

FRONTLINE SERVICES	PROCEDURE	DOCUMENTARY REQUIRMENTS	FORMS	FEES /CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT ASSISTANCE <ul style="list-style-type: none"> Borrowing of Books 	<ol style="list-style-type: none"> Write your name, school and signature at the logbook. Use the card catalog, Infolib-OPAC, or you may ask the librarian-in-charge in looking for book/s. Then, fill up the book card found inside the book. Present and leave your ID to the librarian. If it is for outside use, you will then be informed about the date when the book is returned. 	Valid ID (School, Company, Postal, LCL Library Card)	None	None	1 minute	REFERENCE, RESERVE, FILIPINIANA & Vertical Files SECTION Guadalupe R. Mojares Chona B. Uy Vilma D. Pinili Eugenio R. Mendua CIRCULATION & CHILDREN SECTION Librarian-in-charge PERIODICAL SECTION Rodel H. Alegre
INTERNET ACCESS	<ol style="list-style-type: none"> Users must sign-up on the e-library logbook, noting the date, time, workstation number, name and school. 	Lucena City Library Borrower's Card	Application Form	FREE	1 minute	CYBRARY SECTION Ivy Rose Y. Atienza-Declaro
BORROWER'S CARD APPLICATION	<ol style="list-style-type: none"> Accomplish the application form to be signed by the guarantor (either Employee of the City Government of Lucena or Barangay Chairman) You will then, be issued a borrower's card 	Filled-up Application Form 1x1 ID Picture (2 copies)	Application Form	Php 20.00	15 minutes	Miled G. Ibias
SERVICE STANDARDS			FEEDBACK MECHANISM			
*All queries shall be provided immediately upon request and action should not be longer than 15 minutes except for the rare materials requested by the clientele. * We accept queries thru telephone calls and answer within 5 minutes			* Client Feedback Form			

