

# IMUS CITY PUBLIC LIBRARY

## EXTERNAL SERVICES

## 1. RESEARCH SERVICE ASSISTANCE

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.

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

## 2. ISSUANCE OF LIBRARY ID

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.

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<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) Copies 1x1 Picture		From the client		
<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 the Application Form and present a valid ID	1. Application Form is provided by the assigned staff	None	10 minutes	Kristine Anne D. Bautista Micah Ella B. Malicsi
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	