



MABALACAT CITY COLLEGE

LIBRARY SERVICES UNIT Citizen's Charter

A. EXTERNAL SERVICES

a. Online Services

1. Ask-a-Librarian Services

Library staff assist users in their inquiries, find answers to factual questions, help with search strategy, references to books, articles, web resources, etc. via text messages or online chats.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students, Faculty & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries via text messages/chat and email	<ul style="list-style-type: none"> Analyze the inquiry (If Ready Reference or Long-Range Reference) 		5 minutes	Library Staff
2.	<ul style="list-style-type: none"> Ready Reference will be answered promptly. Long-Range Reference: Library Staff will look/search for the answers/available resources. 		5 minutes 1 hour	Library Staff
3. Client will be notified once the answers/resources are available.				
TOTAL			10 minutes (Ready Reference) 1 hour & 5 minutes (Long Range)	





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2. E-Lending/ Online Library Materials Request Service

Provides library users with their requested documents/articles/book chapters in hard copy or digital copy.

- For Digital Format (scanned/picture of article/book chapter)

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students, Faculty & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries/requests via text message/chat or email.	➤ Search for the availability of the requested materials.		30 minutes	Library Staff
2. Client will wait for the notification of the library staff once the materials are available.	➤ Send the scanned copy via FB messenger/e mail and notify the client.		10 minutes	Library Staff
TOTAL			40 minutes	





➤ For Hard Copy (printed book, photocopy of article/book chapter)

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries/requests via text message/chat or email.	<ul style="list-style-type: none"> ➤ Search for the availability of the requested materials. 		30 minutes	Library Staff
2. Client will wait for the notification of the library staff once the materials are available and the schedule of pick-up.	<ul style="list-style-type: none"> ➤ Prepare the materials (book/photocopy of article/book chapters) and place them in a box at the guard house. ➤ Inform the borrower of the book's due date. 		10 minutes	Library Staff
3. Client will pick up the package and sign the log sheet.				
TOTAL			40 minutes	





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3. Returning of Library Materials (printed book only)

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place the book in a brown envelope.	<ul style="list-style-type: none"> ➤ We have provided a box at the guard house situated near the gate. 		5 minutes	Library Staff
2. Return the book on its due date at the guard house and ask for assistance regarding the book returnee need to fill out. Place it in the envelope and drop it on the box provided. Notify the library staff that you have already returned the book.	<ul style="list-style-type: none"> ➤ Get the returned book at the guard house and log the book. ➤ Sealed boxes (books) will be quarantined for a minimum of five (5) days. 		10 minutes	Library Staff
TOTAL			15 minutes	





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b. Face-to-face/Walk-in Services

1. Application of Library Card/Internet Card

MCC students may avail of the library services once their Library card & Internet Card validated in the Library.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			Registrar's Office	
Validated School I.D.			MIS	
1 x 1 Picture			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements (COR, School I.D & 1 x 1 Picture)	1. Verify requirements & records of the client.	None	2 minutes	Circulation Librarian & Clerk
2. Sign in the log book for record purposes.	2. Prepare and release the Library Card/Internet Card.	None	2 minutes	Circulation Librarian & Clerk
3. Fill out Library Card/Internet Card and attach picture.	3. Checks completeness of information and countersigns.	None	2 minutes	Circulation Librarian & Clerk
TOTAL			6 minutes	





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2. Re-application of Library Card/Internet Card

MCC students may avail of the library services once their Library card & Internet Card validated in the Library.

Office or Division:	MCC Library			
Classification:	Complex			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students with Lost Library Card/Internet Card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			Registrar's Office	
Validated School I.D.			MIS	
1 x 1 Picture			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report lost Library Card/Internet Card at the Circulation Desk.	1. Checks the record of the client.	None	2 minutes	Circulation Librarian & Clerk
2. Sign in the log book for record purposes.	2. Fill out the charge slip and indicate the amount to be paid for the replacement fee.	P20.00 for lost Library Card/Internet Card	2 minutes	Circulation Librarian & Clerk
			5 minutes	Kristiana Joy Tuazon Cashier I
3. Proceed to the Cashier's office, pay and secure Official Receipt (O.R)	3. Receive payment and issue O.R.			
4. Present charge slip and O.R. at the Circulation Desk.	4. Check the charge slip and O.R and write the issue date of library & Internet Card.	None	2 minutes	Circulation Librarian & Clerk
	4.1 Approve Request (Card will be released after one (1) week)	None	5 working days	Circulation Librarian & Clerk

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5. Claim Library & Internet Card and sign in the log book for record purposes.	5. Prepare and release the Library Card/Internet Card.	None	2 minutes	Circulation Librarian & Clerk
6. Fill out Library Card/Internet Card and attach picture.	6. Checks completeness of information and countersigns.	None	2 minutes	Circulation Librarian & Clerk
TOTAL			5 days and 15 minutes	

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3. Borrowing Library Books

MCC students, faculty and staff has privilege to borrow books in the library.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students and MCC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card			MCC Library	
Validated School I.D.			MIS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s, library card and validated School I.D. to the library staff at the circulation desk.	1. Verify Library Card of the client and check book card's accession number.	None	2 minutes	Circulation Librarian & Clerk
2. Fill out book card/s	2. Write due date on book card/s, and Library Card. Countersigns book card/s and releases borrowed book/s.	None	2 minutes	Circulation Librarian & Clerk
3. Receive book/s	3. Hand in Library Card and book borrowed.	None	1 minute	Circulation Librarian & Clerk
TOTAL			5 minutes	





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4. Returning of Library Books

MCC students and employees should return borrowed books to minimize missing of library materials.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students and MCC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card			MCC Library	
Borrowed Books			MCC Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s and library card at the circulation desk.	1. Indicate the date due and return the library card of the client. <i>If overdue: compute the overdue fine, and fill out a charge slip.</i>		2 minutes	Circulation Librarian & Clerk
2. Receive Library Card			1 minute	Circulation Librarian & Clerk
TOTAL			3 minutes	





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5. Payment of Overdue Fines

Settlement of overdue books

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students and MCC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card			MCC Library	
Borrowed Books			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s and library card at the circulation desk.	1. If overdue: compute the overdue fine, and fill out a charge slip.	None	2 minutes	Circulation Librarian & Clerk
2. Pay overdue fine at the Cashier's Office.	2. Receive payment and issue O.R.	P10.00/day per book	3 minutes	Kristiana Joy Tuazon Cashier I
3. Present the charge slip and O.R. at the circulation desk.	3. Check the charge slip and write the O.R. number and return the client's library card.	None	2 minutes	Circulation Librarian & Clerk
4. Receive Library Card		None	1 minute	Circulation Librarian & Clerk
TOTAL			8 minutes	





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6. Procedure for Reference Assistance

This library service provides assistance to the information needs of the MCC students, faculty and staff.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students and MCC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Card			MCC Library	
Validated School I.D.			MIS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance to the Reference Librarian.	1. Conduct reference interview.	None	30 minutes	Reference Librarian
	1.1. Analyze query and determine possible information sources to be consulted.	None	1 hour	Reference Librarian
2. Receive answer to query.	2. Provide/discuss answer to the client.	None	30 minutes	Reference Librarian
TOTAL			2 hours	





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7. Procedure for Internet Services/Digital Hub

MCC students, faculty and staff can avail this service to access online resources and information in the internet.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	MCC Students and MCC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Internet Card			MCC Library	
Validated School I.D.			MIS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Internet Card and validated school I.D. at the circulation desk.	1. Verify the Internet Card and School I.D. of the client.	None	2 minutes	Librarian-in-Charge (Digital Hub)
2. Sign in the log sheet form.	2. Issue computer number and write the time in started in the Internet card.	None	2 minutes	Librarian-in-Charge (Digital Hub)
3. Proceed to the designated computer number.	3. Assist the client (if needed).	None	3 minutes	Librarian-in-Charge (Digital Hub)
4. Sign out in the log sheet form.	4. Write the time out and minutes/hours consumed on the Internet card and return it to the client.	None	3 minutes	Librarian-in-Charge (Digital Hub)
TOTAL			10 minutes	





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8. Assistance to Outside Researcher

MCC Library accepts outside researcher (undergraduate student from other schools, private and government researcher, faculty and staff from other schools) with referral letter and valid I.D.

Office or Division:	MCC Library			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Non-MCC library users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Letter/Request Letter			Requesting Party	
Validated School I.D.			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid I.D. and Referral/Request letter at the circulation desk	1. Verify the I.D. and Referral/request letter.	None	3 minutes	Circulation Librarian & Clerk
2. Sign in the log sheet form	2. Assist the client.	None	20 minutes	Reference Librarian
	2.1. Fill out the charge slip and indicate the amount to be paid by the client.	None	2 minutes	Circulation Librarian & Clerk
3. Pay at the Cashier's Office	3. Receive payment and issue O.R.	P20.00	3 minutes	Kristian Joy Tuazon
4. Present O.R. at the circulation desk.	4. Verify O.R and return the I.D. to the client.	None	3 minutes	Circulation Librarian & Clerk
TOTAL			31 minutes	





Republic of the Philippines
Province of Pampanga
Mabalacat City



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Librarian III

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