



Republic of the Philippines
Misamis Occidental Provincial Library & Information Center
 Capitol Drive, Oroquieta City



CITIZEN'S CHARTER

FRONTLINE SERVICE:

LIBRARY BORROWER'S CARD APPLICATION

Schedule of availability of the service:

MONDAY-FRIDAY
 8:00 a.m-5:00 p.m. without noon break

Who may avail of the Service?:

ALL library users

What are the requirements?:

1. 2-Valid I.D.s
2. 1x1 I.D. picture
3. Php. 20.00

Duration:

25 minutes

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Sign the library logbook	Check the library log book	2 min.	Mr. A. Tripole Mr. M. Projo	none	Log book
2	Submit Borrower's Card application's Requirements at the Information & Public Assistance Desk (IPAD)In-charge	Evaluate requirements of applicants	3 min.	Ms. A. F. Reyes	none	None
3	Secure Library User's Registration Form (LURF) at IPAD In-charge	Issue Library User's Registration Form to Client	2 min.	Ms. Anna Fe Reyes	none	Library User's Registration Form
3	Accomplish and submit LURF at	Check & type entries of	3 min.	Ms. E. Cadorna	none	Library User's

	the Record Section (1-copy only)	applicant's information				Registration Form
4	Secure Library Order of Payment to Client	Issue Library Order of Payment	3 min.	Ms. E. Cadorna	None	Library Order of Payment
4	Pay the corresponding fee at the Provincial Treasurer's Office (PTO); Back to MOPLIC and present the OR to the incharge	Check the OR and encode data of applicant in the Library Software Program	15 min.	Ms. E. Cadorna	Php. 20.00 for 1-year	Library Order of Payment; OR from PTO
5	Claim validated Library Borrower's Card (LBC) at the Records Area	Release Validated Library Card	2 min.	Ms. E. Cadorna	none	Validated Library Borrower's Card
END OF TRANSACTION						

FRONTLINE SERVICE:

RENEWAL OF LIBRARY BORROWER'S CARD (LBC)

Schedule of availability of the service:

MONDAY-FRIDAY
8:00 a.m-5:00 p.m. without noon break

Who may avail of the Service?:

Registered Library Users

What are the requirements?:

1. 1x1 I.D. picture (Latest)
2. Php. 20.00

Duration:

25 minutes

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Sign the library logbook	Check the library log book	2 min.	Mr. A. Tripole / Mr. M. Projo	None	Log book

2	Present old Library Borrower's Card (LBC) at the Record's Area	Check record of Library User	2 min.	Ms. E. Cadorna/ Ms. R. Serino	None	Library Data Base
3	Secure Library Order of Payment	Issue Library Order of Payment	3 min.	Ms. E. Cadorna	None	Library Order of Payment
3	Pay the corresponding fee at the Provincial Treasurer's Office (PTO); Back to MOPLIC and present the OR to the incharge	Update records of Library User	15 min.	Assigned Collector	Php. 20.00 for 1-year	Library Data Base
4	Present O.R. and claim validated LBC at the Records Area	Release validated Library Borrower's Card	3 min.	Ms. E. Cadorna	None	Log book
END OF TRANSACTION						

FRONTLINE SERVICE:

BORROWING OF BOOKS & OTHER LIBRARY MATERIALS

Schedule of availability of the service:

MONDAY-FRIDAY
8:00 a.m-5:00 p.m. without noon break

Who may avail of the Service?:

Registered Library Users

What are the requirements?:

1. Valid I.D.
2. Validated Borrower's Card

Duration:

25 minutes

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Sign the library logbook	Check the log book	2 min.	Mr. A. Tripole & Mr. M. Projo	None	Log book
2	Present user's ID at the Circulation	Check ID presented	2 min.	Ms. T. Ramirez	None	none

	counter					
3	Check Card Catalog and proceed to the shelves to get book(s)	Facilitate the retrieval of library materials	10 min.	Ms. R. Serino/ Ms. T. Ramirez	None	none
4	Present book(s) / library material at the Circulation Counter for check out	Check books presented	5 min.	Ms. T. Ramirez	None	none
5	Accomplish the needed information found in the Book Cards/Slips	Issue book(s) for loan with respected control card for the Circulation Section transaction	5 min.	Ms. T. Ramirez	None	Book Cards & Slips
6	Claim book(s) borrowed for loan	Issue loan receipt to client	1 min.	Ms. T. Ramirez	None	Loan Receipt
7	Present Loan Receipt to Security Guard on duty	Check Loan Receipt and release the books with proper documentation.	1 min.	Mr. A. Tripoli; Mr. M. Projo	None	Loan Receipt
END OF TRANSACTION						

FRONTLINE SERVICE:

RETURNING OF BORROWED BOOKS & OTHER LIBRARY MATERIALS

Schedule of availability of the service:

Monday-Friday
8:00 a.m-5:00 p.m. without noon break

Who may avail of the Service?:

Registered Library Users

What are the requirements?:

Library Borrower's Card

Duration:

15 minutes

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Sign the library logbook	Check the log book	3 min.	Mr. A. Tripole; Mr. M. Projo	None	Log book

2	Return library materials borrowed at Circulation Counter	Check book(s) returned, Activate book(s) return & Insert book slips	5 min.	Ms. T. Ramirez	None	Book slips
3	Sign the Returned book(s) logbook	Check the log book	5 min.	Ms. T. Ramirez	None	Log book
4	Claim borrower's ID	Release user Borrower's ID for proper documented book(s) returned	2 min.	Ms. T. Ramirez	None	none
END OF TRANSACTION						

FRONTLINE SERVICE:

JOB PLACEMENT/REFERRAL

Schedule of availability of the service:

MONDAY-FRIDAY
8:00 a.m-5:00 p.m. without noon break

Who may avail of the Service?:

Anyone who is looking for a job locally and abroad

What are the requirements?:

For Overseas:

1. Passport
2. Resume'
3. Application Letter

For Local:

1. Application Letter
2. Resume'

Duration:

35 minutes

HOW TO AVAIL OF THE SERVICE?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Sign the library logbook	Check the log book	2 min.	Mr. A. Tripole; Mr. M. Projo	None	Log book
2	Make inquiry, check latest Job Orders (JO) at the IPAD In-Charge	Inform client of the latest JOs posted	5 min.	Ms. A. Reyes	none	JO's folder

3	Fill-up Skills Registry System (SRS) form	Check filled up SRS form	8 min.	Ms. E. Projo	none	SRS form
4	Undergo Preliminary interview at the Office of the PESO Manager/Provincial Librarian	Conduct Preliminary interview to client and provides referral	10-15 min.	Ms. L. Buaquiña; Ms. R. Serino	none	SRS form
5	Fill-up Agency's Application Form & Bio-data	Assist client(s) & Provide referral	10 min.	Ms. E. Projo; Ms. E. Cadorna	none	Agency's form & Bio-data
6	Submit filled-up Agency's form to the Record's Area	Check submitted form	5 min.	Ms. E. Projo; Ms. E. Cadorna	none	Agency's form
END OF TRANSACTION						