

LAPU-LAPU CITY CITIZEN'S CHARTER

LAPU-LAPU CITY LIBRARY

Provides free access to information, education, culture, and leisure to all community members, thus promoting literacy and lifelong learning

Address: 2ND Floor, City Library/City Civil Registrar's Office Bldg., Lapu-Lapu City Government Center, Pusok, Lapu-Lapu City 6015

Tel. No.: 340-8426

Head of Office: Chona Linnie P. Barnaba

FRONTLINE SERVICES

A. Issuance of Member Registration Form

WHO MAY AVAIL OF THE SERVICE:

- All Residents of Lapu-Lapu City

REQUIREMENTS:

1. Duly accomplished Member Registration Form
2. Any government-issued valid ID showing name and place of residence

FEES/CHARGES:

- None

SCHEDULE OF SERVICE AVAILABILITY:

- Monday to Friday, 8:00 am - 5:00 pm, except holidays

HOW TO AVAIL OF THE SERVICE:

	FOLLOW THESE STEPS			
STEPS	CLIENT	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Secure Member Registration Form	Provide Member Registration Form and give instructions	3 mins	Cirila I. Cuizon
2	Fill out and submit Member Registration Form along with a valid ID	Interview client to establish residence and identify client's guarantor, preferably a City Hall employee	6 mins	Chona Linnie P. Barnaba
3		Sign and approve member registration	1 min	Chona Linnie P. Barnaba

B. Issuance of Borrower's Card

WHO MAY AVAIL OF THE SERVICE:

- All Residents of Lapu-Lapu City

REQUIREMENTS:

- Must be a registered member

FEES/CHARGES:

- None for borrowing books or magazines
- For returning books or magazines beyond due date, P5.00 per day of overdue

SCHEDULE OF SERVICE AVAILABILITY:

- Monday to Friday, 8:00 am to 5:00 pm, except holidays

HOW TO AVAIL OF THE SERVICE:

	FOLLOW THESE STEPS			
STEPS	CLIENT	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Present book or magazine to be borrowed	Receive the book or magazine for processing	1 min	Cirila I. Cuizon
2		Check the Member Registration Form on file	2 mins	Cirila I. Cuizon
3	Fill out the Borrower's Logbook	Review the entries on the Borrower's Logbook	4 mins	Cirila I. Cuizon
4		Prepare the Borrower's Card and stamp the Date Due Sheet	2 mins	Cirila I. Cuizon
5	Sign the Borrower's Card	Check the Borrower's Card and file it for proper storage	2 mins	Christen C. Fuentes

TOTALS

- A. Issuance of Member Registration Form - 10 mins
 B. Issuance of Borrower's Card - 11 mins