



JAN 18 2008

DepED MEMORANDUM  
No. 27, s. 2008

SEMINAR-WORKSHOP ON TRENDS AND PRACTICES IN CUSTOMER SERVICE  
IN LIBRARIES AND INFORMATION CENTERS

To: Bureau Directors  
Regional Directors  
Schools Division/City Superintendents  
Heads, Public and Private Elementary and Secondary Schools

1. The Quezon City Librarians Association Inc. (QCLAI) will conduct its First Seminar for the Year 2008 entitled "Seminar-Workshop on Trends and Practices in Customer Service in Libraries and Information Centers" to be held at Pryce Plaza Hotel, Cagayan de Oro City, Misamis Oriental on February 20-22, 2008.
2. The objective of the seminar-workshop is to promote and develop good customer service skills among librarians and information professionals in their daily approach with their work and in dealing with library users.
3. The participants to this workshop are librarians and information professionals nationwide (especially from the public and provincial libraries).
4. The registration fee, which includes seminar kits, meals and bus rental for the library tour, is as follows:
  - a. PhP7,000.00 for live-in participants; and
  - b. PhP5,000.00 for live-out participants.
5. For more information, please contact Ms. Maria Aurora Veloso, President, Quezon City Librarians Association, Inc., City Hall Complex, Diliman, Quezon City at tel. nos. (02) 927-9834 and (02) 936-25-51 to 66 local 325.
6. Immediate dissemination of this Memorandum is desired.

*Ramon C. Bacani*  
RAMON C. BACANI  
Undersecretary

Reference:  
None

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index  
under the following subjects:

LIBRARY                      SOCIETY or ASSOCIATIONS  
SEMINAR                      WORKSHOP