

**SORSOGON PROVINCIAL LIBRARY
AND INFORMATION OFFICE**

**SORSOGON PROVINCIAL LIBRARY &
INFORMATION CENTER**

**CITIZEN'S CHARTER
2021 (1st Edition)**

I. QUALITY POLICY:

The Provincial Government of Sorsogon is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of Healthcare, Environment and Education, Agriculture, Rural Advancement, Tourism Promotion, Social Welfare and other Administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonans truly First.

To uphold this commitment, we shall:

- Formulate quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their potentials and ensure their active participation through innovative approaches.
- Uphold client-focused and output-oriented services at all levels of the organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as that of other stakeholders.

All employees including those outsourced processes, are enjoined to know the Importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the organization to anyone who may ask for our help, assistance and guidance.

The Provincial Government of Sorsogon shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.

II. VISION:

SPLIC, shall have enhanced library facilities, relevant library resources and dynamic services that contribute to the intellectual, social and cultural development of the Sorsogonans.

III. MISSION:

Imbued with its Vision, the SPLIC commits to:

- Acquire, organize, conserve and preserve Public Documents, Local History Collection and other literary materials responsive to the information and research needs of the community.
- Provide timely access through enhanced library facilities which meet the changing needs of the community
- Foster strong linkages and partnership among government and non-government agencies.

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Sorsogon Provincial Library and Information Center

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**SORSOGON PROVINCIAL LIBRARY
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SORSOGON PROVINCIAL LIBRARY AND INFORMATION CENTER

Internal and External Services

1. Library Circulation Services

The Sorsogon Provincial Library shall serve as the sole repository of all public documents, Local History Collection, and other literary materials responsive to the information and research needs of the community.

The SPLIC shall be primarily responsible for the timely access through enhanced library facilities which meet the changing needs of the community.

Office or Division:	Sorsogon Provincial Library and Information Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Application of Library Card:				
✓ Library Card Application Form	Provincial Library			
✓ Valid ID				
✓ 1 pc 1x1 ID Picture				
For Circulation of Library Resources:		Provincial Library		
✓ SPLIC Library Card				
✓ Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Fill out the Application Form and attached 1 pc 1x1 ID Picture.	1. Provide Application Form to the Client.	None	15 minutes	Library Aide SPLIC-
2. Submit the accomplished Application Form to the Librarian for checking and verification.	2. Receive the required documents and check for completeness. 3. Release Library Card to the client.	None	5 minutes	Library Aide SPLIC-
3. Borrower selects the book he/she wants to borrow.	1. Assist the borrower in the process of charging and discharging of books.	None	10 minutes	Librarian SPLIC
4. Present the book/s to the Librarian at the Charging and Discharging Area.				

5. Pull out the Book Card, write the name, attach the Library Card and present it to the Librarian.				
6. In returning the book/document, present the book/document to the Librarian for checking and collating.	1. Receive the book returned by the borrower.		1 min	SPLIC
7. Return the Library Card to the Borrower; insert the Book Card to the Book Pocket and return the book to its designated shelf.	1. Check and collate the book.		5 minutes	SPLIC
8. Sign in the Client Log Book and fill up External Client Satisfaction Measurement (ECSM) Survey/Internal Client Satisfaction Measurement (ICSM) Survey	1. Provide ECSM/ICSM Form to the Client. 2. Assist the client in accomplishing the Form.		2 minutes	SPLIC

2. Request for E-Government Services thru the TECH4ED Center

Office or Division:	Sorsogon Provincial Library Tech4ed Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	General Public & Employees of PGS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Sign in at the Logbook intended for Tech4ed Center users.				
2. Proceed to the available computer and				

register online. Fill out the Online Application Form.	1. Assist the client in the Online Application to various E-government services.	None	30-1 hour	Tech4ed Center Manager
3. Select the E-Government services (NBI,CSC.DFA,PR C, others)				
4. If application for the E-government services was successful, request for confirmation print out if needed.				
5. Pay at any authorized Automated Center to complete the transaction.				

3. Gathering of Historical Data (Brgy. Demographic Profile)

Office or Division:	Sorsogon Provincial Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Chairman and Members of the Sangguniang Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter to the Brgy Chairman				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present to the Brgy. Chairman the Letter Request to conduct research & interview.	1. Explain to the Brgy Chairman the purpose of the visit. 2. Collect data and conduct interview. 3. Consolidate all the data gathered.	None	30 minutes -1 hour/per Barangay	SPLIC Personnel
2. Gather historical data and information of the Brgy visited.				
3 .Encode all the data gathered and consolidate it for reference of the Clients.				

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4. Signing of Clearances

Office or Division:	Sorsogon Provincial Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present the Clearance for the Application of Terminal Leave, VL, SL, and Last Salary of JOW to the Librarian.	<ol style="list-style-type: none"> 1. Sign the Clearance promptly. 2. Release the signed clearance to the concerned Personnel. 	None	1 minute	Librarian IV SPLIC

5. Public Library Services (Establishment and Affiliation of Municipal Library & Brgy. Reading Centers)

Office or Division:	Sorsogon Provincial Library			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executives of the different Municipalities of Sorsogon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ A Copy of the RA 7743 ✓ SB Resolution ✓ Notarized MOA ✓ Duly signed MOA ✓ Budget Allocation ✓ Resume of the Librarian ✓ Picture of the Library 		Sorsogon Provincial Library and All Local Chief Executives of the concerned Municipalities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Inform the Provincial Librarian the intent to have a Public	1. Inform the SB Secretary of the concerned			

Library in their respective Municipality or Barangay.	Sangguniang Bayan/Barangay to be included in the agenda to attend the Regular Session of the Sangguniang Bayan/Sangguniang Barangay.	None		Librarian IV SPLIC
2. Session Proper	1. Inform the body regarding the RA 7743, an act providing for the establishment of Congressional, City, Municipal and Brgy. Reading Center. 2. Explain Section 7 of the RA 7743” The Role of the LGU. 3. Inform the body of the requirements in establishing a Public Library.	None		Librarian IV SPLIC
3. The Member of the Sangguniang Bayan/Barangay will draft a Resolution expressing their intent to establish their own Public Library in compliance to RA 7743.	1. Assist the Members of the Sangguniang Bayan in the process of drafting the Resolution.	None		Vice Mayor and Members of the Sangguniang Bayan
4. Upon the approval of the SB Resolution, provide a Memorandum of Agreement (MOA). (b)Have MOA notarized. (c). Prepare all the needed requirements for the affiliation of the library to the National Library of the Philippines.		None		Vice Mayor and Members of the Sangguniang Bayan
5. Affiliation of the established library to the National Library of the Philippines. 1. Submit the following				1. Representative from LGU Official 2. Chief, Public Library

<p>documents to NLP, Ermita, Manila for the affiliation:</p> <p>a. A Resolution adopted by the Sangguniang Bayan/Barangay expressing the intent to establish and affiliate a library.</p> <p>b. Two (2) copies of the signed MOA.</p> <p>c. Regular Annual appropriation for periodical including National and Local newspaper subscription to be certified by the Local Treasurer.</p> <p>d. Resume of the designated Librarian or Library-in-Charge.</p> <p>e. Photos of the Library (1) Separate Building/room of adequate size (2) Sufficient number of chairs, reading tables, bookshelves and other library equipment, fixtures and furniture's necessary for effective library operation (3) other exterior and interior views</p>		None		Division, NLP 3. PLD Staff
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6. Consolidation of Public Documents

Office or Division:	Sorsogon Provincial Library		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Different Offices of the PGS and other National Agencies		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
None			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit documents to the Librarian.	1. Receive the document/s submitted by other agencies.	None	2 minutes	Library Aide SPLIC
	2. Record the document in the Incoming Communication Logbook.		20 minutes	Librarian IV SPLIC
	3. Sort the documents; consolidate for proper filing.			
	4. File the document.			
	5. Label each folder for easy retrieval.			

7. Organization of Library Materials (Cataloging and Classification)

Office or Division:	Sorsogon Provincial Library and Information Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
	1. Assign Accession Number to each book/document received.	None	5 minutes	Librarian III SPLIC
	2. Prepare the Shelf List entry of the book.	None	10-15 minutes	Librarian III SPLIC
	3. Catalog the book. Provide access point such as Author, Title, Subject, and Name of other collaborator.	None	30-45 minutes	Librarian III SPLIC
	4. Classify the			

	book. Library classification consist of two steps: first, the “aboutness” and secondly, the call number based on the DDC system.	None	30 minutes	Librarian III SPLIC
	5. Review the Shelf List Card. I	None	5 minutes	Librarian IV SPLIC
	6. Encode the cards and file it in Catalog Cabinet.	None	30 minutes – 1 hour	Computer Encoder SPLIC Library Aide SPLIC
	7. Label the book with its corresponding Call Number based on the Dewey Decimal Classification Scheme.	None	15 minutes	Librarian Aide SPLIC

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)</p>
<p>How feedbacks are processed</p>	<p>ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO</p>
<p>How to file a complaint</p>	<p>Complaint could be address to the Governor- copy furnish SPLIC</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as Chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS). 3. Copies of Resolution after the hearing be furnished the Office of the

	<p>Governor, PHRMO, complainant and the office/person being complained.</p> <p>4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complaint to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority

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Office	Address	Contact Information
Sorsogon Provincial Library and Information Center	Ground Floor, Museo Sorsogon Capitol Compound Sorsogon City,4700	0908-268-3517

