

3. Borrowing and Returning of KEC/RLC Materials and Collections

Borrowing of reading materials and other references from the Knowledge Exchange Center (KEC) done by DSWD employees.

Office or Division:	FO Caraga -Regional Learning Commons (RLC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	DSWD employees, other government workers/agencies, and private individuals/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID		Requesting Party		
2. Logbook/QR Code		RLC		
3. KEC database/accession record		RLC		
4. Book Card		RLC		
5. Date Due Slip		RLC		
A. BORROWING				
A.1 For Internal Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of book/material.		None		
	1. Receive inquiry on the availability of book/material.	None	5 minutes	Kristine April B.Tumale/ Librarian
	2. Request the client to provide ID.	None	5 minutes	Kristine April B.Tumale/ Librarian
2. Provide proof of identification.		None		
	3. Request client to register in the logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian

3. Register in the logbook or through QR code.		None		
	4. Check availability of book/material in database/ record.	None	20 minutes	Kristine April B.Tumale/ Librarian
	5. If available , check if it is a circulating or non-circulating book/material. If not available , inform its non-availability and/or refer to other RLRCs/ libraries.	None	10 minutes	Kristine April B.Tumale/ Librarian
	6. If circulating material (allowed to be read at home) , conduct a physical inspection in front of the client and discuss the condition of the book/ material.; If not circulating material (for room use only) , inform for "Room Use" only and/or photocopy part of the material.	None	13 minutes	Kristine April B.Tumale/ Librarian

	7. After photocopying, request the client to fill out CSMS (print/Google form).	None	2 minutes	Kristine April B.Tumale/ Librarian
4. Accomplish CSMS (print or Google form).		None		
	8. If the book/material is to be borrowed for home reading, request the client to fill out the Book Card (Date Borrowed/ Name and Office).	None	10 minutes	Kristine April B.Tumale/ Librarian
5. Accomplish Book Card.		None		
	9. Update Borrower's Matrix and Date Due Slip.	None	15 minutes	Kristine April B.Tumale/ Librarian
	10. Release the book/material to the client and advise the date of return (Date Due).	None	5 minutes	Kristine April B.Tumale/ Librarian
6. Receive the book/material.		None		
TOTAL PROCESSING TIME:		None	95 minutes or 1 hour and 35 minutes	

A. BORROWING				
A.2 For External Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inquire availability of book/material.		None		
	1. Receive inquiry on the availability of book/material.	None	5 minutes	Kristine April B.Tumale/ Librarian
	2. Request client to provide ID.	None	5 minutes	Kristine April B.Tumale/ Librarian
2. Provide proof of identification.		None		
	3. Request client to register in the logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian
3. Register in a logbook or through QR code.		None		
	4. Check availability of book/material in database/ record.	None	20 minutes	Kristine April B.Tumale/ Librarian
	5. If available , inform for "Room Use" only and/or photocopy part of the material. If not available , inform its non-availability and/or refer to other RLRCs/ libraries.	None	8 minutes	Kristine April B.Tumale/ Librarian
	7. Request the client to fill out CSMS (print/Google form).	None	2 minutes	Kristine April B.Tumale/ Librarian

4. Accomplish CSMS.		None		
TOTAL PROCESSING TIME		None	50 minutes	

B. RETURNING				
For Internal Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Request the client to register in a logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian
1. Register in a logbook or through QR code.		None		
2. Surrender the book/material to be returned.		None		
	2. Inspect the book/material to be returned.	None	5 minutes	Kristine April B.Tumale/ Librarian
	3. Request the client to fill out the Book Card (date returned and signature).	None	10 minutes	Kristine April B.Tumale/ Librarian
3. Accomplish Book Card.		None		
	4. Write the time of return in the same column and initial sign.	None	5 minutes	Kristine April B.Tumale/ Librarian
	5. Return the Book Card to its pocket.	None	5 minutes	Kristine April B.Tumale/ Librarian
	6. Update Borrowers' Matrix and sign in the Date Due Slip.	None	10 minutes	Kristine April B.Tumale/ Librarian

	7. Request the client to accomplish CSMS and return the book/material on its shelf.	None	5 minutes	Kristine April B.Tumale/ Librarian
4. Accomplish CSMS.		None		
	TOTAL PROCESSING TIME:	None	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client satisfaction survey form and drop it at the designated drop box in the CBS Office, respectively. Contact information: (085) 342-5619 local 131
How feedback is processed	Every end of the week, the Administrative Assistant opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box at CBS Office. Complaint can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131
How complaint are processed	The Administrative Assistant opens the complaints box on daily basis and evaluate each complaint. Upon evaluation, the Student Training Coordinator shall start the investigation and forward the complaint to the relevant office for their explanation. The CBS Head will make a report after the investigation and shall submit it to the Head of Agency for appropriate action. The CBS Head will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131
Contact Information	For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131
Contact Information of CCB, PCC, ARTA	Anafe A. Lecciones Training Specialist III/Head, Capacity Building Section DSWD Field Office Caraga

	<p>R. Palma St., Butuan City (085) 342-5619 to 20</p> <p>Email Address: focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>
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