

SB LIBRARY

1. ISSUANCE OF DARAGA MUNICIPAL LIBRARY CARD (DMLC) WITH BORROWER'S CARD AND DARAGA MUNICIPAL LIBRARY INTERNET CARD (DMLIC)

Daraga Municipal Library (DMLC) is used to facilitate checking out of books for home reading, for free use of computers, to access the Internet and for free Wi-Fi. The validity period is three (3) years.

Daraga Municipal Library Internet Card only provides library users free use of computers and access to internet and Wi-Fi. This card is valid for One (1) year.

Office or Division:	Daraga Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Any Proof of Identification (e.g. school ID, driver's license, PRC ID, government issued ID 2.1x1 picture (2 pieces)		Information Desk/ Client Registration Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an application form.	1. Issue application form	None	1 minute	Jenny LI. Balgañon
2. Fill out Application form.	2. Assist client in filling out the form		10 minutes	
3.Submit Application form together with the needed requirements	3. Receive and process duly accomplished application form		3 minutes	Jenny LI. Balgañon
4. Wait for the release of the Library Card or Internet Card	4. Prepare the appropriate card for Librarian's signature and register the new member in the library system		5 minutes	Aileen M. Mayores Jenny LI. Balgañon

	TOTAL	None	19 minutes	
End of transaction				

2. READER'S SERVICES

Concerned in providing the best possible library services by facilitating access to needed information and guiding library users to the appropriate resources that will best address their research requirements.

Office or Division:	Daraga Municipal Library
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Daraga Municipal Library Card or Daraga Municipal Library Internet Card 2. Any Proof of Identification (e.g. school ID, driver's license, PRC ID, government issued ID)	Information Desk/ Client Registration Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card/Internet Card or any valid ID	1. Validate presented ID	None	1 minute	Liza Chavez
2. Register in the logbook. Wait for the Call Slip	2. Issue Call Slip		2 minutes	Liza Chavez
3. Deposit bags and other unnecessary items at the baggage counter	3. Release control number for deposited items		3 minutes	Liza Chavez
4. Proceed to the Reading Area to access books and other reading materials	4. Provide assistance in locating needed materials, for reference queries and other library services		5 minutes	Liza Chavez

	TOTAL	None	11 minutes	
End of transaction				

3. CHECKING-OUT (BORROWING) OF LIBRARY BOOKS

Allow registered members of Daraga Municipal Library and LGU Employees to check out books for home reading purposes.

Office or Division:	Daraga Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Daraga Municipal Library Card and Borrower's Card for members Employee's ID or any valid ID for LGU employees 		Information Desk/ Client Registration Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card and Borrower's Card, Employee's ID	1. Validate Library Card	None	1 minute	Aileen M. Mayores Aleth A. Buan
2. Check the card catalog, browse the online public access catalog (OPAC) or ask any available library personnel to verify if the book is available in the library and/or get the book directly from the shelf.	2. Assist the client with the use of OPAC		15 minutes	Aileen M. Mayores Aleth A. Buan
3. Proceed to the Circulation Desk and fill out the Book Card	3. Check out the book for proper charging in the library system		3 minutes	Aleth A. Buan

4. Wait for the release of Borrower's Card marked with due date and the book(s) borrowed.	4. Release borrowed book and duly marked Borrower's Card to remind the borrower of the items due date.		5 minutes	Aleth A. Buan
	TOTAL	None	24 minutes	
End of transaction				

4. CHECKING-IN (RETURNING) OF LIBRARY BOOKS

To avoid fines for overdue books, members should return books promptly.

Office or Division:	Daraga Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daraga Municipal Library Card and Borrower's Card for members 2. Employee's ID or any valid ID for LGU employees		Information Desk/ Client Registration Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Borrower's Card together with the book(s) you borrowed	1. Receive book(s) for check-in	None	2 minutes	Information Desk Staff

2. Wait for the updating of Borrower's Card and Borrower's record in the Integrated Library System	2. Clears the borrower's account in the Integrated Library System and updates Borrower's Card and Book Card	None	5 minutes	Computer and Internet Services Personnel Reader's Services Personnel
3. Pay the corresponding fine and sign in the Overdue Book	3. Asses the overdue fine and receive payment	Php 1.00/day for every book	3 minutes	Circulation Desk InCharge
Account if the book(s) are overdue				
4. Receive Daraga Municipal Library Card and Borrower's card	4. Return the client's Library Card and Borrower's Card	None	5 minutes	Circulation Desk InCharge
	TOTAL	Php 1.00/day for every book	15 minutes	
End of transaction				

5. PHOTOCOPYING OF BOOKS AND OTHER LIBRARY RESOURCES

This service processes books and other library resources for photocopying provided that the need is reasonable and does not violate any copyright law.

Office or Division:	Daraga Municipal Library	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Daraga Municipal Library Card 2. Any valid ID 3. Photocopying Slip		Information Desk/ Client Registration Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the item to be photocopied together with library card or any valid ID	1. Provide Photocopying Slip	None	1 minute	Any Library Personnel
2. Fill out the Photocopying Slip	2. Approve and release the book(s) for photocopying		5 minutes	Any Library Personnel
3. Return book(s) after photocopying	3. Inspect borrowed items and return the client's Library Card or any valid ID		3 minutes	Any Library Personnel
	TOTAL	None	9 minutes	
End of transaction				

5. COMPUTER USE AND INTERNET SERVICES

Provides free access to the Internet and computers. DML is equipped with internetenabled computers and tablets, and Wi-Fi (Wireless Internet Access).

Office or Division:	Daraga Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daraga Municipal Library Card or Daraga Municipal Library Internet Card 2. Computer Usage Slip		Information Desk/ Client Registration Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Daraga Municipal Library Card or Internet Card	1. Issue Computer Usage Slip	None	1 minute	Officer of the Day
2. Register in the Internet Logbook and fill out the Computer Usage Slip (If computers are unavailable wait for your name to be called)	2. Set up computer or tablet for client's use	None	5 minutes	Computer and Internet Services Personnel
3. Consume one(1) hour free use of Computer and Internet	3. Monitor use of computer	None	1 hour maximum access to online services/	Computer and Internet Services Personnel
			internet per client/user	
4. Retrieve Library Card/ Internet Card upon exit	4. Check computer or tablet used by the client	None	1 minute	Officer of the Day
	TOTAL	None	1 hr & 7 minutes	
End of transaction				

6. FREE WIRELESS INTERNET ACCESS (WI-FI)

Wireless Internet access (Wi-Fi) is provided free of charge by DML for patrons who have a valid Library Card or Internet Card

Office or Division:	Daraga Municipal Library
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Daraga Municipal Library Card or Daraga Municipal Library Internet Card		Information Desk/ Client Registration Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Daraga Municipal Library Card or Internet Card	1. Validate presented ID Card	None	1 minute	Aileen M.Mayores Liza M. Chavez
2. Register in the Internet Logbook	2. Assist client	None	1 minute	Liza M. Chavez
3. Set –up your own wireless internetenabled device	3. Library staff will connect the client’s device and type the password	None	3 minutes	Aileen M.Mayores Liza M. Chavez
	4. Return the client’s Library Card or Internet Card	None	1 minute	Aileen M.Mayores Liza M. Chavez
4. Retrieve Library Card/ Internet Card upon exit				
	TOTAL	None	6 minutes	
End of transaction				

7. REQUEST FOR LIBRARY ACCOMMODATIONS

This service accommodates requests from individuals or groups for a tour, interview, conduct meetings, webinars, seminars and online classes,

Office or Division:	Daraga Municipal Library
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter	1. Verify availability of schedule	None	20 minutes	Aileen M. Mayores <i>Librarian I</i>
2. Wait for approval	2. Approve request	None	1 day	Aileen M. Mayores <i>Librarian I</i>
3. Receive notice of approval	3. Coordinate with concerned personnel and prepare for activity	None	2 days	Aileen M. Mayores <i>Librarian I</i>
	TOTAL	None	3 days & 20 minutes	
End of transaction				

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box at the Municipal Lobby
How feedbacks are processed	Feedback requiring answer are forwarded to the relevant offices and they are required to answer within three days of the receipt of the feedback

How to file a complaint	<p>A complaint may be filed/submitted to the via letter or email at indicating the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence - Name of complainant <p>For inquiries and follow-ups, clients may email hrmo.lgudaraga18@gmail.com</p>
How complaints are processed	<p>Upon evaluation the designated officer shall investigate and forward the complaint to the relevant employee for their explanation.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Municipal Mayor	2 nd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	742-01-64
Municipal Accounting Office	3 rd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	483-07-15

Municipal Budget Office	3 rd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	732-73-63
Municipal Treasurer's Office	Ground Floor Municipal Building T-Perez St Brgy San Roque Daraga Albay	742-6078
Municipal Planning and Development Office	2 nd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	483-36-55
Municipal Human Resource Management Office	4 th Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	742-02-19
Municipal Civil Registrar's Office	4 th Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	483-53-23
Municipal Assessor's Office	Ground Floor Municipal Building T-Perez St Brgy San Roque Daraga Albay	483-53-34
Municipal General Services Office	Ground Floor Municipal Building T-Perez St Brgy San Roque Daraga Albay	431-09-88
Municipal Agricultural Services Office	2 nd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	483-53-18
Municipal Social Welfare and Development Office	3 rd Floor AECID Building, Daraga Public Market, Daraga, Albay	483-53-24
Municipal Health Office	Municipal Health Office, TPerez St. Brgy San Roque Daraga Albay	742-40-33
Municipal Engineer's Office	3 rd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	824-79-61/483-53-29
Permit and Licensing Office	2 nd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	480-06-06
Municipal Disaster Risk Reduction Management Office	Doña Maria, Tagas, Daraga, Albay	0945 3314570
Municipal Environment and Natural Resources Office	2 nd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	09489581175
Office of the Market Supervisor	2 nd Floor AECID Building, Daraga Public Market, Daraga, Albay	742-08-09
Cagsawa Ruins Park and Resort	Busay, Daraga, Albay	483-07-89/437-23-43

Daraga Human Resource Development Center	Zone 5 Anislag, Daraga, Albay	204-00-47
Daraga Community College	Salvacion, Daraga, Albay	824-39-86
Public Employment Services Office	T.Perez St., San Roque, Daraga, Albay	0909-420-6215
Office of the Municipal Vice Mayor	3 rd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	204-01-03
SB Legislation	3 rd Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	431-15-75
Office of the Secretary to the Sanggunian	3rd Floor, Municipal Hall Bldg., Daraga Albay	0906-431-9996 0906-276-8787 732-7404
SB Library	4 th Floor Municipal Building T-Perez St. Brgy San Roque Daraga Albay	742-61-41

