



**City Public Library
and Information Center**



I. MANDATE :

Batangas City Public Library and Information Center is mandated to promote moral and intellectual well being of every member of the community and recognize the importance of knowledge and information in nation building.

II. LIBRARY MISSION STATEMENT :

The City Library provides and promotes open and equal access to quality materials, facilities, programs and services in order to meet the informational, educational, cultural and recreational needs of all its constituents providing excellent services which are innovative and continually evolving and adapting

III. OUR VISION :

Batangas City Public Library and Information Center will be a 21st century space that provides a stimulating and inspiring environment equipped with outstanding collection, equipment and modern technology.

IV. GOALS AND OBJECTIVES :

The City Library aims to :

- Provide free library services that conforms with the needs of the community.
- Develop collection about Batangas City history, customs, people

traditions and others.

- Have linkages and develop network among other national agencies, libraries and groups.
- Maintain and enhance integrated library system
- Strengthen coordination and connection with the community through outreach services.
- Improve library services through professional development of staff through outreach services.
- Improve library services through professional development of staff through formal education, seminars, trainings, workshops and teambuilding.

V. OUR CORE VALUES

Batangas City Public Library and Information Center believes that our mission and vision will be accomplished by :

- Having welcoming, eco-friendly and conducive space for members of the community to gather



- Providing ready and equal access to library services and materials of all formats.
- Ensuring every patron the right to intellectual freedom.
- Being actively engaged with patrons needs.
- Having collaborative, creative interaction to patrons interest and needs.
- Protecting patrons confidentiality of records.

VI. OUR SERVICES

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External Function

1.Loaning of books and non-book materials				
Books and non-book resources are made available to clients for reading, evaluation ,review ,research and other purpose.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements			Where to Secure	
Valid ID (Drivers License/Govt. ID/Student ID			Government Agencies/Schools	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
	None			



2. Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day
3. Submit the accomplished Client Assistant Slip to the Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Officer of the Day
4. Submit Valid ID to Section In-Charge	4.1 Accepts validate and file ID 4.2 Assist Client to the particular Section	None	5 minutes	Batangas City Library Librarian II
5. Submit accomplished book card	5.1 Accepts and file book card 5.2 Remind client when books/other library material is due.	None	3 minutes	Batangas City Library Librarian II
Total:			10 minutes /and 30 seconds	

External Function

2. Storytelling/Puppet Show/Library Orientation/ Library Tour				
Library services provided by the City Library upon request specially among children of public and private schools primarily to boost and develop childrens love for reading.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Love Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Children from private and public schools/institution			
Checklist of Requirements		Where to Secure		
Letter of Request		Head of requesting schools/institution		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	1.1 Instruct client to proceed to the City Librarian	None	30 seconds	Batangas City Library Officer of the Day



2. Present letter of request to the City Librarian for review and approval	2.1 Receive and review letter of request	None	1 minute	Batangas City Library City Librarian
	2.2 Verifies availability of schedule requested	None	1 minute	
	2.3 Gives feedback on clients request	None	3 minutes	
	2.4 Advise client to go back on scheduled date.	None	1 minute	
Total:			7 minutes/30 sec	

External Function

3. Computer Tutorial Assistance				
One -on -one tutorial instruction on computer basics provided for clients to be computer literate				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Valid ID (Drivers License/Govt. ID/Student ID		Government Agencies/Schools		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2. Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute 30 seconds	Batangas City Library Officer of the Day
	2.2 Instruct client to proceed on the IT Section	None		
3. Submit the accomplished Client Assistant	3.1 Receives/review the accomplished	None	1 minute	Batangas City Library



Slip to the IT Section In-Charge	Client Assistance Slip			Administrative Aide II
4.Submit Valid ID to Section In-Charge 5.Computer Tutorial	4.1 Accepts / validate and file ID 5.1 Assist Client in the computer tutorial	None None	1 minute 30 minutes	Batangas City Library Administrative Aide II
Total:			34 minutes	



External Function

4. On Line Research Via Internet				
Library research provided to client using computer via internet to provide them other resources for research other than books				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Valid ID (Drivers License/Govt. ID/Student ID		Government Agencies/Schools		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2.Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day
3.Submit the accomplished Client Assistant Slip to the IT Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Administrative Aide II
4.1Submit Valid ID to IT Section In- Charge	4.1Accepts, validate and file ID	None	1 minute	Batangas City Library Administrative Aide II
5.Online Research	5.1 Assist Client on online research.	None	30 minutes	Administrative Aide II
Total:			33 minutes and 30 seconds	



External Function

5. Availment of reading materials at the Plaza Mabini				
Extension reading service of City Library provided at the reading nook of Plaza Mabini to provide readers literacy,leisure and entertainment.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to General Public			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Administrative Aide II
2.Choose desired reading material	2.1 Assist client in providing reading material	None	1 minute	Batangas City Library Administrative Aide II
Total:			1 min & 30 seconds	



External Function

6. Establishment of Barangay Libraries				
As mandated by Rep.Act 7743 barangay libraries are established through out Batangas City with the approval of the City Mayor to uplift literacy level of barangay constituents on far flung areas. The City Library provides the assistance and organization before launching.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	Barangay interested in establishing barangay library			
Checklist of Requirements		Where to Secure		
Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay library		Barangay interested in establishing Barangay Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2. Submit letter of request / barangay resolution to the City Librarian for review and approval	2.1 Accepts /review documents.	None	5 minutes	Batangas City Library City Librarian
	2.2 Confirms client for the establishment of barangay library.	None	10 minutes	Batangas City Library City Librarian
	2.3 Advise as to schedule of establishing barangay library	None	10 minutes	Batangas City Library City Librarian
Total:			25 min & 30 seconds	



I. HANDLING CUSTOMER FEEDBACK/COMPLAIN

Batangas City Library and Information Center welcomes feedback, including complaints, from our customers. Feedback allows us to identify and repeat what is good, attempt to correct any problems with our service and helps us improve what we do and how we do it. Customer feedback may be a comment, a compliment or a complaint.

The Process Flow Chart below summarizes how the City Library handles customer feedbacks and complains.

