



TABACO CITY LIBRARY INFORMATION CENTER
3rd Floor, Tabaco City Mall Building

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
LIBRARY CARD APPLICATION	1	Present barangay/ certification, any valid ID and 2 cps. 1X1 latest pictures	1.2 copies of 1 X 1 latest picture 2.Barangay Certification/ Clearance, Any Valid ID (School ID, SSS, GSIS, PRC, Driver's license, Voter's ID, Philhealth ID, Senior Citizen's ID.	• Glenda Hagosohos	None	G2C	Simple
	2	Accomplish application form		• Marilyn Bendicio			
	3	Submit accomplished application form to the person in-charge at the library		• Maila Torrecampo			
	4	For approval of library card and validation		• Glenda Hagosohos			
	5	Preparation of library card and validation		• Glenda Hagosohos			
	6	Release library card to the client and sign in the registered library user's logbook		• Glenda Hagosohos			



LIBRARY RESEARCH	1	Present Library card or any valid ID and sign in the library user's logbook	2 minutes	1. Library Card or Any Valid ID (School ID, SSS, GSIS, PRC, Driver's License, Voter's ID, Philhealth ID, Senior Citizen's ID)	None	G2C	Simple	
	2	Deposit bag/s and other things except valuables (ex. Wallet, cellphones, laptops, jewelry)	5 minutes					• Bonifacio Borlasa III
	3	Proceed to the section where to do research, read and study. After finishing the research, reading or studying, return the books and or materials to the person in-charge	10 minutes					• Delfin Buelo
	4	Sign in the logbook for time-out and claim the library card and/or ID	3 minutes					• Section in-charge
	5	Claim your bag/things deposited	2 minutes					• Section in-charge



BORROWING OF BOOKS	1	Present library card or any valid ID and go directly to the shelves choose or select the book/s to borrow	10 to 30 minutes	1. Library Card Validated for the current year	• Person in-charge	None	G2C	Simple
	2	Bring the book/s to the library staff in-charge and sign in the logbook and bookcard	5 minutes		• Jeffrey Canlas • Glenda Hagosohos • Olivia Lovendino			
	3	Client must examine material/s for defects before borrowing	10 minutes					
	4	Stamping of due date and release the borrowed book/s	3 minutes		• Jeffrey Canlas • Glenda Hagosohos • Olivia Lovendino			
RETURNING BORROWED BOOKS	1	Present borrowed books to the section in-charge and sign in the logbook returned materials	5 minutes	1. Library Card Validated for the current year	• Jeffrey Canlas • Glenda Hagosohos • Olivia Lovendino	None	G2C	Simple
	2	Examine materials for defects (missing pages, mutilated)	5 minutes					
	3	Retrieve from the	10 minutes					



		file the book card and the library card of the borrower. Release the library card to the borrower if there is no damaged to the returned materials. Any damages to the returned library materials will be charged to the borrower						
	4	Return or shelve the materials on its proper place	5 minutes		<ul style="list-style-type: none"> Section in-charge 			
INTERNET AND ELECTRONIC RESOURCES	1	Present library card or any valid ID in the information counter	3 minutes	1. Library Card or any Valid ID (School ID, SSS, GSIS, PRC, Driver's License, Voter's ID, Philhealth ID, Senior Citizen's ID.	<ul style="list-style-type: none"> Bonifacio Borlasa III 	None	G2C	Simple
	2	Go to the electronic resources section and sign in the user's logbook	3 minutes		<ul style="list-style-type: none"> Myla Torrecampo 			
	3	Get the number on what computer work station to use. I all computers are in	5 minutes					



		use, wait for your turn. Computer usage is limited to one (1) hour but can be extended if there are no users waiting to use						
	4	After the time limit expires sign in the logbook for time-out	5 minutes					