



MANILA CITY LIBRARY



I. Mandate:

The **MANILA CITY LIBRARY**, created by virtue of Manila City Ordinance No. 2982 approved on October 28, 1946, has the noble task of promoting the informational, educational, as well as recreational needs of the residents of the City of Manila.

Manila City Library therefore provides library services and facilities through its Main Library and currently ten (10) community-based library service outlets in the different districts of Manila. The organization makes available the convenient access to different types of information as well as educational and long-term recreational activities and projects that are contemporary trends in public library system that proved to be powerful educational medium and tools for youth development.

Likewise, the organization is committed to maintain a wide range of knowledge base in various forms and medium of resources as well as provide educational library activities to ultimately provide responsive library services to the different segments of society in the communities of the City of Manila.

Armed with such function and mission, the Manila City Library looks ahead to adequately providing a network system for the rapid and convenient access of library patrons to unlimited types of information and providing a wide variety of library informational and pro-people programs, activities, and responsive services that are within reach to the residents of Manila.

II. Vision:

The Manila City Library aspires to provide an assortment of cultural, informational, and recreational need to sustain literacy among the citizens of the City of Manila.

III. Mission:

The Manila City Library is committed to provide free access to materials, resources, and excellent services to support the lifelong learning opportunities to gather and connect, and to meet the educational and leisure needs of the people in the City of Manila.

IV. Service Pledge:

We, the officials and employees of the Manila City Library, commit to deliver a Connective, Interactive and Collaborative public service by:

Serving the citizens of Manila promptly, efficiently with utmost courtesy always bearing in mind that public service is a public trust.

Extend quality service to the citizens of Manila including the rendition of extra effort in acquiring various learning resource materials.

Value books and other library materials as sources of knowledge and

Advance Manileños quest for education through research while at the same time serving their leisure needs in an atmosphere conducive to their intellectual growth.



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FRONTLINE SERVICES

RESEARCH

Office or Division	Main Library and Branch Libraries			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to the bookshelves after leaving your belongings at the baggage counter and choose the books you need	Assist when needed	None	1 – 5 minutes	<i>Library Staff</i>
2. Sign the book card and give it to the person in charge	Checks name of borrower	None	1 – 5 minutes	<i>Library Staff</i>
3. After the research return the book/s to the person/s responsible place the book/s at the book cart	Receive the materials to be returned	None	1 – 3 minutes	<i>Library Staff</i>
TOTAL		None	13 minutes	



ONLINE PUBLIC ACCESS CATALOG (OPAC)

Office or Division	Main Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCEGSSIN TIME	PERSON RESPONSIBLE
1. Go to the OPAC's homepage	Assist when needed	None	1 – 5 minutes	<i>Library Staff</i>
2. Type the word/phrase/ keyword in the search bar and click submit	Assist when needed	None	1 – 5 minutes	<i>Library Staff</i>
3. Select the blue underlined word or title.	Assist when needed	None	1 – 3 minutes	<i>Library Staff</i>
TOTAL		None	13 minutes	



BORROWING/CHARGING OUT OF LIBRARY BOOKS FOR HOME READING

Office or Division	Branch Libraries			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Book Card			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the book card with name, and present valid ID/Library card to the library staff	Check if the information written is correct	None	1 minute	<i>Library Staff</i>
2. Present books to be borrowed and valid ID/Library Card	Receive materials to be borrowed	None	1 minute	<i>Library Staff</i>
	Check and verify ID (should be valid and countersigned)		1 minute	
	Stamp with due date and sign book card		30 seconds	
	Checked-out the book under the borrower's name		30 second	
3. Receive books	Issue book/s borrowed	None	1 minute	<i>Library Staff</i>
TOTAL		None	5 minutes	



RETURNING/CHECKING-IN LIBRARY BOOKS FOR HOME READING

After a book is returned to the library, it is "checked in" by library staff. This means that the book is no longer on a patron's account and is once more accessible to other patrons.

Office or Division	Branch Libraries			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Book Card			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present books for return/check-in	Receive materials for return/check-in	None	30 seconds	<i>Library Staff</i>
2. Wait for the library staff to check the books	Check and verify the books	None	30 seconds	<i>Library Staff</i>
3. Receive Valid ID/Library Card	Hand the Valid ID/Library Card to the client	None	30 seconds	<i>Library Staff</i>
TOTAL		None	1 minute & 30 seconds	



PHOTOCOPYING OF LIBRARY MATERIALS

Office or Division	Main Library and Branch Libraries			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Library Card			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out photo-duplication permit	Receive materials for return/check-in	None	2 minutes	<i>Library Staff</i>
2. Present material for photocopying and hand in filled out photocopying permit to library staff	Check and verify for accuracy and completeness of information	None	1 minute	<i>Library Staff</i>
3. Wait for the approval of request for photocopying	Approve (stamp with date and time of release) request for photocopying	None	1 minute	<i>Library Staff</i>
4. Receive approved photo-duplication permit together for photocopying	Hand-in approved photo-duplication permit and material for photocopying	None	1 minute	<i>Library Staff</i>
TOTAL		None	5 minutes	



REFERENCE/INFORMATION AND BIBLIOGRAPHIC SERVICE

Office or Division	Main Library and Branch Libraries			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Library Card			Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query or reference question/s	Receive query from client	None	1 minute	<i>Librarian</i>
2. Verify and negotiate query with librarian	Conduct reference interview (to clarify and negotiate query)	None	5 minutes	<i>Librarian</i>
3. Wait for the reference query to be processed and information source determined	Analyze query and determine possible information source	None	5 minutes	<i>Librarian</i>
	Identify information source to find answer to the query		5 minutes	<i>Librarian</i>
4. Receive answer/s to query/queries	If answer/s to query is found, provide answer to client's query/queries	None	5 minutes	<i>Librarian</i>
	If answer/s to query is not found from available library resource, refer to other libraries.		5 minutes	<i>Librarian</i>
TOTAL		None	26 minutes	



USE OF LIBRARY SPACES

Office or Division	Branch Libraries			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Request Letter			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application Form for the use of the Library space addressed to the Librarian	Receive Application Form	None	2 minutes	<i>Librarian/Library Staff</i>
	Verify availability of space requested	None	2 minutes	<i>Librarian/Library Staff</i>
3. Wait for the request to be processed	Approval of request	None	2 minutes	<i>Librarian/Library Staff</i>
4. Receive Confirmation of Space Reservation	Issue Confirmation of Space Reservation Slip	None	2 minutes	<i>Librarian/Library Staff</i>
TOTAL		None	8 minutes	



REQUEST FOR LIBRARY ORIENTATION AND LIBRARY INSTRUCTION SESSION (IN PERSON)

Office or Division	Branch Libraries			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Library Users/clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Library and fill-out Library Orientation Session Schedule Form	Hand-in Library Orientation Session Schedule Form to client	None	1 minute	<i>Librarian/Library Staff</i>
2. Fill-out Library Orientation Session Schedule form by giving details of the request (date, time, no. of attendees, etc.)	Take note of the details of the request	None	3-5 minutes	<i>Librarian/Library Staff</i>
3. Hand-in completed Library Orientation Session Schedule Form to the Library Staff/Librarian	Approval of request	None	2 minutes	<i>Librarian/Library Staff</i>
4. Wait for the confirmation of the availability of requested time schedule	Verify availability of time schedule	None	1 minute	<i>Librarian/Library Staff</i>
5. Receive confirmation of schedule of Library Orientation	Confirm with the client's schedule of the Library Orientation	None	1 minute	<i>Librarian/Library Staff</i>
TOTAL		None	10 minutes	



REQUEST FOR LIBRARY ORIENTATION AND LIBRARY INSTRUCTION SESSION (BY PHONE)

Office or Division		Branch Libraries		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Client		
Who may avail		Library Users/clients		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Library	Receive request by phone	None	1 minute	<i>Librarian/Library Staff</i>
2. Give details of the request (date, time, no. of attendees, etc)	Take note of the details of the request by filling out the Session Schedule Form	None	3-5 minutes	<i>Librarian/Library Staff</i>
3. Wait for the confirmation of the availability of requested time schedule	Verify availability of time schedule	None	1 minute	<i>Librarian/Library Staff</i>
4. Receive confirmation of schedule of Library Orientation	Confirm with the client's schedule of the Library Orientation	None	1 minute	<i>Librarian/Library Staff</i>
TOTAL		None	8 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send us your questions, comments or ideas at manilacitylibrary@yahoo.com or you can reach us at (632) 8 310- 2627
How feedbacks are processed	<p>Every end of the week, the Information Officer opens the drop box and compiles and records all feedback submitted. Feedbacks requiring answers are forwarded to the concern persons and they are required to answer within 2 working days upon receipt of the feedback</p> <p>The answer of the office is then relayed to the citizens</p> <p>For inquiries and follow-ups you can send us message at manilacitylibrary@yahoo.com or call us at (632) 8 310-2627.</p>
How to file a complaint	<p>Make a written complaint addressed to the Officer-in-Charge and drop it in the designated drop box located at the Information desk</p> <p>Approach the Librarians for any issue/concerns about the library services.</p> <p>Or call at telephone number (632) 8310-2627 and ask/look for the Librarian or any Officer of the Day and tell your complaints/issues/concerns with regards to the library services.</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Assess the complaint 2. Seek resolution 3. Select the appropriate investigative approach 4. Plan the investigation 5. Ensure proper powers and authority 6. Obtain evidence 7. Reconsider resolution 8. Reporting and recommendations 9. Decide on the complaint and action to be taken 10. Inform the parties
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB: 09088816565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Main Library	800 Taft Avenue Ermita, Manila	Renan C. Santos Tel. No. 5310-2627
Tondo Public Library	Tondo Sports Complex J. Nolasco Cor. N. Zamora St. Tondo, Manila	Karen Isabel A. Acapulco
Patricia Public Library	Floral St. Cor. Benita St. Gagalangin Tondo, Manila	Oscar M. Yambao
San Nicolas Public Library	San Fernando Cor. Madrid St. Binondo, Manila	Raquel G. Gomez Tel. No. 5310-7050
Valeriano E. Fugoso Library	A.H. Lacson Cor. Aragaon St. Sta. Cruz, Manila	Lani C. Balatay Tel No. 5310-4474
Manila San Francisco Friendship Library	1559 Alvares St. Sta. Cruz, Manila	Priscila P. Robles Tel . No. 5310-3377
Dapitan Public Library	Instruction St. Cor. Dapitan St. Samploc, Manila	Carlito A. Balatay Tel. No. 5310-9179
Manila Sacramento Friendship Library	Zamora St. Cor. Canonigo St. Paco, Manila	Ma. Teresa T. Rotao
A.H. Lacson Public Library	Calderon St. Cor. Suter St., Sta. Ana, Manila	Analyn P. Clores Tel. No. 5310-2674
Bacood Public Library	3825 Biyaya St. Bacood, Sta. Mesa, Manila	Mary Danielle S. Baring
Kapitan Isidro Mendoza Public Library	San Luis Cor. Central St. Pandacan, Manila	Jennifer N. Yumul Tel. No. 5310-2661