

CITIZEN'S CHARTER LIBRARY SERVICES

Schedule of availability of service:

Monday to Friday/ 8:00 a.m. to 5:00 p.m. (No Noon Break)

Name of Service: **Processing of Library I.D. Booklet**

Who may avail of the service:

All bonafide employees of the Department of Foreign Affairs (DFA) and Foreign Service Institute (FSI)

What are the Requirements:

1. Two copies of recent 1"x1" picture
2. Valid office I.D.
3. Copy of Civil Service Commission (CSC) appointment if Contractual or Casual

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Form
1	Secure Information Sheet	Gives/issues information sheet	1 min.	Circulation Librarian		Information Sheet
2	Submit duly accomplished information sheet and two copies of 1"x1" I.D. picture	Accepts information sheet, ask employee to sign booklet cover	1 min.	Circulation Librarian		Library card/booklet
3		Prepares Library card/booklet and Borrower's card	10 mins.	Circulation Librarian		
4		Signs the Library card/booklet	1 min.	Head Librarian		
5	Go back to the Librarian after two days	Gives/issues Library card/booklet	1 min.			
End of transaction						

Name of Service: **Issuance of Referral Letter**

Who may avail of the service:

All bonafide employees of DFA and FSI.

What are the requirements:

Carlos P. Romulo Library card/booklet

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Form
1	Ask the Librarian for a Referral Letter to avail the library services from other libraries	Interview the employee/s making the request (face-to-face or by phone)	2 mins.	Head Librarian		
2		Prepare referral letter	1 min.	Head Librarian		Referral Letter
3	Claim Referral Letter		1 min.	Head Librarian		
End of transaction						

Name of Service: **Processing of Reference Query**

Who may avail of the service:

Primary clients: All bonafide DFA and FSI employees

Secondary clients: Students, Government and Non-Government employees, Researchers, private individuals

What are the requirements:

Primary clients:

1. Valid office I.D.

Secondary clients:

1. Visitor's Pass/I.D. and valid I.D.
2. For Students, Referral letter from their respective librarians, valid school I.D., visitor's pass.

Duration for secondary clients:

1. Referral letter is valid for one day only.
2. Only two students per school are allowed in the Library at any given time in a day.
3. The duration of the client's stay in the Library for the day depends on the number of clients from the same school

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Form
1	Primary client must wear their I.D.s while inside the Library.					
	Secondary client present Referral letter issued by the university/college librarian (name/s of student being referred must be stated) together with the school I.D.	Check the Referral letter to make sure it was signed by the university/college librarian and the name of the student/s is/are stated as evidenced by the school I.D. The Librarian will keep the documents presented during the time student/s is/are inside the Library	3 mins.	Circulation Librarian		
2	Request for reference assistant	Check available resources in the library and give print-out of bibliography to client	5 mins.	Circulation Librarian		
		Assist client to locate resources	15 mins.			
	Client can phone-in their reference query	Interview client, validate reference query (this includes availability of the resources)	5 mins	Librarians		
		Ask client to pick-up the reference materials if it is more than five pages	2 mins.			
		Fax to client if it is less than five pages	10 mins.			
		Refer to other library if information needed not available				
End of transaction						

Name of Service: **Circulation Service**

Who may avail of the service:

All bonafide employees of DFA and FSI.

What are the requirements:

Carlos P. Romulo Library card/booklet

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Form
1	Borrower must sign the book card and write required information in their Library card/booklet	Librarian will check the information on the book card and Library card/booklet and stamp the due date	2 mins./book	Librarian-on-duty		Library card/booklet
2		Librarian will record and file the book card and borrower's card	1 min.	Librarian-on-duty		Library card/booklet, Borrower's card
3	Returning materials of	Librarian cross-out record of returned resources	1 min.	Librarian-on-duty		Library card/booklet, Borrower's card
End of transaction						

Name of Service: **Certification of Treaty/Agreement**

Who may avail of the service:

Law firms and other government and non-government agencies

What are the requirements:

Request letter stating reason why the need of a certified true copy of Treaty/Agreements

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-charge	Fees	Form
1	Submit request for certified true copy (CTC) of treaties/agreement	Check if original document/s requested is/are available and is/are not confidential agreement/s	10 mins./document	Librarian		
2		Compute photocopying fees and certification fees	10 mins	Librarian		
3	Pay photocopying fees and come back two days after	Photocopies documents		Machine operator	PhP 6.00/page	
4	Come back two days after	Bring document to Central Records, OAMSS	10 mins.	Librarian		CTC Request form
		Certify documents	1 min/page	Signing Officer, Central Records OAMSS		
5	Pay certification fees	Accept payment	5 mins.	Cashier, OFMS	PhP 100/page	Payment Request form
6.	Bring Official Receipt to Central Records, OAMSS	Give copy/ies of certified documents	5 mins.	Records Officers, Central Records, OAMSS		
End of transaction						