



**City Public Library and Information Center** 



## I. MANDATE :

Batangas City Public Library and Information Center is mandated to promote moral and intellectual well being of every member of the community and recognize the importance of knowledge and information in nation building.

## **II. LIBRARY MISSION STATEMENT :**

The City Library provides and promotes open and equal access to quality materials, facilities, programs and services in order to meet the informational, educational, cultural and recreational needs of all its constituents providing excellent services which are innovative and continually evolving and adapting

#### III. OUR VISION:

Batangas City Public Library and Information Center will be a 21<sup>st</sup> century space that provides a stimulating and inspiring environment equipped with outstanding collection, equipment and modern technology.

#### IV. GOALS AND OBJECTIVES :

The City Library aims to :

- Provide free library serices that conforms with the needs of the community.
- Develop collection about Batangas City history, customs, people

traditions and others.

- Have linkages and develop network among other national agencies, libraries and groups.
- Maintain and enhance integrated library system
- Strengthen coordination and connection with the community through outreach services.
- Improve library services through professional development of staff through outreach services.
- Improve library services through professional development of staff through formal education, seminars, trainings, workshops and teambuilding.

#### V. OUR CORE VALUES

Batangas City Public Library and Information Center believes that our mission and vision will be accomplished by :

• Having welcoming, eco-friendly and conducive space for members of the community to gather



- Providing ready and equal access to library services and materials of all formats.
- Ensuring every patron the right to intellectual freedom.
- Being actively engaged with patrons needs.
- Having collaborative, creative interaction to patrons interest and needs.
- Protecting patrons confidentiality of records.

## VI. OUR SERVICES

• Availment on the Use of Books and Other Library Materials	s p. 6
Storytelling/Puppetshow/Library Orientation/Library Tour	p.7
Computer Tutorial Assistance	p.8
Online Research Via Internet	p.9
• Availment of Reading Materials at the Plaza Mabini	p.10
• Establishment of Barangay Libraries	p.11

1.Loaning of books and non-book materials					
Books and non-boo	k resources are made	e available to cli	ents for reading,		
evaluation , review	research and other p,	urpose.			
	City Mayor's Offi	City Mayor's Office – Batangas City Public Library and Information			
Office or Division:	Center				
Classification:	Simple				
Types of					
Transaction:	G2C - Governmer	nt to Citizen			
	General Public	General Public			
Who may avail:					
Checklist of Requirements Where to Secure					
Valid ID ( Drive	Valid ID ( Drivers License/Govt.				
ID/Stu	dent ID	Gove	Government Agencies/Schools		
		Fees to beProcessingPerson			
Client Steps	Agency Action	Paid	Time	Responsible	
1.Log in the Client Attendance Sheet	N	None	30 seconds	Batangas City Library Officer of the Day	
	None				



2. Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day
3.Submit the accomplished Client Assistant Slip to the Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Officer of the Day
4.Submit Valid ID to Section In- Charge	<ul><li>4.1 Accepts validate</li><li>and file ID</li><li>4.2 Assist Client to the</li><li>particular Section</li></ul>	None	5 minutes	Batangas City Library Librarian II
5.Submit accomplished book card	<ul><li>5.1 Acccepts and file</li><li>book card</li><li>5.2 Remind client when</li><li>books/other library</li><li>material is due.</li></ul>	None	3 minutes	Batangas City Library Librarian II
Total:			10 minutes /and 30 seconds	

2.Storytelling/Puppet Show/Library Orientation/ Library Tour						
	Library services provided by the City Library upon request specially among children of					
public and private sc	· · ·		•			
	City Mayor's O	ffice – Batangas	City Public Library	and Information		
Office or Division:	Center					
LoveClassification:	Simple					
Types of	G2C - Governm	G2C - Government to Citizen				
Transaction:						
Who may avail:	Students/Childre	en from private a	nd public schools/ir	nstitution		
Checklist of Re	quirements		Where to Secure			
Letter of R	equest	Head of request	ting schools/institut	ion		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible		
1.Log in the Client Attendance Sheet	1.1Instruct client to proceed to the City Librarian	None	30 seconds	Batangas City Library Officer of the Day		



	2.1Receive and review letter of request	None	1 minute	
2.Present letter of	2.2Verifies availability of schedule	None	1 minute	Batangas City
request to the City Librarian for review and approval	requested 2.3Gives feedback on clients request	None	3 minutes	Library City Librarian
			1 minute	
	2.4Advise client to go back on scheduled date.	None	1 minute	
Total:			7 minutes/30	
			sec	

3. Computer Tutorial Assistance					
One -on -one tuto:	rial instruction on co	omputer basics pr	ovided for clients	to be computer	
literate				-	
Office or	City Mayor's Official	City Mayor's Office – Batangas City Public Library and Information			
Division:	Center	-			
Classification:	Simple				
Types of					
Transaction:	G2C - Governmen	t to Citizen			
Who may avail:	General Public				
Checklist of I	Requirements		Where to Secur	e	
Valid ID ( Drive	Valid ID ( Drivers License/Govt.				
ID/Stu	dent ID	Gove	ernment Agencies/S	Schools	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day	
2.Secure and accomplish customer assistant	<ul><li>2.1 Assist client in filling up form.</li><li>2.2 Instruct client to proceed on the</li></ul>	None	1 minute 30 seconds	Batangas City Library Officer of the Day	
slip	IT Section	none			
3. Submit the accomplished Client Assistant	3.1Receives/review the accomplished	None	1 minute	Batangas City Library	



Slip to the IT	Client Assistance			Administrative
Section In-Charge	Slip			Aide II
				Batangas City
4.Submit Valid ID				Library
to Section In-	4.1 Accepts /	None	1 minute	
Charge	validate and file ID			Administrative
5.Computer	5.1Assist Client in	None	30 minutes	Aide II
Tutorial	the computer			
	tutorial			
Total:			34 minutes	



4. On Line Resea	arch Via Internet				
Library research	provided to client using	g computer via inter	rnet to provide t	them other	
resources for reso	earch other than books				
Office or	City Mayor's Office -	City Mayor's Office – Batangas City Public Library and Information			
Division:	Center				
Classification:	Simple				
Types of					
Transaction:	G2C - Government to	Citizen			
Who may					
avail:	General Public				
Checklist o	of Requirements	V	Vhere to Secure	e	
Valid ID ( Dri	ivers License/Govt.				
ID/S	tudent ID	Governm	nent Agencies/S	Schools	
			Processing	Person	
Client Steps	Agency Action	Fees to be Paid	Time	Responsible	
1.Log in the Client Attendance Sheet		None	30 seconds	Batangas City Library Officer of the Day	
	None				
2.Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day	
3.Submit the accomplished Client Assistant Slip to the IT Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Administrative Aide II	
4.1Submit Valid ID to IT Section In- Charge 5.Online Research	<ul><li>4.1Accepts, validate and file ID</li><li>5.1 Assist Client on online research.</li></ul>	None None	1 minute 30 minutes	Batangas City Library Administrative Aide II	
Total:			33 minutes and 30 seconds		



5. Availment of reading materials at the Plaza Mabini				
Extension reading service of City Library provided at the reading nook of Plaza Mabini to				
provide readers literacy, leisure and entertainment.				
		<b>*</b> - ~:		
Office or	5 5	fice – Batangas Ci	ty Public Library a	nd Information
Division:	Center			
Classification:	Simple			
Types of				
Transaction:		nt to General Pub	lic	
Who may avail:	General Public			
Checklist of H	Requirements		Where to Secure	<b>)</b>
No	ne			
		Fees to be	Processing	Person
Client Steps	Agency Action	Paid	Time	Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Administrative Aide II
2.Choose desired reading material	2.1 Assist client in providing reading material	None	1 minute	Batangas City Library Administrative Aide II
Total:			1 min & 30 seconds	



As mandated by Rep. Act 7743 barangay libraries are established through out Batangas City with the approval of the City Mayor to uplfit literacy level of barangay constituents far flung areas. The City Library provides the assistance and organization before launchin Office or City Mayor's Office – Batangas City Public Library and Information Center   Classification: Simple   Types of Transaction: G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay interested in establishing Barangay Libr Barangay Resolution regarding the establishment of barangay library   Client Steps Agency Action Processing Paid Person Responsibl   1. Log in the Client Attendance Sheet None 30 seconds Batangas City Library Officer of the D   2. Submit letter of request / barangay resolution to the City Librarian for review and approval 2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishing barangay library None 10 minutes Batangas City Librarian Batangas City Librarian	6. Establishment of	of Barangay Librari	es				
far flung areas. The City Library provides the assistance and organization before launchin   Office or City Mayor's Office – Batangas City Public Library and Information Center   Classification: Simple   Types of Transaction: G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Librarian and approved by the City Harangay Resolution regarding the establishment of barangay library Processing Responsible   Agency Action Paid Processing Responsible   1. Log in the Client Attendance Sheet None 30 seconds Batangas City Librarian of barangay library   2. Submit letter of request / barangay resolution to the City Librarian for review and approved 2.1 Accepts /review documents. None 10 minutes City Librarian diaragas City Librarian diaragas City Librarian for review and approval							
far flung areas. The City Library provides the assistance and organization before launchin   Office or Division: City Mayor's Office – Batangas City Public Library and Information Center   Classification: Simple   Types of Transaction: G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Barangay Resolution regarding the establishment of barangay library Barangay interested in establishing Barangay Libr   Client Steps Agency Action Paid Time   Responsibl I. Log in the Client Attendance Sheet None 30 seconds Batangas City Library Officer of the D   2. Submit letter of request / barangay resolution to the City Librarian for review and approval 2.1 Accepts /review documents. None 10 minutes City Librarian City Librarian   2. Submit letter of request / barangay resolution to the City Librarian for review and approval None 10 minutes Library							
Office or Division:   City Mayor's Office – Batangas City Public Library and Information Center     Classification:   Simple     Types of Transaction:   G2C - Government to Citizen     Who may avail:   Barangay interested in establishing barangay library     Checklist of Requirements   Where to Secure     Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Barangay Resolution regarding the establishment of barangay library   Barangay interested in establishing Barangay Libr Batangay Resolution regarding the establishment of barangay library     Client Steps   Agency Action   Fees to be Paid   Processing Time   Person Responsibl     1. Log in the Client Attendance Sheet   None   30 seconds   Batangas City Library     2. Submit letter of request / barangay resolution to the City Librarian for review and approval   2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishing   None   10 minutes   Batangas City Library     0.1 O minutes   Statangas City Library   City Librarian Batangas City Library   Batangas City Library							
Division: Center   Classification: Simple   Types of Transaction: G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Library Fees to be Processing Paid Processing Time Person Responsibl   1. Log in the Client Attendance Sheet Agency Action Paid Seconds Batangas City Library Officer of the D   2. Submit letter of request / barangay resolution to the City Librarian for review and approval 2.1 Accepts /review documents. 2.2 Confirms client for the establishiment of barangay library. 2.3 Advise as to schedule of establishing None 10 minutes Batangas City Librarian   0.10 minutes City Librarian for review and approval None 10 minutes Batangas City Library							
Classification: Simple   Types of G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by Barangay interested in establishing Barangay Libr   barangay captain and barangay Barangay interested in establishing Barangay Libr   councilors noted by the City Barangay Resolution regarding the   establishment of barangay library Fees to be Processing Person   Client Steps Agency Action Paid Time Responsibl   1. Log in the Client None 30 seconds Batangas City   1. Log in the Client None 30 seconds Batangas City   Library City Librarian Seconds Batangas City   1. Log in the Client None None 10 minutes Batangas City   2. Submit letter of 2.1 Accepts /review None 10 minutes City Librarian   2. Submit letter of Souther to the Souther to the Souther to the Souther to the   Souther to the Souther to the Souther to the Souther to the <td< td=""><td>Division:</td><td></td><td>0</td><td>5</td><td></td></td<>	Division:		0	5			
Types of Transaction: G2C - Government to Citizen   Who may avail: Barangay interested in establishing barangay library   Checklist of Requirements Where to Secure   Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay library Barangay interested in establishing Barangay Libr Barangay Resolution regarding the establishment of barangay library   Client Steps Agency Action Fees to be Paid Processing Time Person Responsibl   1. Log in the Client Attendance Sheet None 30 seconds Batangas City Library Officer of the D   2. Submit letter of request / barangay resolution to the City Librarian for review and approval 2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishing None 5 minutes Batangas City Library   10 minutes City Librarian Schedule of establishing None 10 minutes Batangas City Library							
Transaction:G2C - Government to CitizenWho may avail:Barangay interested in establishing barangay libraryChecklist of RequirementsWhere to SecureLetter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Barangay Resolution regarding the establishment of barangay libraryBarangay interested in establishing Barangay Libr Barangay Resolution regarding the establishment of barangay libraryClient StepsAgency ActionFees to be PaidProcessing TimePerson Responsibl1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutes2. Submit letter of review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutesBatangas City Library		2pro					
Who may avail:   Barangay interested in establishing barangay library     Checklist of Requirements   Where to Secure     Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay library   Barangay interested in establishing Barangay Libr     Client Steps   Agency Action   Fees to be Paid   Processing Time   Person Responsibl     1. Log in the Client Attendance Sheet   None   30 seconds   Batangas City Library Officer of the D     2. Submit letter of request / barangay resolution to the City Librarian for review and approval   2.1 Accepts /review documents.   None   5 minutes   Batangas City Library     0 seconds   Intues   Batangas City Library   City Librarian for the establishment of barangay library.   None   10 minutes   Batangas City Library	• •	G2C - Governme	nt to Citizen				
Checklist of RequirementsWhere to SecureLetter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay libraryBarangay interested in establishing Barangay Libr Barangay Resolution regarding the establishment of barangay libraryClient StepsAgency ActionFees to be PaidProcessing TimePerson Responsibl1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishingNone5 minutes10 minutesCity Librarian City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishingNone10 minutes2. Submit letter of request / barangay resolution to the City Librarian for review and approvalNone10 minutesBatangas City Library				harangay library			
Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay libraryBarangay interested in establishing Barangay Libr Barangay Resolution regarding the establishment of barangay libraryClient StepsAgency ActionFees to be PaidProcessing TimePerson Responsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutes2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutes10 minutesBatangas City Library	v				•		
barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay libraryFees to be PaidProcessing TimePerson Responsible1. Log in the Client Attendance SheetAgency ActionFees to be PaidProcessing TimePerson Responsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutes10 minutesBatangas City Library		-	Poren gov interes				
councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay libraryFees to be Processing TimeProcessing ResponsibleClient StepsAgency ActionPaidTimeResponsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutes2. Submit letter of review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutesBatangas City Librarian	-		barangay interes	sted in establishing	Darangay Library		
Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay libraryFees to be Processing TimeProcessing ResponsibleClient StepsAgency ActionFees to be PaidProcessing TimePerson Responsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client 							
Mayor Barangay Resolution regarding the establishment of barangay libraryFees to be Processing TimePerson ResponsibleClient StepsAgency ActionPaidTimeBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishingNone5 minutes2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutesBatangas City LibraryCity Librarian Batangas City Library							
Barangay Resolution regarding the establishment of barangay libraryFees to be PaidProcessing TimePerson ResponsibleClient StepsAgency ActionFor the stableNone30 secondsBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesCity Librarian Batangas City Library City Librarian		toved by the City					
establishment of barangay libraryFees to be PaidProcessing TimePerson Responsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutes2. Submit letter of review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutesBatangas City LibraryCity Librarian Batangas City Library	•	· · · · · · · · · · · · · · · · · · ·					
Client StepsAgency ActionFees to be PaidProcessing TimePerson Responsibl1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesBatangas City Librarian City Librarian 10 minutes2. Submit letter of review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutes10 minutesBatangas City Librarian		0 0					
Client StepsAgency ActionPaidTimeResponsible1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the DNoneNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishingNone5 minutes2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishingNone5 minutes10 minutesCity Librarian Batangas City LibraryCity Librarian Batangas City Library	establishment of b	arangay library	The sector has	D	D		
1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D1. Log in the Client Attendance SheetNone30 secondsBatangas City Library Officer of the D2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesBatangas City Library10 minutesCity Librarian Batangas City LibraryCity Librarian Batangas City Library				U			
1. Log in the Chent Attendance Sheet None 30 seconds Library Officer of the D   None 30 seconds Library Officer of the D   None Submit letter of request / barangay resolution to the City Librarian for review and approval 2.1 Accepts /review documents. None 5 minutes Batangas City Library   None 10 minutes Statangas City Library City Librarian   None 10 minutes Batangas City Library	Client Steps	Agency Action	Pald	Time	Responsible		
2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesBatangas City Librarian Distribution2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutesBatangas City Library10 minutes10 minutes10 minutesBatangas City Library			None	30 seconds			
2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesLibrary10 minutes2.1 Accepts /review documents. 10 minutesNone5 minutesBatangas City Library2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutesBatangas City Batangas City Library		None					
2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone5 minutesBatangas City Library City Librarian2. Submit letter of request / barangay resolution to the City Librarian for review and approval2.1 Accepts /review documents. 2.2 Confirms client for the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutesBatangas City Batangas City Library							
2. Submit letter of request / barangay resolution to the City Librarian for review and approvalfor the establishment of barangay library. 2.3 Advise as to schedule of establishingNone10 minutesLibrary City Librarian Batangas City Library		-	None	5 minutes	City Librarian		
City Librarian for review and approvalbarangay library. 2.3 Advise as to schedule of establishingCity LibrarianCity LibrarianBatangas City Library	request / barangay	for the	None	10 minutes			
establishing None 10 minutes Library	City Librarian for	2.3 Advise as to					
		establishing	None	10 minutes			
City Librarian					City Librarian		
Tatal. 25 min & 30	T-4 1			25 min & 30			
Total:	Total:						



## I. HANDLING CUSTOMER FEEDBACK/COMPLAIN

Batangas City Library and Information Center welcomes feedback, including complaints, from our customers. Feedback allows us to identify and repeat what is good, attempt to correct any problems with our service and helps us improve what we do and how we do it. Customer feedback may be a comment, a compliment or a complaint.

The Process Flow Chart below summarizes how the City Library handles customer feedbacks and complains.

