



OLONGAPO CITY PUBLIC LIBRARY
CITIZEN'S CHARTER 2023

CITIZEN'S CHARTER

I. Mandate

The Olongapo City Public Library derives its mandate from the Ordinance no. 1 Series of 1968, prescribing the powers, duties of the City library, gallery of art and promulgating rules and regulation for the operation thereof.

II. Mission

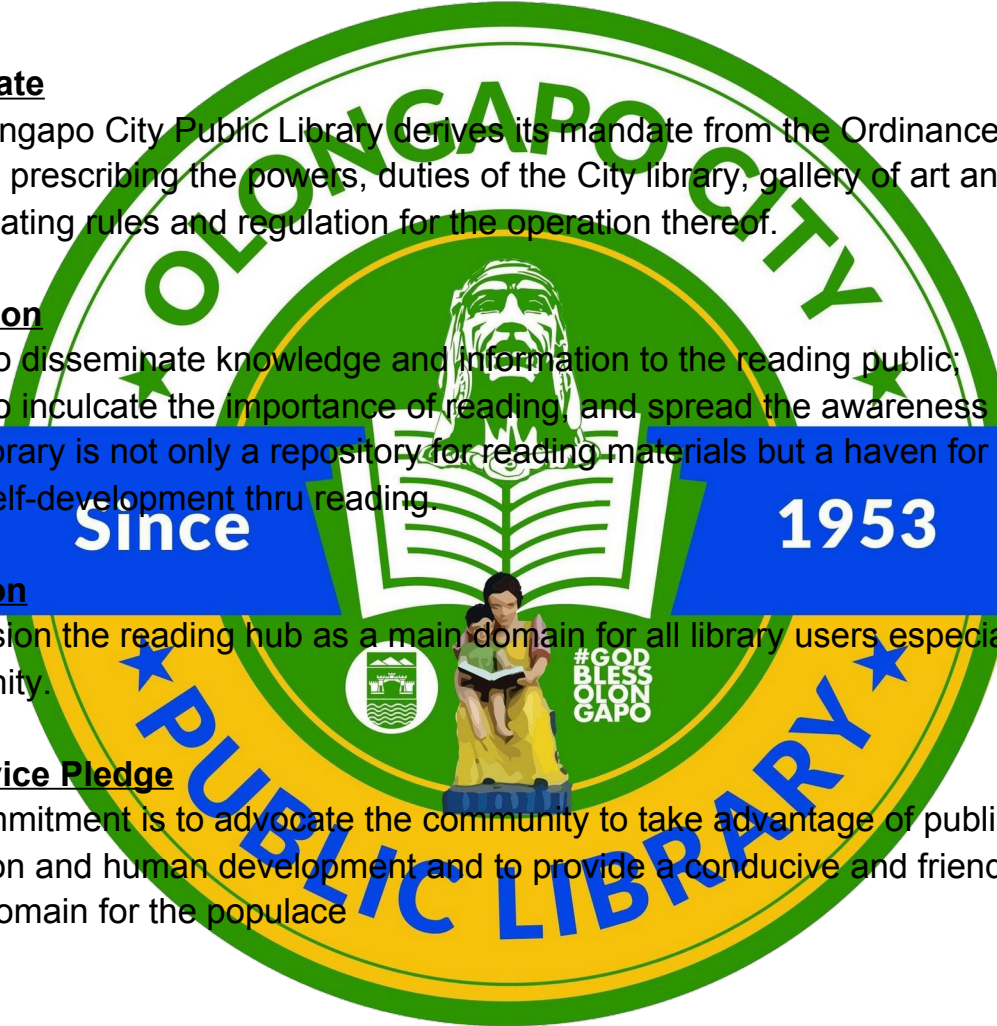
- To disseminate knowledge and information to the reading public;
- To inculcate the importance of reading and spread the awareness that the library is not only a repository for reading materials but a haven for learning and self-development thru reading.

III. Vision

To envision the reading hub as a main domain for all library users especially the community.

IV. Service Pledge

Our commitment is to advocate the community to take advantage of public library for education and human development and to provide a conducive and friendly reading public domain for the populace




LIST OF SERVICES

Applying for Library card	4
Loaning of Library Reading Materials	5
Loaning of books for a week (fiction, pocket books & gen. books)	6
E-Library (STARBOOKS Project)	7
Access to books and other reference materials	8
E-Government Services	9
Internet Services	10
Outreach Program Services	11
Children's Services	12
Printing and Photocopy Services	13
Procedure and Reference Assistance	14
PWD Assistance	15
Feedback and Complaint Mechanism	16



1. Applying for Library Card

Olongapo City Public Library issues library cards for the library users to avail of the services especially in loaning books and other reading materials.

Office/Division:	Circulation Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Any of the following valid I.D (provide photocopy) a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. 1x1 Photo (1 Original)		a. Photo Station b. Olongapo City Public Library 		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Register at the logbook	Provide logbook	None	2 Minutes	<i>Library staff</i>
2. Submit photo (1x1 I.D Photo)	Receive and fill-out library card	None	2 Minutes	<i>Library staff</i>
3. Claim library card	Release library card	None	2 Minutes	<i>Library staff</i>
	TOTAL	None	6 Minutes	

2. Loaning of library reading materials

Assist the reading in public in their research works and other needs.

Office/Division:	Circulation Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Library card/ Membership form		Olongapo City Public Library		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Register at the logbook	Provide logbook	None	2 Minutes	Library staff
2. Present library card/School I.D	Explain to users how to avail the service	None	10 Minutes	Library staff
3. Log the borrowed books	Provide the record book	None	5 Minutes	Library staff
	Total	None	17 Minutes	

3. Loaning of books for a week (fiction, pocket books & gen. books)

Library users can avail of the great privilege to loan book/s for a week with a maximum of one to three books only for fiction, general books and pocket books. As for technical books, there is a limited time to take the books out only for Saturday and Sunday.

Office/Division:	Circulation Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. Library card 2. Borrowed books/ materials		Olongapo City Public Library		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Register at the logbook	Provide logbook	None	1 minute	Library staff
2. Record books to be borrowed	Check the record forms	None	3 Minutes	Library staff
3. Present library card	Accept library card	None	2 Minutes	Library staff
4. Record the library materials	Provide the logbook and record the borrowed books/ materials to the library card	None	5 minutes	Library staff
	Total	None	11 minutes	

4. E-Library (STARBOOKS Project)

To help/guide the library users of using the STARBOOKS Project for free

Office/Division:	Reference Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
Library card		Olongapo City Public Library		
Client Steps ★	Agency Action	Fees to be paid	Processing time	Person responsible ★
1. Register at the logbook/Computer and get the registered number	Provide logbook/ computer	None	5 minutes	<i>Library staff</i>
2. Proceed to the workstation	Note the time allotted to client	None	1 hour	<i>Library staff</i>
	Total	None	1 hour /5minutes	

5. Access to books and other reference materials

Provides assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, journals, and other reference materials that clients can only access and use inside the library.

Office/Division:	Periodical Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID		a. Olongapo City Public Library b. Client's company/organization c. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Register at the entrance desk. Write in the logbook your full name, address, school/office, time-in and data about the materials to be researched.	Monitors the registration	None	2 minutes	Library staff
2. Have your bag screened upon entering the library for security purposes. All deadly weapons and dangerous materials must be deposited.	Checks the clients bag and secures deposited weapons and dangerous materials, if there is any.	None	2 minutes	Library staff
3. Declare personal books to be brought inside the library. Must fill out a book pass indicating the Title and author of the book and the quantity.	Issues, checks and collects book passes filled out by the client.	None	2 minutes	Library staff
4. Proceed to the Reference librarian	Provide what client need	None	3 minutes	Reference

				Librarian
	Total		9 minutes	

6. E-Government Services

Providing assistance to clients for online registration to various government online services such as NBI, DFA, PAG-IBIG, Philhealth, etc.

Office/Division:	E-Government Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
Checklist of requirements		Where to secure		
1. One valid government issued ID 2. Gmail account		Government issuing agencies (SSS, GSIS, PAG-IBIG, LTO)		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Proceed to eGovernment Section and fill out application form	1.1 Issues the application form 1.2 Assist the client in filling out form	None	7 minutes	Library staff
2. Submit duly accomplished application form	Receives and check submitted application form	None	2 minutes	Library staff
3. Wait for the processing of your eGovernment registration	Registers client's information to the requested eGovernment service	None	10 minutes	Library staff
4. Receive copy of your eGov registration	4.1 Provides the client a copy of his/her	None	7 minutes	Library Staff

	eGovernment Registration 4.2 Advises the client of how and where to settle the payment for his/her eGovernment Registration			
	Total		26 minutes	

7. Internet Services

Provide usage of computers and internet to clients for academic and information research.

Office or Division:	Internet Services	1953		
Classification:	Simple			
Type of Transaction:	G2C (public), G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D (Library card, school/company ID, government issued ID) 2. Email account		a. Olongapo City Public Library b. Government issuing agencies(SSS, GSIS, PAG-IBIG, LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Internet area and present your valid ID and Library card	1.1 Assist the client and check his/her ID	None	1 minute	Library staff
2. Register to the registration form	2.2 Assist client in registration.	None	2 minutes	Library staff
3. Proceed to assigned computer table	3.1 Assigns computer for the client.	None	2 minutes	Library staff
4. Conduct research	4.1 Monitors and assists clients browsing and other research needs.	None	1 hour	Library staff

5. Request copy of your research	5.1 Provides the client a copy of his/her research 5.2 Returns client's ID	None	5 minutes	Library staff
	Total:	None	1 hour and 10 minutes	

8. Outreach Program Services

Conduct outreach programs such as library Organization, Share-a-book, Adopt-a library, and recreational activities like bookmobile, film showing, storytelling and puppet show to different communities within or outside Olongapo City.

Office or Division:	Outreach Services
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Communities with existing libraries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, and types and numbers of participants for recreational activity.		Authorized person of the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off the letter of request to the OCPL Receiving Section or send it through email at ocplibrary53@gmail.com	1.1 Receives and checks the letter; and 1.2 Records and attaches routing slip	None	10 minutes	Library staff
	1.3 Assess the request and recommends the letter to the City Librarian	None	2 hours	Library staff
	1.4 Approves and	None	4 hours	City Librarian

	refers the request to the Local Chief Executive to Facilitate the Request			
2. Follow up the request and discuss further information needed.	2.1 Coordinates the status of Request; and 2.2 Set final arrangement for the fulfillment of the request; and 2.3 Notes and calendar the activity.	None	4 hours	
Total:		None	2 days	

9. Children's Services

Since

1953

Spending time browsing through stacks of books keeps the young minds active and gives children the chance to discover new books and new authors. Most children, who have access to libraries to read more, have better language skills and a broader literary taste.

Office or Division:	Children's Services			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School I.D 2. Library Card		a. Olongapo City Public Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deposit bags at the baggage counter.		None	2 minutes	Library staff
2. Proceed on the shelves		None		Library staff
3. Fill out book card/borrower's slip or photocopying slip	Entertain the children	None	3 minutes	Library staff

4. Return book/s after use at the circulation desk.	Assist the children	None	5 minutes	Library staff
5. Log out		None		Library staff
	Total	None	10 minutes	

10. Printing and photocopy Services

Photocopying and printing facility is available with the library. Users can get the photocopy of required information from reference materials (like reference books, encyclopedias, dictionaries, journals and magazines etc.) on payment.

Office or Division:	Printing and photocopy services			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Olongapo City Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card 1 Government I.D		Olongapo City Public Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries/requests via text message/chat or email.	Search for the availability of the requested materials.	None	30 minutes	Library Staff
2. Client will wait for the notification of the library staff once the materials are available and the schedule of pickup.	2.1 Prepare the materials (book/photocopy of article/book chapters) and place them in a box at the receiving area. 2.2 Inform the borrower of the book's due date.	None	10 minutes	Library Staff

3. Client will pick up the package and sign the log sheet.		None		Library staff
	Total		40 minutes	

11. Procedure for Reference Assistance

This library service provides assistance to the information needs of the clients and staff.

Office or Division:	Reference Services			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card 1 Valid I.D		Olongapo City Public Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance to the Reference Librarian.	1.1. Conduct reference interview	None	30 minutes	Reference Librarian
	1.2. Analyze query and determine possible information sources to be consulted.	None	1 hour	Reference Librarian
2. Receive answer to query.	Provide/discuss answers to the client.	None	30 minutes	Reference Librarian
	Total	None	2 hours	

12. PWD Assistance

This library service provides special assistance and prioritizes the needed information of the client.

Office or Division:	PWD Services			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card PWD I.D		Olongapo City Public Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scans validated ID upon entrance at the Reference/Serials Section	Provides client with Reader's Information Slip with special assistance.	None	2 minutes	Library Staff
2. Pulls out the reference needed with the assistance of the library staff	Provides client special attention to his/her needs.	None	5 minutes	Library Staff
	Total	None	7 minutes	

Feedback and Complaints Mechanism

<p>How to send a feedback?</p>	<p>Fill out any sheet of paper and drop it at the designated box in front of the frontline desk of the Olongapo City Public Library.</p> <p>Contact info: (047) 611-0437 or olongapocitypubliclibrary@hotmail.com</p>
<p>How feedbacks are processed?</p>	<p>The library assistant/library aide check the drop box daily and compiles all papers submitted (if any)</p> <p>If there is a feedback or complaints we comply as soon as possible thru our website/personal dialogue/phone</p>
<p>How to file a complaint?</p>	<p>Fill out any sheet of paper and drop it at the designated drop box in front of the frontline desk of the Olongapo City Public Library.</p>
<p>How complaints are processed?</p>	<p>The library assistant/library aide check the drop box daily and compiles all paper submitted (if any)</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>