CITIZEN'S CHARTER NO. CO-SCIS-03. LENDING OF LIBRARY REFERENCE/RESOURCE MATERIALS

This process details the procedure in borrowing and returning of books, journals and other reference materials from the DENR Central Office Library by DENR employees and the public.

Office or Division:	Library, Public Information Division-Strategic Communication and Initiatives Service (PID-SCIS), DENR Central Office (Located at DENR Hostel Building)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General public, All DENR officials and employees (permanent, contract of service) from DENR offices (DENR Central and Regional, DENR Bureaus and Attached Agencies)

REQUIREMENTS	WHERE TO SECURE
Present any valid identification card	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Register in the logbook of the DENR Library Counter.	1. Provide the logbook to the requesting party.	None	5 min.	*Librarian* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Inquire on availability of material/s related to topic for research.	2. Determine availability of material/s 2.a. **For available material/s, retrieve material/s,** instruct researcher to log in name, subject of research/ school/company/office in the Library log-in sheet. 2.b. **For unavailable material/s**, refer borrower to concerned office/s.	None	30 min.	*Librarian* PID-SCIS
3. Borrow reference/resource materials	**3.a. For reference materials for Library use only** (8am-5pm, no lunch break), turn over material/s to researcher.	None	30 min.	*Librarian* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.b. None	**3.b. For material/s to be taken out of the library:** **3.b.1. If researcher is a DENR Central Office (CO) employee** a. Fill out book card/s with name, date, office (division, section) b. Remind employee that lending period is three (3) working days only c. File accomplished book card	None	30 min.	*Librarian* PID-SCIS
	3.b.2. If researcher is non-employee and wants to photocopy materials, request the following**:** a. Valid ID b. Contact number/s c. Refundable deposit of P500 Companion stays or borrower deposits a valuable item such as mobile phone	Php 500.00 (Refundable)	30 min.	
3.1. None	1.1. Issue material to borrower.	None	15 min.	*Librarian* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive reference/resource materials. For materials for photocopying, borrowing is allowed for a maximum of 5 materials per batch and photocopying time of 2 hours.		None		
5. Return borrowed library reference/resource material/s.	3. Retrieve material/s from researcher **5.a. If researcher is a DENR-CO employee**, retrieve book card from file. **5.a.1. For extended borrowing period:** ● Researcher fills out date and signature in book card ● Turn over material/s to researcher ● File book card **5.a.2. For non-extension of borrowing period** ● Indicate “Returned” across	None	15 min.	*Librarian* PID-SCIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	researcher's name in book card ● Insert book card in book and return book to shelf **5.b. If researcher is non-employee** ● Retrieve material/s from researcher ● Return ID, P500 and deposited valuable item/s to researcher ● Return book to shelf			
TOTAL:		**Php 500.00 (refundable)**	**2 hours & 35 min.**	