

CITIZEN'S CHARTER

Local Government Unit of Cabadbaran City
Department: TOURISM, CULTURE AND ATRS DIVISION

Titles:
I. Tourism
II. Library
III. Band

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FRONTLINE SERVICE	STEPS	LOCATION OF TRANSACTION PER STEP	PROCESSING TIME	FORM/S REQUIRED	DOCUMENTARY REQUIREMENTS	FEES AND CHARGES	RESPONSIBLE EMPLOYEES
Entrance Requirements	1. Present Identification Card	City Library	2 Minutes	None	any ID card	None	Daisy Bolambot or library staff
	2. Register name in the Visitor's Logbook	City Library	2 Minutes	None	Logbook	None	Daisy Bolambot or library staff
Issuance of Borrower's ID/ Library ID	1. Secure and Fill-out Membership Form	City Library	2 Minutes	Membership Form	Any Valid ID Card	None	Daisy Bolambot or library staff
	2. Pay Membership Fee	City Health Office	2 Minutes	None	Assessment Note	P25 (Student) P35(Non-Student)	Daisy Bolambot or library staff
	3. Present Official Receipt & Submit Filled-Up Membership Form	City Library	2 Minutes	Membership Form Official Receipt	Membership Form	None	Daisy Bolambot or library staff
	4. Creation and Validation of Membership ID Card	City Library	4 Minutes	Membership ID	Membership Form	None	Daisy Bolambot and Alma A. Cusap
	5. Release of Borrower's ID	City Library	2 Minutes	Membership ID	Membership Form	None	Daisy Bolambot or library staff
User's Assistance (in using library materials and library facilities)	Retrieval of Materials Present topic/s needed	City Library	Depends on Topics Needed	None	None	None	Alma A. Cusap or library staff
	Utilization of Materials (Inside Use) Bring the material/s to the Reading Area	City Library	None	None	None	None	None
	Utilization of Materials (Loan-Out) Present Borrower's ID and the Materials to be Borrowed	City Library	4 Minutes	None	Borrower's ID & Logbook	None	Daisy Bolambot or library staff
	Utilization Computer Facilities Writing in the Logbook - Computer or Internet Usage	City Library	2 Minutes	None	Logbook	None	Daisy Bolambot or library staff