BENGUET PROVINCIAL LIBRARY

I. **MANDATE:** Facilitate public access to resources in any format to promote the moral and intellectual well-being of the people, elevate their literacy level and recognize the vital role of knowledge in nation-building (RA 7743).

II. **VISION:** "The Benguet Provincial Library envisions to be the center for useful and accurate information and discovery through innovative programs; various collections and responsive services"

III. **MISSION**: The Benguet Provincial Library commit to:
1. To provide adequate and up-to-date information collection in different formats
2. To provide quality services to its clientele for better access to information
3. To promote local culture and preserve them for future generations

IV. **SERVICE PLEDGE:**

BENGUET PROVINCIAL LIBRARY

1. **Registration of library clients**
2. **Assistance to Library Clients on their researches**
3. **Borrowing of library reading materials**
4. **Assistance to Online services through the Technology for Economic Development – Digital Transformation Center (Tech4Ed- DTC)**
5. **General Clearance**

1. Registration of Library Clients – First time library clients should register by filling out the Library registration form.

Office or Division:	PGO-LIBRARY
Classification:	SIMPLE
Type of Transaction:	Government to Citizen
Who may avail:	Library Clients / Readers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Library Registration Form	Registration desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the registration form	1.1. Provide registration form 1.2. Receives completed registration form and register him/her on the library system. 1.3. Issuance of Client's library card	Registration form	2 minutes	Rowell Agpay Administrative Aide I Mialyn Dalisay Librarian I
		TOTAL	2 minutes	

2. Assistance to Library Clients on their researches

Walk-in clients will use the OPAC to search the needed materials, while online clients will send their requests thru library social media such as facebook or gmail accounts.

Office or Division:	PGO-LIBRARY
Classification:	SIMPLE
Type of Transaction:	Government to Citizen
Who may avail:	Library Clients / Readers

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Library card				Registration desk
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in clients: 2. Presents the library card or inform personnel at the registration desk that he/she has already an existing record	Barcode the library card or search the name of the client on the library system and copy his Library Card Number on the Library system	None	1 minute	Rowell Agpay Administrative Aide I
2.a. Client searches topics for his/her research on the Library Online Public Access Catalog (OPAC)	2.a. Assist client on how to use the OPAC 2.b. Locate the books or reading materials on the shelves and issue to the client the needed materials		1 minute 3 minutes	Mialyn Dalisay Librarian I Delilah Bangao Librarian II Mariline Amogan Librarian III
Online clients: 2.b. Client sends request for reading materials through: ➢ Library social media such as Facebook or email ➢ Library Website/Digital Library Collections	➢ Reads the message and sends the registration form to the online client if she/he has no existing record ➢ Register him/her on the library system ➢ Check the OPAC for the availability of the reading material. Take a picture or scan the portion of the book requested and send it through Facebook Messenger or email. ➢ Share the requested topic ➢ Share the requested topic	None	10 minutes 2 minutes	Mialyn Dalisay Librarian I Delilah Bangao Librarian II Mariline Amogan Librarian III
		TOTAL	16 minutes	

3. Borrowing of library reading materials for overnight-use

Outsiders who may borrow books for overnight use have to leave their valid ID's such as: Professional license, SSS and GSIS ID, Philippine National ID.

Office or Division:	PGO-LIBRARY
Classification:	SIMPLE
Type of Transaction :	Government to Citizen
Who may avail:	Library Clients / Readers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid identification card (Professional license, SSS and GSIS ID, Philippine National ID)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides valid Identification Card (Professional license, SSS and GSIS ID, Philippine National ID)	1.1. Check client's Identification card and issue the book being borrowed. 1.2 Enters borrowed books on the library system	None	1 minute 1 minute	Mialyn Dalisay Librarian I Delilah Bangao Librarian II Mariline Amogan Librarian III
		TOTAL	2 minutes	

4. Assistance to Online services through the Technology for Economic Development – Digital Transformation Center (Tech4Ed)

Clients can avail free use of computer, free access library WIFI and online appointments and transactions to the different government services.

Office or Division:	PGO-LIBRARY
Classification:	SIMPLE
Type of Transaction :	Government to Citizen
Who may avail:	Library Clients / Readers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library card	Registration desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the library card or inform personnel at the registration desk that he/she has already an existing record	1. Barcode the library card or search the name of the client on the library system and copy his/her Library Card Number on the Library system	None	1 minute	Rowell Agpay Administrative Aide I

2. Client informs the service provider of his/her purpose	2. Assists client needs and proceed to the specific government service being availed		10 minutes	Mialyn Dalisay Librarian I Delilah Bangao Librarian II Mariline Amogan Librarian III
		TOTAL	11 minutes	

5. General Clearance

Employees who have no unreturned borrowed books will be cleared, while those who have unreturned borrowed books will not be cleared.

Office or Division:	PGO-LIBRARY
Classification:	SIMPLE
Type of Transaction :	Government to Government
Who may avail:	Library Clients / Readers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General clearance	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the General Clearance	1.1 Receives the General Clearance and enters the details in the logbook. 1.2 Checks from the list of borrowers if no unreturned books 1.3 Signs the clearance and release	None	1 minute 1 minute 1 minute	Rowell Agpay Administrative Aide I Mialyn Dalisay Librarian I Leticia Bautista Librarian IV
		TOTAL	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be sent through the Benguet Provincial Library's official social media accounts such as facebook page (Benguet Provincial Library) or email @ benguetlibrary@gmail.com.
How feedback is processed	Feedbacks/queries are processed every day, except Sat, Sun and holidays. Answers to clients' queries are forwarded to them via private messages.