

CITIZEN'S CHARTER

IMUS CITY PUBLIC LIBRARY EXTERNAL SERVICES



1. Research Service Assistance

Description of the Service – The service assists the clients in research through Card Catalog or Online Public Access Catalog (OPAC) for browsing of books and other library materials or assign desktop computer for computer/internet use

OFFICE OR DIVISION	Imus City Public Library			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Logbook	1. Logbook is located in the entrance of the library	None	3 minutes	Annabelle A. Rusit and Alvin V. Sampot
TOTAL		None	3 minutes	

2. Issuance of Library ID

Description of the Service – This service assists the clients in applying a Library ID for additional privileges that the library is offering when it comes to library resources and other reading materials such as borrowing of fiction books, magazines and journals for home use, etc.

OFFICE OR DIVISION	Imus City Public Library			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Copies 1x1 Picture		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application Form and present a valid ID	1. Application Form is provided by the assigned staff	None	10 minutes	Kristine Anne D. Bautista and Micah Ella B. Malicsi
TOTAL		None	10 minutes	

