

Republic of the Philippines
Department of Foreign Affairs
FOREIGN SERVICE INSTITUTE
CARLOS P. ROMULO LIBRARY

MISSION

The Foreign Service Institute (FSI) aims primarily to:

- (1) develop on a continuous basis the in-house capacity of the FSI personnel to deliver effectively on their core competencies of training, research, and organizational development;
- (2) support the efforts of the Department of Foreign Affairs (DFA) to enhance the capacity of its personnel to effectively deliver their core competencies;
- (3) design and conduct the appropriate training programs relevant to the current issues and future trends of foreign policy and diplomacy;
- (4) provide policy options through its research and policy studies in aid of foreign policy formulation, management, and evaluation; and
- (5) provide institutional support to the DFA with regard to organizational development and management, including but not limited to the planning, review, and assessment of the policies and systems and procedures of the DFA.

VISION

The FSI is the prime training and research institute for Philippine foreign policy, diplomacy, and related fields and a recognized center for language learning. Its personnel are experts by virtue of their experience and academic training in their respective areas of specialization or functions, who are fully committed to providing the highest quality of training and research output to the complete satisfaction of the Institute's clients.

REVISED 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 CARD/BOOKLET**

Who may avail of the service: All bonafide DFA and FSI employees

- What are the Requirements:
1. Three 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 three 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 one day	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 DFA and FSI employees

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.	Interview the employee/s making the request (face-to-face or by phone)				
	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 DFA and FSI employees

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 of materials	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 after one day	Photocopies documents		Machine operator	P6.00/p	
4	Come back after one day	Bring document to Central Records, Office of Assets Management and Support Services (OAMSS)	10 mins.	Librarian		CTC Request form
		Certify documents	1 min./p	Signing Officer, Central Records OAMSS		
5	Pay certification fees	Accept payment	5 mins.	Cashier, Office of Financial Management Services (OFMS)	P100/p	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						

For complaints and suggestions, send a letter to:
library@fsi.gov.ph

The Head Librarian, Carlos P. Romulo Library
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