

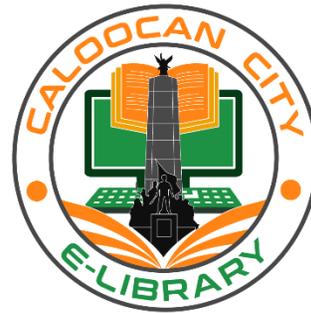


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2025 CALOOCAN CITY CITIZEN'S CHARTER





CALOOCAN CITY PUBLIC LIBRARY



MANDATE

1. Evaluates, selects and recommends books and other library resources to the proper authorities for requisition.
2. Prepares mechanical and technical services of library resources such as cataloging and classifying of books and other library resources.
3. Plans and organizes the most efficient and effective means of disseminating information on library matters to the reading public.
4. Prepares and submits report concerning library matters.
5. Promotes reading and lifelong learnings.

VISION

To provide access to the various forms and mediums of library and information resources in order to ensure lifelong learning among the citizens in support of the education plans and programs of the city.

MISSION

To be able to help enhance the educational, social and cultural development of the members of the community through its library and information services and facilities.



SERVICE PLEDGE

CITY GOVERNMENT OF CALOOCAN QUALITY POLICY STATEMENT

We, at the **CITY GOVERNMENT OF CALOOCAN**, commit to delivering effective, equitable, and people-centric services through the holistic advancement of the social, economic, physical and infrastructure, environmental, and institutional development sectors. Guided by the principles of good governance, we strive to build a vibrant, inclusive, and resilient economy, where empowered citizens and competent public servants work together to drive sustainable progress.

To fulfill this commitment, we pledge to:

- Optimize our **Quality Management System** by continuously improving systems, processes, and interventions to meet stakeholders' evolving needs, achieve strategic goals, and enhance service delivery across all sectors.
- Cultivate a highly skilled and committed workforce of public servants by prioritizing comprehensive training programs, embracing innovative practices, and executing the transformation of workplace environments.
- Enhance citizens' overall well-being by providing stable jobs, accessible healthcare, competitive education, and safe environments.
- Continue to adapt the city's built and natural environment to meet changing standards and enhance resilience to climate change.
- Foster strong partnerships with stakeholders to maximize collaboration and ensure strict compliance with all relevant requirements.
- Govern with integrity, transparency, and accountability, upholding the trust and confidence of our citizens.

Together, we will make the **HISTORIC CITY OF CALOOCAN** a **model of progress, excellence, and sustainable development**.



GOAL

The following are the goals of the Caloocan City Public Library as adopted from IFLA's Public Libraries Manifesto (1994):

1. To create and strengthen reading habits throughout all ages;
2. To support both individual and self-conducted education as well as formal education at all level;
3. To provide opportunities for personal creative development;
4. To stimulate the imagination and creativity of all members of the community;
5. To promote awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
6. To ensure access for citizens to all sorts of community information;
7. To provide adequate library and information services to members of the community;
8. To facilitate the development of information and computer literacy skills towards lifelong learning.

CORE VALUES

ACCESS

Caloocan City Public Library commits to provide its services, programs, projects and activities to all diverse members of the community regardless of age, social status and religious affiliations.

EDUCATION AND LIFELONG LEARNING

Caloocan City Public Library will provide necessary information in any format and media that is relevant to the needs or demands of its clientele.

SOCIAL AND CULTURAL DEVELOPMENT

Caloocan City Public Library will support the constituents the quest for social and cultural identity in the city.



CORE FUNCTIONS

1. Collection development and Dissemination of Information and other library services.
2. Promotion of Education or literacy.
3. Promotion and preservation of historical and cultural heritage.



WORK FLOW



Directory Of Services

1 Provision of Library and Information Services to Walk-In Requests

Assistance provided to the public to access library and information resources for free.

OFFICE OR DIVISION	Caloocan City Public Library (CCPL)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens	G2G – Government to Business	G2G – Government to Government	
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Any valid identification card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, and other government agencies issuing identity cards		
2.	Library Request Form	CCPL (Different sections / counters)		
3.	Accomplishment Request Form	Client		
4.	Request Letter (Optional)	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST SUBMISSION				
1.1 Accomplish and submit Research/ Request Form indicating needed library materials / information (e.g. books, clippings, thesis, etc.) to the assigned personnel at the different sections/counters (e.g. Reference, Filipiniana, Children, etc.)	1.1 Receive and review /discuss details with the client.	None	3 minutes	<i>Librarian III or Librarian II or Officer of the Day CCPL</i>
1.2 Wait while the requested library materials / information are being prepared/ retrieved. <u>For conducting an interview:</u>	1.2 Advise client to wait while the requested library materials / information are being prepared /retrieved. For conducting an interview:	None	15 minutes	<i>Librarian III or Librarian II or Officer of the Day CCPL</i>

2025 CALOOCAN CITY CITIZEN'S CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Request Letter (Duly signed by the institution, school, office or company) for interview, surveys, photos and/or video coverage.	- Accommodate interviews conducted by client			
2. DOCUMENT RELEASE				
2.1 <u>For releasing of available materials:</u> Submit a valid I.D at the designated section/counter.	2.1 <u>For releasing of available materials:</u> Release requested materials at the designated section counter.	None	5 minutes	<i>Librarian III or Librarian II or Officer of the Day CCPL</i>
3. CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY				
3.1 Complete and submit Client Satisfaction Measurement (CSM) Survey.	3.1 Record actions taken and file Request Form for future reference.	None	5 minutes	<i>Librarian III or Librarian II or Officer of the Day CCPL</i>
TOTAL		None	28 minutes	

2 Provision of Library and Information Services Requests Sent Thru E-Mail

Provides faster and efficient accommodation of requests from the public to access library queries / information through the library's email address.

OFFICE OR DIVISION	Caloocan City Public Library (CCPL)
CLASSIFICATION	Simple

2025 CALOOCAN CITY CITIZEN'S CHARTER



TYPE OF TRANSACTION	G2C – Government to Citizens	G2B – Government to Business	G2G – Government to Government
WHO MAY AVAIL	All		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
E-mail request signed by the requesting authority or individual	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST SUBMISSION				
1.1 Send request for data/ information through the e-mail address: – calpubliclib@yahoo.com – calpubliclib346@gmail.com	1.1 Receive requests from the client through e-mail (Yahoo and Gmail). 1.2 Check availability of library materials / data requested.	None	18 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
2. DOCUMENT RELEASE				
2.1 Acknowledge/ confirm receipt of requested data/ information and library materials through email.	2.1 Send requested material / data to the client/ researcher through email.	None	5 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
3. CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY				
3.1 Complete and submit Client Satisfaction Measurement (CSM) Survey.	3.1 Record actions taken and file Request Form for future reference.	None	5 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
TOTAL		None	28 minutes	



3 Provision of Library and Information Services Requests Sent Thru Social Media

Provides faster and efficient accommodation of requests from the public to access library queries / information through the library's social media account.

OFFICE OR DIVISION	Caloocan City Public Library (CCPL)		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizens	G2B – Government to Business	G2G – Government to Government
WHO MAY AVAIL	All		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Messages from Facebook page / Messenger account	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 REQUEST SUBMISSION				
1.1 Send request for data/ information through social media account: Facebook Page and Messenger: - Caloocan City Public Library	1.1 Receive request from the client through Social Media account (FB page, messenger account) 1.2 Check availability of library materials / data requested.	None	18 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
2.0 DOCUMENT RELEASE				
2.1 Acknowledge/ confirm receipt of requested data/information and library materials through email.	2.1 Send requested material / data to the client/ researcher through social media.	None	2 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CCPL				
3. CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY				
3.1 Complete and submit Client Satisfaction Measurement (CSM) Survey.	3.1 Record actions taken and file Request Form for future reference.	None	5 minutes	<i>Librarian III or Librarian II or Officer of the Day CCPL</i>
TOTAL		None	25 minutes	

4 Accessibility of Computers, Wi-Fi and Free Internet Services For E-Government Services, Research Purposes and Other Information Needs

Provides free Wi-Fi access and computer usage to the public.

OFFICE OR DIVISION	Caloocan City Public Library (CCPL)		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizens	G2G – Government to Business	G2G – Government to Government
WHO MAY AVAIL	All		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Computer/Internet/Wi-Fi/Print request form/slip	CCPL – Computer Hub
2.Accomplished request form	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST SUBMISSION				
1.1 Accomplish and submit Wi-Fi request slip /or computer log in form indicating the purpose (e.g. E-government services, research,	1.1 Receive accomplished Request Form and prepare the available computer equipment.	None	3 minutes	<i>Librarian III or Librarian II</i>

2025 CALOOCAN CITY CITIZEN'S CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
etc.) to the assigned personnel at the computer room.	Notify the client for the availability of computer equipment.			or <i>Officer of the Day</i> CCPL
2. DOCUMENT RELEASE				
2.1 Proceed to the available computer equipment.	2.1 Assist client to the available computer equipment. (Notify client when the allotted time to use computer is up)	None	5 minutes	<i>Librarian III</i> or <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
2.2 Ask for print slip when printing documents.	2.2 Print library materials/researched work			
3. CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY				
3.1 Complete and submit Client Satisfaction Measurement (CSM) Survey.	3.1 Record actions taken and file Request Form for future reference.	None	5 minutes	<i>Cora J. Noble</i> <i>Librarian III</i> or <i>Trina Marie Clarence P. Tuscano</i> <i>Librarian II</i> or <i>Officer of the Day</i> CCPL
TOTAL		None	13 minutes	

5 Provision of Recreational Board Games to Promote and Encourage Social Interaction

Provide free recreational materials

OFFICE OR DIVISION	Caloocan City Public Library (CCPL)
CLASSIFICATION	Simple

2025 CALOOCAN CITY CITIZEN'S CHARTER



TYPE OF TRANSACTION	G2C – Government to Citizens	G2G – Government to Business	G2G – Government to Government		
WHO MAY AVAIL	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Any valid identification card (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, LTO, and other government agencies issuing identity cards			
2. Library request form		CCPL Counter			
3. Accomplished request form		Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. REQUEST SUBMISSION					
1.1 Accomplish and submit Request Form indicating needed board game (e.g. Chess, Word Scrabble, etc.)	1.1 Receive and advise the client to wait while the board game is being prepared and retrieved.	None	5 minutes	Cora J. Noble Librarian III or Trina Marie Clarence P. Tuscano Librarian II or Officer of the Day CCPL	
1.1 Wait while the requested board game is being prepared.					
2. DOCUMENT RELEASE					
2.1 Submit I.D to the assigned personnel at the section / counter when board game is to be obtained.	2.1 Receive I.D. and release the board game.	None	3 minutes	Cora J. Noble Librarian III or Trina Marie Clarence P. Tuscano Librarian II or Officer of the Day CCPL	
3. CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY					

2025 CALOOCAN CITY CITIZEN'S CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Complete and submit Client Satisfaction Measurement (CSM) Survey.	3.1 Record actions taken and file Request Form for future reference.	None	5 minutes	<i>Cora J. Noble Librarian III or Trina Marie Clarence P. Tuscano Librarian II or Officer of the Day CCPL</i>
TOTAL		None	13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>  <p><i>Feedback Form</i></p>	<ul style="list-style-type: none"> Accomplish the Feedback Form/ Client Satisfaction Measurement (CSM) Survey available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or scan the QR Code. Feedback or queries can also be sent through phone or formal letter. Make sure to provide the following information: <ul style="list-style-type: none"> Client's name Complete Address Contact details (telephone number, cellular phone number, electronic mail address)
<p>How are feedback processed?</p>	<ul style="list-style-type: none"> The Feedback Forms dropped in the Comment and Suggestion Box are collected weekly by the Human Resource Management and Development Office (HRMDO) personnel. All feedback are forwarded to concerned office/ department/ personnel. Feedback requiring answers is forwarded to the office/ department and required to respond within three days upon receipt of the feedback. The office response is then relayed to the client.



FEEDBACK AND COMPLAINTS MECHANISM

	<ul style="list-style-type: none"> • Feedback or queries sent through phone or formal letter are forwarded to the Office Head/ Officer-in-Charge/ Action Officer for appropriate action. Response is then sent to the client through phone or formal letter.
<p>How to file complaints?</p>  <p><i>Complaints Form</i></p>	<ul style="list-style-type: none"> • Accomplish the Online Complaints Form through https://bit.ly/calooocancomplaint or scan the QR Code. • Complaints can also be filed through text, call, or a formal letter at 7th Floor, Caloocan City Complaints Action Management Center. Make sure to provide the following information: <ul style="list-style-type: none"> – Client's name – Complete Address – Contact details (telephone number, cellular phone number, electronic mail address) – Name of the person being complained – Incident – Evidence
<p>How are complaints processed?</p>	<ul style="list-style-type: none"> • The complaints written on the Complaints Form are directly processed by the Caloocan City Complaints Action Management Center personnel. All complaints are forwarded to concerned office/ department personnel for a written explanation to be submitted within three days upon receipt of the complaint. The response is then relayed to the complainant. • Complaints sent through a formal letter are forwarded to the Office Head/ Officer-in-Charge/ Action Officer for appropriate action. Response will be sent to the complainant through a formal letter.
<p>Contact Information of Caloocan City Complaints Action Management Center</p>	<p>For inquiries and follow-ups, clients may reach the office through the following contact details:</p> <ul style="list-style-type: none"> • Cellphone/ Telephone Numbers: <ul style="list-style-type: none"> – 0939 926 3757 – 8-REKLAMO / 8-7355266 • Log-in <ul style="list-style-type: none"> – https://bit.ly/calooocancomplaint



FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of ARTA, PCC, and CCB

- **Anti-Red Tape Authority:**
 - complaints@arta.gov.ph
 - 8888
 - 8478-5093
- **Presidential Complaint Center:**
 - 8736-8645; 8736-8603; 8736-8629; 8736-8621
 - pcc@malacanang.gov.ph
 - Bahay Ugnayan, J. P. Laurel Street, Malacañang, Manila
- **Contact Center ng Bayan:**
 - 0908-8816565 (text)
 - 1-6565 (call)
 - www.contactcenterngbayan.gov.ph
 - [www.facebook.com/](https://www.facebook.com/contactcenterngbayan) contactcenterngbayan

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Chief-of-Office