b>		None	30 minutes	

### 4. Request 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.

<b>Office or Division:</b>	Bacolod City Public Library	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All residents of Bacolod City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Valid government-issued ID		SSS, UMID, PASSPORT, PHILHEALTH. ETC
Registration Form		City Library

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up registration form	1.1 Assist applicant and verify request	None	5 minutes	Library Staff
	1.2 Endorse request for approval			City Librarian
2. Wait for confirmation of schedule.	2. Contact applicant if schedule is final.	None	3 days	Library Staff
TOTAL		None	3 days and 5 minutes	