



**CITIZEN'S CHARTER**  
**NAGPAYONG HIGH SCHOOL LIBRARY**  
**Application for Library Privilege**

Application for NHS Library Borrowers Card  
**Key Person:** Teacher-librarian  
 via gmail account: [romarentoria@gmail.com](mailto:romarentoria@gmail.com)  
**Duration of Processing:** at least 16minutes

**Schedule of Availability:**

Grade 7 students	Monday 1:00-2:00 p.m.
Grade 8 students	Tuesday 10:30-11:30 a.m.
Grade 9 students	Wednesday 1:00-2:00 p.m.
Grade 10 students	Thursday 10:30-11:30 a.m.
Senior High School Students	Friday 1:00-2:00 p.m.
Faculty and Staff	Saturday 10:30-11:30 a.m.

<b>Office or Division:</b>	Division of Pasig City Nagpayong High School Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	NHS Junior High School Students and Senior High School, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.School I.D. (old or new ) / enrolment slip	School enrolled in / Guidance office
2.electronic1x1 picture	
{{To add additional row: Right click -> Insert -> Insert Rows Below}}	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Coordinate with librarian thru personal message ( <a href="mailto:romarentoria@gmail.com">romarentoria@gmail.com</a> )	1. Respond to the students application during the assigned schedule 2. Verify student information thru I.D. or enrolment slip and provide virtual accountability/ orientation for borrowers	None	At least one minute	NHS Teacher-Librarian

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Accomplish Students' Library Registration Form with attached e1x1pic. and esignature	Provide / upload Student's Library Registration Form thru gmail account	None	At least 5minutes	NHS Teacher-Librarian
3	Submit duly accomplished Students' Library Registration Form (electronic or printed)	<ol style="list-style-type: none"> <li>1. Include the student in the master list of NHS Student Borrower's Card Information</li> <li>2. Release Library Card</li> </ol> <p>Note:  <i>Releasing of Library card is based on the availability of key person and students adhering to the basic health protocol. This is to be announced by schedule.</i></p>	None	At least 10 minutes	NHS Teacher-Librarian
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Fill up feedback form available in Nagpayong High School Library Facebook page. Submission starts at 10:30 a.m. – 2:00 p.m. or inquire to NHS guard's house for library feedback/complaint form.</li> <li>2. Submit the form to the key person and wait for response or leave the form to the guard's house near NHS gate.</li> </ol>
How feedback is processed	<ol style="list-style-type: none"> <li>1. Receive and validate the feedback form.</li> <li>2. Assess and develop a concrete plan for resolution.</li> <li>3. Implement resolution as required</li> <li>4. Monitor and document the implemented solution for final outcome.</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Fill up complaint form available in Nagpayong High School Library Facebook page. Submission starts at 10:30 a.m. – 2:00 p.m. or inquire to NHS guard's house for library feedback/complaint form.</li> <li>2. Submit the form to the key person and wait for response or leave the form to the guard's house near NHS gate.</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Receive and validate the complaint form</li> <li>2. Assess and develop a concrete plan for resolution.</li> <li>3. Implement resolution as required</li> <li>4. Monitor and document the implemented solution for final outcome.</li> </ol>
Contact Information	<ol style="list-style-type: none"> <li>1. Nagpayong High School Library Facebook page link: <a href="https://www.facebook.com/Nagpayong-High-School-Library-109975527894740">https://www.facebook.com/Nagpayong-High-School-Library-109975527894740</a></li> <li>2. <a href="mailto:romarentoria@gmail.com">romarentoria@gmail.com</a></li> <li>3. NHS landline: 7477-4739</li> </ol>