

## 2. Title of Service: Reference and Bibliographic Services: Face to Face Transaction (External)

Description: The Library accepts face to face clients wanting to research its collection. They are allowed to research, read and photocopy a certain number of pages of library materials but are not allowed to borrow books for home use.

<b>Office/Division</b>		Carlos P. Romulo Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen; G2G -Government to Government		
<b>Who may avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Visitor’s Pass/I.D. 2. Referral letter from Librarian for undergraduate students and any valid ID 3. Valid I.D. for DFA Employees		Main Lobby of the DFA building University/College Librarian  HRMO, Department of Foreign Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Non-DFA client may visit <a href="https://calendly.com/cprlsched/cprvisit">https://calendly.com/cprlsched/cprvisit</a> , or send email to <a href="mailto:library@fsi.gov.ph">library@fsi.gov.ph</a> or call 8834-4272, 8834-3214	1. Receive request for visit 1.1 Answer email acknowledging request and assurance that clearance is being processed 1.2 Send request through Viber for clearance to office’s designate liaison officer 1.3 Send Viber message to ISU requesting clearance 1.4 Informs the Librarian that request for entry is approved	None	1 minute	Maria Luz S. Verdejo, Head Librarian
			15 minutes	Hope B. Tornilla, Head, AFSD
2. Go to the DFA’s Information Desk on the scheduled date and present ID	2. Check clearance list. 2.1 Issues Visitor’s Pass	None	10 minutes	Guard-on-duty Main Lobby

<p>3. Proceed to the Library. For undergraduate students, present referral letter from librarian</p>	<p>3. Check referral letter</p>	<p>None</p>	<p>1 minute</p>	<p>Librarian-on-duty</p> <ul style="list-style-type: none"> <li>• Johny Prudencio – Monday</li> <li>• Estrella Cruz – Tuesday</li> <li>• Frances Gobis – Wednesday</li> <li>• Luzviminda Maquinad – Thursday</li> <li>• Rosario Refuerzo – Friday</li> </ul>
<p>4. Check OPAC or state query or reference question/s by filling out Reference Inquiry Form (LIB-F-07) or talking with the librarian-on-duty</p>	<p>4. Accept Reference Inquiry Form (LIB-F04. Rev.01)</p> <p>4.1 Conduct reference interview to clarify query</p> <p>4.2 Provide bibliographic list/or reference sources to client</p>	<p>None</p>	<p>15 minutes</p>	<p>Librarian-on-duty</p> <ul style="list-style-type: none"> <li>• Johny Prudencio – Monday</li> <li>• Estrella Cruz – Tuesday</li> <li>• Frances Gobis – Wednesday</li> <li>• Luzviminda Maquinad – Thursday</li> <li>• Rosario Refuerzo – Friday</li> </ul>
<p>5. Accepts bibliographic list/reference sources and starts research.</p> <p>5.1. Returns the reference materials to the Librarian</p>	<p>5. Accepts reference materials returned by the client.</p>	<p>None</p>	<p>Number of hours allowed to do research varies depending on the number of researchers from the same institution. This is for non-DFA personnel. DFA personnel can come and do research anytime</p>	<p>Librarian-on-duty</p> <ul style="list-style-type: none"> <li>• Johny Prudencio – Monday</li> <li>• Estrella Cruz – Tuesday</li> <li>• Frances Gobis – Wednesday</li> <li>• Luzviminda Maquinad – Thursday</li> <li>• Rosario Refuerzo – Friday</li> </ul>

<b>TOTAL</b>		<b>42 minutes + the time of actual research of client</b>	
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## 2. Title of Service: Reference and Bibliographic Services: via Email/messenger (External)

Description: Clients can also ask reference query via email or messenger (link provided in its OPAC)

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen; G2G -Government to Government			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		none		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Send email to <a href="mailto:library@fsi.gov.ph">library@fsi.gov.ph</a> or click “Ask a Librarian” at library.fsi.gov.ph	1. Open official email to monitor queries	None	30 minutes	Maria Luz S. Verdejo Head Librarian
	1.1 Acknowledge email and inform client that request will be acted upon with-in the day.			
	1.2 Fill-up the Reference Inquiry Form (LIB-F04 Rev 01) and assign librarian to do research			
	1.3 Research on the query		1 hour	Depending on the query: Books: Estrella Cruz
	1.4 Email the client the answer to the inquiry. The librarian will provide the specific answer via email/ ask the		5 minutes	Periodicals: Rosario Refuerzo  Maria Luz S. Verdejo Head Librarian

	client to visit the library for the material/direct the client to a specific site or office where the material is available.			
2. Receives e-mail and depending on the answer either receives the reference materials of pick-up the following day.	2. Provide materials client requested		10 minutes	Librarian-on-duty <ul style="list-style-type: none"> <li>● Johny Prudencio – Monday</li> <li>● Estrella Cruz – Tuesday</li> <li>● Frances Gobis – Wednesday</li> <li>● Luzviminda Maquinad – Thursday</li> <li>● Rosario Refuerzo – Friday</li> </ul>
2.1 If to pick-up the materials, follow steps 1-2 of the Reference / Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services		Photocopying fee	Depending on the clients schedule	
<b>TOTAL</b>			<b>1 hour and 45 minutes</b>	

## 2. Title of Service: Reference and Bibliographic Services: via phone call (External)

Description: This is the process of answering reference and bibliographic queries received by phone call.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen; G2G -Government to Government			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Call the Carlos P. Romulo Library at 8834-4272	<p>1. Answer the phone. Interview client regarding his/her reference while filling-up the Reference Inquiry Form (LIB-F04-Rev01)</p> <p>1.1 Check the library database for possible reference sources.</p> <p>1.2 Depending on the reference inquiry, the Librarian informs the client if the reference material is available, and if not, to refer to other Libraries that may have the information they need.</p> <p>1.3 If the material is available, ask the client to call after 20 minutes.</p>	None	15 minutes	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> <li>● Frances Gobis - Wednesday</li> <li>● Luzviminda Maquinad - Thursday</li> <li>● Rosario Refuerzo - Friday</li> </ul>
2. Call back	2. If the answer / reference material is 5 pages or less, materials informs client it will be	None	5 minutes	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> </ul>

	sent thru email. If more than 5 pages, ask client to visit the library at the client's convenience, and photocopy the document.			<ul style="list-style-type: none"> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
3. Decide to pick-up materials. 3.1 Follow steps 1-2 of the Reference / Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services	3. Give the reference materials being asked for photocopying.	None	depends on the choice of client	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>20 minutes</b>	

## 2. Title of Service: Circulation Services: Borrowing/Checking-Out Library Materials for Home Reading

Description: This service is available for DFA employees.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employee of the Department of Foreign Affairs and other attached agencies who gets clearance from the Foreign Service Institute (Permanent, Casual and Contractual)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Office ID Registered borrower		HRMO, Department of Foreign Affairs Carlos P. Romulo Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>

<p>1. Visit <a href="https://library.fsi.gov.ph/">https://library.fsi.gov.ph/</a> to search for the materials. Borrowers must visit the library to get the materials from the collection and go to the Circulation Counter.</p>	<p>1. Check if the borrower is already a registered client. If yes, proceed to the next step. If not, register the client first (see steps in "Enrollment to LMS")</p> <p>1.1 Go to Circulation module of the KOHA Library System</p> <p>1.2 Scan barcode of the material/s being borrowed and check-out in the system</p> <p>1.3 Stamp due date in the date due slip and initial</p> <p>1.4 Print checked-out material/s and put initial of the librarian</p>	<p>None</p>	<p>5 minutes/item</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> <li>● Frances Gobis - Wednesday</li> <li>● Luzviminda Maquinad - Thursday</li> <li>● Rosario Refuerzo - Friday</li> </ul>
<p>2. Write name in the book card / borrower's slip for journal, sign the check-out slip and then submit it to the Librarian</p>	<p>2. Hand-over the material to the client</p>	<p>None</p>	<p>5 minutes</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> <li>● Frances Gobis - Wednesday</li> <li>● Luzviminda Maquinad - Thursday</li> <li>● Rosario Refuerzo - Friday</li> </ul>
<p>3. Receive check-out material</p>	<p>3. Attach slip in the patron's index card</p>	<p>None</p>	<p>1 minute</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz</li> </ul>

				<ul style="list-style-type: none"> <li>- Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>6 minutes for searching + 5 minutes per borrowed material</b>	

### Lending Matrix:

Material Type	DFA / FSI Employee	Government and Private Researchers	Undergraduate and Graduate Students / General Public
Reference books	Room-Use Only*	Room-Use Only*	Room-Use Only*
General Circulation	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Special Collections	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Current Periodicals / Journals	Room-Use Only*	Room-Use Only*	Room-Use Only*
Back issues of Periodicals / Journals	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Treaties (facsimile) <sup>2</sup>	Room-Use Only*	Room-Use Only*	Room-Use Only*

\*Room-Use Only materials may be borrowed for photocopying outside the Library for a maximum time of one hour and upon leaving a valid Office ID (for DFA employees) or visitor's pass (for other researchers).

1 Maximum day material/s can be borrowed, non-renewable. Only five (5) items at a time may be borrowed.



## 2. Title of Service: Circulation Services: Returning/Checking-in of Library Materials for Home Reading

Description: This service is available for DFA employees only.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employees of the Department of Foreign Affairs, and the other attached agencies who gets clearance from the Foreign Service Institute (Permanent, Casual, and Contractual)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Office ID		HRMO, Department of Foreign Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Go to the Circulation Counter	1. Accepts the material/s 1.1 Check the patron page from KOH Library page 1.2 Click check-in 1.3 If overdue, the system automatically generate the computation of fines 1.4 Issue Overdue Library Payment Form (LB-F06) 1.5 Give the form to the patron and instruct to pay at the 5th Floor Cashier	Fee is based on FSI OO No. 87-2017	3 minutes per item	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
2. Pay overdue fines	2. Accept payment. 2.1 Issue Official Receipt	PHP10.00 x no. of days x no. of materials	10 minutes	Minda Aguilar Cashier
3. Return to the Library and show the Official Receipt and return signed	3. Accepts signed Overdue Library Payment Form (LB-F06) and file	None	10 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> </ul>

Overdue Library Payment Form (LB-F06)				<ul style="list-style-type: none"> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>3 minutes per item if no fines; 23 minutes if with fines</b>	

**Fines for overdue materials:\***

Material Type	Fine
Books from the general circulation and special collections	P10 / day
Books for photocopy from the reference section	P10 / hour or P100 / day
Back issues of periodicals and journals	P10 / day
Current periodicals and journals	P10 / hour or P100 / day

Note\* - Fee is based on the Library Lending Procedures (LIB-Y01 (Rev.01))

**2. Title of Service: Circulation Services: Enrollment to Library Services**

Description: This service is open to bonafide employees of the Department of Foreign Affairs and other attached agencies (aside from the employees of the Foreign Service Institute) whose clearances include the Carlos P. Romulo Library.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employees of the Department of Foreign Affairs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Office I.D. for regular employee 2. Office I.D. and CSC Certificate for contractual employee 3. Accomplished online form		HRMO, Department of Foreign Affairs  Carlos P. Romulo Library or <a href="http://bit.ly/CPROnline">http://bit.ly/CPROnline</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>

1. Go to <a href="http://bit.ly/CPROnline">http://bit.ly/CPROnline</a> or go to the Library and ask for assistance on online registration.	1. Check notification in the email 1.1 Verify that the information is complete 1.2 Send confirmation to patron together with the access code for online databases and other instructions	None	1 minute	Maria Luz S. Verdejo Head Librarian  Frances Gobis Librarian 1
2. Change username and password		None	Client's convenience	Client
<b>TOTAL</b>			<b>1 minute</b>	

## 2. Title of Service: Circulation Services: Signing of Clearance

Description: All employees of the Department of Foreign Affairs and its attached agencies whose clearances include the Carlos P. Romulo Library

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employees of the Department of Foreign Affairs, and other attached agencies who gets clearance from the Foreign Service Institute (Permanent, Casual, and Contractual)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DFA Clearance (DFA-HRM-B-35 for Foreign Assignment) 2. DFA Clearance (DFA-HRM-B- for Retirement)		HRMO, Department of Foreign Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Go to the Circulation Counter	1. Accept clearance form 1.1 Check against the Library Management System 1.2 Record in the database	None	5 minutes / clearance	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> </ul>

	1.3 Signs clearance 1.4 Return clearance to client			<ul style="list-style-type: none"> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul> Maria Luz S. Verdejo Head Librarian
2. Accept signed clearance		None		
<b>TOTAL</b>			<b>5 minutes per clearance</b>	

## 2. Title of Service: Circulation Service: Photocopying Service

Description:

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen; G2G -Government to Government			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Visitor's Pass/ID 2. Valid school/office ID 3. Valid DFA I.D. for DFA employees 4. Approved Appointment letter		Main Lobby of the DFA building University/College/Office HRMO, Department of Foreign Affairs Carlos P. Romulo Library (sent by email)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Bring materials for photocopying to the Circulation	1. Accepts book/s 1.1 Ask client to sign book slip 1.2 Prepare gate pass	None	2 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>

2. Photocopy materials	2. Photocopy materials	Copying fee	30 minutes	Machine Operator, Private entity
3. Return materials at the Circulation Counter	3. Accepts and check materials 3.1 Return visitor's pass and ID	None	2 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>34 minutes</b>	

## 2. Title of Service: Circulation Service: Referral Services

Description: This service is given to DFA employees who wishes to research in other libraries.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employees of the Department of Foreign Affairs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid DFA I.D. 2. Referral Letter Request Form (LIB-08)		HRMO, Department of Foreign Affairs Carlos P. Romulo Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Ask for a Referral Letter Request Form (LIB-08) from the Circulation desk	1. Give Referral Letter Request Form (LIB-08)	None	1 minute	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> </ul>

				<ul style="list-style-type: none"> <li>• Rosario Refuerzo - Friday</li> </ul>
2. Fill-up Referral Request Slip	2. Accept filled-up form, forward to the Head Librarian	None	1 minute	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
	2.1 Accept form, print and sign referral letter 2.2 Ask the client to sign conforme and acknowledge receipt of the letter 2.3 File duplicate letter		5 minutes	Maria Luz S. Verdejo Head Librarian
<b>TOTAL</b>			<b>7 minutes</b>	

## 2. Title of Service: Use of Special Facilities for meetings/forum, etc.

### Description:

<b>Office/Division</b>	Carlos P. Romulo Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	DFA units/offices DFA employees and group of employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request Form (Signed by head of office/unit) (LIB-F09)	Carlos P. Romulo Library
2. Audio-visual Requirements (LIB-F07)	Carlos P. Romulo Library
3. Set-up plan	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>1. Call the library through local number 4264 or 3214 or check through the library's OPAC (library.fsi.gov.ph)</p> <p>1.1 Check availability of space/facilities</p>	<p>1. Accept call and check in the Library Reservation List</p> <p>1.1 Inform client if requested space/facilities is available or not</p> <p>1.2 Ask client for details</p>	None	3 minutes	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<p>2. Give the event name, contact detail</p>	<p>2. Record the reservation</p> <p>2.1 Ask client to get the Reservation Form</p>	None	3 minutes	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<p>3. Accomplish Reservation Form, and submit together with other requirements</p>	<p>3. Receive the Reservation Form</p> <p>3.1 Approve the Reservation Form</p>	None	5 minutes	<p>Maria Luz S. Verdejo Head Librarian</p>
<b>TOTAL</b>			<b>11 minutes</b>	

## INTERNAL SERVICES

### 2. Title of Service: Reference and Bibliographic Services: Face to Face Transaction (Internal)

Description: The Library accepts face-to-face clients wanting to research its collection. They are allowed to research, read and photocopy a certain number of pages of library materials but are not allowed to borrow books for home use.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid FSI ID		Human Resource Management		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1.Go to the Library and check OPAC or databases and state query or reference question/s by filling out Reference Inquiry Form (LIB-F-07	1 Accept Reference Inquiry Form. (LIB-F04 Rev. 01) 1.1 Conduct reference interview to clarify query 1.2 Provide bibliographic list/or reference sources to client	None	15 minutes	Librarian-on-duty <ul style="list-style-type: none"> <li>● Johny Prudencio – Monday</li> <li>● Estrella Cruz – Tuesday</li> <li>● Frances Gobis – Wednesday</li> <li>● Luzviminda Maquinad – Thursday</li> <li>● Rosario Refuerzo – Friday</li> </ul>



2. Accepts bibliographic list/reference sources and start research 2.1 Go to the collection area, get the books and do research. 2.2 Return books used.	2. Accepts reference sources after clients use.	None	Number of hours allowed to do research varies depending on the number of researchers from the same institution. This is for non-DFA personnel can come and do research anytime.	Librarian-on-duty <ul style="list-style-type: none"> <li>• Johny Prudencio – Monday</li> <li>• Estrella Cruz – Tuesday</li> <li>• Frances Gobis – Wednesday</li> <li>• Luzviminda Maquinad – Thursday</li> <li>• Rosario Refuerzo – Friday</li> </ul>
<b>TOTAL</b>			<b>15 minutes + the time of actual research of client</b>	

## 2. Title of Service: Reference and Bibliographic Services: via Email/messenger (Internal)

Description: Clients can also ask reference query via email or messenger (link provided in its OPAC)

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		none		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Send email to <a href="mailto:library@fsi.gov.ph">library@fsi.gov.ph</a> or click "Ask a Librarian" at library.fsi.gov.ph	1. Open the official library email at the start of work day and monitor through-out the day 1.1 Acknowledge email and inform the client that the request will be acted upon within	None	30 minutes	Maria Luz S. Verdejo Head Librarian

	<p>the day.</p> <p>1.2 Fill-up the Reference Inquiry Form (LIB-F04 Rev 01) and assign a librarian to research answer to the inquiry</p> <p>1.3 Research on the query</p> <p>1.4 Email the client regarding the answer to his/her inquiry. Depending on the inquiry and answer, the librarian can provide the specific answer via email, ask client to visit the library to pick up the material, or direct client to a specific site or office where the material is available</p>		<p>1 hour</p> <p>5 minutes</p>	<p>Depending on the query: Books: Estrella Cruz</p> <p>Periodicals: Rosario Refuerzo</p> <p>Maria Luz S. Verdejo Head Librarian</p>
<p>2. Receives e-mail and depending on the answer either receives the reference materials of pick-up the following day.</p>	<p>2. Provide materials client requested</p>		<p>10 minutes</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> <li>● Frances Gobis - Wednesday</li> <li>● Luzviminda Maquinad - Thursday</li> <li>● Rosario</li> </ul>

2.1 If to pick-up the materials, follow steps 1-2 of the Reference / Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services		Photocopying fee	Depending on the clients schedule	Refuerzo - Friday
<b>TOTAL</b>			<b>1 hour and 45 minutes</b>	

## 2. Title of Service: Reference and Bibliographic Services: via phone call (Internal)

Description: This is the process of answering reference and bibliographic queries received by phone call

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Call the Carlos P. Romulo Library at 8834-4272	1. Answer the phone. Interview client regarding his/her reference while filling-up the Reference Inquiry Form (LIB-F04-Rev01) 1.1 Check the library database for possible reference sources. 1.2 Depending on the reference inquiry,	None	15 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>● Johny Prudencio - Monday</li> <li>● Estrella Cruz - Tuesday</li> <li>● Frances Gobis - Wednesday</li> <li>● Luzviminda Maquinad - Thursday</li> </ul>

	<p>the Librarian informs the client if the reference material is available, and if not, to refer to other Libraries that may have the information they need.</p> <p>1.3 If the material is available, ask the client to call after 20 minutes.</p>			<ul style="list-style-type: none"> <li>• Rosario Refuerzo - Friday</li> </ul>
2. Call back	<p>2. If the answer / reference material is 5 pages or less, materials informs client it will be sent thru email. If more than 5 pages, ask client to visit the library at the client's convenience, and photocopy the document.</p>	None	5 minutes	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> <li>•</li> </ul>
<p>3. Decide to pick-up materials.</p> <p>3.1 Follow steps 1-2 of the Reference / Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services</p>	<p>3. Give the reference materials being asked for photocopying.</p>	None	depends on the choice of client	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>20 minutes</b>	

**2. Title of Service: Circulation Services: Borrowing/Checking-Out Library Materials for Home Reading (Internal)**

Description: This service is available for all FSI employees.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Office ID 2. Registered borrower		Human Resource Management, FSI Carlos P. Romulo Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Visit <a href="https://library.fsi.gov.ph/">https://library.fsi.gov.ph/</a> to search for the materials. Borrowers must visit the library to get the materials from the collection and go to the Circulation Counter.	1. Librarian on duty accepts call and take note of the materials to be borrowed. 1.1 Librarian will get the material/s from the shelves if request is done via phone. 1.2 Go to Circulation module of the Koha Library System. 1.3 Scan barcode of material/s being borrowed and check-out in the system 1.4 Stamp due date in the date due slip and the librarian's initial. 1.5 Call the client to pick up the material/s or give materials if it is already in the Library. 1.6 Print checked out material/s and , put initial of librarian	None	5 minutes/item	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>

<p>2. Go to the library to get the material</p> <p>2.1 Write name in the book card/borrower's slip for journals and then submit it to Librarian</p>	<p>2. Hand-over the material/s to the client</p>	<p>None</p>	<p>20 Minutes</p> <p>5 minutes</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<p>3. Receive check-out material</p>	<p>3. Attach slip in the patron's index card</p>	<p>None</p>	<p>1 minute</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• Frances Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<p><b>TOTAL</b></p>			<p><b>26 minutes for searching + 5 minutes per borrowed material</b></p>	

**Lending Matrix:**

Material Type	DFA / FSI Employee	Government and Private Researchers	Undergraduate and Graduate Students / General Public
Reference books	Room-Use Only*	Room-Use Only*	Room-Use Only*

General Circulation	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Special Collections	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Current Periodicals / Journals	Room-Use Only*	Room-Use Only*	Room-Use Only*
Back issues of Periodicals / Journals	One month <sup>1</sup>	Room-Use Only*	Room-Use Only*
Treaties (facsimile) <sup>2</sup>	Room-Use Only*	Room-Use Only*	Room-Use Only*

\*Room-Use Only materials may be borrowed for photocopying outside the Library for a maximum time of one hour and upon leaving a valid Office ID (for DFA employees) or visitor's pass (for other researchers).

1 Maximum day material/s can be borrowed, non-renewable. Only five (5) items at a time may be borrowed.

## 2. Title of Service: Circulation Services: Returning/Checking-in of Library Materials for Home Reading (Internal)

Description: This service is available for all FSI employees only.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Office ID		Human Resource Management, FSI		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Return material/s at designated book drop area	1. Librarian gets the material/s 1.1 Check the patron page from KOHA 1.2 Click check-in 1.3 If overdue, the system will automatically generate the computation of fines 1.4 Issue Overdue Library Payment Form (LB-F06)	Fee is based on FSI OO No. 87-2017	3 minutes per item	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>

	1.5 Give the form to the patron and instruct to pay at the 5th Floor Cashier			
2. Pay overdue fines	2. Accept payment. 2.1 Issue Official Receipt	PHP10.00 x no. of days x no. of materials	10 minutes	Minda Aguilar Cashier
3. Return to the Library and show the Official Receipt and return signed Overdue Library Payment Form (LB-F06)	3. Accepts signed Overdue Library Payment Form (LB-F06) and file	None	10 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
<b>TOTAL</b>			<b>3 minutes per item if no fines; 23 minutes if with fines</b>	

**Fines for overdue materials:\***

Material Type	Fine
Books from the general circulation and special collections	P10 / day
Books for photocopy from the reference section	P10 / hour or P100 / day
Back issues of periodicals and journals	P10 / day
Current periodicals and journals	P10 / hour or P100 / day

Note\* - Fee is based on the Library Lending Procedures (LIB-Y01 (Rev.01))

**2. Title of Service: Circulation Services: Enrollment to Library Services (Internal)**

Description: This service is open to bonafide employees of the Foreign Service Institute

<b>Office/Division</b>	Carlos P. Romulo Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G -Government to Government



<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Office I.D. for regular employee  2. Accomplished Library ID Application form (LIB-F01) or online from		Human Resource Management, FSI Human Resource Management Office, Department of Foreign Affairs Carlos P. Romulo Library or <a href="http://bit.ly/CPROnline">http://bit.ly/CPROnline</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Go to <a href="http://bit.ly/CPROnline">http://bit.ly/CPROnline</a> or go to the Library and ask for assistance on online registration.	1. Check notification in the email 1.1 Verify that the information is complete 1.2 Library will send confirmation to patron together with the access codes for online databases and other instructions	None	1 minute	Maria Luz S. Verdejo Head Librarian  Frances Gobis Librarian 1
2. Change username and password		None	Client's convenience	Client
<b>TOTAL</b>			<b>1 minute</b>	

## 2. Title of Service: Circulation Services: Signing of Clearance (Internal)

Description: All employees of the Department of Foreign Affairs and its attached agencies whose clearances includes the Carlos P. Romulo Library

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide FSI employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. FSI Clearance Form		Human Resource Management, FSI		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>

1. Go to the Circulation Counter	1. Accept clearance form 1.1 Check against the Library Management System 1.2 Record in the database  1.3 Signs clearance 1.4 Return clearance to the client	None	5 minutes / clearance	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul> Maria Luz S. Verdejo Head Librarian
2. Accept signed clearance		None		
<b>TOTAL</b>			<b>5 minutes per clearance</b>	

## 2. Title of Service: Circulation Service: Referral Services

Description: Referring FSI employees to other libraries.

<b>Office/Division</b>	Carlos P. Romulo Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G -Government to Government			
<b>Who may avail</b>	Bona fide employees of FSI			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid DFA I.D. 2. Referral Letter Request Form (LIB-08)		Human Resource Management, FSI Carlos P. Romulo Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Ask for a Referral Letter Request Form (LIB-08) from the Circulation desk	1. Give Referral Letter Request Form (LIB-08)	None	1 minute	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> </ul>

				<ul style="list-style-type: none"> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
2. Fill-up Referral Request Slip	<p>2. Accept filled-up form and forward it to the Head Librarian</p> <p>2.1 Accept form, print and sign referral letter</p> <p>2.2 Ask the client to sign conforme and acknowledge receipt of the letter</p> <p>2.3 File duplicate letter</p>	None	<p>1 minute</p> <p>5 minutes</p>	<p>Librarian-on-duty:</p> <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul> <p>Maria Luz S. Verdejo Head Librarian</p>
<b>TOTAL</b>			<b>7 minutes</b>	

**2. Title of Service: Use of Special Facilities for meetings/forum, etc. (Internal)**

Description:

<b>Office/Division</b>	Carlos P. Romulo Library
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	FSI units/offices FSI employees and group of employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request Form (Signed by head of office/unit) (LIB-F09)	Carlos P. Romulo Library Carlos P. Romulo Library

2. Audio-visual Requirements (LIB-F07) 3. Set-up plan		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Call the library through local number 4264 or 3214, or check the library's OPAC (library.fsi.gov.ph)  1.1 Check availability of space/facilities	1. Accept call and check the Library Reservation List 1.1 Inform client if the requested space/facilities is available or not 1.2 Ask the client for details	None	3 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
2. Give the event name, contact detail	2. Record the reservation 2.1 Ask the client to get the Reservation Form	None	3 minutes	Librarian-on-duty: <ul style="list-style-type: none"> <li>• Johny Prudencio - Monday</li> <li>• Estrella Cruz - Tuesday</li> <li>• France Gobis - Wednesday</li> <li>• Luzviminda Maquinad - Thursday</li> <li>• Rosario Refuerzo - Friday</li> </ul>
3. Accomplish Reservation Form and submit along with other requirements	3. Receive the Reservation Form 3.1 Approve the Reservation Form	None	5 minutes	Maria Luz S. Verdejo Head Librarian
<b>TOTAL</b>			<b>11 minutes</b>	