

Request for Borrowing Regional Learning Resource Center (RLRC) Materials and Collections

Based on the Memorandum Circular No. 1 Series of 2015, The DSWD-NCR Learning Resource Center (LRC) is established to provide access to knowledge and information through reading and writing, providing the staff, visitors, or other users the right to use the LRC materials and services by providing them a secure and comfortable environment. There is a need to establish LRC in the Field Office in accordance to the thrust of the Department that all DSWD Offices should maintain a LRC wherein all knowledge products are installed and is accessible to the public.

Moreover, the location of the DSWD-NCR is accessible to nearby universities hence, it is necessary to establish a learning center which is open to all students specifically to Social Work students.

The barriers to knowledge sharing such as lack of time to share, poor verbal and written communication, difference in education level etc. have to be addressed so that the people will trust and be empowered to continue to learn, share knowledge and produce faster, smarter and better services to the clients. On the other hand, the employees must also be encouraged to share knowledge and create knowledge products so they can respond to the ever-changing needs of partners and constituents.

Furthermore, the establishment of LRC is a result of DSWD pioneering efforts to institutionalize a knowledge management system and use of Knowledge Exchange Center/Regional Learning Resource Center Function Room for meetings, learning sessions, and exams for applicants which aims to strengthen and promote the exchange of knowledge with stakeholders, partners and within DSWD towards increased productivity and efficiency.

Office or Division:	Office of the Regional Director – Knowledge Management Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All personnel of DSWD, Faculty and Students of different Schools, NGOs, LGUs, CSOs, partners from private agencies, volunteers and general public who may want to access materials and facilities of the DSWD-NCR LRC.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Borrowing for Internal Clients		
1. Employee ID (1 original)	Requesting Party	
2. Registration Form (1 online form)/ Logbook	Regional Learning Resource Center	
3. Book Card (1 per book)		
Borrowing for External Clients		
1. Valid ID (1 original)	Requesting Party	
2. Registration Form (1 online form)/ Logbook	Regional Learning Resource Center	
3. Book Card (1 per book)		
Renewal (for Internal Clients Only)		
1. Book Card (1 per book)	Regional Learning Resource Center	
2. Registration Form/ Logbook (For walk-in); (1 online form)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Internal Clients				
1. Inquire about the availability of book/material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	2.2 If available , check if it is a circulating or non-circulating book/material.		5 minutes	
	2.2.1 If not available , inform its non-availability and/or refer to other RLRCs/libraries. END HERE.			
	2.3 If circulating material, inform the client it may be borrowed for "Room Use" or home reading. If not circulating material , inform for "Room Use" only and photocopy part of the material needed as a reference.			
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).		5 minutes	
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and write the date the materials are due on the Date	None	10 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>

	<p>Due Slip and on the Book Card based on:</p> <ul style="list-style-type: none"> The prescribed borrowing period of seven (7) work days (for home reading) 			
	<p>3.2 Release the book/material to the client and remind proper handling and to always cite references used.</p>		<p>2 minutes</p>	
	<p>3.3 If borrowed for home reading, compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.</p>		<p>2 minutes</p>	
<p>Returning for Internal Clients</p>				
<p>4. Log in to the Registration Desktop</p>	<p>4.1 Receive the client and the returned RLRC material</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i></p>
	<p>4.2 Evaluate the book/ material to be returned.</p> <p>If not overdue, request the client to fill out the Book Card and return it to its pocket.</p> <p>Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i>.</p> <p>If overdue, enforce the following penalty:</p> <p><i>1st Offense: Verbal warning</i></p>			

	<p><i>2nd Offense: Written warning</i></p> <p><i>3rd Offense: Memo informing suspension of borrowing privileges for three (3) months.</i></p> <p>Send CSMS to the client.</p>			
5. Accomplish the Book Card and CSMS Survey	<p>5.1 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).</p> <p>Return the book/ material to its shelf</p>	None	2 minutes	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i>
TOTAL		None	1 hour, 17 minutes	
Borrowing for External Clients				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	2.2 If available , inform for "Room Use" only and/or may photocopy part of the material needed as a reference.		10 minutes	
	2.3 If not available , inform its non-availability and/or refer to other RLRCs/libraries. END HERE.		3 minutes	
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).			

	2.5 Release the book/material to the client and remind proper handling and to always cite references used.		5 minutes	
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and date borrowed on the Book Card and Date Due Slip.	None	10 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.		2 minutes	
Returning for External Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned RLRC material	None	17 minutes	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	4.2 Evaluate the book/ material to be returned			
	4.3 Send CSMS to the client.			
5. Accomplish the Book Card and CSMS Survey	4.1 Return the book/ material to its shelf			
	4.2 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).			
TOTAL		NONE	1 hour, 15 minutes	