



CAVITE PROVINCIAL LIBRARY



Reader's Services

Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1. Click this link: http://bit.ly/3vtKVej	1. Confirmation / approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present library ID (permanent/temporary) and/or Online appointment reservation	2. Check library ID being presented and/or online appointment /reservation 2.1 Issue temporary library ID for non-library ID holder	None	5 mins.	MMC Silva Admin. Asst. IV
3. Log in at the registration sheet	3. Instruct client/user to log at the registration sheet	None	1 min.	MMC Silva Admin. Asst. IV
4. Proceed to the reading area and/or OPAC for searching	4. Assist client in using the OPAC for searching	None	10 mins.	MMC Silva Admin. Asst. IV
5. Present signed book card at the circulation desk with library ID	5. Receive book card and library ID	None	1 min	MMC Silva Admin. Asst. IV
6. Place used books/reading materials at the UV box after use	6. Set UV box timer 6.1 Check if the material being returned is in good condition	None	5 mins.	MMC Silva Admin. Asst. IV
7. Claim library ID to the librarian-in-charge	7. Return library ID to client	None	1 min.	MMC Silva Admin. Asst. IV
8. Log out at the registration sheet	8. Return books/materials on their proper places	None	15 mins.	MMC Silva Admin. Asst. IV
	TOTAL	None	4 hrs and 38 mins.	

Note: For walk-in applicant(s) proceed to Step 2



Children's Library Services

Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) 			Requestor/Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1. Click this link: http://bit.ly/3vtKVej	1. Confirmation / approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present library ID (permanent/ temporary) and/or online appointment reservation	2. Check library ID being presented and/or online appointment/ reservation 2.1 Issue temporary library ID for non –library ID holder	None	5 mins.	MLV Guemo Admin. Asst. IV
3. Log in at the registration sheet	3. Instruct client/user to log at the registration sheet	None	1 min.	MLV Guemo Admin. Asst. IV
4. None	4. Provide Children's Library services	None	5 mins.	MLV Guemo Admin. Asst. IV
5. Place used books/reading materials at the UV box after use	5. Set UV box timer 5.1 Check if the material being returned is in good condition	None	5 mins.	MLV Guemo Admin. Asst. IV
6. Claim library ID to the librarian-in-charge	6. Return library ID to client	None	1 min.	MLV Guemo Admin. Asst. IV
7. Log out at the registration sheet	7. Return books/materials on their proper places	None	15 mins.	MLV Guemo Admin. Asst. IV
	TOTAL	None	4 hrs. and 38 mins.	

Note: For walk-in applicant(s) proceed to Step 2



E-Library Services

Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1. Click this link: http://bit.ly/3vtKVej	1. Confirmation / approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present library ID (permanent/temporary) and/or Online appointment reservation	2. Check library ID being presented and/or online appointment /reservation 2.1 Issue temporary library ID for non – library ID holder	None	5 mins.	RA Pacumio Admin. Aide VI
3. Log in at the registration sheet	3. Instruct client/user to log at the registration sheet	None	1 min.	RA Pacumio Admin. Aide VI
4. Submit library ID	4. Provide a computer usage number to user/client 4.1 Clip together the library ID and the issued computer usage number	None	5 mins.	RA Pacumio Admin. Aide VI
5. Proceed to use available PC	5. Assist user/client	None	5 mins.	RA Pacumio Admin. Aide VI
6. Request printing, scanning or photocopying of documents	6. Provide requested documents 6.1 Instruct client to fill-out log sheet of printed, scanned or photocopied documents	None	10 mins.	RA Pacumio Admin. Aide VI



Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Log out of computer and return computer usage number	7. Receive computer usage number and return library ID to client	None	2 mins.	RA Pacumio Admin. Aide VI
8. Claim library id at the counter	8. Return library ID to the client	None	1 min	RA Pacumio Admin. Aide VI
9. Log out at the registration sheet	9. Disinfect/sanitize computers after use	None	15 mins.	RA Pacumio Admin. Aide VI
	TOTAL	None	4 hrs. & 46 mins.	

Note: For walk-in applicant(s) proceed to Step 2



Online Library Services

Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask query (ies)	1. Answer query (ies) 1.1 if requesting e-resources and other available online services	None	4 hrs.	CM Narzoles Admin. Asst. I
	TOTAL	None	4 hrs.	



Provision of Permanent Library ID

Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Photocopy of valid ID (e.g. school ID, government ID) • 1x1 ID Photo • Accomplished application form 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the registration sheet	1. Instruct client/user to log in at the registration sheet	None	1 min.	MMC Silva Admin. Asst. IV
2. Secure application form (onsite/online)	2. Provide application form with attached checklist of requirements and payment slip or log to: Link: https://s.docworkspace.com/d/AP1Z5Vv-x-Q3ktO2npSnFA	None	1 min.	MMC Silva Admin. Asst. IV
3. Fill-out application form.	3. Check details/requirements submitted	None	2 mins.	SP Villajuan Admin. Aide IV
4. Submit filled-out form with attached requirements at the circulation desk.	4. Issue Payment slip 4.1 Instruct client to proceed to the Treasurer's Office for Payment	Php 30.00	1 min	SP Villajuan Admin. Aide IV
5. Pay at the Treasurer's office.	5. Receive Official Receipt issued by the Treasurer's Office 5.1 Process the library ID 5.2 Record to library ID Logbook	none	30 mins	SP Villajuan Admin. Aide IV
6. Claim permanent library ID	6. Release library ID	None	1 min.	SP Villajuan Admin Aide VI



Office or Division:	Cavite Provincial Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Photocopy of valid ID (e.g. school ID, government ID) • 1x1 ID Photo • Accomplished application form 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the registration sheet	1. Instruct client/user to log in at the registration sheet	None	1 min.	MMC Silva Admin. Asst. IV
7. Log out at the registration sheet	7. None	None	None	None
	TOTAL	Php 30.00	36 mins	



PROOF OF POSTING

READER'S SERVICES

CAVITE PROVINCIAL LIBRARY CITIZEN'S CHARTER				
Office or Division: Readers Services				
Classification: Simple (3 days)				
Type of Transaction: G2C				
Who may avail: General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) Customer Satisfaction Survey Form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1. Click this link: http://bit.ly/3vtKVeJ	1. Confirmation/ approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present CPL user's ID (permanent/temporary) and/or Online appointment reservation	2. Check library ID being presented/ appointment /reservation 2.1 Issue temporary library ID for non -library ID holder	None	5 mins.	MMC Silva Admin. Asst. IV
3. Log in at the registration sheet	3. Instruct client/user to log in at the registration sheet	None	1 min.	MMC Silva Admin. Asst. IV
4. Proceed to the reading area and/or OPAC for searching 3.1 Present signed book card at the counter together with the CPL ID	4. Receive book card together with library ID	None	10 mins.	MMC Silva Admin. Asst. IV
5. Place used books/reading materials at the UV box after use	5. Set UV box timer	None	5 mins.	MMC Silva Admin. Asst. IV
	6. Check if the material being returned is in good condition 6.1 Issue Customer Satisfaction and Customer Commendation Form to client Link: fms.cavite.gov.ph:8088/onlineSurvey.php	None	5 mins.	MMC Silva Admin. Asst. IV
6. Submit Customer Satisfaction and Customer Commendation Form online and claim library id at the counter	7. Receive Customer Satisfaction and Customer Commendation Form from the client	None	1 min.	MMC Silva Admin. Asst. IV
7. Log out at the registration sheet	8. Return books on the shelves	None	15 mins.	MMC Silva Admin. Asst. IV
	TOTAL	None	4 hrs and 42 mins.	

Note: For walk-in applicant(s) proceed to Step 2

CHILDREN'S SERVICES

CAVITE PROVINCIAL LIBRARY CITIZEN'S CHARTER				
Office or Division: Children's Services				
Classification: Simple (3 days)				
Type of Transaction: G2C				
Who may avail: General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) Customer Satisfaction Survey Form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1. Click this link: http://bit.ly/3vtKVeJ	1. Confirmation/ approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present CPL user's ID (permanent/temporary) and/or online appointment reservation	2. Check library ID being presented/ appointment/ reservation 2.1 Issue temporary library ID for non -library ID holder	None	5 mins.	MLV Guerno Admin. Asst. IV
3. Log in at the registration sheet	3. Instruct client/user to log in at the registration sheet	None	1 min.	MLV Guerno Admin. Asst. IV
	4. Provide Children's Library services	None	5 mins.	MLV Guerno Admin. Asst. IV
4. Place used books/reading materials at the UV box after use	5. Set UV box timer	None	5 mins.	MLV Guerno Admin. Asst. IV
	6. Check if the material being returned is in good condition 6.1 Issue Customer Satisfaction and Customer Commendation Form to client Link: fms.cavite.gov.ph:8088/onlineSurvey.php	None	5 mins.	MLV Guerno Admin. Asst. IV
5. Submit Customer Satisfaction and Customer Commendation Form online and claim library id at the counter	7. Return library ID to client	None	1 min.	MLV Guerno Admin. Asst. IV
6. Log out at the registration sheet	8. Return books/materials on their proper places	None	10 mins.	MLV Guerno Admin. Asst. IV
	TOTAL	None	4 hrs. and 32 mins.	

Note: For walk-in applicant(s) proceed to Step 3



E-LIBRARY SERVICES

CAVITE PROVINCIAL LIBRARY CITIZEN'S CHARTER				
Office or Division:	eLibrary Services			
Classification:	Simple (3 days)			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (e.g. school ID, government ID) Library ID (temporary/permanent) Customer Satisfaction Survey Form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure online appointment 1.1 Click this link: http://bit.ly/3vtKVej	1. Confirmation/ approval of appointment forwarded thru email and/or mobile number of the requesting client.	None	4 hrs.	CM Narzoles Admin. Asst. I
2. Present CPL user's ID (permanent/temporary) and/or Online appointment reservation	2. Check library ID being presented/ appointment /reservation 2.1 Issue temporary library ID for non -library ID holder	None	5 mins.	RA Pacumio Admin. Aide VI
3. Log in at the registration sheet	3. Instruct client/user to log in at the registration sheet	None	1 min.	RA Pacumio Admin. Aide VI
4. Proceed to use available PC	4. Provide a computer usage number to user/client 4.1 Clip together the Library ID and the issued computer usage number 5. Assist first time user/client	None	10 mins.	RA Pacumio Admin. Aide VI
5. Request printing, scanning or photocopying of documents	6. Provide requested documents	None	5 mins.	RA Pacumio Admin. Aide VI
6. Log out of computer	6.1 Instruct client to fill-out log sheet of printed, scanned or photocopied documents	None	10 mins.	RA Pacumio Admin. Aide VI
7. Submit Customer Satisfaction and Customer Commendation Form online	7. Issue Customer Satisfaction and Customer Commendation Form to client Link: fms.cavite.gov.ph:8086/onlineSurvey.php	None	2 mins.	RA Pacumio Admin. Aide VI
7.1 Return computer usage number and claim library id at the counter	8. Receive computer usage number and return library ID to client	None	1 min.	RA Pacumio Admin. Aide VI
8. Log out at the registration sheet	9. Disinfect/sanitize computers after use	None	15 mins.	RA Pacumio Admin. Aide VI
TOTAL		None	34 hrs. & 49 mins.	

Note: For walk-in applicant(s) proceed to Step 2

ONLINE SERVICES

CAVITE PROVINCIAL LIBRARY CITIZEN'S CHARTER				
Office or Division:	Online Services			
Classification:	Simple (3 days)			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask query (ies)	1. Answer query (ies)	None	4 hrs.	CM Narzoles Admin. Asst. I
	2. Provide e-resources link available at the FB page	None		CM Narzoles Admin. Asst. I
	3. Provide title of books/ references available at the CPL	None		CM Narzoles Admin. Asst. I
	4. Issue Customer Satisfaction and Customer Commendation Form to client Link: fms.cavite.gov.ph:8086/onlineSurvey.php	None	1 min.	CM Narzoles Admin. Asst. I
2. Submit Customer Satisfaction and Customer Commendation Form				
TOTAL		None	4 hrs. & 1 min.	



PERMANENT LIBRARY ID APPLICATION

CAVITE PROVINCIAL LIBRARY CITIZEN'S CHARTER

Office or Division:	Permanent Library ID Application			
Classification:	Simple (3 days)			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of valid ID (e.g. school ID, government ID) • 1x1 ID Photo • Accomplished application form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the registration sheet	1. Instruct client/user to log in at the registration sheet	None	1 min.	MMC Silva Admin. Asst. IV
2. Secure application form from the counter.	2. Provide application form with attached checklist requirements and payment form.	None	1 min.	MMC Silva Admin. Asst. IV
3. Fill-out application form.		None	2 mins.	
4. Pay at the Provincial Treasurer's office.		Php 30.00		
5. Submit filled-out form and attached requirements and official receipt to the counter.	3. Receive application form and process library ID 3.1 Record to Library ID logbook		30 mins.	SP Villajuan
6. Claim permanent library ID	4. Release library ID to the client	None	2 mins.	MMC Silva Admin. Asst. IV
7. Submit Customer Satisfaction and Customer Commendation Form.	5. Issue Customer Satisfaction and Customer Commendation Form to client Link: fms.cavite.gov.ph:8086/onlineSurvey.php	None	1 min.	MMC Silva Admin. Asst. IV
8. Log out at the registration sheet				
TOTAL		Php 30.00	37 mins.	

COMMUNICATION PLAN

Improve the quality of life of the Caviteños thru the provision of various library services and programs” is the primary mission and the task to perform by the Cavite Provincial Library (CPL) to the community.

Increase public awareness on the plans and programs provided and conducted with the assistance and support of the Provincial Government of Cavite, National Library of the Philippines, other national and local agencies and to strengthen partnership to other organization to enhance resource sharing that will meet the needs of the community, with its facilities such as Children’s Section, Reading Section and eLibrary Section, that provides free use of facility and available resources.

Thus, Cavite Provincial Library is keen on updating and providing continuous services to researchers and reading enthusiast especially in this time of pandemic. Posting, sharing to different communication portals such as the Cavite Provincial Library’s official FB Page, electronic mail, designating a certain staff who will officially entertain telephone and cellphone calls pertaining to the citizen’s charter and the official contact numbers will also be disseminated online so that everybody can access all relevant and up-to-date information in our public library especially our services.



CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Cavite Provincial Library	1 st Flr., Legislative Bldg., Provincial Capitol Compound, Bgy. San Agustin, Trece Martires City	Telephone: (046) 419 1402 Telefax: N/A Email Address: cpl20_18@yahoo.com cavlib2020@gmail.com FB Page: Cavite Provincial Library