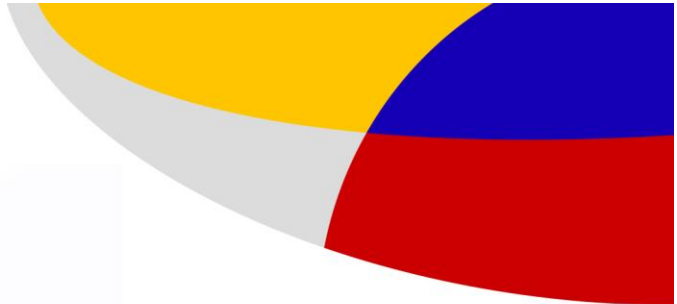




City Government of Imus  
**CITY LIBRARY OFFICE**



# CITIZEN'S CHARTER

## CITY OF IMUS LIBRARY



MAYOR Emmanuel MALIKSI



@EmmanuelMaliksi



@CityMayorELM



[www.imus.gov.ph](http://www.imus.gov.ph)

# CITIZEN'S CHARTER

## CITY OF IMUS LIBRARY

The office is responsible for sustaining the educational development of the citizens through educational materials and technological tools.

### FUNCTIONAL STATEMENT

The **City of Imus Library** shall:

1. Serve as repository of knowledge, national culture, and culture of other people and nation;
2. Build an information center about the community - its history, resources, customs, traditions, etc.;
3. Provide library and information services responsive to the needs of our
  - a. clientele;
4. Enable the children to develop early habit of reading and inquiry;
5. Provide online public access to the library's collections to facilitate
  - a. research and reference needs.

### FRONTLINE SERVICES OFFERED

- Research Service Assistance



## FRONTLINE SERVICES PROCEDURE

### RESEARCH SERVICE ASSISTANCE

**WHO MAY AVAIL THE SERVICE:**

- All residents and non-residents of the City of Imus

**REQUIREMENT (S):**

- One (1) valid ID

**FEE(S)/CHARGE(S):**

- None

**HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT /UNIT		
1	Present the ID and register in the log book	Verify the submitted identification and assist the client in logging in	Annabelle Rusit; Alvin Sampot; Rose Roman	2 minutes
		Assist the client in research through card catalog or OPAC for the borrowing of books and assigning of desktop computer for computer/internet use		5 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				7 minutes
<b>END OF TRANSACTION</b>				



## ORGANIZATIONAL STRUCTURE



**ROSENA V. ROMAN**  
Librarian IV



**ANNABELLE A. RUSIT**  
Administrative Officer II



**ALVIN V. SAMPOT**  
Bookbinder III



**Location:** The **City of Imus Library** is located at the 2<sup>nd</sup> level of the Old Municipal Building.

**Ms. Rosena V. Roman**  
City Librarian

You can also contact us at:  
**(046) 471-5261**

Or email us at:  
**[cityofimuslibrary@gmail.com](mailto:cityofimuslibrary@gmail.com)**

