



## Internal/External

### 4. SERVICENAME: LIBRARY SERVICES

**Description of the Service:** The City Library is under the City Tourism Office and a center for informative materials such as books for researchers, as well as the used of free Wi-Fi and computers.

<b>Office or Division:</b>	CITY TOURISM OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the Visitors/ client logbook	Library staff will assist the client in finding needed informative materials.	None	5 minutes	Leonima Ballesteros and Library staff
2. Borrowing of Library materials	Provide assistance in searching/locating books/materials.  Processing of Library borrower's card.	None	3 minutes	Leonima Ballesteros and Library staff



	Verification for borrowing of books other library materials  Release of Materials.			
3. Renewal of Library materials	Provide assistance in the renewal of Library materials (Processing and verification.	None	2 minutes	Leonima Ballesteros and Library staff
4. Returning of borrowed materials	Provide assistance to clients in returning books and other Library materials borrowed	None	2 minutes	Leonima Ballesteros and Library staff
5. Lost or damaged borrowed Library materials	Processing and verification of lost and damaged library materials.	Penalty (replacement cost and repair)	3 minutes	Leonima Ballesteros and Library staff
TOTAL			15 minutes	